

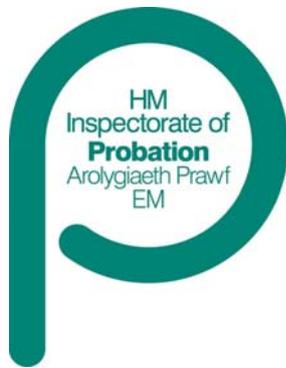
Report on an unannounced inspection of

# **HMP/YOI East Sutton Park**

by HM Chief Inspector of Prisons

**8–18 August 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.justiceinspectors.gov.uk/hmiprisons/about-our-inspections/>

# Introduction

East Sutton Park is one of only two dedicated women's open prisons in England. It holds around 100 women who have been deemed suitable to be moved to open prison conditions, where those held are allowed far greater freedom and the opportunity to take more responsibility for decision-making and their own lives. Therefore, many women at East Sutton Park regularly leave the prison on licence as part of a plan to prepare them for release back into the community. The main building was a grade II listed building dating back to Jacobean times, located in extensive grounds. In October 2013 the National Offender Management Service (NOMS) announced the closure of the two dedicated women's open prisons, in favour of smaller open units outside larger women's closed prisons. This decision was challenged in court, delaying implementation, but the threat of closure remains. In the meantime, the prison operates as normal.

As at the last inspection, we found East Sutton Park to be an excellent prison where the very strong staff-prisoner relationships underpinned safety and a respectful and purposeful approach to preparing women for release. Violence of any kind was extremely rare and the tensions related to communal living were usually resolved through informal mediation rather than formal disciplinary processes. Some women continued to live in dormitory-style accommodation, and while in our view this was not ideal, women had more mixed feelings about its suitability, and all the women we spoke to told us that the opportunities provided by the prison outweighed any disadvantages. Some areas were in need of refurbishment, such as the communal showers and toilets, but we were provided with evidence that funding had been allocated to do this work, and that it would start in the near future. Otherwise, outcomes for women around respect and decency were very good.

The general environment at the prison was excellent and women had easy access to the extensive and pleasant grounds. In addition, the general layout of the prison provided women with opportunities to build their self-confidence, esteem and ability to live communally and in harmony with others. These were essential elements in the rehabilitative approach of the prison. All women were required to engage in activities, which were mainly very good, often equipping them with essential skills for gaining employment on release or to live productive lives. To this end over a third of women were being released on licence on a daily basis to engage in community or paid work, and to support family contact.

Resettlement and offender management work was excellent, and it was notable that both the women and staff at East Sutton Park understood and saw the importance of its fundamental role around preparation for release and rehabilitation. Women were expected to take a measure of responsibility for this work, but were very well supported in this endeavour by prison staff and managers. Risk management and risk reduction work was very good, balancing well the needs of women with considerations of public protection. Essential support around maintaining and developing links with children, families and other networks in the community was also very strong. We consider that controlled access to the internet for those women not yet eligible for release on temporary licence (ROTL) would significantly enhance their ability to take responsibility for their own resettlement.

Overall we considered East Sutton Park to be a very good prison, which did very well what it set out to do, namely to prepare women for release and resettle them back into the community. Leadership of the prison was very strong, with a clarity of vision and purpose, and staff understood this and the role they played in achieving the aims set. Given the prolonged and continuing uncertainty about the future of the prison, this was quite an achievement. Women were clear that they were benefiting from what the prison could offer them, and a number said it had helped turn their lives around. The future of East Sutton Park is not yet clear, but it is to be hoped that full account will be taken of the quality of service provided to the women under the current arrangements.

**Peter Clarke CVO OBE QPM**  
HM Chief Inspector of Prisons

October 2016



# Fact page

**Task of the establishment**

A women's open prison with a resettlement function.

**Prison status**

Public

**Region**

Kent

**Number held**

98 (on 5 August 2016)

**Certified normal accommodation**

103

**Operational capacity**

103

**Date of last full inspection**

21–25 November 2011

**Brief history**

East Sutton Park opened as a female borstal on 2 October 1946 and had been a women's establishment ever since. The prison was a 15<sup>th</sup> century listed manor house set in 80 acres of land, with a working farm. At the time of our last inspection East Sutton Park was run jointly with HMP Blantyre House, which had since closed. In October 2013 the National Offender Management Service (NOMS) announced the closure of the country's two dedicated women's open prisons, which included East Sutton Park, in favour of smaller open units outside larger women's closed prisons. The threat of closure remained.

**Short description of residential units**

There were 34 bedrooms, of which 15 were double rooms and one was a single; the largest room had seven beds. Bedrooms were all situated within the main house. The prison had a shower block and toilet facilities were located around the house.

**Name of governor**

Penny Bartlett (acting governor)

**Escort contractor**

GeoAmey

**Health service provider**

Oxleas NHS Foundation Trust

**Learning and skills providers**

The Manchester College

**Independent Monitoring Board chair**

Graham Maple

**Community rehabilitation company (CRC)**

Kent, Surrey and Sussex CRC



# About this inspection and report

- A1 Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.
- A2 All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.
- A3 All Inspectorate of Prisons reports carry a summary of the conditions and treatment of prisoners, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests are:
- |                            |   |
|----------------------------|---|
| <b>Safety</b>              | women, particularly the most vulnerable, are held safely  |
| <b>Respect</b>             | women are treated with respect for their human dignity  |
| <b>Purposeful activity</b> | women are able, and expected, to engage in activity that is likely to benefit them                                      |
| <b>Resettlement</b>        | women are prepared for their release into the community and effectively helped to reduce the likelihood of reoffending. |
- A4 The 2010 'Bangkok Rules'<sup>1</sup> sets out internationally agreed standards that should govern the treatment of women in prison. These standards are directly applicable to women's prisons in England and Wales. Since September 2014 we have Expectations which specifically address the outcomes we expect for women in prison.
- A5 Under each test, we make an assessment of outcomes for women 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 women are good.**  
There is no evidence that outcomes for women are being adversely affected in any significant areas.
  - **outcomes for women are reasonably good.**  
There is evidence of adverse outcomes for women in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.
  - **outcomes for women are not sufficiently good.**  
There is evidence that outcomes for women are being adversely affected in many areas

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<sup>1</sup> United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders

or particularly in those areas of greatest importance to the well-being of women. Problems/concerns, if left unattended, are likely to become areas of serious concern.

- **outcomes for women are poor.**  
There is evidence that the outcomes for women are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for women. Immediate remedial action is required.

A6 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 women.

A7 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with women; 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.

A8 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.

A9 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

A10 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow five sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for women 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 6 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.

A11 Details of the inspection team and the prison population profile can be found in Appendices I and III respectively.

A12 Findings from the survey of women and a detailed description of the survey methodology can be found in Appendix IV of this report. Please note that we only refer to comparisons with

other comparable establishments or previous inspections when these are statistically significant.<sup>2</sup>

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<sup>2</sup> 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** *Journeys to the prison were generally short and the support women received on arrival and during their early days at the prison was good. Nearly all women said they felt safe and problematic behaviour was rare. Mediation was effectively used to resolve disputes associated with communal living. Levels of self-harm were very low and vulnerable women received good support. Security effectively supported the resettlement focus of the prison. Use of disciplinary measures and force were rare. Substance misuse provision was very good. **Outcomes for women were good against this healthy prison test.***
- S2** *At the last inspection in November 2011 we found that outcomes for women in East Sutton Park were good against this healthy prison test. We made six recommendations in the area of safety. At this follow-up inspection we found that two of the recommendations had been achieved and four had not been achieved.*
- S3** Women continued to be transferred in cellular vehicles, which was inappropriate given their low risk status. However, journey times were generally short and women said staff treated them respectfully. As at the last inspection prisoners were very positive about their experience of reception and their first night. They went through the process swiftly and were usually taken to their rooms within an hour of arriving at the establishment. The induction orderly ensured family visits were booked immediately for the coming weekend. A free phone call was offered to all new arrivals. New arrivals received clear and concise written information about life at the prison. Induction took place over a week, and women met staff from all relevant departments as well as the governor or deputy governor.
- S4** Our survey, prison data and comments from the women all pointed to East Sutton Park being a very safe prison; women felt staff and other prisoners supported them well. There had been no formally recorded assaults or fights in the previous six months and most of the minor incidents arose from friction associated with communal living. When incidents occurred, thorough investigations were completed and efforts were made to mediate between women. Although seldom used, additional more formal processes were in place to monitor individuals and offer victims support. Women valued their place at the prison, which had a positive impact on their behaviour. There was a nominal incentives and earned privileges scheme but all women were on the enhanced level and demotions were rare.
- S5** Levels of self-harm were very low and support for the few women subject to assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm was excellent. Assessments, reviews and care plans demonstrated a very good level of care. There were sufficient formal opportunities through various meetings to share information about those needing support. Good relationships, personal officer work and a team of Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) ensured that women's needs were identified and addressed. Although we had no concerns that the needs of vulnerable women were overlooked, formal adult safeguarding procedures needed to be developed.
- S6** Dynamic security was very good and founded on excellent relationships between staff and the women. The prison was not, however, sufficiently vigilant of possible new threats being experienced. Monthly security meetings were well attended by a multidisciplinary team and covered a wide range of security-related matters. Information-sharing was very good both

within the establishment and with external agencies, and identified areas of concern were promptly acted on. Strip-searches were rare and intelligence-led. There were no random searches. There was no evidence of drug or alcohol use, or of medication being diverted. The random mandatory drug testing positive rate stood at zero.

- S7 In the previous six months nobody had absconded and there were no assaults or finds of drugs, alcohol or mobile phones. There were very few disciplinary charges. Where women were found guilty, sanctions were proportionate. Use of force was minimal. There was no segregation unit; women were moved to a closed prison instead. On average, two women a month were moved back to closed conditions following a thorough investigation and a formal hearing, which the woman could attend and where her point of view was heard.
- S8 The establishment did not have its own substance misuse strategy or action plan, but a needs assessment had been carried out and the service provider the Rehabilitation for Addicted Prisoners Trust (RAPt) was well integrated into the prison. In our survey, all women who responded said they found the support they received for substance misuse issues helpful. The RAPt service was easily accessible and good quality one-to-one work was supplemented by a structured group work module, peer support and Narcotics Anonymous (NA) and Alcoholics Anonymous (AA) meetings. Nobody had required opiate substitution treatment in the previous 12 months, but clinical expertise and facilities were in place should the need have arisen.

## Respect

**S9** *Women in our survey and in person were positive about most aspects of their treatment. They benefited from the excellent general environment but dormitories remained too cramped and lacked privacy, and some areas needed refurbishment. Good relationships were key at the prison and women were very well supported. Outcomes for minority groups in the population were equitable. Faith provision was good. Relatively few formal complaints were submitted, but some management processes needed to be stronger. Legal services were appropriate. Health care was good overall. The food was excellent and shop arrangements were reasonable. **Outcomes for women were good against this healthy prison test.***

**S10** *At the last inspection in November 2011 we found that outcomes for women in East Sutton Park were reasonably good against this healthy prison test. We made 12 recommendations in the area of respect.<sup>3</sup> At this follow-up inspection we found that seven of the recommendations had been achieved, four had been partially achieved and one had not been achieved.*

- S11** The house and grounds were peaceful and calm. Women could move freely around the site, which helped promote individual responsibility and build confidence and trust necessary in the run up to release. Some women had to share cramped rooms, although other accommodation was good. Some showers and toilets were in poor condition, although the prison had funded plans to refurbish them. Despite these drawbacks, women in our survey and with whom we spoke during the inspection were positive about the respectful approach adopted at the prison. Cleaning products were available at all times and women could keep living areas clean and tidy. Applications were dealt with promptly.
- S12** Women told us overwhelmingly that staff were very supportive and played a crucial part in their progress at the prison. In our survey 94% said staff treated them with respect and 98%

<sup>3</sup> 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.

said they had a member of staff to whom they could turn if they had a problem. Staff had an in-depth knowledge of the individual circumstances of women. Many women told us that the care shown by staff helped build their self-esteem and gave them the confidence to change. All women had a personal officer, who was matched with the women to ensure they received the best support. Case notes were reasonable and entries were made regularly.

- S13 There was a monthly equality and diversity meeting, which prisoner representatives attended. Regular monitoring took place and an equality and diversity policy was in place; an action plan had been developed. Discrimination incident reporting forms were available but women rarely used them. Those submitted did not always receive a satisfactory response from staff and there was no external scrutiny of equality and diversity procedures. Some positive events to promote diversity had been held.
- S14 Black and minority ethnic women said they were generally treated equitably. The needs of women with disabilities were met well within the constraints of the built environment. There was now better access to the open estate for women with more severe mobility restrictions. Support for older women was good. There had been occasional events to support some groups. Arrangements in place to support pregnant women were appropriate. Faith provision was good. Women could attend corporate worship and the chaplaincy ran a very good range of support groups to develop self-esteem and well-being.
- S15 Relatively few complaints were made. Women were encouraged, in the first instance, to resolve issues informally through discussion and mediation. Where women chose to pursue more formal routes, complaint forms were readily available and an appropriate member of staff answered complaints promptly and respectfully. However, some handwritten responses were difficult to read. More robust quality assurance was being introduced. The prison did not have an effective management system for confidential access complaints, which are only read by the person to whom they are addressed.
- S16 Most women said it was easy to communicate with their solicitor. Legal visits took place in a confidential space, the video link was well used, and a worker from prisoner advice charity Prison Advice and Care Trust (PACT) provided useful assistance on family legal issues.
- S17 Overall health care services were good, which our survey reflected; women were more positive than the comparator about most aspects of care. Partnership working was effective but clinical governance needed further development. There was an appropriate range of primary care services with very prompt access to a GP and a nurse; however, women waited too long to see a podiatrist. Women had good access to appropriate screening and sexual health services. Medicines management was reasonably good, although some areas needed to be reviewed, and secure storage for all medicines within the pharmacy was required. A local practice provided dental services. Waiting times for routine appointments were too long; women were not put on the waiting list until their release on temporary licence (ROTL) had been granted. Emergency dental access was good. Mental health services were good and had been restructured to better meet the needs of the population. The Care Quality Commission (CQC) found there were no breaches of the relevant regulations.
- S18 Almost all the women in our survey said the food was good or very good. The varied menu included plenty of healthy options, food was freshly prepared and women could eat together. Self-catering facilities were needed. Women were fully consulted about the shop list and the product range met their needs. They could order from a selection of catalogues and buy some items while they were on home leave.

## Purposeful activity

**S19** *Women had excellent time out of their rooms and access to the attractive grounds. Community living was well used to support rehabilitation. Overall Ofsted rated the learning and skills provision good. Leadership and management were effective, and some particularly impressive partnerships had been developed. The prison and provider worked closely together to achieve some very good outcomes, although punctuality needed to be more consistent and some activities were not formally accredited. All women were engaged in activities and the range offered was appropriate. Most aspects of women's personal and social development were good and achievements were very good. Both the library and gym provided good access and opportunities. **Outcomes for women were good against this healthy prison test.***

**S20** *At the last inspection in November 2011 we found that outcomes for women in East Sutton Park were good against this healthy prison test. We made five recommendations in the area of purposeful activity. At this follow-up inspection we found that four of the recommendations had been achieved and one had not been achieved.*

**S21** Women had excellent time out of their rooms. On average, they could spend around 16 hours out of their rooms every day. Access to the grounds was excellent. Communal living was used effectively as part of the overall package to prepare women for release.

**S22** Managers had a clear vision for the development of work and education in meeting the needs of women at the prison. The operational management of learning, skills and work was effective. Relationships and partnership working both internally and externally with employers and community organisations were very good. Self-assessment was realistic and accurate, resulting in a detailed quality improvement plan. Observations of teaching, learning and assessment in education and vocational training required further development to ensure the progress women were making was accurately reflected, and to drive further improvements in the quality of provision.

**S23** The number of activity places was sufficient for all women to be purposefully engaged. The range and variety of education, vocational training courses, external placements and work met the needs of the population well. Progression routes and individual support for higher level education courses was good, as was the prison education induction. The allocations process was effective.

**S24** The standard of teaching, learning and assessment was good for almost all women. In education tutors used information well to help the majority of learners make progress. Women worked well in lessons, gained valuable skills and were encouraged to think independently; they were confident enough to ask searching questions if they did not understand concepts. In vocational training and work, they demonstrated good skills development, for example, in livestock production in the piggery and in the hairdressing salon. Target setting to help women improve their confidence, self-esteem, attitudes to learning and employment skills were good. However, specific short-term targets were not set consistently. The few women with identified additional learning needs did not receive sufficient help to make the progress they were capable of. Able learners were not always sufficiently challenged to reach their full potential. English and maths was not effectively embedded into vocational training and some education sessions.

**S25** Women on ROTL gained valuable skills and gained qualifications. Behaviour management in activities was effective and helped produce a positive learning environment with mutual respect between women and tutors. In education too many women arrived for their lessons

- late and left early at the end of sessions. Attendance at education needed to be suitably prioritised when appointments were scheduled.
- S26 Accredited qualifications achievements in education and vocational training were high but the prison needed to embed accredited qualifications more formally into work activities already taking place. Success rates in English and maths were good. In education and vocational training, the standard of work was mostly good. Standards of work and skills development in livestock production and horticulture were very good.
- S27 The library stock was appropriate and included books to aid vocational training and a selection for foreign nationals. Reading initiatives and book clubs helped promote reading. Library opening hours were good. Our survey showed 75% used the library weekly; however, library usage was not routinely monitored.
- S28 The physical education (PE) department provided very good facilities, and staff effectively supported women's PE needs, as well as the development of healthy lifestyles and well-being. Most women had good access to the gym, including at weekends and in the evenings. Accredited gym instructor courses were available but the take-up was low.

## Resettlement

S29 Work to prepare women for release was central to the prison. Offender management work provided women with good support to reduce their risk of harm to others. Preparation for release work was excellent, and ROTL was used extensively for this purpose. Some very good, accessible support was offered in the resettlement pathways. Very good, innovative provision helped women with family matters. **Outcomes for women were good against this healthy prison test.**

S30 *At the last inspection in November 2011 we found that outcomes for women in East Sutton Park were good against this healthy prison test. We made 11 recommendations in the area of resettlement. At this follow-up inspection we found that four of the recommendations had been achieved, two had been partially achieved and five had not been achieved.*

- S31 The prison's main focus was on progression and rehabilitation and many women told us their lives had been transformed since arriving at East Sutton Park. Inter-departmental communication was effective and activities were coordinated through the resettlement policy committee. ROTL was a main part of resettlement work and used effectively to support women's reintegration goals. Over a third of women regularly left the prison for placements in paid work, training or voluntary work. The Steps to the Gate programme, delivered shortly before ROTL eligibility, gave women the skills and confidence to attend interviews and work placements outside the prison. Support for women working outside the prison was good. The prison-run Vision project staffed by peer advisers, directed women to services and arranged phone calls to outside agencies for resettlement planning.
- S32 The offender management unit (OMU) was impressive. Contact levels were good and case notes demonstrated that meaningful interactions took place. Women could also see offender supervisors and case administrators during a surgery, which was an effective use of resources. It was positive that case administrators knew the women well and were invested in their cases. In nearly all cases examined, the quality and timeliness of offender assessment system documents were good. In one case, we had concerns, which were passed on to managers.

- S33 Women's involvement in sentence planning was high. In our survey, 93% of women said they were involved in the development of their sentence plan and the same proportion said they could achieve some of their sentence plan targets in the prison. In our case sample, sentence plans were relevant and appropriate and the majority contained targets that were geared towards successful reintegration on release. It was encouraging that the women we spoke to understood the process and their targets. Risk of serious harm screenings were accurate in all the cases we reviewed; assessments for those requiring a risk management plan were sufficient and timely in every case. We found several examples in which detailed and sophisticated risk assessments were used as a basis for comprehensive risk management. Home detention curfew decisions were timely and justifiable.
- S34 Public protection processes were well managed and information-sharing processes sound; however, management systems required better coordination. The new inter-departmental risk management team meeting was effective. Indeterminate sentence prisoners were well supported but opportunities for long-term prisoners to practise domestic independent living skills needed development.
- S35 Prison staff offered women individually tailored resettlement support that largely met their practical and emotional needs. Women's awareness of the support available was high. The community rehabilitation company (CRC) produced a resettlement plan. The work was well integrated with the OMU, but communication was not yet as good as it could be. Programmes supporting effective resettlement and healthy relationships were offered. In our survey 64% of women, more than the comparator of 28%, felt that a member of staff had helped them prepare for release.
- S36 Women were very positive about the support they received in maintaining contact with family and friends. The prison focused on identifying the needs of women and their children and providing individual solutions to meet them. A specialist family engagement worker liaised closely with agencies inside and outside the prison to ensure children's best interests were considered. The worker was well known in the prison and the role was pivotal in building a network of support for the women, their children and families. Visits were arranged every weekend through an easy online booking system or by phone. The visitors' centre was welcoming; it had an outside picnic area and a play corner. Transport was provided to and from the train and bus stations. Family days were organised four times a year.
- S37 Thirty-one women had been identified as requiring support related to domestic violence and two related to sex work, but unhealthy relationships were a risk factor for the majority of women in the prison. One-to-one work and the creative use of programmes went some way to meeting these needs but more sustainable consistent provision was required. Staff lacked an awareness of how to identify victims of trafficking.
- S38 In the previous six months, 43 women had been released, all with accommodation. However, few women leaving the prison were accommodated in permanent social housing; specialist housing advice would have helped women gain sustainable accommodation on release.
- S39 Women benefited from detailed skills action planning for education and work, which accurately informed their sentence and resettlement plans. Interventions by National Careers Service organisations were timely and prepared women for learning and work with the aim of gaining sustainable employment on release. The lack of supervised internet access for women not eligible for ROTL impeded their ability to search and apply for jobs and to make effective plans for their life after release.
- S40 Pre-release planning for women with physical and mental health needs was timely and effective. The RAPt substance misuse provider contributed to sentence planning and risk

boards. Women were given additional ROTL to attend community-based AA and NA groups, which was valuable. Release planning was good.

- S41 Women received assistance in opening bank accounts and a representative from the Benefits Agency attended the prison every week. The Vision team helped women arrange a credit check and write letters to creditors. The CRC could refer women to specialist debt services. Women on ROTL could attend outside appointments with banks or money advice services.
- S42 There were no accredited offending behaviour courses, which was appropriate for an open prison. The chaplaincy ran some unaccredited courses focusing on building self-esteem and self-awareness.

### Main concern and recommendation

- S43 Concern: The lack of supervised internet access for women not eligible for ROTL impeded their ability to search and apply for jobs and to make effective plans for their life after release. Given most women progress to ROTL, and the quality of risk assessment work at the prison, providing controlled access for risk assessed women to websites that facilitate job searching and other resettlement support would significantly boost their chances of successful resettlement during ROTL or on release.

**Recommendation: The prison should explore the feasibility of security cleared prisoners who are not on ROTL being given controlled and monitored access to selected secure websites to support resettlement planning and education.**



# Section 1. Safety

## Courts, escorts and transfers

### Expected outcomes:

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

- 1.1 As at the last inspection women continued to be transported in cellular vans, which was unnecessary considering their low risk status. One woman told us she had travelled in a cellular van despite being partially disabled and unable to walk unaided. However, journey times were generally short and women said that vans were clean, that they felt safe and that escort staff treated them well. Water was provided as was food if the journey was long.
- 1.2 Women generally arrived in the early afternoon and some had received information about the prison beforehand; however, it was sometimes inaccurate. Most of the women we spoke to had requested a transfer to the prison and had been moved from closed conditions within a few weeks of their original request. As at the last inspection some women arrived with too little time left to serve to make good use of the resettlement support provided at East Sutton Park.

## Early days in custody

### Expected outcomes:

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

- 1.3 In our survey 99% of women said they had been treated well in reception and 90% said they felt safe on their first night. Reception staff were friendly and offered women a drink and something to eat as soon as they arrived. The reception area was generally clean although small and untidy.
- 1.4 Written information about the women accompanied them from their previous prison and reception staff checked centrally held electronic files prior to the women's arrival to help with a preliminary risk assessment. They could provisionally allocate rooms subject to any further information once the women arrived, which meant women could be told within a short time of their arrival where they would be staying and the names of their room-mates, helping allay fears about sharing rooms, which were common.
- 1.5 Waiting times in reception were kept to a minimum; processes for checking and collating information, including initial interviews with health care and uniformed staff, were well organised and completed swiftly. As a result, women were usually shown to their rooms by the induction orderly within an hour of their arrival even if they needed to return to reception to complete a part of the process. A family visit for the following weekend was also usually organised on the women's behalf (see paragraph 4.34), which was reassuring for them and their families. All women were offered a free phone call.
- 1.6 Property mainly arrived with the women; staff explained allowances for clothes and other items straight away. Phone and shop credit was often transferred within a day when the

women came from a public sector prison but there could be considerable delay of up to two weeks when the women came from a private prison.

- 1.7** New arrivals received clear and concise written information about life at the prison, including a checklist outlining the induction process. Women usually had meetings with health care staff on the first and second day after their arrival and with representatives from the chaplaincy, education and offender management services by the third day. Women also met with the governor or deputy governor. The induction orderly arranged the meetings and accompanied the women to their appointments. New arrivals we tracked through the induction process during our inspection received some conflicting information, which caused some confusion and anxiety. Not all those involved in the delivery of induction had up-to-date information or knew to check if they were unsure. Some elements of the process were also delayed when the induction orderly was not available but the whole programme was in most cases completed within a week.

## Safe and supportive relationships

### Expected outcomes:

**Safe and supportive relationships are encouraged. Everyone feels and is safe from victimisation (which includes verbal and racial abuse, theft, violence and assault or threats). Women are protected from victimisation through active and fair systems known to staff, women and visitors, and which inform all aspects of the regime. Any sanctions on behaviour are applied fairly, transparently and consistently.**

- 1.8** Our survey, prison data and comments from the women we spoke to all pointed to East Sutton Park being a very safe prison, where women felt staff and other prisoners supported them well. Only 2% in our survey said they felt unsafe at the time of the inspection. Positive perceptions of safety were also reflected in the last survey of safety conducted by the prison in 2015–16.
- 1.9** There had been no formally recorded assaults or fights in the previous six months and most of the minor incidents arose as a result of friction associated with living together in cramped rooms. Petty thieving, for example, was an occasional problem.
- 1.10** The small population and excellent relationships helped identify problems early; they were recorded in a central observation book. Incidents were promptly and thoroughly investigated and efforts made to mediate between the parties. Where differences could not be reconciled, women were moved to another room or dormitory.
- 1.11** Although rarely used, more formal processes were in place to monitor individuals suspected of bullying and offer victims support. No one had been subject to these procedures over the past year. A special circumstances risk board (see paragraph 1.18) discussed those whose behaviour was of such concern that a return to a closed prison was considered.
- 1.12** Women valued their place at the prison; this attitude had a positive effect on their behaviour. There was a nominal incentives and earned privileges (IEP) scheme, but all women were on the enhanced level during the inspection. Women responded positively to warnings and demotions were rare.
- 1.13** A safer custody committee met every month to review any indicators of violence or vulnerability that had emerged over the previous month. The meeting was chaired by a senior manager and attended by staff from relevant departments and prisoner representatives, some of whom were Listeners (prisoners trained by the Samaritans to

provide confidential emotional support to fellow prisoners). The meeting had a standing agenda and covered key areas.

- I.14 A monthly safer custody report recorded the mostly minor incidents along with action taken by staff. The report included comparative data on adjudications and IEP levels, which helped identify emerging trends.
- I.15 A violence reduction strategy document drawn up in 2015 highlighted the role of staff in challenging antisocial behaviour, promoting appropriate behaviour and interacting with women respectfully and purposefully to improve safety. It provided guidance on early intervention and mediation to prevent incidents from escalating.

## Self-harm and suicide prevention

### Expected outcomes:

**The prison provides a safe and secure environment which reduces the risk of self-harm and suicide. Vulnerable women 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.16 The environment, good relationships, personal officer work and the supportive regime helped women cope with stress, common anxieties and personal crises arising from imprisonment. Recorded levels of self-harm were very low. There had been one incident of self-harm in 2015 and two in 2016 up to the date of the inspection.
- I.17 Three assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm had been opened in 2016 up to the date of the inspection and eight throughout 2015. Support for the few women subject to ACCT procedures was excellent. Assessments were comprehensive, reviews often involved staff from a range of departments and had on occasion included a Listener with the agreement of the person at risk. Care plans were detailed and clearly set out action to be taken. Support from personal officers and daily entries from staff generally demonstrated a very good level of individual care. Staff had been encouraged to involve families. A counselling service was available through the health care department. The chaplaincy provided courses to boost women's confidence and self-esteem.
- I.18 Communication between staff was good and promoted good care. Identified concerns were noted in a central observation book. Various meetings, including a special circumstances risk board (see paragraph I.11), enabled staff formally to share information about women needing support.
- I.19 The safer custody meeting considered all 'self-harm indicators', including any evidence of a woman being distressed because of a bereavement, family health concerns or release on temporary licence (ROTL) decisions. Particular attention was paid to women with a history of serious self-harm. Sufficient training was available; staff had taken part in the Becoming Trauma Informed programme, which raises awareness of the impact of inter-personal violence on women in custody. A comprehensive suicide prevention and self-harm management strategy document dated July 2016 highlighted particular issues associated with caring for women in an open prison.
- I.20 Prison staff supported a small team of Listeners well. Samaritans visited fortnightly. Listeners saw all new receptions and there were many informal opportunities to support their peers. The portable phone with free direct access to the Samaritans was rarely used.

## Safeguarding (protection of adults at risk) and women with complex needs

### Expected outcomes:

**The prison promotes the welfare of all prisoners, particularly adults at risk, and protects them from all kinds of harm and neglect.<sup>4</sup>**

- I.21** All prisons in the area were represented at the local safeguarding adults board by HMP Swaleside. However, East Sutton Park was not adequately involved. The prison lacked a local adult safeguarding policy and distinct links with the local safeguarding board to reflect the specific needs of women.
- I.22** We had, however, no concerns that the needs of vulnerable women were overlooked. Disabilities were identified through the offender management unit interview on reception and some good work was being carried out with the small number of women identified as having learning difficulties. Good personal officer work, a safer custody officer and a formal inter-departmental risk management board also considered women at risk and whether any additional support was required.
- I.23** Staff had received no formal adult safeguarding training. Staff had recourse to a professional standards policy if they had any concerns about colleagues' treatment of prisoners.

### Recommendation

- I.24** **The governor should initiate contact with the local director of adult social services and the local safeguarding adults board to develop safeguarding processes specific to East Sutton Park.**

## Security

### Expected outcomes:

**Physical and procedural security measures are specific to the risks in a women's prison. Security and good order are underpinned by effective security intelligence and positive staff-prisoner relationships. Women are safe from exposure to substance misuse while in prison.**

- I.25** Security effectively supported the resettlement focus of the prison. Physical security arrangements were appropriately low-key, which helped create an informal environment. The prison had access to further resources outside the prison if necessary, such as a drug dog. Dynamic security was very good, founded on excellent relationships between staff and the women. Nonetheless, the prison needed to remain vigilant of any emerging security issues or threats should the very settled picture we found change.
- I.26** Monthly security meetings were well attended by a multidisciplinary team and covered a wide range of security-related matters. The flow of intelligence and information-sharing both within the establishment and with external agencies were good, and identified areas of concern were acted on promptly. Reasonable staff corruption policies were in place.

<sup>4</sup> We define an adult at risk as a person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000)

- I.27** The searching policy was clear. Women working outside the prison had their bags searched when they left and returned to the prison. There were no random searches. Strip-searches took place rarely and were always intelligence-led.
- I.28** A sample of the 247 intelligence reports (IRs) recorded in the previous six months indicated that the key issues reported involved staff failing to return their keys at the end of their shift and women returning late from ROTL. IRs were analysed for trends and issues and discussed during the well-attended monthly intelligence meeting, where threats, risks and intelligence gaps were identified and addressed.
- I.29** There was very little evidence of drug or alcohol use. In our survey only 1% of respondents thought illegal drugs were easily available compared to 18% last time and 24% at similar prisons. Only 1% said the use of diverted medication was problematic.
- I.30** The prison's random mandatory drug testing (MDT) positive rate stood at 0%, and women who tested positive under MDT due to prescribed medication were not penalised while waiting for the result of the confirmation test.
- I.31** Target testing was carried out promptly and intelligence-led searches had not resulted in any finds. In the previous six months one woman had tested positive under suspicion testing. The prison no longer undertook compact-based drug testing, where the prisoner signs an agreement to be tested at regular intervals.
- I.32** In our survey not a single woman said alcohol was available against a comparator of 13%. The prison's alcohol testing now took place where alcohol had played a role in a woman's offence or if there was intelligence to justify it. Women were tested when they returned from ROTL; none had tested positive in the previous six months.

## Disciplinary procedures

### Expected outcomes:

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

### Disciplinary procedures

- I.33** In the six months prior to our inspection there were no fights, assaults, escapes or incidents involving force in the prison, nor were there any finds of mobile phones, drugs or alcohol.
- I.34** During the same period, a total of 35 adjudication hearings were held, eight of which involved one woman. Punishments were proportionate and in many cases were suspended (in 14 out of the 18 proven adjudications during that period). Adjudication paperwork was good, and data were routinely monitored and quality assured to ensure that emerging issues and trends were identified and acted on if necessary.
- I.35** Force had not been used in the previous six months and handcuffs were used all in cases where women were being escorted back to closed conditions.
- I.36** The prison did not have a segregation unit and transfers to closed conditions were the main sanction for serious disciplinary offences, which were rare. On average, two women were moved back to closed conditions each month following a thorough investigation and a formal hearing, which the woman could attend and where her point of view was heard.

## Substance misuse

### Expected outcomes:

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

- I.37** At our last inspection the prison had some joint management arrangements with nearby Blantyre House, an open prison for men, which had since closed. The establishment's substance misuse strategy document still referred to Blantyre House. A detailed health needs analysis had been conducted earlier in the year and the substance misuse service provider, the Rehabilitation for Addicted Prisoners Trust (RAPt), was currently developing a service improvement plan. Substance misuse issues were discussed at security meetings and RAPt provided governors with detailed monthly activity reports.
- I.38** A new team from RAPt now provided drug and alcohol services at both HMP Swaleside and East Sutton Park, which meant a pool of staff was available to deliver additional interventions. Women could easily access the team, and an evening session had been introduced for those out at work during the day.
- I.39** In our survey all respondents said they had received support for their drug or alcohol problem, which all of them found helpful. Case files demonstrated that good quality one-to-one work was undertaken. Currently 21 women were involved in the service and another six had completed a programme of support.
- I.40** Demand for the three-day Living Safely course, which included structured relapse prevention work, had been falling. Following service user consultation RAPt was introducing new workshops and group therapy, which appropriately focused on recovery and provided women with opportunities to practice yoga, relaxation and mindfulness. The service also planned to develop family work.
- I.41** Women could attend Alcoholics Anonymous and Narcotics Anonymous self-help meetings held in the evenings and two peer supporters assisted those with problems during induction and those attending self-help groups. Women were consulted regularly.
- I.42** RAPt also ran clinical substance misuse services but there had been no need for opiate substitution treatment in the previous 12 months. Specialist staff, appropriate processes, facilities and medication were in place should the need have arisen.

### Recommendation

- I.43** **The establishment should have its own substance misuse strategy policy, and the action plan should reflect the recent needs analysis and current service developments. Future service provision should include family work.**

## Section 2. Respect

### Residential units

#### Expected outcomes:

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

- 2.1 The house and grounds were peaceful and calm. Women could move freely around the site, which helped promote individual responsibility and build confidence and trust, supporting work to rehabilitate and reintegrate women back into the community.
- 2.2 There were 34 rooms or dormitories, 33 of which were shared with each accommodating between two and seven women. Young offenders were accommodated separately from adults. Each woman had a locked cabinet, small clothes cupboard and two plastic boxes, which they placed under their beds, as well as a shoulder-height screen. There was also a shared fridge and TV. The living space was cramped and provided little privacy, which some women found difficult. Despite this, women were overwhelmingly happy to be at East Sutton Park and felt safe and well treated overall.
- 2.3 Rooms were left unlocked at all times. Staff always knocked before entering. Women found that items occasionally went missing. The prison was obtaining second-hand locks from an establishment that had closed, but there were not enough for all rooms.
- 2.4 Showers and toilets were also shared. Some showers were in particularly poor condition but an essential refurbishment programme was due to start within a month of our inspection. Toilets were limited and women complained that they were often dirty and smelled despite being cleaned daily. A good selection of sanitary products was available at all times.
- 2.5 Cleaning products were easily available and women could keep the living areas clean and tidy. Communal areas were cleaned regularly and were in good condition. Women mostly had their own bedding, including pillows; however, prison bedding was available and what we saw was in good condition. Women washed their own bedding.
- 2.6 Women generally wore their own clothes but also had access to a substantial store of second-hand clothes, including a range of items for work interviews. A weekly service-wash was available, but women could also use the laundry out of work hours to do any additional washing themselves.
- 2.7 Women could officially have access to their stored property every three months, although reception staff allowed them to obtain it at most times, if necessary.
- 2.8 Staff handled women's requests informally wherever possible, which meant the number of formal applications was small. Formal applications were answered swiftly, sometimes on the same day and responses were mainly courteous, providing explanations when a request was denied. Women understood how and when to use the formal applications system and a record was kept of all applications and responses.

## Staff-prisoner relationships

### Expected outcomes:

**Women 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** Women overwhelmingly told us staff were very supportive and played a key role in their progress. In our survey, more women than the comparator and compared with the previous inspection said that staff treated them with respect (94%) and that they had a member of staff to whom they could turn (98%). Staff we spoke to had an in-depth knowledge of the individual circumstances of the women. Many women told us the care staff showed, from uniformed officer to governor, helped build their self-esteem and gave them the confidence to change.
- 2.10** All women had a personal officer and an assigned back-up officer. Efforts were made to match individual personal officers with the women where possible to ensure the best support. Personal officers found out about the personal circumstances of the women and their families and friends, encouraging them to stay in touch with them. Where appropriate they made themselves known to the women's family and friends and some attended family days as did the governor. We observed a personal officer introduce himself to the families of women new to the prison during a weekend visit.
- 2.11** Many women spoke highly of their personal officers and said they could rely on them for information and to sort out particular issues, although they also stressed they could speak to any officer if their own personal officer or back-up was not available. There was a good level of trust and understanding between all staff and women. We were told that some women phoned their personal officer or other members of staff after leaving the prison to share good news or talk through a problem. The prison was considering introducing a formal post-sentence contact scheme.
- 2.12** Case notes were reasonable and regular entries were made. There were systematic management checks but not all of them provided a meaningful assessment of entries.

## Equality and diversity

### Expected outcomes:

**The prison demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic<sup>5</sup> are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), transgender issues, sexual orientation and age.**

### Strategic management

- 2.13** Basic strategic elements were in place; they were appropriate for the prison's relatively small population and centralised residential area. No specific staff were allocated to each of the diversity strands but some had led bespoke pieces of work to support some groups with protected characteristics. A 2015–2018 equality and diversity policy and strategy document

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

outlined the legislative requirements, the responsibilities of staff and the structures through which equality would be delivered. It also described the provision to meet the needs of those with protected characteristics. An action plan had been developed at the beginning of August 2016.

- 2.14 A senior manager chaired a monthly equality and diversity meeting, which staff from a range of departments attended. The deputy governor was also often present and there was now a much better level of senior staff involvement compared with our last inspection. The meeting was attended regularly by prisoner representatives who, although they had no formal training, were confident and had a good grasp of the issues.
- 2.15 Diversity within the population was monitored regularly. Black and minority ethnic women were the largest minority group; their progress through the regime to voluntary, community and paid work was closely scrutinised. This, and the data provided through the national equalities monitoring tool, had raised no concerns.
- 2.16 Discrimination incident reporting forms were available but not in an obvious place. We found them among a range of other complaint and application forms. They were rarely used. Twelve had been submitted in the year up to the inspection; they included seven from one woman. Those submitted did not always receive a satisfactory staff response. There was no quality assurance of these reports and no external scrutiny of equality and diversity procedures.
- 2.17 Some positive events had been organised to promote diversity and support some groups. The needs of women with disabilities were met well within the constraints of the built environment. The prison had completed an equality impact assessment screening on the accommodation in May 2016. It concluded that due to the listed status of the building sufficient physical alterations could not be made to accommodate wheelchair users. There was, however, now better access to the open estate for women with more severe mobility restrictions through bespoke open units outside closed prisons.
- 2.18 The prison had an appropriate gender ratio of main grade officers: 72% were female. Sixty percent of staff had completed the Women Awareness staff programme and 38% the Sex Workers in Prison training.

## Recommendation

- 2.19 **Procedures for reporting, investigating and quality assuring discrimination incidents should be improved and include some external scrutiny.**

## Protected characteristics

- 2.20 Black and minority ethnic women represented around a third of the population. Those from minority ethnic backgrounds we spoke to said they were treated equitably and in our survey there were no significant differences in perceptions of their treatment compared to white prisoners. Black History Month was celebrated and all women had been invited to a presentation on hate crime, which covered racism.
- 2.21 Two women were from a Gypsy, Romany or Traveller background and some good, bespoke support was being provided to this group.
- 2.22 The prison held only one foreign national prisoner. Two foreign national women since January 2016 had been returned to closed conditions following liaison between the offender

management unit and the Home Office and discussions at a special circumstances risk board. We saw the minutes of one of these meetings and the decision seemed reasonable. There had been no use of translation services in the previous six months and a record was kept of foreign national phone credit issued. Staff lacked an awareness of how to identify trafficked women.

- 2.23** Religious affiliations were monitored at the monthly equality and diversity meetings and most faith needs were met. Christian services reflected a range of traditions. The first floor multi-faith room was not accessible for women with poor mobility, but an alternative was found that allowed a woman to attend Friday prayers. (See also section on faith and religious activity.)
- 2.24** Women with disabilities were identified at reception and monitored at the monthly diversity meeting. Around 24% of women in our survey said they had a disability, similar to the 20% identified by the prison. A health and safety check was completed at reception and personal emergency and evacuation plans were in place for those who needed them. The prison had made reasonable adaptations where permitted and provided practical aids to support individuals (see also paragraph 2.17).
- 2.25** Support for older women was good. Some provision was made for those who preferred quiet communal time together. One officer had a particular focus on supporting older women with poor mobility. Younger women were accommodated together in specific dormitories. In our survey, 14% of women said they were gay or bisexual. The prison had held an awareness event in conjunction with Pride week.
- 2.26** No pregnant women were known to the service during the inspection. The health care team had good links with community midwifery services, which provided antenatal care. Women could be transferred to the mother and baby unit at HMP Bronzefield at approximately 30 weeks' gestation. However, depending on the woman's individual circumstances, some could stay longer at East Sutton Park until 34 weeks if they were due for release, which was sensible.

## Faith and religious activity

### Expected outcomes:

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

- 2.27** Few women were registered to non-Christian religions. The largest minority group was Muslim (6%). The prison now had a full-time managing chaplain. The department relied heavily on volunteers and a comprehensive range of sessional chaplains who could be called upon when women from smaller faith groups arrived at the prison. A Muslim chaplain visited every week.
- 2.28** Faith provision was good. Chaplains met all new receptions within their first 24 hours and completed an induction interview which, in addition to their faith needs, asked about family circumstances, the impact of imprisonment and any support required.
- 2.29** The excellent, well-resourced multi-faith room was used for all corporate worship and most women had open access to it (see also paragraph 2.23). Women could attend corporate worship weekly. There was a multi-denominational Christian service each Sunday, which included a monthly Pentecostal service. Some religious festivals had been celebrated in co-operation with other departments.

**2.30** Women could attend classes and activities to nurture their faith, such as Bible study groups and discussions about both religious and secular issues. The chaplaincy also supported women's psychosocial needs and a good range of support groups to develop self-esteem and well-being were organised (see paragraph 4.55). The team provided good pastoral support and ran the Living with Loss course for those who had been bereaved. They saw all women who were subject to assessment, care in custody and teamwork (ACCT) case management procedures for prisoners at risk of suicide or self-harm and all women prior to release to offer them access to a community mentor. They were well integrated into prison life and attended all the main management meetings.

## Complaints

### Expected outcomes:

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

- 2.31** The number of complaints was relatively low. In the previous six months a total of 51 complaints were made, of which 12 were confidential access complaints (which are only read by the person to whom they are addressed) and 10 were made by one woman.
- 2.32** Women were encouraged, in the first instance, to resolve issues informally through discussion and mediation. Where they chose to pursue more formal routes, the process they needed to follow was clear, complaints forms were readily available, and complaint boxes were emptied and logged daily.
- 2.33** In our survey, most women felt their complaints were dealt with fairly (62%) and quickly (65%). During the inspection we found that an appropriate member of staff mostly answered complaints promptly and respectfully. However, some handwritten responses were difficult to read and, while a more robust quality assurance system was being introduced for complaints, we found the prison lacked an effective system for managing confidential access complaints.

### Recommendation

- 2.34 A robust system for managing and filing confidential complaints should be introduced.**

## Legal rights

### Expected outcomes:

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

- 2.35** In our survey, 64% of women said it was easy to communicate with their solicitor, against the comparator of 43%. Legal mail was handled appropriately, and external support services were well advertised. The library contained all Prison Service instructions and some legal texts, although up-to-date legal books had to be ordered. The video link was well used and legal visits were held in sufficient privacy; visits could be timed flexibly. A family support worker from Prison Advice and Care Trust (PACT), a national charity supporting people

affected by imprisonment, offered practical help to those involved in family-related legal issues.

## Health services

### Expected outcomes:

**Women 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 women could expect to receive elsewhere in the community.**

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

### Governance arrangements

**2.37** The CQC found there were no breaches of the relevant regulations.

**2.38** Oxleas NHS Foundation Trust provided both primary care and mental health services. Working relationships between the commissioner NHS England, the prison and provider were good – partnership board meetings were well attended and there were quarterly contract reports. An updated health and social needs assessment published in March 2016 informed service delivery.

**2.39** The service operated in a similar way to a small community health centre and was open from 8am to 4pm, with a break for lunch. The service was not suitable for those requiring 24-hour nursing care. A small team of dedicated, experienced nurses provided a responsive and compassionate level of care. The operational manager was based at HMP Maidstone but attended at least once a week. Staff felt supported and had regular supervision and an annual performance and development review. The administrator post was vacant although an administrator from HMP Maidstone provided one day's support while the post was being advertised. Mandatory training was well managed and professional development opportunities and support for nurses to have their registration renewed were available.

**2.40** An infection control action plan had been established following an audit completed in October 2015. The plan included having a daily contracted cleaner. The health centre was clean and tidy; however, the carpets in two rooms needed to be replaced with suitable washable flooring and the sharps bins were precariously situated and needed to be secured.

**2.41** Effective systems were in place for the management of communicable diseases. Staff had access to a wide range of trust policies, including on safeguarding; however, some local policies had not been updated to reflect current practice.

**2.42** We found a potentially significant incident in which a woman's rescheduled hospital appointment had not been formally recorded on Datix, the electronic clinical incident system. It was clearly documented in the individual's health record, but should have been recorded to ensure a thorough investigation took place and lessons were learned.

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<sup>6</sup> CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

- 2.43** There was a dedicated system for health care complaints, although some complaints were still received through the prison system. The health care complaints system was not promoted well enough. The responses sampled were respectful and addressed the issues raised, but trends did not appear to be monitored and lessons were not taken on board. Only five of the nine complaints received between January and July 2016 were available.
- 2.44** Health care staff had access to appropriate emergency equipment, including an automated external defibrillator (AED) and oxygen. A recorded weekly content check was carried out, however, there was no itemised list of contents so staff could identify if anything was missing or due to expire. Staff said they would implement a checklist.
- 2.45** Custody staff had access to two fully functioning AEDs although we saw no evidence of regular checks being conducted. Over half of all custody staff had received first aid training with further training planned. An ambulance was called promptly in an emergency.
- 2.46** A wealth of relevant health promotion information was available. An evening presentation about the menopause was well received and further health promotion awareness events were being considered. Smoking cessation support was provided on an individual timely basis.
- 2.47** Women had good access to age-appropriate screening programmes, including for breast cancer and blood-borne viruses, as well as to immunisations. Barrier protection was available in the health centre waiting room.

## Recommendations

- 2.48** **The health centre should comply fully with all infection control standards.**
- 2.49** **Local policies should be updated to reflect current practice.**
- 2.50** **Clinical governance requires improvement to ensure lessons are learnt and services enhanced. This includes recognition and recording of incidents affecting clinical care and effective systems for monitoring and analysing trends from complaints and incidents.**

## Good practice

- 2.51** *The presentation about the menopause helped raise awareness and promote women's health and well-being.*

## Delivery of care (physical health)

- 2.52** On arrival, a registered nurse undertook an initial comprehensive health screening in the health centre and made appropriate referrals. A more in-depth secondary screening was completed within 72 hours.
- 2.53** The team offered a broad range of skills, for example a nurse prescriber was available. A daily drop-in clinic for minor ailments and triage meant access to a nurse was excellent. The team had received several 'Thank you' cards from woman for the care they had been given. In our survey 93% of women compared with 56% in the comparator said it was easy to see a nurse; 59% against a comparator of 40% thought the overall quality of the service was good or very good.

- 2.54** Long-term conditions were well managed and an appropriate range of primary care services was available, although some women waited too long to see a podiatrist. The visiting sexual health nurse ran a monthly clinic, including contraception advice and treatment. The prison had good links with other external hospital services and a stoma nurse visited when required.
- 2.55** Clinical records we sampled were comprehensive although not all women with complex needs had a formal care plan.
- 2.56** Women had prompt access to the three GP sessions provided by a local GP practice; female GPs were regularly available. In our survey more women (70%) said it was easy to see a doctor compared to similar prisons (35%). Out of hours' GP cover was equivalent to what was available in the community. Community midwifery services were available when required (see paragraph 2.26).
- 2.57** Most women attended hospital appointments unaccompanied following appropriate risk assessments. Few appointments had been rescheduled because of a lack of custody staff to accompany woman when required, although we did see one case where significant tests had been delayed.

## Recommendation

- 2.58 All women should have timely access to a podiatrist and external hospital appointments.**

## Pharmacy

- 2.59** Medicines were promptly obtained from the pharmacy at HMP Rochester and delivered twice a week in sealed boxes directly to the health care centre. All named patient medicines and controlled drugs were stored appropriately in the pharmacy room. Nobody had required opiate substitution treatment or any other controlled drugs treatment in the previous 12 months, but systems were in place should they have been required. Heat sensitive medicines were stored in a fridge and the temperature was monitored. However, all other stock medication, including antibiotics were stored in cabinets that could not be locked, which was inappropriate, and the gated door to the pharmacy was sometimes left open during the day.
- 2.60** Medicines were received weekly or monthly in possession and women could store it securely. There was an emphasis on promoting independence and women were responsible for ordering and collecting their medication just as they would in the community. However, anyone struggling to do so received help and individuals who failed to order or collect their medicine were followed up to find out why.
- 2.61** A comprehensive risk assessment was completed on the electronic clinical record system SystemOne as part of the in-possession assessment, as was a signed 'prescription responsibilities' sheet, outlining adherence to a set of rules about medication. Patient information leaflets were provided with medicines.
- 2.62** Nursing staff handed out medicine, and recorded when medication was collected or administered. A good range of over-the-counter remedies was available for minor ailments and staff were clear about their use.

- 2.63** A pharmacist and pharmacy technician usually visited the prison on a monthly basis to check paperwork and perform stock checks. The pharmacist undertook medicine use reviews. The prison's range of medicines management standard operating procedures had been reviewed and updated in February 2016.
- 2.64** Only two patient group directions (PGDs), which enable nurses to supply and administer prescription-only medicine, were up to date and being used, the rest were out of date. A specific formulary (medications used to inform prescribing) was available on SystemOne.
- 2.65** A well-attended quarterly Kent prisons medicines management committee covered areas such as monitoring prescribing trends and reviewing medicine audits.

## Recommendations

- 2.66 All medicines within the pharmacy room should be stored in lockable cupboards and the gated door should be locked at appropriate times.**
- 2.67 There should be a wider range of PGDs so nursing staff can supply more potent medicines, where appropriate.**

## Dentistry

- 2.68** A local community dental practice ran three dental sessions per week. In our survey, more women (69%) than at comparator prisons (41%) said that the quality of the service was good or very good. We found that some women had waited up to 15 weeks for routine appointments, which was too long. This was exacerbated by the fact that women were not put on the waiting list until their release on temporary licence (ROTL) had been granted. Emergency cases were prioritised and DentalLine, an out-of-hours' dental service, provided a range of limited emergency dental treatment.

## Recommendation

- 2.69 Women should receive equal access to dental services irrespective of their ROTL status. The partnership board should review women's access to ensure their oral health is not compromised.**

## Delivery of care (mental health)

- 2.70** Mental health provision was good. A mental health needs assessment had led to services being restructured to better meet the needs of the population and counselling was now available.
- 2.71** A mental health nurse, a psychologist and a counsellor from the mental health team based at HMP Maidstone provided one session each per week. A weekly psycho-educational group on domestic violence, facilitated by the counsellor, had also been introduced in the evening, which was positive.
- 2.72** A stepped model of care (mental health services that address low level anxiety and depression through to severe and enduring needs) was in place. The team provided a range of treatments from less intensive interventions such as self-help guidance to short-term psychological interventions for women with mild to moderate mental health needs.

- 2.73** Women could refer themselves or be referred by prison or health staff and approximately five referrals per month were received. The current team caseload was 11, which included one woman who was managed under the care programme approach (mental health services for individuals diagnosed with a mental illness).
- 2.74** Nurses assessed and triaged referrals within five working days; urgent referrals received a prompt response, however they were rarely required. Care planning and progress notes on SystemOne were good. Physical health checks were carried out to monitor prisoners who had been prescribed antipsychotic medication.
- 2.75** Women had access to a psychiatrist if necessary and all referrals and ongoing cases were discussed at the weekly multidisciplinary team meeting held at HMP Maidstone. Staff received regular clinical and managerial supervision.
- 2.76** Officers had not received any mental health awareness training over the previous three years. The team had developed a mental health awareness training package but it had not yet been delivered to custody staff.
- 2.77** Nobody had been transferred to community mental health facilities or to closed prison facilities due to mental health problems during the previous six months.

## Recommendation

- 2.78 All custody officers should receive regular mental health awareness training so they can identify a prisoner with mental health problems and take appropriate action.**

## Good practice

- 2.79** *The psycho-educational group on domestic violence offered therapeutic support and promoted women's self-esteem.*

## Social care

- 2.80** Links with Kent County Council had been established to undertake social care assessments, but nobody had been assessed as having a social care need. Occupational therapy equipment was available for women who needed mobility and health aids.

## Catering

### Expected outcomes:

**Women 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.**

- 2.81** Catering was impressive and in our survey 99% of women said the food was good or very good. The varied menu included a wide range of healthy options and catered well for different dietary requirements. A four-week cycle of menu choices changed three times a year, and produce from the prison farm supplemented the range of meat and vegetables. Food was freshly prepared and women ate all meals, including breakfast, together in the dining hall.

- 2.82** Women on ROTL could choose between a variety of packed lunches, and prisoners were consulted regularly about the menu and issues related to catering. Women had access to hot water and tea-making facilities until late at night. However, self-catering opportunities, particularly for women at the end of longer-term sentences, were unavailable (see recommendation 4.224.22)
- 2.83** The kitchen was well managed and the preparation and serving of food were well supervised and monitored. We saw good hygiene standards, a well-equipped kitchen and clean food storage and preparation areas. Halal products and cooking and serving utensils were kept separately.
- 2.84** Women working in the kitchen received a full induction, which covered safety and hygiene requirements, and wore appropriate protective clothing. Three women had completed national vocational qualifications in catering and one had gained employment in the catering industry on release.

### Good practice

- 2.85** *Catering arrangements were excellent, food was freshly cooked and eaten together and women were fully involved in creating a healthy and varied diet that met their individual needs.*

## Purchases

### Expected outcomes:

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

- 2.86** Women received a reception pack containing items such as biscuits, sweets and orange juice on arrival, and those transferring from private prisons received an advance while their finances were being confirmed. Orders were placed weekly and staff from the supplier were present when orders were distributed to rectify any mistakes.
- 2.87** The product range and any issues relating to purchases were discussed at the monthly prisoner consultation forum. The product list was reviewed quarterly and reflected the changes women had requested. The range met the diverse needs of the population, but women were also allowed a parcel of items during their first 28 days; they could bring four items back following ROTL. A clothing exchange provided women with a wide range of items.
- 2.88** A variety of daily newspapers was available and staff placed orders online on behalf of women buying items from a selection of catalogues.



## Section 3. Purposeful activity

### Time out of cell

#### Expected outcomes:

**All women are actively encouraged to engage in activities available during unlock and the prison offers a timetable of regular and varied activities.<sup>7</sup>**

- 3.1** Women spent a very good amount of time out of their rooms. Room doors were unlocked at all times, but women were expected to stay in their rooms between 11pm and 5:30am unless they needed to use the toilet or had an early start at work. On average, they could spend around 16 hours out of their rooms each day. This included time spent involved in work and other activities, association, domestic chores and meals. Access to the grounds was excellent.
- 3.2** Community living was an essential aspect of life at the prison and supported well the resettlement focus, which was embedded. Women were expected to use their time purposefully, either to attend relevant activities, or to engage constructively and cooperatively with other women and staff. Expectations of behaviour were high and women were required to live collaboratively and where possible, resolve problems themselves. These were essential elements of the prison's rehabilitation work.

### Learning and skills and work activities

#### Expected outcomes:

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

**3.3** *Ofsted<sup>8</sup> made the following assessments about the learning and skills and work provision:*

<b>Overall effectiveness of learning and skills and work:</b>	Good
<i>Achievements of women engaged in learning and skills and work:</i>	Good
<i>Quality of learning and skills and work provision, including the quality of teaching, training, learning and assessment:</i>	Good
<i>Personal development and behaviour:</i>	Good
<i>Leadership and management of learning and skills and work:</i>	Good

<sup>7</sup> Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

<sup>8</sup> Ofsted is the Office for Standards in Education, Children's Services and Skills. It reports directly to the UK Parliament and is independent and impartial. It (inter alia) inspects and regulates services that provide education and skills for all ages, including those in custody. For information on Ofsted's inspection framework, please visit: <http://www.ofsted.gov.uk>.

## Management of learning and skills and work

- 3.4** Senior leaders, managers and staff had a clear ambition and vision for the development of purposeful work and education opportunities to meet women's needs. The management of learning and skills and work continued to improve the quality of provision sufficiently to help women reintegrate into society. Learning and skills had a very high priority in the prison and highly effective working relationships between prison managers and the education provider ensured women could participate in appropriate activities to assist them on release.
- 3.5** Partnership work with employers and community organisations was exceptionally good; around a third of women could participate in external work placements and advanced level training courses, aligned carefully with their skills action plans.
- 3.6** The prison's self-assessment was realistic and accurately identified key areas for further development. It led to a detailed quality improvement plan that was regularly monitored and reviewed. The observation of teaching, learning and assessment processes did not sufficiently focus on the progress women were making. Processes for assuring the quality of provision, including in education and vocational training, required further development.
- 3.7** The provision provided by The Manchester College was good.

## Recommendation

- 3.8** **Prison managers should introduce rigorous quality assurance processes that cover all learning and skills activities in education and vocational training.**

## Provision of activities

- 3.9** There were sufficient activity places to meet the prison population's needs. All women, including those who were retired, were involved in work and/or education within the prison or in external voluntary placements or paid employment. All work, whether internal or external, helped develop women's skills, confidence and future employment prospects.
- 3.10** The range and variety of education, vocational training courses, external placements and work met the needs of the population well and the allocation process was effective. Vocational courses included horticulture, livestock production and hairdressing. The curriculum offered in education enabled women to gain accredited qualifications. Courses included English and maths, customer service and managing personal finance. Women enjoyed their work and most obtained their first choice of employment.
- 3.11** Progression routes and individual support for higher-level educational courses was good. A small number of women had progressed to study in local further education colleges or universities. However, in butchery no specific vocational qualifications were offered and some short courses in the gym were not accredited.
- 3.12** The quality of both the prison and education induction, including the way in which staff determined women's educational starting points, was good. Information gathered from the induction process was used well to plan suitable programmes of employment and, where needed, education.

## Quality of provision

- 3.13** The standard of teaching, learning and assessment was good. In most lessons tutors used good quality information such as group profiles to help most women make suitable progress. Resources to support learning were good and in vocational training specialist resources helped women develop employment skills.
- 3.14** Women worked well in lessons and gained valuable skills, particularly independent thinking skills. They were confident enough to ask searching questions of tutors if they did not understand something. Tutors used a good mix of questioning techniques to check women's understanding and progress. In vocational training and work, women demonstrated very good skills development, for example in livestock production, butchery, horticulture and the hairdressing salon. In hairdressing, tasks were timed in accordance with industry expectations and in butchery women contributed to food packaging and sales in the prison farm shop, selling produce from animals reared on the prison farm. Those working in the community made valuable contributions to employers' businesses and gained essential and specialist skills. Work placements were excellent and many provided women with opportunities to enhance their qualifications at a much higher level.
- 3.15** Assessment was timely and accurate. Both in the prison, at work and in the workplace a wide range of evidence was considered in order to accredit women's competence. Courses delivered by employers were extremely well structured and clearly planned; they also tracked women's progress.
- 3.16** Target setting was appropriate and ensured women completed their qualification objectives. Targets focusing on improving women's confidence, self-esteem, attitudes to learning and employment skills were also frequently set. However, they were more geared towards attaining a qualification than on building women's skills and knowledge.
- 3.17** Skills action plans were detailed; however, too many learning plans were not sufficiently detailed to support women's further development. In a small minority of sessions abler learners were not sufficiently challenged to reach their potential and the few women with identified additional learning needs did not receive suitable help to make the progress expected of them.
- 3.18** Equality and diversity were promoted very well across all areas of the prison. However, tutors did not use good contemporary examples during lesson to further develop women's understanding of equality and diversity in everyday life and work. In a few lessons tutors failed to challenge stereotypical language sufficiently.
- 3.19** The promotion of English and maths required further development. Women at work, while routinely using English and maths very well, were not sufficiently made aware of their skills in the context of their jobs or how essential they were for work. In lessons other than English and maths women did not know how they might apply these skills in everyday activity.

## Recommendations

- 3.20 Tutors should ensure short-term targets in education are meaningful and help women develop skills and knowledge rather than simply reach qualification goals.**
- 3.21 Women identified as requiring additional support should receive specialist one-to-one assistance where appropriate.**

- 3.22 Staff should be made aware of the need to promote English and maths in a vocational context, so that women are able to develop their employment skills.**

### Personal development and behaviour

- 3.23** Women released on temporary licence into work placements or training took pride in their work and made valuable contributions towards the business of their employers. Through effective guidance and support women's confidence in both education and at work grew. They were clear about their future plans and aspirations. For example, one learner arrived at East Sutton Park with no qualifications and low aspirations and had since achieved numerous qualifications and confidently articulated her success to inspectors.
- 3.24** Women gained valuable work-related skills and achieved appropriate qualifications. Many qualifications were developed specifically by the industries in which they were working, for example optometry and shoe repair. A significant minority progressed to higher-level professional qualifications and achieved promotion at work.
- 3.25** Women's behaviour in lessons and around the prison was excellent and helped produce a positive learning environment, where there was mutual respect between women and tutors. Women were fully involved in their sentence planning and the development of their skills action plans. Guidance and support to aid their transition back into work and society in general was very good.
- 3.26** Attendance at work and vocational training was excellent; women took full responsibility for ensuring they arrived on time and a good proportion travelled independently to their placements outside the prison. In education too many arrived for their lessons late and left early. This did not help promote a good work ethic for the few women attending education classes. Attendance at education needed to be prioritised when other appointments were scheduled.

### Recommendation

- 3.27 Women attending classes in education should arrive for lessons on time and stay for the full duration.**

### Education and vocational achievements

- 3.28** Accredited qualifications achievements in education and vocational training were high, although not all work activities in the prison led to accredited qualifications. Success rates in English and maths were good. In education and vocational training, the standard of work was also good. Employers testified to the high quality of training at the prison, exemplified by the women on placements who were well prepared for work.
- 3.29** Standards of work and skills development in livestock production and horticulture were very good. Food produced in the prison was sold in the farm shop and in local markets. Produce was very good and sales significantly contributed to the income of the prison.
- 3.30** On release around a third progressed into full-time employment, many with high profile employers. Those released on temporary licence were involved in activities that were closely aligned with their personal aims and resettlement plans.

- 3.31** Most women in education were making good progress, however too few were sufficiently encouraged to reach higher grades or to produce work of a standard higher than what was required for the qualification.

## Library

- 3.32** A part-time librarian and two part-time prison orderlies staffed the library. Women had access to an adequate range of learning resources and reading material to support their vocational training, foreign language needs and wider interests. Copies of Prison Service instructions and legal texts could be accessed via the intranet on two computers in the library. Women could obtain a good selection of audio books, DVDs and additional reading material through the inter-library loan service.
- 3.33** Library staff promoted literacy well using a range of initiatives, such as Storybook Mums (in which women record stories for their children), a monthly book club and internet taster sessions at the local library. The orderlies mentored prisoners who had poor reading skills sensitively. The book stock and resources were updated regularly. Library staff analysed requests from users, although the views of the wider prisoner population were not canvassed.
- 3.34** Library opening hours were good. Our survey showed 75% used the library every week; however, library usage was not routinely monitored. Prison attendance data only indicated how many visits were made to the library, but not how many women used it.

## Recommendation

- 3.35** **Prison managers should: regularly canvass the prisoner population's views to ensure the stock and resources meet all their needs; analyse data; encourage attendance at the library; and develop further women's literacy skills.**

## Physical education and healthy living

### Expected outcomes:

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

- 3.36** The physical education (PE) department provided very good indoor facilities; staff had a good appreciation of women's PE needs, healthy lifestyles and well-being. New initiatives for the over-50 age group were in place, however take-up was low. Opportunities for recreational PE were good and access to the gym for the large majority of women was very good – there were weekend and evening sessions; however, in a small number of cases access was not sufficient for the few women in full-time work outside the prison, some of which was shift work or took place during antisocial hours.
- 3.37** Accredited gym instructor and personal trainer courses were available, but they were not popular and many short courses such as manual handling were not formally accredited. Links with the health care department were good. Women with particular health needs benefited from good quality personal activity programmes, carefully devised by PE instructors.



## Section 4. Resettlement

### Strategic management of resettlement

#### Expected outcomes:

**Planning for a prisoner's release or transfer starts on her 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 Progression and rehabilitation were central to the prison and many women told us their lives had been transformed since arriving at East Sutton Park. All staff, across all areas of the prison understood their responsibility to support the women with resettlement, and the work had strong leadership.
- 4.2 Inter-departmental communication was effective and activities were coordinated through the resettlement policy committee. Information was also shared through the inter-departmental risk management team (IDRMT) meeting. Meetings were well attended and set clear action points. The needs analysis, although basic, could be updated easily. The reducing reoffending strategy was comprehensive and outlined different resettlement pathways, but it needed updating to reflect the community rehabilitation company (CRC) provision.
- 4.3 Release on temporary licence (ROTL) was central to the resettlement strategy and used to very good effect. Over a third of the women were regularly involved in a wide variety of voluntary, paid or training placements. The activities team worked hard to source additional placements that corresponded to individual women's plans for the future.
- 4.4 Planning for ROTL started in good time. The Steps to the Gate programme, delivered shortly before ROTL eligibility, gave women the skills and confidence to attend interviews and work placements outside the prison. Women could apply for ROTL if it was in line with their sentence planning objectives. Paperwork, risk assessments and decisions were processed promptly and were comprehensive. Women had their cases heard by a risk board and completed a detailed itinerary and travel timetable. They did not, however, have access to supervised access to the internet, which would have helped them apply for placements and produce up-to-date travel plans. In addition, the location of the prison and the lack of prison drivers meant that travel to placements could be difficult to organise. Overall, however, support for women working outside the prison was good and women were enthusiastic about the opportunities to prepare for release gained through ROTL.
- 4.5 We observed two special circumstances risk boards, where eligibility for ongoing ROTL needed to be reassessed. The boards managed women whose circumstances were complex in a sensitive, proportionate and considered way and offered them support, regardless of whether ROTL was continued or suspended. Two women were being managed under the recently introduced enhanced behaviour monitoring process, where a psychologist worked with them and prison staff to monitor and assess offence-related risks more effectively. Childcare ROTL was used to support family relationships and granted when it was in the best interests of the child.
- 4.6 Offender supervisors and personal officers worked hard to support resettlement objectives and were aware of the women's needs. The prison-run Vision team, staffed by peer advisers, could also refer women to organisations inside and outside the prison and arrange phone calls to outside agencies; the team was well respected across the prison. Peer advisers received good staff support and supervision, but lacked additional training and supervised

internet access could have enhanced the service. Staff and prisoners knew of organisations that could assist both in prison and on release. Women were also encouraged to access specialist support in the community while on ROTL.

## Offender management and planning

### Expected outcomes:

**All women have a sentence based on an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in custody.**

**Women, together with all relevant staff, are involved in drawing up and reviewing plans.**

- 4.7** The offender management unit (OMU) was impressive and its work was held in high regard across the prison. Staff were motivated and caring, which promoted a rehabilitative environment. Levels of contact between offender supervisors and prisoners were good and case notes demonstrated that meaningful interactions took place. Women benefited from and appreciated the time their offender supervisors spent with them and the support they received. In our survey, 75% said their offender supervisor was working with them to achieve their sentence plan targets, more than the comparator and compared with the previous inspection.
- 4.8** The eight offender supervisors also carried out residential officer duties. The dual role worked very effectively, although staffing had been tight over the summer. Offender supervisors and case administrators carried out weekly surgeries for women on a drop-in basis. It was positive that case administrators knew the women and their situations well and also felt involved in their cases.
- 4.9** In all the cases we examined offender assessment system (OASys) documents were sufficient or good. We raised a concern about a change of circumstances risk assessment that had not been completed by the community offender manager. However, the prison provided evidence that contact had been made with the offender manager and risks had subsequently been re-assessed; we were reassured that a thorough and robust risk management process had taken place. Appropriate quality assurance measures were in place.
- 4.10** Sentence planning was excellent and happened within a few weeks of reception. Offender supervisors held an initial meeting with women to assess their needs and risks and to go through the plan. Plans were reviewed at a well-attended multidisciplinary board. Women's involvement in sentence planning was high. In our survey 93% of women said they had been involved in the development of their sentence plan and the same proportion said they could achieve their sentence plan targets in the prison. It was positive that the women we spoke to understood the process and their targets were geared towards successful reintegration on release.
- 4.11** In all the cases we looked at risk of serious harm screenings were accurate and of those requiring a full risk analysis and management plan, all were sufficient and timely. The sample included a number of complex cases and several risk assessments were detailed, comprehensive and sophisticated and supported comprehensive risk management effectively.
- 4.12** The home detention curfew (HDC) decisions we looked at were justifiable and proportionate. Most women applying for HDC had been convicted of low risk offences, such as fraud and their risk assessments supported release. A small number of women were not released on their eligibility date either because of difficulties accessing accommodation or because they had arrived from another prison very shortly before their eligibility date. In these situations, prison staff made every effort to carry out necessary checks on time and they were released as near as possible to their eligibility date.

- 4.13** Contact between offender supervisors and community offender managers and between women and community offender managers was good. In our survey 61% of women, nearly twice the comparator of 31% said they were in contact with their offender manager by phone.

### Public protection

- 4.14** There was an up-to-date, comprehensive public protection policy. Overall, public protection processes were good and there was evidence of sufficient risk management within the OMU. Information-sharing processes between departments were sound. Multi-agency public protection arrangement (MAPP) processes were timely. Women who had their mail or phone calls monitored understood the process.
- 4.15** Paper records were excellent. However, the prison was working with multiple computer systems and cross-referencing was not thorough enough. The newly introduced IRMT meeting was well attended and focused; it enabled the prison to have a more structured and cohesive approach to risk management.

### Allocation

- 4.16** Most women were from London and the South East but over a fifth (22) were over 100 miles from their families. However, women who were not close to home did not wish to be moved as they valued the opportunities at East Sutton Park.
- 4.17** As open status prisoners, women's categorisation was not reviewed unless there were reasons for concern or a change of circumstance. Women who were being considered for a transfer back to closed conditions were reviewed thoroughly and had the opportunity to make their case at a board. If spaces and security permitted, women could be moved to a prison where they could continue to make progress, rather than to a prison with a local function. Few women were moved back to closed conditions (around two a month) and the decisions we saw were appropriate.
- 4.18** We saw evidence that foreign national prisoners could stay at East Sutton Park while their nationality and immigration status were being explored. However, foreign national women prisoners were underrepresented at the prison, suggesting that other prisons were not re-categorising foreign national women to open conditions as often as possible.

### Indeterminate sentence women

- 4.19** During the inspection, there were six indeterminate sentence for public protection prisoners and 12 lifers (one woman was released during the inspection). They were managed by the probation offender supervisor through the usual offender management arrangements. The cases we sampled included eight indeterminate sentenced prisoners. There was evidence that the prison was meeting women's needs and that a measured approach was being taken to progression and release planning. Parole paperwork was up to date and we saw some exceptional parole resettlement plans. Personal officers and offender supervisors supported women with sentence planning and the parole process; they wrote reports and attended boards.
- 4.20** Four lifer-trained personal officers supported the women. Although there were no specific forums for indeterminate sentenced prisoners, staff were aware of their needs and the

bespoke support they received was effective. Lifers spoke highly of the support they received.

- 4.21** Indeterminate sentenced prisoners could access ROTL, extended family visits and any of the other opportunities in the prison. Personal officers accompanied indeterminate sentenced prisoners on their initial ROTL. There were no opportunities for the women to cater for themselves or practise independent living skills. The prison had been exploring the possibility of using some of the residential accommodation on the periphery of the site to promote independent living (see paragraph 2.82). However, the ongoing closure notice meant that these plans could not easily be progressed (see introduction and fact page).

## Recommendation

- 4.22 Opportunities for long-term and life-sentenced prisoners to practise independent living skills, including to cook for themselves, should be introduced.**

## Reintegration planning

### Expected outcomes:

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

- 4.23** Prison staff offered women individual resettlement support that largely met their practical and emotional needs. Awareness of the support available was high; in our survey more women than the comparator knew someone who could help with employment, benefit, finances and education.
- 4.24** Staff from the Kent, Surrey and Sussex CRC saw women in good time (usually four months) before release. They produced a resettlement plan and checked for any outstanding issues. They were well integrated into the OMU but communication with the prison was not yet seamless. The CRC had provided 14 women with follow-up support in the previous six months.
- 4.25** The CRC in consultation with the prison had developed the women's programme, a drop-in resettlement course specifically designed to meet women's needs. It included sessions focusing on understanding their licence and healthy relationships.
- 4.26** It was disappointing to note that skills agency Ixion and charity Women in Prison, which had secured funding to provide socially excluded women in the prison with support from July 2015, had still not set up the service.
- 4.27** The chaplaincy saw all women shortly before release and could refer people to their local faith community. Arrangements for discharge, accessing property, finances and travel warrants were effective.
- 4.28** In our survey 64%, more than the comparator of 28%, felt that a member of staff had helped prepare them for release.

## Children, families and contact with the outside world

- 4.29** Women were very positive about the support they received in maintaining contact with family and friends; 94% said they had received such support.
- 4.30** Details of a woman's family situation were identified early in the induction process and were shared with all staff working with her. This meant both emotional and practical support could be provided at an early stage.
- 4.31** A specialist family engagement worker had been appointed. The worker was well known in the prison and their role was pivotal in building a network of support for the women, their children and families. Their role involved liaising closely with agencies and colleagues within and outside the prison and providing advocacy for children's needs; staff looked for specific solutions that prioritised the best interests of individual children. For example, in one case, the partner of a woman with two young children who were distressed about their mother's imprisonment, contacted the family engagement worker. They met with the woman and liaised with her son's school, enabling her to be in regular contact with the teachers. The worker also provided her with assistance to make an application for exceptional childcare ROTL on the grounds of the children's needs. Key events, observations and progress were recorded in the case files and shared so that support was joined-up.
- 4.32** While a basic parenting course was available a bespoke course was being prepared; it aimed to help manage women's relationships with their children and partners while in prison and on release.
- 4.33** Women said they sometimes had problems getting access to phones; there were only four in the main building and all calls were restricted to 10 minutes. In an open prison where women had more freedom, this seemed an unnecessary restriction. Family and friends could now leave voicemails for women and send emails and messages. Women could return calls but could not receive phone calls from dependants.
- 4.34** Visits were available every weekend in two hourly slots over three possible sessions. When women first arrived, the first two weeks' visits were booked on their behalf by the induction orderly, which meant she could usually have a visit on her first weekend in the prison. Thereafter visitors were responsible for making bookings either online or by phoning the prison.
- 4.35** The visitors' centre was welcoming and relaxed; it had an outside picnic area and a play corner for younger children. There were also plenty of board and other games for older children and adults. A range of refreshments was available. Visitors arriving before the visit waited outside the centre until it opened 15 minutes before the visit start time; visitors had no access to toilets while they waited. The prison provided transport to and from the train and bus stations, which was excellent.
- 4.36** Family days were organised four times a year. Families and women we spoke to who had attended the most recent day praised the way the event had been run and said children had benefited from it.

## Good practice

- 4.37** *The family engagement worker's supportive role provided practical and emotional support to women and their families, offering reassurance and focusing on the welfare of the women's children.*

- 4.38** *The prison provided transport from the local train and bus stations to help visitors access East Sutton Park's rural location more easily.*

### Victimisation, abuse and vulnerability

- 4.39** Women were encouraged and sensitively supported to disclose their experiences of abuse. Thirty-one women were identified as having requiring support around domestic violence and two around sex work, but unhealthy relationships were a risk factor for the majority of women in the prison. Some women had not had the opportunity to complete the Freedom programme, (which enables women to identify domestic abuse, and can be accessed online) at previous establishments.
- 4.40** One-to-one work with offender supervisors and the creative use of programmes (see paragraph 4.54) went some way to meeting this need. However, more sustainable consistent provision that could increase women's personal resilience and embed any previous lessons learned was required. Staff did not know how to identify victims of trafficking.

### Recommendations

- 4.41** **The prison should work with external organisations to develop appropriate specialist services for women who have experienced domestic violence or been involved in sex work.**
- 4.42** **Staff should be trained in issues around trafficking, including identifying victims; a single point of contact should be identified to ensure support is put in place.**

### Accommodation

- 4.43** In the six months before the inspection, 43 women had been released: one was deported and 42 were housed. No women were homeless on release, the prison lacked a detailed breakdown of women's housing situations long term, as some women told us they were staying with family temporarily on release. We were also concerned that the CRC did not providing specialist housing advice, which could have, for instance, involved exploring options for women reuniting with children, making applications for permanent social housing and accessing deposits for private tenancies. Women could not research their housing options fully or apply directly to housing providers because they did not have internet access.

### Recommendation

- 4.44** **Specialist housing advice, that can maximise women's opportunities to access secure and sustainable accommodation should be provided.**

### Education, training and employment

- 4.45** The quality of the National Careers Service provided by CXK was good. Women benefited from very good advice and guidance and their skills action plans had a strong focus on long-term career objectives and resettlement back into the community. Partnership arrangements with internal and external agencies were strong and staff had a good understanding of local and regional employment needs.

- 4.46** Interventions by NCS organisations were timely. A well-considered pre-employment course prepared women well for the challenges of finding employment and further learning with the intention of gaining sustainable employment on release. The lack of supervised internet access (see paragraph 4.4) for women not eligible for ROTL impeded their ability to search and apply for jobs and to make effective plans for their life after release.

### Health care

- 4.47** Discharge planning was timely and appropriate and women on medication were given at least a week's supply to take with them. Women were seen the day before discharge and received a final health check and summary of their medical records for their GP. Any outstanding hospital appointments were also discussed. Women who were not registered with a GP received help to find and register with one near to their discharge address. Nobody had required palliative or end of life care, which could be offered on an individual basis.
- 4.48** The mental health team liaised with community mental health services when necessary and provided the individual with relevant information prior to discharge.

### Drugs and alcohol

- 4.49** The substance misuse service provider Rehabilitation for Addicted Prisoners Trust (RAPt) contributed to sentence planning and risk boards, and case files showed detailed release planning. All women received harm reduction advice, including information about the dangers of new psychoactive substances (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).
- 4.50** Women could use ROTL to attend Narcotics Anonymous and Alcoholics Anonymous meetings, and a RAPt peer supporter worked as a volunteer at the local community drug service. RAPt offered recovery support on release and workers came into the prison to meet with women prior to release. A through-the-gate meet and greet service provided women with additional support.

### Good practice

- 4.51** *Women who had experienced drug and/or alcohol problems could access support in the community during their sentence, and good recovery assistance was available on release.*

### Finance, benefit and debt

- 4.52** A Benefits Agency representative attended the prison once a week. The Vision team helped women open bank accounts, arrange credit checks and write letters to creditors. CRC staff could refer women to specialist debt services. Those who were receiving ROTL could arrange outside appointments with banks or money advice agencies. The education department ran a budgeting and money management course four times a year.
- 4.53** The lack of internet access hindered women's ability to be more financially independent and to manage their debts, benefits applications and bank accounts more effectively.

## Attitudes, thinking and behaviour

- 4.54** There were no accredited offending behaviour courses, which was appropriate for an open prison. Oxleas NHS Foundation Trust had agreed to fund a 12-week course on domestic violence and mental health, and the women's programme had recently started (see paragraph 4.25).
- 4.55** The chaplaincy ran Shine, a six-week course focusing on building self-esteem and self-awareness. It also ran a four-week Forgiveness course, which discussed the concept of forgiving oneself and others from a secular standpoint, and could offer a one-to-one victim awareness programme. The education unit ran an assertiveness course once a month. The women valued these courses.

# 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 recommendation

To the governor

- 5.1** The prison should explore the feasibility of security cleared prisoners who are not on ROTL being given controlled and monitored access to selected secure websites to support resettlement planning and education. (S43)

## Recommendations

To the governor

### Safeguarding (protection of adults at risk) and women with complex needs

- 5.2** The governor should initiate contact with the local director of adult social services and the local safeguarding adults board to develop safeguarding processes specific to East Sutton Park. (1.24)

### Substance misuse

- 5.3** The establishment should have its own substance misuse strategy policy, and the action plan should reflect the recent needs analysis and current service developments. Future service provision should include family work. (1.43)

### Equality and diversity

- 5.4** Procedures for reporting, investigating and quality assuring discrimination incidents should be improved and include some external scrutiny. (2.19)

### Complaints

- 5.5** A robust system for managing and filing confidential complaints should be introduced. (2.34)

### Health services

- 5.6** The health centre should comply fully with all infection control standards. (2.48)
- 5.7** Local policies should be updated to reflect current practice. (2.49)
- 5.8** Clinical governance requires improvement to ensure lessons are learnt and services enhanced. This includes recognition and recording of incidents affecting clinical care and effective systems for monitoring and analysing trends from complaints and incidents. (2.50)
- 5.9** All women should have timely access to a podiatrist and external hospital appointments. (2.58)

- 5.10** All medicines within the pharmacy room should be stored in lockable cupboards and the gated door should be locked at appropriate times. (2.66)
- 5.11** There should be a wider range of PGDs so nursing staff can supply more potent medicines, where appropriate. (2.67)
- 5.12** Women should receive equal access to dental services irrespective of their ROTL status. The partnership board should review women's access to ensure their oral health is not compromised. (2.69)
- 5.13** All custody officers should receive regular mental health awareness training so they can identify a prisoner with mental health problems and take appropriate action. (2.78)

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

- 5.14** Prison managers should introduce rigorous quality assurance processes that cover all learning and skills activities in education and vocational training. (3.8)
- 5.15** Tutors should ensure short-term targets in education are meaningful and help women develop skills and knowledge rather than simply reach qualification goals. (3.20)
- 5.16** Women identified as requiring additional support should receive specialist one-to-one assistance where appropriate. (3.21)
- 5.17** Staff should be made aware of the need to promote English and maths in a vocational context, so that women are able to develop their employment skills. (3.22)
- 5.18** Women attending classes in education should arrive for lessons on time and stay for the full duration. (3.27)
- 5.19** Prison managers should: regularly canvass the prisoner population's views to ensure the stock and resources meet all their needs; analyse data; encourage attendance at the library; and develop further women's literacy skills. (3.35)

### **Offender management and planning**

- 5.20** Opportunities for long-term and life-sentenced prisoners to practise independent living skills, including to cook for themselves, should be introduced. (4.22)

### **Reintegration planning**

- 5.21** The prison should work with external organisations to develop appropriate specialist services for women who have experienced domestic violence or been involved in sex work. (4.41)
- 5.22** Staff should be trained in issues around trafficking, including identifying victims; a single point of contact should be identified to ensure support is put in place. (4.42)
- 5.23** Specialist housing advice, that can maximise women's opportunities to access secure and sustainable accommodation should be provided. (4.44)

## Examples of good practice

- 5.24** The presentation about the menopause helped raise awareness and promote women's health and well-being. (2.51)
- 5.25** The psycho-educational group on domestic violence offered therapeutic support and promoted women's self-esteem. (2.79)
- 5.26** Catering arrangements were excellent, food was freshly cooked and eaten together and women were fully involved in creating a healthy and varied diet that met their individual needs. (2.85)
- 5.27** The family engagement worker's supportive role provided practical and emotional support to women and their families, offering reassurance and focusing on the welfare of the women's children. (4.37)
- 5.28** The prison provided transport from the local train and bus stations to help visitors access East Sutton Park's rural location more easily. (4.38)
- 5.29** Women who had experienced drug and/or alcohol problems could access support in the community during their sentence, and good recovery assistance was available on release. (4.51)



## Section 6. Appendices

### Appendix I: Inspection team

Sean Sullivan	Team leader
Francesca Cooney	Inspector
Sigrid Engelen	Inspector
Paul Fenning	Inspector
Fran Russell	Inspector
Sharon Shalev	Inspector
Anna Fenton	Researcher
Tim McSweeney	Researcher
Emma Seymour	Researcher
Maureen Jamieson	Health services inspector
Huw Jenkins	Care Quality Commission inspector
David Baber	Ofsted inspector
Steve Hunsley	Ofsted inspector
Tracey Zimmerman	Ofsted inspector
Jo Dowling	Offender management inspector
Andy Griffiths	Offender management inspector
Ruth Johnson	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 2011, women were well supported on arrival and received a helpful induction. East Sutton Park was a fundamentally safe place and there were no significant issues of bullying or self-harm. Disciplinary measures were fair and proportionate and there was no use of force or segregation. There was very little evidence of drug use in the prison. Outcomes for women were good against this healthy prison test.*

#### **Recommendations**

Women transferring to East Sutton Park should travel in conditions reflecting their low security risk with appropriate breaks for longer journeys. (1.7)

**Not achieved**

Suitable women prisoners should be transferred to East Sutton Park at appropriate points in their sentence to allow them to benefit from the resettlement opportunities available. (1.8)

**Not achieved**

A specific violence reduction policy for East Sutton Park should be developed in consultation with women prisoners. (3.7)

**Achieved**

In light of low drug availability, good intelligence, target mandatory drug testing and regular compact-based drug testing, random mandatory drug testing should stop. (3.30)

**Not achieved**

Alcohol testing on return from release on temporary licence should be based on intelligence or reasonable suspicion that alcohol has been consumed. (7.5)

**Achieved**

Women who test positive on an initial screen test under the mandatory drug testing programme and are taking opiate or amphetamine based medication should not be charged with a disciplinary offence until after a confirmation test indicates the substance identified is not consistent with that prescribed medication. (7.10)

**Not achieved**

## Respect

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

*At the last inspection, in 2011, relationships between staff and women prisoners were very good and women felt well supported. The general environment was impressive but dormitories were too cramped with little privacy and did not provide suitable living conditions. Food was of excellent quality. Diversity outcomes were generally positive but there were no facilities for women who needed wheelchairs. Applications and complaints were generally well answered but complaints about staff needed more thorough attention. Health services were mostly good. Outcomes for women were reasonably good against this healthy prison test.*

### **Main recommendations**

Living accommodation for women prisoners at East Sutton Park should be of an appropriate standard for a 21st century prison, provide reasonable space and privacy, enough furniture and sufficient toilet facilities. (HP40)

#### **Partially achieved**

Appropriate adjustments should be made to allow women prisoners with disabilities, including those who require wheelchairs, to progress to open conditions. (HP41)

#### **Achieved**

### **Recommendations**

Complaints about staff should be fully investigated and recorded. Mediation should be used only following an appropriate investigation and only with the full agreement of the woman. (3.18)

#### **Achieved**

Senior managers should actively promote equality and diversity, including through regular consultation with women prisoners. (4.5)

#### **Partially achieved**

Foreign national women should receive sufficient free credit for a five-minute free telephone call to their home country without having to forfeit visiting rights. (4.19)

#### **Not achieved**

Important information should be provided in languages other than English as necessary and professional telephone interpreters should be used for confidential interviews. (4.20)

#### **Partially achieved**

Foreign national women should be refused release on temporary licence on the basis of information received from the UK Border Agency only where the information is sufficiently detailed to provide evidence of increased risk factors. (4.21)

#### **Achieved**

An infection control audit should be completed to ensure that the new build meets infection control guidelines. (5.7)

#### **Partially achieved**

A health care-specific complaints form should be introduced to ensure medical confidentiality is not compromised. (5.13)

#### **Achieved**

Where possible, patients should be reviewed by the same GP if the consultation relates to a previous assessment. (5.21)

**Achieved**

Women prisoners should have access to appropriate counselling services to meet their needs. (5.34)

**Achieved**

Women should be fully consulted about the shop provision to ensure that the product range meets their needs. (8.9)

**Achieved**

## Purposeful activity

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

*At the last inspection, in 2011, there were sufficient activities for all women and education provision was good, with a high level of achievement and a clear focus on resettlement. Some work offered reasonable training opportunities, although not all qualification opportunities were fully utilised. There was a very good range of external work and training opportunities. The library was easily accessible and well used but there was no internet access to support education. Appropriate recreational PE and training was provided in the gym, although progress to qualifications could be slow. Outcomes for women were good against this healthy prison test.*

## Recommendations

The prison should analyse data relating to prisoner participation in learning and skills activities to ensure equality of access by different groups. (6.9)

**Achieved**

Learners should receive sufficient training and assessment to complete their qualifications within a reasonable time. (6.16)

**Achieved**

The quality of teaching should improve to ensure that learners remain enthusiastic and fully engaged. (6.22)

**Achieved**

Reasonable alternative arrangements for access to the library and education should be made for prisoners with mobility difficulties. (6.23)

**Not achieved**

An exercise regime for older women and those less used to strenuous exercise should be introduced. (6.31)

**Achieved**

## Resettlement

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

*At the last inspection, in 2011, the resettlement strategy covered each of the resettlement pathways but was joint with Blantyre House so not fully focused on the needs of women prisoners. Nevertheless outcomes were good. Some resettlement work was hampered by the lack of internet access. Offender management and sentence planning arrangements worked well. Helpful reintegration services were provided through the prisoner-led Vision service and other agencies. There was appropriate support for women with substance use problems. Although not reflected in the strategy, some very effective family support work took place. Outcomes for women were good against this healthy prison test.*

### **Main recommendations**

Women prisoners in open conditions should have appropriate access to the internet to aid their education and resettlement. (HP42)

**Not achieved**

Unless there are well-founded, overriding security concerns, women prisoners in open conditions should be allowed to use their mobile telephones in the prison. (HP43)

**Not achieved**

### **Recommendations**

The resettlement policy committee should routinely monitor the quality and outcome of all resettlement services and action plan targets should be developed to meet identified need for each of the resettlement pathways. (9.7)

**Partially achieved**

Offender management should be appropriately organised and resourced to ensure the best use of the skills of prison and probation staff to provide a cohesive service to women prisoners. (9.26)

**Achieved**

An accurate risk of serious harm screening should be completed in all cases and where required there should be a good quality analysis of the risk of harm to others, with an appropriate and timely risk management plan in relevant cases. (9.36)

**Achieved**

Suitable accommodation should be provided for women serving long sentences. (9.43)

**Not achieved**

The Tribal careers, information and advice service should ensure that in appropriate cases women prisoners have good and timely access to education in the community. (9.51)

**Achieved**

East Sutton Park should have its own drug and alcohol strategy informed by the recent needs analysis, with annual development targets relating to the needs of women. (9.60)

**Not achieved**

The CARAT service should add a structured relapse prevention module to the range of interventions available to women. (9.61)

**Achieved**

Prisoners should be able to receive incoming calls from children or to deal with arrangements for them. (9.70)

**Not achieved**

Appropriate services should be developed to support women who have been victims of domestic abuse or involved in sex work and suitable interventions made available in the prison. (9.78)

**Partially achieved**



## Appendix III: Prison population profile

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

### Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	4	93	98
Recall		2	2
Convicted unsentenced			
Remand			
Civil prisoners			
Detainees			
<b>Total</b>	<b>4</b>	<b>95</b>	<b>100</b>

Sentence	18–20 yr olds	21 and over	%
Unsentenced			
Less than 6 months			
6 months to less than 12 months			
12 months to less than 2 years		11	11.1
2 years to less than 4 years	2	30	32.5
4 years to less than 10 years	2	34	36.4
10 years and over (not life)		2	2
ISPP (indeterminate sentence for public protection)		6	6
Life		12	12.1
<b>Total</b>	<b>4</b>	<b>95</b>	<b>100</b>

Age	Number of prisoners	%
Please state minimum age here:	19	
Under 21 years	4	4
21 years to 29 years	25	25.3
30 years to 39 years	25	25.3
40 years to 49 years	18	18.2
50 years to 59 years	23	23.2
60 years to 69 years	4	4
70 plus years		
Please state maximum age here:	67	
<b>Total</b>	<b>99</b>	<b>100</b>

Nationality	18–20 yr olds	21 and over	%
British	4	94	99
Foreign nationals		1	1
<b>Total</b>	<b>4</b>	<b>95</b>	<b>100</b>

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced			
Uncategorised sentenced			
Female closed		1	1
Female open	4	94	98
Other			
<b>Total</b>	<b>4</b>	<b>95</b>	<b>100</b>

<b>Ethnicity</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
White		1	1
British		3	3
Irish	4	56	60.6
Gypsy/Irish Traveller		2	2
Other white			
Mixed			
White and black Caribbean		2	2
White and black African		1	1
White and Asian		2	2
Other mixed		3	3
Asian or Asian British			
Indian		2	2
Pakistani			
Bangladeshi		1	1
Chinese			
Other Asian		1	1
Black or black British			
Caribbean		7	7.1
African		9	9.1
Other black		3	3
Other ethnic group			
Arab			
Other ethnic group		2	2
Not stated			
<b>Total</b>		<b>99</b>	<b>100</b>

<b>Religion</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Baptist			
Church of England		13	13.1
Roman Catholic		17	17.2
Other Christian denominations	2	28	30.3
Muslim		6	6.1
Sikh			
Hindu		1	1
Buddhist			
Jewish		1	1
Other		3	3
No religion	2	26	28.3
<b>Total</b>	<b>4</b>	<b>95</b>	<b>100</b>

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

**Sentenced prisoners only**

<b>Length of stay</b>	<b>18–20 yr olds</b>		<b>21 and over</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Less than 1 month			15	15.2
1 month to 3 months			13	13.1
3 months to 6 months	2	2	19	21.2
6 months to 1 year	2	2	31	31.3
1 year to 2 years			13	13.1
2 years to 4 years			4	4
4 years or more				
<b>Total</b>	<b>4</b>		<b>95</b>	<b>100</b>

**Sentenced prisoners only**

	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Foreign nationals detained post sentence expiry	0	0	0
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).		8	8
<b>Total</b>		<b>8</b>	<b>8</b>

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



## Appendix IV: Summary of prisoner questionnaires and interviews

### Prisoner survey methodology

A voluntary, confidential and anonymous survey 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

Questionnaires were offered to all prisoners.

### 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 8 August 2016 the prisoner population at HMP & YOI East Sutton Park was 95. Using the method described above, questionnaires were distributed to all 95 women.

We received a total of 83 completed questionnaires, a response rate of 87%. Twelve questionnaires were not returned.

### Presentation of survey results and analyses

Over the following pages we present the survey results for HMP East Sutton Park.

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

We also present a number of comparative analyses. In all the comparative analyses that follow, statistically significant differences<sup>9</sup> 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 women's background details.

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<sup>9</sup> A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. Our significance level is set at 0.01 which means that there is only a 1% likelihood that the difference is due to chance.

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 & YOI East Sutton Park in 2016 compared with responses from women surveyed in all other women's training and open prisons. This comparator is based on all responses from prisoner surveys carried out in four women's open and training prisons since April 2013.
- The current survey responses from HMP & YOI East Sutton Park in 2016 compared with the responses of women surveyed at HMP & YOI East Sutton Park in 2011.
- A comparison within the 2016 survey between the responses of white women and those from a black and minority ethnic group.
- A comparison within the 2016 survey between the responses of women who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2016 survey between women who are aged 50 and over and those under 50.
- A comparison within the 2011 survey between responses of women who consider themselves to be homosexual, bisexual or other and those who consider themselves to be heterosexual.

# Survey summary

## Section I: About You

<b>Q1.2</b>	<b>How old are you?</b>	
	<i>Under 21</i> .....	2 (2%)
	<i>21 - 29</i> .....	21 (26%)
	<i>30 - 39</i> .....	21 (26%)
	<i>40 - 49</i> .....	13 (16%)
	<i>50 - 59</i> .....	20 (25%)
	<i>60 - 69</i> .....	4 (5%)
	<i>70 and over</i> .....	0 (0%)
<b>Q1.3</b>	<b>Are you sentenced?</b>	
	<i>Yes</i> .....	81 (99%)
	<i>Yes - on recall</i> .....	1 (1%)
	<i>No - awaiting trial</i> .....	0 (0%)
	<i>No - awaiting sentence</i> .....	0 (0%)
	<i>No - awaiting deportation</i> .....	0 (0%)
<b>Q1.4</b>	<b>How long is your sentence?</b>	
	<i>Not sentenced</i> .....	0 (0%)
	<i>Less than 6 months</i> .....	0 (0%)
	<i>6 months to less than 1 year</i> .....	1 (1%)
	<i>1 year to less than 2 years</i> .....	12 (15%)
	<i>2 years to less than 4 years</i> .....	27 (33%)
	<i>4 years to less than 10 years</i> .....	25 (31%)
	<i>10 years or more</i> .....	3 (4%)
	<i>IPP (indeterminate sentence for public protection)</i> .....	5 (6%)
	<i>Life</i> .....	8 (10%)
<b>Q1.5</b>	<b>Are you a foreign national (i.e. do not have UK citizenship)?</b>	
	<i>Yes</i> .....	1 (1%)
	<i>No</i> .....	80 (99%)
<b>Q1.6</b>	<b>Do you understand spoken English?</b>	
	<i>Yes</i> .....	81 (100%)
	<i>No</i> .....	0 (0%)
<b>Q1.7</b>	<b>Do you understand written English?</b>	
	<i>Yes</i> .....	81 (100%)
	<i>No</i> .....	0 (0%)

<b>Q1.8</b>	<b>What is your ethnic origin?</b>		
	White - British (English/ Welsh/ Scottish/ Northern Irish).....	55 (69%)	Asian or Asian British - Chinese ..... 0 (0%)
	White - Irish .....	1 (1%)	Asian or Asian British - other..... 0 (0%)
	White - other.....	2 (3%)	Mixed race - white and black Caribbean. 2 (3%)
	Black or black British - Caribbean.....	8 (10%)	Mixed race - white and black African ..... 0 (0%)
	Black or black British - African .....	3 (4%)	Mixed race - white and Asian .....
	Black or black British - other .....	0 (0%)	Mixed race - other..... 3 (4%)
	Asian or Asian British - Indian .....	1 (1%)	Arab..... 0 (0%)
	Asian or Asian British - Pakistani .....	0 (0%)	Other ethnic group..... 1 (1%)
	Asian or Asian British - Bangladeshi.....	2 (3%)	
<b>Q1.9</b>	<b>Do you consider yourself to be Gypsy/ Romany/ Traveller?</b>		
	Yes .....		3 (4%)
	No.....		77 (96%)
<b>Q1.10</b>	<b>What is your religion?</b>		
	None.....	22 (27%)	Hindu .....
	Church of England .....	27 (33%)	Jewish .....
	Catholic .....	15 (19%)	Muslim .....
	Protestant.....	2 (2%)	Sikh .....
	Other Christian denomination .....	5 (6%)	Other.....
	Buddhist .....	0 (0%)	
<b>Q1.11</b>	<b>How would you describe your sexual orientation?</b>		
	Heterosexual/ Straight .....		68 (86%)
	Homosexual/Gay.....		1 (1%)
	Bisexual.....		10 (13%)
<b>Q1.12</b>	<b>Do you consider yourself to have a disability (i.e do you need help with any long term physical, mental or learning needs)?</b>		
	Yes .....		19 (23%)
	No.....		62 (77%)
<b>Q1.13</b>	<b>Are you a veteran (ex- armed services)?</b>		
	Yes .....		0 (0%)
	No.....		82 (100%)
<b>Q1.14</b>	<b>Is this your first time in prison?</b>		
	Yes .....		69 (83%)
	No.....		14 (17%)
<b>Q1.15</b>	<b>Do you have children under the age of 18?</b>		
	Yes .....		33 (40%)
	No.....		49 (60%)

## Section 2: Courts, transfers and escorts

<b>Q2.1</b>	<b>On your most recent journey here, how long did you spend in the van?</b>		
	Less than 2 hours .....		41 (50%)
	2 hours or longer .....		39 (48%)
	Don't remember .....		2 (2%)

<b>Q2.2</b>	<b>On your most recent journey here, were you offered anything to eat or drink?</b>	
	<i>My journey was less than two hours</i> .....	41 (51%)
	<i>Yes</i> .....	35 (43%)
	<i>No</i> .....	2 (2%)
	<i>Don't remember</i> .....	3 (4%)
<b>Q2.3</b>	<b>On your most recent journey here, were you offered a toilet break?</b>	
	<i>My journey was less than two hours</i> .....	41 (49%)
	<i>Yes</i> .....	7 (8%)
	<i>No</i> .....	34 (41%)
	<i>Don't remember</i> .....	1 (1%)
<b>Q2.4</b>	<b>On your most recent journey here, was the van clean?</b>	
	<i>Yes</i> .....	55 (67%)
	<i>No</i> .....	18 (22%)
	<i>Don't remember</i> .....	9 (11%)
<b>Q2.5</b>	<b>On your most recent journey here, did you feel safe?</b>	
	<i>Yes</i> .....	71 (87%)
	<i>No</i> .....	10 (12%)
	<i>Don't remember</i> .....	1 (1%)
<b>Q2.6</b>	<b>On your most recent journey here, how were you treated by the escort staff?</b>	
	<i>Very well</i> .....	35 (43%)
	<i>Well</i> .....	32 (39%)
	<i>Neither</i> .....	13 (16%)
	<i>Badly</i> .....	2 (2%)
	<i>Very badly</i> .....	0 (0%)
	<i>Don't remember</i> .....	0 (0%)
<b>Q2.7</b>	<b>Before you arrived, were you given anything or told that you were coming here? (Please tick all that apply to you.)</b>	
	<i>Yes, someone told me</i> .....	44 (53%)
	<i>Yes, I received written information</i> .....	41 (49%)
	<i>No, I was not told anything</i> .....	2 (2%)
	<i>Don't remember</i> .....	0 (0%)
<b>Q2.8</b>	<b>When you first arrived here did your property arrive at the same time as you?</b>	
	<i>Yes</i> .....	80 (96%)
	<i>No</i> .....	3 (4%)
	<i>Don't remember</i> .....	0 (0%)

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

<b>Q3.1</b>	<b>How long were you in reception?</b>	
	<i>Less than 2 hours</i> .....	72 (88%)
	<i>2 hours or longer</i> .....	8 (10%)
	<i>Don't remember</i> .....	2 (2%)
<b>Q3.2</b>	<b>When you were searched, was this carried out in a respectful way?</b>	
	<i>Yes</i> .....	62 (86%)
	<i>No</i> .....	6 (8%)
	<i>Don't remember</i> .....	4 (6%)

<b>Q3.3</b>	<b>Overall, how were you treated in reception?</b>	
	Very well.....	64 (78%)
	Well.....	17 (21%)
	Neither.....	1 (1%)
	Badly.....	0 (0%)
	Very badly.....	0 (0%)
	Don't remember.....	0 (0%)
<b>Q3.4</b>	<b>Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)</b>	
	Loss of property.....	9 (11%)
	Housing problems.....	17 (21%)
	Contacting employers.....	3 (4%)
	Contacting family.....	6 (7%)
	Childcare.....	2 (2%)
	Money worries.....	14 (17%)
	Feeling depressed or suicidal.....	9 (11%)
	Physical health.....	11 (13%)
	Mental health.....	10 (12%)
	Needing protection from other prisoners.....	0 (0%)
	Getting phone numbers.....	3 (4%)
	Other.....	5 (6%)
	Did not have any problems.....	41 (50%)
<b>Q3.5</b>	<b>Did you receive any help/support from staff in dealing with these problems when you first arrived here?</b>	
	Yes.....	30 (38%)
	No.....	8 (10%)
	Did not have any problems.....	41 (52%)
<b>Q3.6</b>	<b>When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)</b>	
	Tobacco.....	51 (62%)
	A shower.....	42 (51%)
	A free telephone call.....	72 (88%)
	Something to eat.....	61 (74%)
	PIN phone credit.....	49 (60%)
	Toiletries/ basic items.....	39 (48%)
	Did not receive anything.....	1 (1%)
<b>Q3.7</b>	<b>When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)</b>	
	Chaplain.....	70 (85%)
	Someone from health services.....	71 (87%)
	A Listener/Samaritans.....	64 (78%)
	Prison shop/ canteen.....	32 (39%)
	Did not have access to any of these.....	3 (4%)
<b>Q3.8</b>	<b>When you first arrived here, were you offered information on the following? (Please tick all that apply to you.)</b>	
	What was going to happen to you.....	65 (80%)
	What support was available for people feeling depressed or suicidal.....	54 (67%)
	How to make routine requests (applications).....	58 (72%)
	Your entitlement to visits.....	68 (84%)
	Health services.....	71 (88%)
	Chaplaincy.....	69 (85%)
	Not offered any information.....	4 (5%)
<b>Q3.9</b>	<b>Did you feel safe on your first night here?</b>	
	Yes.....	74 (90%)
	No.....	4 (5%)
	Don't remember.....	4 (5%)

<b>Q3.10</b>	<b>How soon after you arrived here did you go on an induction course?</b>	
	<i>Have not been on an induction course</i> .....	1 (1%)
	<i>Within the first week</i> .....	71 (88%)
	<i>More than a week</i> .....	9 (11%)
	<i>Don't remember</i> .....	0 (0%)
<b>Q3.11</b>	<b>Did the induction course cover everything you needed to know about the prison?</b>	
	<i>Have not been on an induction course</i> .....	1 (1%)
	<i>Yes</i> .....	65 (82%)
	<i>No</i> .....	11 (14%)
	<i>Don't remember</i> .....	2 (3%)
<b>Q3.12</b>	<b>How soon after you arrived here did you receive an education ('skills for life') assessment?</b>	
	<i>Did not receive an assessment</i> .....	3 (4%)
	<i>Within the first week</i> .....	51 (63%)
	<i>More than a week</i> .....	17 (21%)
	<i>Don't remember</i> .....	10 (12%)

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

<b>Q4.1</b>	<b>How easy is it to.....</b>						
		<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>	<i>N/A</i>
	<i>Communicate with your solicitor or legal representative?</i>	33 (41%)	19 (23%)	5 (6%)	4 (5%)	0 (0%)	20 (25%)
	<i>Attend legal visits?</i>	22 (29%)	15 (19%)	5 (6%)	1 (1%)	0 (0%)	34 (44%)
	<i>Get bail information?</i>	7 (9%)	4 (5%)	6 (8%)	1 (1%)	0 (0%)	57 (76%)
<b>Q4.2</b>	<b>Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?</b>						
	<i>Not had any letters</i> .....					27 (34%)	
	<i>Yes</i> .....					14 (18%)	
	<i>No</i> .....					38 (48%)	
<b>Q4.3</b>	<b>Can you get legal books in the library?</b>						
	<i>Yes</i> .....					37 (47%)	
	<i>No</i> .....					3 (4%)	
	<i>Don't know</i> .....					39 (49%)	
<b>Q4.4</b>	<b>Please answer the following questions about the wing/unit you are currently living on:</b>						
		<i>Yes</i>	<i>No</i>	<i>Don't know</i>			
	<i>Do you normally have enough clean, suitable clothes for the week?</i>	78 (98%)	2 (3%)	0 (0%)			
	<i>Are you normally able to have a shower every day?</i>	80 (99%)	1 (1%)	0 (0%)			
	<i>Do you normally receive clean sheets every week?</i>	50 (68%)	16 (22%)	8 (11%)			
	<i>Do you normally get cell cleaning materials every week?</i>	64 (81%)	14 (18%)	1 (1%)			
	<i>Is your cell call bell normally answered within five minutes?</i>	9 (36%)	5 (20%)	11 (44%)			
	<i>Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?</i>	68 (89%)	8 (11%)	0 (0%)			
	<i>If you need to, can you normally get your stored property?</i>	64 (89%)	3 (4%)	5 (7%)			
<b>Q4.5</b>	<b>What is the food like here?</b>						
	<i>Very good</i> .....					46 (59%)	
	<i>Good</i> .....					31 (40%)	
	<i>Neither</i> .....					1 (1%)	
	<i>Bad</i> .....					0 (0%)	
	<i>Very bad</i> .....					0 (0%)	

<b>Q4.6</b>	<b>Does the shop/canteen sell a wide enough range of goods to meet your needs?</b>	
	<i>Have not bought anything yet/ don't know</i> .....	4 (5%)
	Yes.....	45 (56%)
	No.....	32 (40%)
<b>Q4.7</b>	<b>Can you speak to a Listener at any time, if you want to?</b>	
	Yes.....	73 (90%)
	No.....	2 (2%)
	Don't know.....	6 (7%)
<b>Q4.8</b>	<b>Are your religious beliefs respected?</b>	
	Yes.....	45 (57%)
	No.....	3 (4%)
	Don't know/ N/A.....	31 (39%)
<b>Q4.9</b>	<b>Are you able to speak to a Chaplain of your faith in private if you want to?</b>	
	Yes.....	59 (75%)
	No.....	0 (0%)
	Don't know/ N/A.....	20 (25%)
<b>Q4.10</b>	<b>How easy or difficult is it for you to attend religious services?</b>	
	<i>I don't want to attend</i> .....	24 (31%)
	Very easy.....	33 (42%)
	Easy.....	9 (12%)
	Neither.....	5 (6%)
	Difficult.....	1 (1%)
	Very difficult.....	0 (0%)
	Don't know.....	6 (8%)

### Section 5: Applications and complaints

<b>Q5.1</b>	<b>Is it easy to make an application?</b>	
	Yes.....	75 (93%)
	No.....	2 (2%)
	Don't know.....	4 (5%)

<b>Q5.2</b>	<b>Please answer the following questions about applications. (If you have not made an application please tick the 'not made one' option.)</b>			
		<i>Not made one</i>	Yes	No
	Are applications dealt with fairly?	10 (13%)	66 (85%)	2 (3%)
	Are applications dealt with quickly (within seven days)?	10 (13%)	64 (85%)	1 (1%)

<b>Q5.3</b>	<b>Is it easy to make a complaint?</b>	
	Yes.....	49 (63%)
	No.....	5 (6%)
	Don't know.....	24 (31%)

<b>Q5.4</b>	<b>Please answer the following questions about complaints. (If you have not made a complaint please tick the 'not made one' option.)</b>			
		<i>Not made one</i>	Yes	No
	Are complaints dealt with fairly?	54 (70%)	14 (18%)	9 (12%)
	Are complaints dealt with quickly (within seven days)?	54 (70%)	15 (19%)	8 (10%)

<b>Q5.5</b>	<b>Have you ever been prevented from making a complaint when you wanted to?</b>	
	Yes .....	5 (6%)
	No.....	73 (94%)
<b>Q5.6</b>	<b>How easy or difficult is it for you to see the Independent Monitoring Board (IMB)?</b>	
	Don't know who they are.....	8 (10%)
	Very easy.....	29 (36%)
	Easy .....	27 (33%)
	Neither .....	14 (17%)
	Difficult.....	3 (4%)
	Very difficult.....	0 (0%)

### Section 6: Incentive and earned privileges scheme

<b>Q6.1</b>	<b>Have you been treated fairly in your experience of the incentive and earned privileges (IEP) scheme? (This refers to enhanced, standard and basic levels.)</b>	
	Don't know what the IEP scheme is .....	2 (3%)
	Yes .....	66 (84%)
	No .....	3 (4%)
	Don't know .....	8 (10%)
<b>Q6.2</b>	<b>Do the different levels of the IEP scheme encourage you to change your behaviour? (This refers to enhanced, standard and basic levels.)</b>	
	Don't know what the IEP scheme is .....	2 (3%)
	Yes .....	48 (61%)
	No.....	17 (22%)
	Don't know .....	12 (15%)
<b>Q6.3</b>	<b>In the last six months have any members of staff physically restrained you (C&amp;R)?</b>	
	Yes .....	0 (0%)
	No.....	79 (100%)
<b>Q6.4</b>	<b>If you have spent a night in the segregation/care and separation unit in the last six months, how were you treated by staff?</b>	
	I have not been to segregation in the last 6 months .....	71 (97%)
	Very well.....	0 (0%)
	Well.....	0 (0%)
	Neither .....	2 (3%)
	Badly.....	0 (0%)
	Very badly .....	0 (0%)

### Section 7: Relationships with staff

<b>Q7.1</b>	<b>Do most staff treat you with respect?</b>	
	Yes .....	75 (94%)
	No.....	5 (6%)
<b>Q7.2</b>	<b>Is there a member of staff you can turn to for help if you have a problem?</b>	
	Yes .....	78 (98%)
	No.....	2 (3%)
<b>Q7.3</b>	<b>Has a member of staff checked on you personally in the last week to see how you are getting on?</b>	
	Yes .....	58 (72%)
	No.....	23 (28%)

<b>Q7.4</b>	<b>How often do staff normally speak to you during association?</b>	
	<i>Do not go on association</i> .....	7 (9%)
	<i>Never</i> .....	1 (1%)
	<i>Rarely</i> .....	8 (10%)
	<i>Some of the time</i> .....	21 (27%)
	<i>Most of the time</i> .....	15 (19%)
	<i>All of the time</i> .....	27 (34%)
<b>Q7.5</b>	<b>When did you first meet your personal (named) officer?</b>	
	<i>I have not met him/her</i> .....	2 (3%)
	<i>In the first week</i> .....	62 (78%)
	<i>More than a week</i> .....	13 (16%)
	<i>Don't remember</i> .....	3 (4%)
<b>Q7.6</b>	<b>How helpful is your personal (named) officer?</b>	
	<i>Do not have a personal officer/ I have not met him/ her</i> .....	2 (3%)
	<i>Very helpful</i> .....	58 (73%)
	<i>Helpful</i> .....	14 (18%)
	<i>Neither</i> .....	3 (4%)
	<i>Not very helpful</i> .....	3 (4%)
	<i>Not at all helpful</i> .....	0 (0%)

### Section 8: Safety

<b>Q8.1</b>	<b>Have you ever felt unsafe here?</b>	
	<i>Yes</i> .....	10 (12%)
	<i>No</i> .....	71 (88%)
<b>Q8.2</b>	<b>Do you feel unsafe now?</b>	
	<i>Yes</i> .....	2 (2%)
	<i>No</i> .....	79 (98%)
<b>Q8.3</b>	<b>In which areas have you felt unsafe? (Please tick all that apply to you.)</b>	
	<i>Never felt unsafe</i> .....	71 (89%)
	<i>Everywhere</i> .....	1 (1%)
	<i>Segregation unit</i> .....	0 (0%)
	<i>Association areas</i> .....	2 (3%)
	<i>Reception area</i> .....	0 (0%)
	<i>At the gym</i> .....	0 (0%)
	<i>In an exercise yard</i> .....	0 (0%)
	<i>At work</i> .....	2 (3%)
	<i>During movement</i> .....	0 (0%)
	<i>At education</i> .....	0 (0%)
	<i>At meal times</i> .....	2 (3%)
	<i>At health services</i> .....	0 (0%)
	<i>Visits area</i> .....	0 (0%)
	<i>In wing showers</i> .....	2 (3%)
	<i>In gym showers</i> .....	0 (0%)
	<i>In corridors/stairwells</i> .....	2 (3%)
	<i>On your landing/wing</i> .....	1 (1%)
	<i>In your cell</i> .....	3 (4%)
	<i>At religious services</i> .....	0 (0%)
<b>Q8.4</b>	<b>Have you been victimised by other prisoners here?</b>	
	<i>Yes</i> .....	19 (24%)
	<i>No</i> .....	61 (76%)

- Q8.5 If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)**
- |   |          |
|---|----------|
| Insulting remarks (about you or your family or friends) ..... | 8 (10%)  |
| Physical abuse (being hit, kicked or assaulted) .....         | 2 (3%)   |
| Sexual abuse .....  | 0 (0%)   |
| Feeling threatened or intimidated .....                       | 11 (14%) |
| Having your canteen/property taken.....                       | 2 (3%)   |
| Medication.....   | 0 (0%)   |
| Debt .....  | 0 (0%)   |
| Drugs.....  | 0 (0%)   |
| Your race or ethnic origin.....                               | 0 (0%)   |
| Your religion/religious beliefs .....                         | 0 (0%)   |
| Your nationality .....  | 3 (4%)   |
| You are from a different part of the country than others..... | 1 (1%)   |
| You are from a traveller community .....                      | 0 (0%)   |
| Your sexual orientation .....                                 | 0 (0%)   |
| Your age.....   | 1 (1%)   |
| You have a disability.....                                    | 0 (0%)   |
| You were new here.....  | 2 (3%)   |
| Your offence/ crime .....                                     | 1 (1%)   |
| Gang related issues.....                                      | 0 (0%)   |
- Q8.6 Have you been victimised by staff here?**
- |           |          |
|-----------|----------|
| Yes ..... | 8 (10%)  |
| No.....   | 71 (90%) |
- Q8.7 If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)**
- |   |        |
|---|--------|
| Insulting remarks (about you or your family or friends) ..... | 4 (5%) |
| Physical abuse (being hit, kicked or assaulted) .....         | 0 (0%) |
| Sexual abuse .....  | 0 (0%) |
| Feeling threatened or intimidated .....                       | 4 (5%) |
| Medication.....   | 1 (1%) |
| Debt .....  | 0 (0%) |
| Drugs.....  | 0 (0%) |
| Your race or ethnic origin.....                               | 1 (1%) |
| Your religion/religious beliefs .....                         | 1 (1%) |
| Your nationality .....  | 0 (0%) |
| You are 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.....  | 2 (3%) |
| Your offence/ crime .....                                     | 1 (1%) |
| Gang related issues.....                                      | 0 (0%) |
- Q8.8 If you have been victimised by prisoners or staff, did you report it?**
- |                           |          |
|---------------------------|----------|
| Not been victimised ..... | 59 (77%) |
| Yes .....                 | 14 (18%) |
| No.....                   | 4 (5%)   |

### Section 9: Health services

- Q9.1 How easy or difficult is it to see the following people?:**
- |             | Don't know | Very easy | Easy     | Neither | Difficult | Very difficult |
|-------------|------------|-----------|----------|---------|-----------|----------------|
| The doctor  | 4 (5%)     | 14 (18%)  | 40 (51%) | 7 (9%)  | 10 (13%)  | 3 (4%)         |
| The nurse   | 0 (0%)     | 44 (56%)  | 29 (37%) | 1 (1%)  | 3 (4%)    | 1 (1%)         |
| The dentist | 18 (23%)   | 3 (4%)    | 17 (22%) | 7 (9%)  | 18 (23%)  | 15 (19%)       |

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

	<i>Not been</i>	<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Bad</i>	<i>Very bad</i>
The doctor	8 (10%)	11 (14%)	24 (30%)	14 (17%)	17 (21%)	7 (9%)
The nurse	2 (3%)	22 (28%)	27 (34%)	14 (18%)	11 (14%)	4 (5%)
The dentist	34 (43%)	15 (19%)	16 (20%)	7 (9%)	4 (5%)	3 (4%)

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

<i>Not been</i> .....	0 (0%)
<i>Very good</i> .....	18 (23%)
<i>Good</i> .....	29 (36%)
<i>Neither</i> .....	16 (20%)
<i>Bad</i> .....	15 (19%)
<i>Very bad</i> .....	2 (3%)

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

Yes.....	58 (72%)
No.....	23 (28%)

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

<i>Not taking medication</i> .....	23 (29%)
<i>Yes, all my meds</i> .....	53 (66%)
<i>Yes, some of my meds</i> .....	4 (5%)
<i>No</i> .....	0 (0%)

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

Yes.....	21 (26%)
No.....	59 (74%)

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

<i>Do not have any emotional or mental health problems</i> .....	59 (75%)
Yes.....	16 (20%)
No.....	4 (5%)

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

Yes.....	6 (7%)
No.....	75 (93%)

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

Yes.....	8 (10%)
No.....	73 (90%)

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

<i>Very easy</i> .....	1 (1%)
<i>Easy</i> .....	0 (0%)
<i>Neither</i> .....	0 (0%)
<i>Difficult</i> .....	2 (3%)
<i>Very difficult</i> .....	5 (6%)
<i>Don't know</i> .....	71 (90%)

<b>Q10.4</b>	<b>Is it easy or difficult to get alcohol in this prison?</b>	
	Very easy.....	0 (0%)
	Easy.....	0 (0%)
	Neither.....	0 (0%)
	Difficult.....	3 (4%)
	Very difficult.....	6 (8%)
	Don't know.....	70 (89%)
<b>Q10.5</b>	<b>Have you developed a problem with illegal drugs since you have been in this prison?</b>	
	Yes.....	0 (0%)
	No.....	81 (100%)
<b>Q10.6</b>	<b>Have you developed a problem with diverted medication since you have been in this prison?</b>	
	Yes.....	1 (1%)
	No.....	80 (99%)
<b>Q10.7</b>	<b>Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?</b>	
	Did not / do not have a drug problem.....	75 (93%)
	Yes.....	6 (7%)
	No.....	0 (0%)
<b>Q10.8</b>	<b>Have you received any support or help (for example substance misuse teams) for your alcohol problem, whilst in this prison?</b>	
	Did not / do not have an alcohol problem.....	73 (90%)
	Yes.....	8 (10%)
	No.....	0 (0%)
<b>Q10.9</b>	<b>Was the support or help you received, whilst in this prison, helpful?</b>	
	Did not have a problem/ did not receive help.....	71 (88%)
	Yes.....	10 (12%)
	No.....	0 (0%)

### Section II: Activities

<b>Q11.1</b>	<b>How easy or difficult is it to get into the following activities, in this prison?</b>						
		<i>Don't know</i>	<i>Very Easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	Prison job	2 (3%)	57 (71%)	18(23%)	0 (0%)	1 (1%)	2 (3%)
	Vocational or skills training	9 (11%)	38 (48%)	19 (24%)	4 (5%)	5 (6%)	5 (6%)
	Education (including basic skills)	4 (5%)	47 (59%)	22 (28%)	1 (1%)	1 (1%)	4 (5%)
	Offending behaviour programmes	17 (22%)	30 (39%)	18 (23%)	8 (10%)	1 (1%)	3 (4%)
<b>Q11.2</b>	<b>Are you currently involved in the following? (Please tick all that apply to you.)</b>						
	Not involved in any of these.....					11 (14%)	
	Prison job.....					62 (79%)	
	Vocational or skills training.....					26 (33%)	
	Education (including basic skills).....					41 (53%)	
	Offending behaviour programmes.....					17 (22%)	
<b>Q11.3</b>	<b>If you have been involved in any of the following, while in this prison, do you think they will help you on release?</b>						
		<i>Not been involved</i>	<i>Yes</i>	<i>No</i>	<i>Don't know</i>		
	Prison job	3 (4%)	43 (58%)	19 (26%)	9 (12%)		
	Vocational or skills training	14 (22%)	44 (68%)	2 (3%)	5 (8%)		
	Education (including basic skills)	5 (7%)	59 (80%)	6 (8%)	4 (5%)		
	Offending behaviour programmes	14 (24%)	28 (48%)	7 (12%)	9 (16%)		

<b>Q11.4</b>	<b>How often do you usually go to the library?</b>	
	<i>Don't want to go</i> .....	1 (1%)
	<i>Never</i> .....	4 (5%)
	<i>Less than once a week</i> .....	15 (19%)
	<i>About once a week</i> .....	26 (33%)
	<i>More than once a week</i> .....	34 (43%)
<b>Q11.5</b>	<b>Does the library have a wide enough range of materials to meet your needs?</b>	
	<i>Don't use it</i> .....	5 (6%)
	<i>Yes</i> .....	60 (76%)
	<i>No</i> .....	14 (18%)
<b>Q11.6</b>	<b>How many times do you usually go to the gym each week?</b>	
	<i>Don't want to go</i> .....	24 (30%)
	<i>0</i> .....	20 (25%)
	<i>1 to 2</i> .....	15 (19%)
	<i>3 to 5</i> .....	15 (19%)
	<i>More than 5</i> .....	5 (6%)
<b>Q11.7</b>	<b>How many times do you usually go outside for exercise each week?</b>	
	<i>Don't want to go</i> .....	8 (10%)
	<i>0</i> .....	7 (9%)
	<i>1 to 2</i> .....	17 (21%)
	<i>3 to 5</i> .....	17 (21%)
	<i>More than 5</i> .....	31 (39%)
<b>Q11.8</b>	<b>How many times do you usually have association each week?</b>	
	<i>Don't want to go</i> .....	5 (7%)
	<i>0</i> .....	2 (3%)
	<i>1 to 2</i> .....	0 (0%)
	<i>3 to 5</i> .....	4 (6%)
	<i>More than 5</i> .....	56 (84%)
<b>Q11.9</b>	<b>How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc.)</b>	
	<i>Less than 2 hours</i> .....	1 (1%)
	<i>2 to less than 4 hours</i> .....	2 (3%)
	<i>4 to less than 6 hours</i> .....	0 (0%)
	<i>6 to less than 8 hours</i> .....	2 (3%)
	<i>8 to less than 10 hours</i> .....	11 (15%)
	<i>10 hours or more</i> .....	52 (71%)
	<i>Don't know</i> .....	5 (7%)

### Section 12: Contact with family and friends

<b>Q12.1</b>	<b>Have staff supported you and helped you to maintain contact with your family/friends while in this prison?</b>	
	<i>Yes</i> .....	75 (94%)
	<i>No</i> .....	5 (6%)
<b>Q12.2</b>	<b>Have you had any problems with sending or receiving mail (letters or parcels)?</b>	
	<i>Yes</i> .....	13 (16%)
	<i>No</i> .....	68 (84%)

<b>Q12.3</b>	<b>Have you had any problems getting access to the telephones?</b>	
	Yes .....	25 (31%)
	No.....	55 (69%)
<b>Q12.4</b>	<b>How easy or difficult is it for your family and friends to get here?</b>	
	<i>I don't get visits</i> .....	6 (8%)
	<i>Very easy</i> .....	19 (25%)
	<i>Easy</i> .....	14 (18%)
	<i>Neither</i> .....	7 (9%)
	<i>Difficult</i> .....	18 (24%)
	<i>Very difficult</i> .....	11 (14%)
	<i>Don't know</i> .....	1 (1%)

### Section 13: Preparation for release

<b>Q13.1</b>	<b>Do you have a named offender manager (home probation officer) in the probation service?</b>	
	<i>Not sentenced</i> .....	0 (0%)
	Yes .....	75 (94%)
	No.....	5 (6%)
<b>Q13.2</b>	<b>What type of contact have you had with your offender manager since being in prison? (Please tick all that apply to you.)</b>	
	<i>Not sentenced/ NA</i> .....	5 (6%)
	<i>No contact</i> .....	13 (16%)
	<i>Letter</i> .....	25 (31%)
	<i>Phone</i> .....	46 (57%)
	<i>Visit</i> .....	25 (31%)
<b>Q13.3</b>	<b>Do you have a named offender supervisor in this prison?</b>	
	Yes .....	79 (99%)
	No.....	1 (1%)
<b>Q13.4</b>	<b>Do you have a sentence plan?</b>	
	<i>Not sentenced</i> .....	0 (0%)
	Yes .....	72 (90%)
	No.....	8 (10%)
<b>Q13.5</b>	<b>How involved were you in the development of your sentence plan?</b>	
	<i>Do not have a sentence plan/ not sentenced</i> .....	8 (10%)
	<i>Very involved</i> .....	45 (57%)
	<i>Involved</i> .....	21 (27%)
	<i>Neither</i> .....	2 (3%)
	<i>Not very involved</i> .....	2 (3%)
	<i>Not at all involved</i> .....	1 (1%)
<b>Q13.6</b>	<b>Who is working with you to achieve your sentence plan targets? (Please tick all that apply to you.)</b>	
	<i>Do not have a sentence plan/ not sentenced</i> .....	8 (10%)
	<i>Nobody</i> .....	7 (9%)
	<i>Offender supervisor</i> .....	54 (68%)
	<i>Offender manager</i> .....	30 (38%)
	<i>Named/ personal officer</i> .....	51 (64%)
	<i>Staff from other departments</i> .....	29 (36%)

**Q13.7 Can you achieve any of your sentence plan targets in this prison?**  
*Do not have a sentence plan/ not sentenced*..... 8 (10%)  
 Yes ..... 67 (84%)  
 No..... 2 (3%)  
 Don't know ..... 3 (4%)

**Q13.8 Are there plans for you to achieve any of your sentence plan targets in another prison?**  
*Do not have a sentence plan/ not sentenced*..... 8 (10%)  
 Yes ..... 8 (10%)  
 No..... 57 (72%)  
 Don't know ..... 6 (8%)

**Q13.9 Are there plans for you to achieve any of your sentence plan targets in the community?**  
*Do not have a sentence plan/ not sentenced*..... 8 (10%)  
 Yes ..... 37 (47%)  
 No..... 20 (25%)  
 Don't know ..... 14 (18%)

**Q13.10 Do you have a needs based custody plan?**  
 Yes ..... 4 (5%)  
 No..... 30 (38%)  
 Don't know ..... 44 (56%)

**Q13.11 Do you feel that any member of staff has helped you to prepare for your release?**  
 Yes ..... 49 (64%)  
 No..... 28 (36%)

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

	<i>Do not need help</i>	Yes	No
Employment	12 (16%)	55 (71%)	10 (13%)
Accommodation	15 (21%)	43 (60%)	14 (19%)
Benefits	13 (18%)	50 (68%)	10 (14%)
Finances	18 (26%)	40 (59%)	10 (15%)
Education	19 (28%)	44 (64%)	6 (9%)
Drugs and alcohol	35 (52%)	28 (42%)	4 (6%)

**Q13.13 Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?**  
*Not sentenced*..... 0 (0%)  
 Yes ..... 57 (75%)  
 No..... 19 (25%)

## Main comparator and comparator to last time



### Prisoner survey responses HMP & YOI East Sutton Park 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

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	Percentages which are not highlighted show there is no significant difference				
<b>Number of completed questionnaires returned</b>		<b>83</b>	<b>514</b>	<b>83</b>	<b>79</b>
<b>SECTION 1: General information</b>					
1.2	Are you under 21 years of age?	2%	3%	2%	2%
1.3	Are you sentenced?	100%	100%	100%	100%
1.3	Are you on recall?	1%	4%	1%	0%
1.4	Is your sentence less than 12 months?	1%	5%	1%	9%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	7%	5%	7%	2%
1.5	Are you a foreign national?	1%	15%	1%	7%
1.6	Do you understand spoken English?	100%	99%	100%	100%
1.7	Do you understand written English?	100%	97%	100%	100%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	28%	30%	28%	33%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	3%	5%	3%	5%
1.1	Are you Muslim?	5%	6%	5%	2%
1.11	Are you homosexual/gay or bisexual?	14%	27%	14%	12%
1.12	Do you consider yourself to have a disability?	24%	26%	24%	17%
1.13	Are you a veteran (ex-armed services)?	0%	1%	0%	0%
1.14	Is this your first time in prison?	83%	66%	83%	81%
1.15	Do you have any children under the age of 18?	40%	50%	40%	45%
<b>SECTION 2: Transfers and escorts</b>					
On your most recent journey here:					
2.1	Did you spend more than 2 hours in the van?	47%	51%	47%	70%
For those who spent two or more hours in the escort van:					
2.2	Were you offered anything to eat or drink?	87%	81%	87%	
2.3	Were you offered a toilet break?	17%	6%	17%	
2.4	Was the van clean?	67%	56%	67%	
2.5	Did you feel safe?	86%	80%	86%	
2.6	Were you treated well/very well by the escort staff?	82%	79%	82%	69%
2.7	Before you arrived here were you told that you were coming here?	53%	64%	53%	
2.7	Before you arrived here did you receive any written information about coming here?	50%	27%	50%	
2.8	When you first arrived here did your property arrive at the same time as you?	97%	90%	97%	91%

## Main comparator and comparator to last time

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<b>SECTION 3: Reception, first night and induction</b>					
3.1	Were you in reception for less than 2 hours?	88%	61%	88%	
3.2	When you were searched in reception, was this carried out in a respectful way?	87%	88%	87%	86%
3.3	Were you treated well/very well in reception?	99%	80%	99%	93%
	When you first arrived:				
3.4	Did you have any problems?	50%	68%	50%	51%
3.4	Did you have any problems with loss of property?	11%	15%	11%	12%
3.4	Did you have any housing problems?	20%	17%	20%	12%
3.4	Did you have any problems contacting employers?	3%	1%	3%	1%
3.4	Did you have any problems contacting family?	7%	20%	7%	10%
3.4	Did you have any problems ensuring dependants were being looked after?	2%	3%	2%	3%
3.4	Did you have any money worries?	17%	19%	17%	17%
3.4	Did you have any problems with feeling depressed or suicidal?	11%	20%	11%	8%
3.4	Did you have any physical health problems?	14%	16%	14%	
3.4	Did you have any mental health problems?	12%	23%	12%	
3.4	Did you have any problems with needing protection from other prisoners?	0%	4%	0%	
3.4	Did you have problems accessing phone numbers?	3%	14%	3%	6%
	For those with problems:				
3.5	Did you receive any help/ support from staff in dealing with these problems?	79%	46%	79%	
	When you first arrived here, were you offered any of the following:				
3.6	Tobacco?	62%	72%	62%	88%
3.6	A shower?	51%	34%	51%	58%
3.6	A free telephone call?	88%	66%	88%	87%
3.6	Something to eat?	75%	63%	75%	84%
3.6	PIN phone credit?	60%	38%	60%	
3.6	Toiletries/ basic items?	47%	41%	47%	

## Key to tables

## Main comparator and comparator to last time

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<b>SECTION 3: Reception, first night and induction continued</b>					
	When you first arrived here did you have access to the following people:				
3.7	The chaplain or a religious leader?	85%	65%	85%	
3.7	Someone from health services?	86%	72%	86%	
3.7	A Listener/Samaritans?	78%	42%	78%	
3.7	Prison shop/ canteen?	39%	29%	39%	10%
	When you first arrived here were you offered information about any of the following:				
3.8	What was going to happen to you?	80%	53%	80%	76%
3.8	Support was available for people feeling depressed or suicidal?	67%	45%	67%	59%
3.8	How to make routine requests?	72%	52%	72%	64%
3.8	Your entitlement to visits?	84%	44%	84%	72%
3.8	Health services?	88%	54%	88%	77%
3.8	The chaplaincy?	85%	58%	85%	63%
3.9	Did you feel safe on your first night here?	90%	73%	90%	85%
3.10	Have you been on an induction course?	99%	95%	99%	98%
	For those who have been on an induction course:				
3.11	Did the course cover everything you needed to know about the prison?	83%	56%	83%	85%
3.12	Did you receive an education (skills for life) assessment?	97%	86%	97%	
<b>SECTION 4: Legal rights and respectful custody</b>					
	In terms of your legal rights, is it easy/very easy to:				
4.1	Communicate with your solicitor or legal representative?	64%	43%	64%	59%
4.1	Attend legal visits?	48%	43%	48%	51%
4.1	Get bail information?	15%	11%	15%	22%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	18%	40%	18%	26%
4.3	Can you get legal books in the library?	47%	54%	47%	
	For the wing/unit you are currently on:				
4.4	Are you normally offered enough clean, suitable clothes for the week?	98%	73%	98%	84%
4.4	Are you normally able to have a shower every day?	99%	96%	99%	99%
4.4	Do you normally receive clean sheets every week?	68%	93%	68%	89%
4.4	Do you normally get cell cleaning materials every week?	81%	64%	81%	91%
4.4	Is your cell call bell normally answered within five minutes?	36%	42%	36%	58%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	90%	65%	90%	67%
4.4	Can you normally get your stored property, if you need to?	89%	34%	89%	53%
4.5	Is the food in this prison good/very good?	99%	56%	99%	85%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	55%	51%	55%	59%
4.7	Are you able to speak to a Listener at any time, if you want to?	90%	67%	90%	79%
4.8	Are your religious beliefs are respected?	57%	67%	57%	59%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	74%	78%	74%	58%
4.10	Is it easy/very easy to attend religious services?	54%	64%	54%	

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<b>SECTION 5: Applications and complaints</b>				
5.1 Is it easy to make an application?	93%	88%	93%	
For those who have made an application:				
5.2 Do you feel applications are dealt with fairly?	97%	69%	97%	88%
5.2 Do you feel applications are dealt with quickly (within seven days)?	99%	53%	99%	87%
5.3 Is it easy to make a complaint?	63%	62%	63%	
For those who have made a complaint:				
5.4 Do you feel complaints are dealt with fairly?	62%	40%	62%	45%
5.4 Do you feel complaints are dealt with quickly (within seven days)?	65%	38%	65%	55%
5.5 Have you ever been prevented from making a complaint when you wanted to?	7%	18%	7%	
5.6 Is it easy/very easy to see the Independent Monitoring Board?	69%	47%	69%	71%
<b>SECTION 6: Incentives and earned privileges scheme</b>				
6.1 Do you feel you have been treated fairly in your experience of the IEP scheme?	83%	62%	83%	76%
6.2 Do the different levels of the IEP scheme encourage you to change your behaviour?	61%	51%	61%	48%
6.3 In the last six months have any members of staff physically restrained you (C&R)?	0%	4%	0%	
6.4 In the last six months, if you have spent a night in the segregation/ care and separation unit, were you treated very well/ well by staff?	0%	46%	0%	
<b>SECTION 7: Relationships with staff</b>				
7.1 Do most staff, in this prison, treat you with respect?	94%	78%	94%	81%
7.2 Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	98%	79%	98%	94%
7.3 Has a member of staff checked on you personally in the last week to see how you were getting on?	72%	39%	72%	
7.4 Do staff normally speak to you most of the time/all of the time during association?	53%	22%	53%	51%
7.5 Do you have a personal officer?	98%	82%	98%	98%
For those with a personal officer:				
7.6 Do you think your personal officer is helpful/very helpful?	92%	69%	92%	90%

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<b>SECTION 8: Safety</b>					
8.1	Have you ever felt unsafe here?	12%	40%	12%	24%
8.2	Do you feel unsafe now?	2%	13%	2%	10%
8.4	Have you been victimised by other prisoners here?	24%	33%	24%	21%
	Since you have been here, have other prisoners:				
8.5	Made insulting remarks about you, your family or friends?	10%	21%	10%	10%
8.5	Hit, kicked or assaulted you?	2%	6%	2%	1%
8.5	Sexually abused you?	0%	0%	0%	0%
8.5	Threatened or intimidated you?	14%	21%	14%	
8.5	Taken your canteen/property?	2%	3%	2%	2%
8.5	Victimised you because of medication?	0%	4%	0%	
8.5	Victimised you because of debt?	0%	0%	0%	
8.5	Victimised you because of drugs?	0%	2%	0%	2%
8.5	Victimised you because of your race or ethnic origin?	0%	4%	0%	0%
8.5	Victimised you because of your religion/religious beliefs?	0%	2%	0%	0%
8.5	Victimised you because of your nationality?	3%	3%	3%	
8.5	Victimised you because you were from a different part of the country?	1%	2%	1%	5%
8.5	Victimised you because you are from a Traveller community?	0%	1%	0%	
8.5	Victimised you because of your sexual orientation?	0%	2%	0%	0%
8.5	Victimised you because of your age?	1%	3%	1%	0%
8.5	Victimised you because you have a disability?	0%	3%	0%	1%
8.5	Victimised you because you were new here?	2%	8%	2%	8%
8.5	Victimised you because of your offence/crime?	1%	7%	1%	1%
8.5	Victimised you because of gang related issues?	0%	3%	0%	0%

## Main comparator and comparator to last time

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	Percentages which are not highlighted show there is no significant difference				
<b>SECTION 8: Safety continued</b>					
8.6	Have you been victimised by staff here?	10%	25%	10%	22%
	Since you have been here, have staff:				
8.7	Made insulting remarks about you, your family or friends?	6%	10%	6%	7%
8.7	Hit, kicked or assaulted you?	0%	1%	0%	0%
8.7	Sexually abused you?	0%	0%	0%	0%
8.7	Threatened or intimidated you?	6%	12%	6%	
8.7	Victimised you because of medication?	1%	4%	1%	
8.7	Victimised you because of debt?	0%	0%	0%	
8.7	Victimised you because of drugs?	0%	1%	0%	1%
8.7	Victimised you because of your race or ethnic origin?	1%	3%	1%	2%
8.7	Victimised you because of your religion/religious beliefs?	1%	1%	1%	0%
8.7	Victimised you because of your nationality?	0%	2%	0%	
8.7	Victimised you because you were from a different part of the country?	0%	2%	0%	1%
8.7	Victimised you because you are from a Traveller community?	0%	1%	0%	
8.7	Victimised you because of your sexual orientation?	0%	2%	0%	1%
8.7	Victimised you because of your age?	0%	2%	0%	0%
8.7	Victimised you because you have a disability?	0%	3%	0%	1%
8.7	Victimised you because you were new here?	2%	5%	2%	6%
8.7	Victimised you because of your offence/crime?	1%	5%	1%	4%
8.7	Victimised you because of gang related issues?	0%	1%	0%	0%
	For those who have been victimised by staff or other prisoners:				
8.8	Did you report any victimisation that you have experienced?	76%	52%	76%	50%

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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				
<b>SECTION 9: Health services</b>					
9.1	Is it easy/very easy to see the doctor?	70%	35%	70%	61%
9.1	Is it easy/very easy to see the nurse?	93%	56%	93%	88%
9.1	Is it easy/very easy to see the dentist?	26%	15%	26%	38%
	For those who have been to the following services, do you think the quality of the health service from the following is good/very good:				
9.2	The doctor?	48%	49%	48%	49%
9.2	The nurse?	63%	46%	63%	70%
9.2	The dentist?	69%	41%	69%	58%
9.3	The overall quality of health services?	59%	40%	59%	57%
9.4	Are you currently taking medication?	72%	74%	72%	63%
	For those currently taking medication:				
9.5	Are you allowed to keep possession of some or all of your medication in your own cell?	100%	85%	100%	
9.6	Do you have any emotional well being or mental health problems?	26%	44%	26%	27%
	For those who have problems:				
9.7	Are you being helped or supported by anyone in this prison?	78%	57%	78%	
<b>SECTION 10: Drugs and alcohol</b>					
10.1	Did you have a problem with drugs when you came into this prison?	8%	25%	8%	9%
10.2	Did you have a problem with alcohol when you came into this prison?	10%	17%	10%	7%
10.3	Is it easy/very easy to get illegal drugs in this prison?	1%	24%	1%	18%
10.4	Is it easy/very easy to get alcohol in this prison?	0%	13%	0%	
10.5	Have you developed a problem with drugs since you have been in this prison?	0%	3%	0%	4%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	1%	4%	1%	
	For those with drug or alcohol problems:				
10.7	Have you received any support or help with your drug problem while in this prison?	100%	86%	100%	
10.8	Have you received any support or help with your alcohol problem while in this prison?	100%	86%	100%	
	For those who have received help or support with their drug or alcohol problem:				
10.9	Was the support helpful?	100%	92%	100%	93%

## Main comparator and comparator to last time

### Key to tables

		HMP & YOI East Sutton Park 2016	Women's open and trainer prisons comparator	HMP & YOI East Sutton Park 2016	HMP & YOI East Sutton Park 2011
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
<b>SECTION 11: Activities</b>					
Is it very easy/ easy to get into the following activities:					
11.1	A prison job?	94%	78%	94%	
11.1	Vocational or skills training?	71%	56%	71%	
11.1	Education (including basic skills)?	88%	68%	88%	
11.1	Offending behaviour programmes?	63%	45%	63%	
Are you currently involved in any of the following activities:					
11.2	A prison job?	80%	84%	80%	82%
11.2	Vocational or skills training?	34%	24%	34%	29%
11.2	Education (including basic skills)?	53%	39%	53%	56%
11.2	Offending behaviour programmes?	21%	19%	21%	22%
11.3	Have you had a job while in this prison?	96%	97%	96%	95%
For those who have had a prison job while in this prison:					
11.3	Do you feel the job will help you on release?	61%	55%	61%	59%
11.3	Have you been involved in vocational or skills training while in this prison?	78%	83%	78%	87%
For those who have had vocational or skills training while in this prison:					
11.3	Do you feel the vocational or skills training will help you on release?	86%	70%	86%	82%
11.3	Have you been involved in education while in this prison?	93%	90%	93%	93%
For those who have been involved in education while in this prison:					
11.3	Do you feel the education will help you on release?	86%	76%	86%	89%
11.3	Have you been involved in offending behaviour programmes while in this prison?	76%	80%	76%	84%
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?	64%	67%	64%	57%
11.4	Do you go to the library at least once a week?	75%	65%	75%	76%
11.5	Does the library have a wide enough range of materials to meet your needs?	76%	57%	76%	
11.6	Do you go to the gym three or more times a week?	26%	27%	26%	10%
11.7	Do you go outside for exercise three or more times a week?	60%	54%	60%	64%
11.8	Do you go on association more than five times each week?	83%	63%	83%	89%
11.9	Do you spend ten or more hours out of your cell on a weekday?	71%	32%	71%	49%
<b>SECTION 12: Friends and family</b>					
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	94%	53%	94%	81%
12.2	Have you had any problems with sending or receiving mail?	16%	42%	16%	20%
12.3	Have you had any problems getting access to the telephones?	32%	26%	32%	12%
12.4	Is it easy/ very easy for your friends and family to get here?	44%	33%	44%	

## Main comparator and comparator to last time

### Key to tables

		HMP & YOI East Sutton Park 2016	Women's open and trainer prisons comparator	HMP & YOI East Sutton Park 2016	HMP & YOI East Sutton Park 2011
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
<b>SECTION 13: Preparation for release</b>					
For those who are sentenced:					
13.1	Do you have a named offender manager (home probation officer) in the probation service?	94%	88%	94%	
For those who are sentenced what type of contact have you had with your offender manager:					
13.2	No contact?	17%	30%	17%	
13.2	Contact by letter?	33%	37%	33%	
13.2	Contact by phone?	61%	31%	61%	
13.2	Contact by visit?	33%	35%	33%	
13.3	Do you have a named offender supervisor in this prison?	99%	91%	99%	
For those who are sentenced:					
13.4	Do you have a sentence plan?	90%	74%	90%	88%
For those with a sentence plan:					
13.5	Were you involved/very involved in the development of your plan?	93%	64%	93%	86%
Who is working with you to achieve your sentence plan targets:					
13.6	Nobody?	10%	38%	10%	
13.6	Offender supervisor?	75%	45%	75%	
13.6	Offender manager?	42%	29%	42%	
13.6	Named/ personal officer?	71%	20%	71%	
13.6	Staff from other departments?	40%	22%	40%	
For those with a sentence plan:					
13.7	Can you achieve any of your sentence plan targets in this prison?	93%	75%	93%	89%
13.8	Are there plans for you to achieve any of your targets in another prison?	11%	18%	11%	
13.9	Are there plans for you to achieve any of your targets in the community?	52%	29%	52%	
13.10	Do you have a needs based custody plan?	6%	6%	6%	
13.11	Do you feel that any member of staff has helped you to prepare for release?	64%	28%	64%	57%
For those that need help do you know of anyone in this prison who can help you on release with the following:					
13.12	Employment?	85%	55%	85%	
13.12	Accommodation?	75%	62%	75%	
13.12	Benefits?	84%	61%	84%	
13.12	Finances?	81%	48%	81%	
13.12	Education?	88%	57%	88%	
13.12	Drugs and alcohol?	87%	66%	87%	
For those who are sentenced:					
13.13	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	75%	68%	75%	57%

## Diversity analysis



### Key question responses (ethnicity) HMP & YOI East Sutton Park 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
	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>22</b>	<b>58</b>
1.3	Are you sentenced?	100%	100%
1.5	Are you a foreign national?	0%	2%
1.6	Do you understand spoken English?	100%	100%
1.7	Do you understand written English?	100%	100%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)		
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	5%
1.1	Are you Muslim?	19%	0%
1.12	Do you consider yourself to have a disability?	21%	26%
1.13	Are you a veteran (ex-armed services)?	0%	0%
1.14	Is this your first time in prison?	81%	85%
2.6	Were you treated well/very well by the escort staff?	88%	80%
2.7	Before you arrived here were you told that you were coming here?	56%	52%
3.2	When you were searched in reception, was this carried out in a respectful way?	88%	86%
3.3	Were you treated well/very well in reception?	96%	100%
3.4	Did you have any problems when you first arrived?	50%	49%
3.7	Did you have access to someone from health care when you first arrived here?	88%	86%
3.9	Did you feel safe on your first night here?	81%	93%
3.10	Have you been on an induction course?	96%	100%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	72%	62%

## Diversity analysis

### Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White 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		
4.4	Are you normally offered enough clean, suitable clothes for the week?	100%	97%
4.4	Are you normally able to have a shower every day?	96%	100%
4.4	Is your cell call bell normally answered within five minutes?	29%	38%
4.5	Is the food in this prison good/very good?	96%	100%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	50%	60%
4.7	Are you able to speak to a Listener at any time, if you want to?	88%	91%
4.8	Do you feel your religious beliefs are respected?	75%	48%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	92%	67%
5.1	Is it easy to make an application?	96%	91%
5.3	Is it easy to make a complaint?	78%	59%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	72%	87%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	58%	63%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	0%	0%
7.1	Do <b>most</b> staff, in this prison, treat you with respect?	88%	97%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	96%	99%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	50%	54%
7.4	Do you have a personal officer?	92%	100%
8.1	Have you ever felt unsafe here?	12%	11%
8.2	Do you feel unsafe now?	8%	0%
8.3	Have you been victimised by other prisoners?	32%	20%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	24%	9%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	0%	0%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	0%	0%
8.5	Have you been victimised because of your nationality? (By prisoners)	4%	3%
8.5	Have you been victimised because you have a disability? (By prisoners)	0%	0%

## Diversity analysis

### Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White 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	Have you been victimised by a member of staff?	12%	10%
8.7	Have you ever felt threatened or intimidated by staff here?	8%	3%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	4%	0%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	0%	2%
8.7	Have you been victimised because of your nationality? (By staff)	0%	0%
8.7	Have you been victimised because you have a disability? (By staff)	0%	0%
9.1	Is it easy/very easy to see the doctor?	63%	73%
9.1	Is it easy/ very easy to see the nurse?	100%	91%
9.4	Are you currently taking medication?	44%	80%
9.6	Do you feel you have any emotional well being/mental health issues?	13%	32%
10.3	Is it easy/very easy to get illegal drugs in this prison?	0%	2%
11.2	Are you currently working in the prison?	81%	78%
11.2	Are you currently undertaking vocational or skills training?	32%	35%
11.2	Are you currently in education (including basic skills)?	64%	48%
11.2	Are you currently taking part in an offending behaviour programme?	28%	21%
11.4	Do you go to the library at least once a week?	81%	72%
11.6	Do you go to the gym three or more times a week?	32%	22%
11.7	Do you go outside for exercise three or more times a week?	56%	63%
11.8	On average, do you go on association more than five times each week?	77%	85%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	64%	75%
12.2	Have you had any problems sending or receiving mail?	24%	12%
12.3	Have you had any problems getting access to the telephones?	32%	29%

## Diversity Analysis



### Key question responses (disability, age over 50) HMP & YOI East Sutton Park 2016

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

#### Key to tables

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 aged under 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						
<b>Number of completed questionnaires returned</b>		<b>19</b>	<b>62</b>		<b>24</b>	<b>57</b>
1.3	Are you sentenced?	100%	100%		100%	100%
1.5	Are you a foreign national?	5%	0%		4%	0%
1.6	Do you understand spoken English?	100%	100%		100%	100%
1.7	Do you understand written English?	100%	100%		100%	100%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	23%	28%		19%	30%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	4%		0%	5%
1.1	Are you Muslim?	0%	4%		0%	5%
1.12	Do you consider yourself to have a disability?				42%	16%
1.13	Are you a veteran (ex-armed services)?	0%	0%		0%	0%
1.14	Is this your first time in prison?	73%	87%		89%	80%
2.6	Were you treated well/very well by the escort staff?	76%	82%		90%	80%
2.7	Before you arrived here were you told that you were coming here?	48%	55%		41%	59%
3.2	When you were searched in reception, was this carried out in a respectful way?	75%	89%		86%	86%
3.3	Were you treated well/very well in reception?	100%	99%		96%	100%
3.4	Did you have any problems when you first arrived?	68%	43%		41%	52%
3.7	Did you have access to someone from health care when you first arrived here?	91%	86%		89%	88%
3.9	Did you feel safe on your first night here?	91%	90%		93%	89%
3.10	Have you been on an induction course?	100%	99%		100%	98%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	67%	62%		59%	66%

## 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 aged under 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				
4.4	Are you normally offered enough clean, suitable clothes for the week?	100%	97%	96%	98%
4.4	Are you normally able to have a shower every day?	100%	99%	100%	100%
4.4	Is your cell call bell normally answered within five minutes?	25%	38%	29%	38%
4.5	Is the food in this prison good/very good?	100%	99%	100%	98%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	45%	61%	50%	59%
4.7	Are you able to speak to a Listener at any time, if you want to?	95%	89%	96%	89%
4.8	Do you feel your religious beliefs are respected?	65%	53%	75%	48%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	84%	72%	82%	71%
5.1	Is it easy to make an application?	90%	93%	100%	89%
5.3	Is it easy to make a complaint?	55%	64%	73%	58%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	85%	85%	82%	85%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	55%	62%	52%	65%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	0%	0%	0%	0%
7.1	Do <b>most</b> staff, in this prison, treat you with respect?	90%	96%	92%	95%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	100%	97%	93%	100%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	71%	46%	65%	49%
7.4	Do you have a personal officer?	100%	97%	100%	97%
8.1	Have you ever felt unsafe here?	10%	13%	11%	13%
8.2	Do you feel unsafe now?	5%	1%	4%	2%
8.3	Have you been victimised by other prisoners?	29%	22%	21%	25%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	24%	12%	18%	13%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	0%	0%	0%	0%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	0%	0%	0%	0%
8.5	Have you been victimised because of your nationality? (By prisoners)	5%	3%	0%	5%
8.5	Have you been victimised because of your age? (By prisoners)	0%	2%	0%	2%
8.5	Have you been victimised because you have a disability? (By prisoners)	0%	0%	0%	0%

## 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 aged under 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	Have you been victimised by a member of staff?	15%	9%	11%	10%
8.7	Have you ever felt threatened or intimidated by staff here?	15%	2%	11%	2%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	5%	0%	0%	2%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	0%	2%	0%	2%
8.7	Have you been victimised because of your nationality? (By staff)	0%	0%	0%	0%
8.7	Have you been victimised because of your age? (By staff)	0%	0%	0%	0%
8.7	Have you been victimised because you have a disability? (By staff)	0%	0%	0%	0%
9.1	Is it easy/very easy to see the doctor?	76%	66%	76%	67%
9.1	Is it easy/ very easy to see the nurse?	100%	91%	100%	91%
9.4	Are you currently taking medication?	100%	62%	89%	64%
9.6	Do you feel you have any emotional well being/mental health issues?	42%	21%	25%	27%
10.3	Is it easy/very easy to get illegal drugs in this prison?	0%	2%	0%	2%
11.2	Are you currently working in the prison?	95%	75%	96%	73%
11.2	Are you currently undertaking vocational or skills training?	45%	31%	25%	38%
11.2	Are you currently in education (including basic skills)?	76%	44%	63%	48%
11.2	Are you currently taking part in an offending behaviour programme?	29%	19%	4%	28%
11.4	Do you go to the library at least once a week?	95%	69%	78%	73%
11.6	Do you go to the gym three or more times a week?	38%	20%	19%	29%
11.7	Do you go outside for exercise three or more times a week?	71%	56%	65%	59%
11.8	On average, do you go on association more than five times each week?	94%	81%	95%	82%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	53%	76%	73%	70%
12.2	Have you had any problems sending or receiving mail?	24%	13%	18%	16%
12.3	Have you had any problems getting access to the telephones?	24%	34%	22%	36%

## Diversity analysis



### Key question responses (sexual orientation) HMP & YOI East Sutton Park 2016

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

#### Key to tables

	Any percentage highlighted in green is significantly better	<b>Consider themselves to be homosexual or bisexual</b>	<b>Consider themselves to be heterosexual</b>
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>11</b>	<b>68</b>
1.3	Are you sentenced?	<b>100%</b>	<b>100%</b>
1.5	Are you a foreign national?	<b>0%</b>	<b>1%</b>
1.6	Do you understand spoken English?	<b>100%</b>	<b>100%</b>
1.7	Do you understand written English?	<b>100%</b>	<b>100%</b>
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	<b>25%</b>	<b>29%</b>
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	<b>0%</b>	<b>4%</b>
1.1	Are you Muslim?	<b>0%</b>	<b>6%</b>
1.12	Do you consider yourself to have a disability?	<b>39%</b>	<b>23%</b>
1.13	Are you a veteran (ex-armed services)?	<b>0%</b>	<b>0%</b>
1.14	Is this your first time in prison?	<b>92%</b>	<b>82%</b>
2.6	Were you treated well/very well by the escort staff?	<b>75%</b>	<b>87%</b>
2.7	Before you arrived here were you told that you were coming here?	<b>75%</b>	<b>50%</b>
3.2	When you were searched in reception, was this carried out in a respectful way?	<b>83%</b>	<b>87%</b>
3.3	Were you treated well/very well in reception?	<b>100%</b>	<b>99%</b>
3.4	Did you have any problems when you first arrived?	<b>54%</b>	<b>50%</b>
3.7	Did you have access to someone from health care when you first arrived here?	<b>83%</b>	<b>88%</b>
3.9	Did you feel safe on your first night here?	<b>100%</b>	<b>88%</b>
3.10	Have you been on an induction course?	<b>92%</b>	<b>100%</b>
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	<b>83%</b>	<b>61%</b>

## Diversity analysis

### Key to tables

	Any percentage highlighted in green is significantly better	<b>Consider themselves to be homosexual or bisexual</b>	<b>Consider themselves to be heterosexual</b>
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
4.4	Are you normally offered enough clean, suitable clothes for the week?	100%	97%
4.4	Are you normally able to have a shower every day?	100%	99%
4.4	Is your cell call bell normally answered within five minutes?	33%	38%
4.5	Is the food in this prison good/very good?	100%	99%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	54%	55%
4.7	Are you able to speak to a Listener at any time, if you want to?	92%	91%
4.8	Do you feel your religious beliefs are respected?	27%	62%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	82%	76%
5.1	Is it easy to make an application?	83%	94%
5.3	Is it easy to make a complaint?	46%	66%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	75%	85%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	46%	64%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	0%	0%
7.1	Do <b>most</b> staff, in this prison, treat you with respect?	100%	92%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	100%	97%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	46%	55%
7.4	Do you have a personal officer?	100%	97%
8.1	Have you ever felt unsafe here?	8%	11%
8.2	Do you feel unsafe now?	0%	3%
8.3	Have you been victimised by other prisoners?	25%	21%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	8%	13%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	0%	0%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	0%	0%
8.5	Have you been victimised because of your sexual orientation? (By prisoners)	0%	0%
8.5	Have you been victimised because of your age? (By prisoners)	0%	1%
8.5	Have you been victimised because you have a disability? (By prisoners)	0%	0%

## Diversity analysis

### Key to tables

	Any percentage highlighted in green is significantly better	<b>Consider themselves to be homosexual or bisexual</b>	<b>Consider themselves to be heterosexual</b>
	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	Have you been victimised by a member of staff?	0%	11%
8.7	Have you ever felt threatened or intimidated by staff here?	0%	7%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	0%	1%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	0%	1%
8.7	Have you been victimised because of your sexual orientation? (By staff)	0%	0%
8.7	Have you been victimised because of your age? (By staff)	0%	0%
8.7	Have you been victimised because you have a disability? (By staff)	0%	0%
9.1	Is it easy/very easy to see the doctor?	83%	67%
9.1	Is it easy/ very easy to see the nurse?	92%	93%
9.4	Are you currently taking medication?	83%	70%
9.6	Do you feel you have any emotional well being/mental health issues?	39%	24%
10.3	Is it easy/very easy to get illegal drugs in this prison?	0%	1%
11.2	Are you currently working in the prison?	83%	78%
11.2	Are you currently undertaking vocational or skills training?	17%	34%
11.2	Are you currently in education (including basic skills)?	39%	56%
11.2	Are you currently taking part in an offending behaviour programme?	25%	21%
11.4	Do you go to the library at least once a week?	83%	75%
11.6	do you go to the gym three or more times a week?	8%	28%
11.7	Do you go outside for exercise three or more times a week?	92%	55%
11.8	On average, do you go on association more than five times each week?	73%	86%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	54%	74%
12.2	Have you had any problems sending or receiving mail?	17%	17%
12.3	Have you had any problems getting access to the telephones?	25%	29%