

- 5.51** Multi-agency public protection arrangements (MAPPA) management levels should be confirmed at least six months before release, to enable the offender management unit to contribute fully to release plans. (4.16)

Reintegration planning

- 5.52** Resettlement plans should draw on information about the risk of harm and public protection. Progress against the plan should be shared with the offender supervisor regularly. (4.28)
- 5.53** The prison and National Careers Service provider (Prospects) should make better use of the skills action plans, to provide prisoners with clearer, specific targets and goals to improve their employability prospects on release. (4.33)
- 5.54** Prisoners with finance, benefit and debt problems should have ready access to competent specialist support. (4.38)
- 5.55** Prisoners should be encouraged to re-establish or maintain relationships with their children and families where appropriate. (4.43)
- 5.56** The type and amount of provision to challenge attitudes, thinking and behaviour should be based on a comprehensive needs analysis. (4.46, repeated recommendation 4.57)

Examples of good practice

Substance misuse

- 5.57** The anxiety group helped prisoners to address one of the most common problems for those in treatment for all types of substance misuse. (1.65)
- 5.58** Welfare checks ensured regular, effective health- and well-being-focused contact between substance misuse service or health services staff and prisoners undergoing detoxification. (1.66)

Health services

- 5.59** The presence of a psychiatrist at the complex case meeting allowed prison officers to take psychological advice directly from a consultant psychiatrist. (2.84)

Section 6. Appendices

Appendix I: Inspection team

Peter Clarke	Chief Inspector
Colin Carroll	Team leader
Paul Rowlands	Inspector
Jonathon Tickner	Inspector
Sandra Fieldhouse	Inspector
Deri Hughes-Roberts	Inspector
Karen Dillon	Inspector
Tim McSweeney	Researcher
Helen Ranns	Researcher
Anna Fenton	Researcher
Emma Seymour	Researcher
Paul Roberts	Substance misuse inspector
Paul Tarbuck	Health services inspector
Barry Cohen	Pharmacist
Andrea Crosby-Josephs	Care Quality Commission inspector
Martin Hughes	Ofsted inspector
Tracey Zimmerman	Ofsted inspector
David Baber	Ofsted inspector
Vivienne Raine	Offender management inspector
Tracey Greene	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 2013, reception and early days' processes were generally sound, with some good attention to safety and vulnerability issues. There was a relatively high number of low-level violent incidents but most prisoners felt safe. Prisoners at risk of self-harm felt well supported but we were not assured that case management was effective. Dynamic security was good. Drug availability was relatively high and there was no useful supply reduction plan. Adjudications were well managed. The level of use of force was similar to that at other prisons and was reasonably well managed. Segregation was not overused. Substance misuse services were good. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

The support prisoners receive through the assessment, care in custody and teamwork (ACCT) processes should be better reflected through good quality case management documentation and recording by case managers. (S51)

Partially achieved

Recommendations

Prisoners should be returned to prison quickly after court appearances. (1.6)

Not achieved

Prisoners' property should accompany them on transfer. (1.7)

Not achieved

Night staff should introduce themselves to, and make regular checks on, newly arrived prisoners. (1.14)

Achieved

Prisoners should be consulted about bullying and violence reduction regularly and systematically, and this should be used to develop a local strategy which focuses on reducing the number of violent incidents. (1.24)

Achieved

Support for victims of violent and antisocial behaviour should be improved. (1.25)

Not achieved

Prisoners on assessment, care in custody and teamwork (ACCT) case management procedures should only be segregated when there are exceptional circumstances to justify it. (1.36)

Achieved

The use of cells with closed-circuit television coverage should be carefully managed and used sparingly. (1.37)

Achieved

There should be an appropriate Listener suite for use by prisoners in crisis. (1.38)

Achieved

The governor should initiate contact with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (1.44)

Achieved

The risk of ingress of drugs should be appropriately evaluated in order to provide a cohesive and coordinated drug supply reduction strategy. (1.54)

Achieved

All requested suspicion tests should be completed within the set timescales. (1.55)

Not achieved

Targets for all prisoners on the basic level of the IEP scheme should be individualised and should promote improvements in behaviour. (1.61)

Not achieved (recommendation repeated, 1.46)

The regime in the segregation unit should be improved. (1.79)

Not achieved

Segregation unit staff should be trained in mental health awareness. (1.80)

Not achieved (recommendation repeated, 1.57)

Health care, mental health and substance misuse service managers should ensure that communication and joint working is enhanced between all their departments, which should be demonstrated through improved prisoner satisfaction and outcomes. (1.88)

Partially achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2013, external areas and most wings were clean. The standards of cells varied, most were overcrowded, and some were in a very poor state. Access to suitable bedding, clean clothes, showers and telephones was problematic for some. Staff were knowledgeable about the prisoners in their care, and relationships were friendly and informal. Diversity provision was effective, with a range of support for most minority groups. Care for prisoners on F wing with complex needs and disabilities was impressive. The needs of young adults had not been addressed. Faith provision was good. Few complaints were submitted but analysis was thorough. Legal services advice was not available. Health services were good. The food provided was reasonable. Outcomes for prisoners were reasonably good against this healthy prison test.

Recommendations

All cells should be clean and well maintained, with a properly screened toilet and decent furniture, including a lockable cupboard. (2.7)

Not achieved

All prisoners should have access to sufficient clean clothes and bedding. (2.8)

Not achieved (recommendation repeated, 2.7)

Prisoners should be able to shower every day and showers should be adequately maintained and screened. (2.9)

Not achieved

Application procedures should be improved. (2.10)

Not achieved

The equality strategy should provide a detailed outline of how the needs of prisoners under each protected characteristic will be met and outcomes for them should be monitored by the equality action team. (2.21)

Not achieved

Prisoner equality representatives should be fully trained and provided with a clear job description. (2.22)

Not achieved

All protected characteristics should be identified on arrival. (2.37).

Achieved

The needs of Gypsy/Romany/Traveller prisoners should be identified and met. (2.38)

Not achieved

Essential written information about the prison should be available in languages understood by all prisoners. (2.39)

Not achieved

The prison should investigate the reasons for prisoners with disabilities reporting more negatively than their able-bodied counterparts, and take action accordingly. (2.40)

Not achieved

There should be a policy for meeting the needs of young adult prisoners which includes consultation with them and risk assessments to determine their location. (2.41)

Not achieved

Bail information and support services should be improved. (2.60)

Not achieved

Arrangements should be made to enable prisoners to contact their solicitors during the day. (2.61)

Partially achieved

The pharmacist should provide pharmacist-led clinics, clinical audit and medication reviews. (2.71)

Achieved

Medicines that are not in-possession should be administered directly to the patient from an appropriate container. Any medicines that are removed from the container but not administered should be destroyed. Administration of medication should always be supervised by a prison officer. (2.83)

Partially achieved

Full and complete records of medicines administration should be made. (2.84)

Achieved

A risk assessment of both the prisoner and his medication should be undertaken. It should be recorded on SystmOne and reviewed as necessary. (2.85)

Achieved

All dental equipment should be serviceable and any repairs required should be carried out quickly. (2.91)

Not achieved

Dinner should always be served after 5pm. (2.102)

Not achieved (recommendation repeated, 2.93)

Serveries should be supervised. (2.103)

Achieved

Prisoners should not have to wait two weeks to receive their first shop order. (2.109)

Not achieved (recommendation repeated, 2.97)

Purposeful activity

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

At the last inspection, in 2013, time out of cell was poor for many prisoners. Too little association was offered and too many prisoners were locked up during the day. There were insufficient activity places for the population and not all of these were fully utilised. For those who attended learning and skills and work activities, the quality and range were good. The curriculum was tailored to meet the needs of the short-stay population and well linked into receiving prisons. Most work and training offered accredited qualifications, learners were motivated and engaged, and achievement levels were high. Library services were adequate. Recreational PE was good. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendations

Opportunities for association should be increased and all prisoners should have access to association every day and during the evenings. (S52)

Not achieved

The number of activity places should be increased and fully utilised. (S53)

Partially achieved

Recommendations

Prisoners should have access to sufficient good-quality association equipment. (3.7)

Achieved

Prisoners should have access to at least one hour's outdoor exercise per day. (3.8)

Learning and skills and work activities

Not achieved

The prison should make better use of the quality assurance arrangements to improve learning and skills provision. (3.14)

Achieved

Pay rates should be equitable so that prisoners doing the same work are paid at the same rate. (3.20)

Not achieved

Prisoner access to the virtual campus should be broadened and the system speed increased. (3.27)

Achieved

Resettlement

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

At the last inspection, in 2013, the resettlement strategy was not informed by a needs analysis. Sentence management provision largely met the needs of the short-stay population, although a backlog of offender assessment system (OASys) assessments hindered some prisoners' progress. Offender supervisors were appropriately focused on risk and transfer. Home detention curfew and public protection arrangements were sound. Transfers were managed proactively. Initial assessment of resettlement needs was good. Most resettlement pathway provision was effective. Children and family services were particularly good and prisoners with substance misuse issues received excellent through-the-gate support, but provision for debt and benefits advice was not good enough. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

The backlog of offender assessment system (OASys) assessments should be eliminated. (S54)

Not achieved

Recommendations

The reducing reoffending strategy should be informed by a comprehensive needs analysis, monitoring of outcomes and an action plan that is closely monitored, with remedial action taken as required.

(4.7)

Not achieved

Offender supervisors should have regular and structured contact based on risk and need with those on their caseload. (4.18)

Not achieved

The timeliness of release on home detention curfew should be monitored and appropriate action taken to release prisoners on time. (4.19)

Not achieved (recommendation repeated, 4.11)

The resettlement services available, and how to access them, should be more widely publicised across the prison. (4.33)

Achieved

The discharge board should be held earlier to ensure that issues can be dealt with; attendance by prisoners should be monitored and feedback given to the offender supervisor. (4.34)

No longer relevant

Individual support for managing finance, benefits and debts should be improved and prisoners should be able to open a bank account before release. (4.45)

Not achieved

- There was an absence of evidence the service was being audited to ensure its quality and effectiveness. We requested data and audits relating to record keeping, treatment provision, clinical outcomes and infection control over the previous year. One audit of hand hygiene was provided in response to this request which was completed in 2016.

Requirement Notices

Provider: Access Dental

Location: HMP Exeter

Location ID: 1-211358943

Regulated activities: Treatment of disease, disorder, or injury, Diagnostic and screening and Surgical procedures.

Action we have told the provider to take

The table below shows the regulations that were not being met. The provider must send CQC a report that says what action it is going to take to meet these regulations.

Regulation 17

We found the provider did not have established systems or processes which operated effectively to ensure compliance with requirements. Nor did they assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk which arise from carrying out the regulated activity. This constituted a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How the regulation was not being met:

A current radiation protection file containing the name of the radiation protection advisor/radiation protection supervisor; local rules; inventory of all X-ray equipment; HSE notification and current maintenance logs was not available. There was no evidence that a legionella risk assessment had taken place, and no up to date compressor certificate was available at the time of our inspection.

Prisoners were waiting too long for dental assessment and treatment and there was no effective system in place to prioritise patients to ensure their needs were met in a timely way. Many prisoners had left the prison by the time they had a scheduled appointment.

Between April and July 2016 there was an average of 25% failed appointments. There was no system in place to follow up those who failed to attend appointments.

Requirement Notices

Provider: Ark Home Healthcare Ltd

Location: HMP Exeter

Location ID: 1-863633901

Regulated activities: Personal Care

Action we have told the provider to take

The table below shows the regulations that were not being met. The provider must send CQC a report that says what action it is going to take to meet these regulations.

Regulation 18

We found that there was an insufficient number of suitable qualified, competent, skilled and experienced persons deployed by the provider to deliver care at HMP Exeter. This was in breach of regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How the regulation was not being met:

During the inspection there were up to seven men requiring regular care and only one healthcare assistant on duty at any time. Care plans recorded several of these men required regular turning, feeding and showering. The inadequate staffing levels led to reliance on prison staff, who without any preparation for the task, were assisting with personal care. There was evidence that when prison staff were not available to assist, men did not receive the care they required.

Appendix IV: Prison population profile

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

Status	18–20-year-olds	21 and over	%
Sentenced	19	232	52.5
Recall	3	60	13.2
Convicted unsentenced	6	44	10.5
Remand	9	101	23.0
Civil prisoners	0	1	0.2
Detainees	0	3	0.6
Total	37	441	100.0

Sentence	18–20-year-olds	21 and over	%
Unsentenced	15	153	35.1
Less than six months	7	89	20.1
six months to less than 12 months	2	37	8.2
12 months to less than 2 years	7	30	7.7
2 years to less than 4 years	4	50	11.2
4 years to less than 10 years	2	47	10.3
10 years and over (not life)	0	22	4.6
ISPP (indeterminate sentence for public protection)	0	10	2.7
Life	0	3	0.6
Total	37	441	100.0

Age	Number of prisoners	%
Please state minimum age here:	18	
Under 21 years	37	7.7
21 years to 29 years	162	33.9
30 years to 39 years	136	25.5
40 years to 49 years	86	18.0
50 years to 59 years	32	6.7
60 years to 69 years	16	3.3
70 plus years	9	1.9
Please state maximum age here:	82	
Total	478	100.0

Nationality	18–20-year-olds	21 and over	%
British	36	412	93.7
Foreign nationals	1	28	6.1
Not Stated	0	1	0.2
Total	37	441	100.0

Security category	18–20-year-olds	21 and over	%
Uncategorised unsentenced	15	141	32.6
Uncategorised sentenced	0	32	6.7
Category A	0	0	0.0
Category B	0	35	7.3
Category C	0	225	41.7
Category D	0	6	1.3
Other [YOI Closed]	22	2	5.0
Total	37	441	100.0

Ethnicity	18–20-year-olds	21 and over	%
White			
British	35	375	8.8
Irish	0	1	0.2
Gypsy/Irish Traveller	0	10	2.1
Other white	0	21	4.4
Mixed			
White and black Caribbean	0	3	0.6
White and black African	0	2	0.4
White and Asian	0	1	0.2
Other mixed	0	1	0.2
Asian or Asian British			
Indian	0	2	0.4
Pakistani	0	1	0.2
Bangladeshi	0	0	0.0
Chinese	0	0	0.0
Other Asian	1	3	0.8
Black or black British			
Caribbean	0	2	0.4
African	0	5	1.0
Other black	1	5	1.3
Other ethnic group			
Arab	0	0	0.0
Other ethnic group	0	0	0.0
Not stated	0	9	1.9
Total	37	441	100.0

Religion	18–20-year-olds	21 and over	%
Baptist	0	0	0.0
Church of England	2	76	16.3
Roman Catholic	1	57	12.1
Other Christian denominations	7	64	14.9
Muslim	3	18	4.4
Sikh	0	1	0.2
Hindu	0	2	0.4
Buddhist	0	8	1.7
Jewish	0	0	0.0
Other	0	4	0
No religion	24	211	49.2
Total	37	441	100.0

Other demographics	18–20-year-olds	21 and over	%
Veteran (ex-armed services)	0	6	
Total	0	6	

Sentenced prisoners only

Length of stay	18–20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month	10	2.1	118	24.7
1 month to 3 months	7	1.5	98	20.5
3 months to six months	2	0.4	25	5.2
six months to 1 year	2	0.4	31	6.5
1 year to 2 years	1	0.2	12	2.5
2 years to 4 years	0	0.0	4	0.8
4 years or more	0	0.0	0	0.0
Total	22	4.6	288	60.2

Sentenced prisoners only

	18–20-year-olds	21 and over	%
Foreign nationals detained post sentence expiry	0	3	
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).	3	60	
Total	3	63	

Unsentenced prisoners only

Length of stay	18–20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month	3	0.6	61	12.8
1 month to 3 months	7	1.5	47	9.8
3 months to six months	4	0.8	33	6.9
six months to 1 year	1	0.2	11	2.4
1 year to 2 years	0	0.0	1	0.2
2 years to 4 years	0	0.0	0	0.0
4 years or more	0	0.0	0	0.0
Total	15	3.1	153	32.1

Main offence	18–20-year-olds	21 and over	%
Violence against the person	11	132	
Sexual offences	4	57	
Burglary	3	35	
Robbery	2	8	
Theft and handling	3	35	
Fraud and forgery	1	18	
Drugs offences	3	41	
Other offences	10	114	
Civil offences	0	1	
Offence not recorded /holding warrant	0	0	
Total	37	441	

Appendix V: Inspection photographs

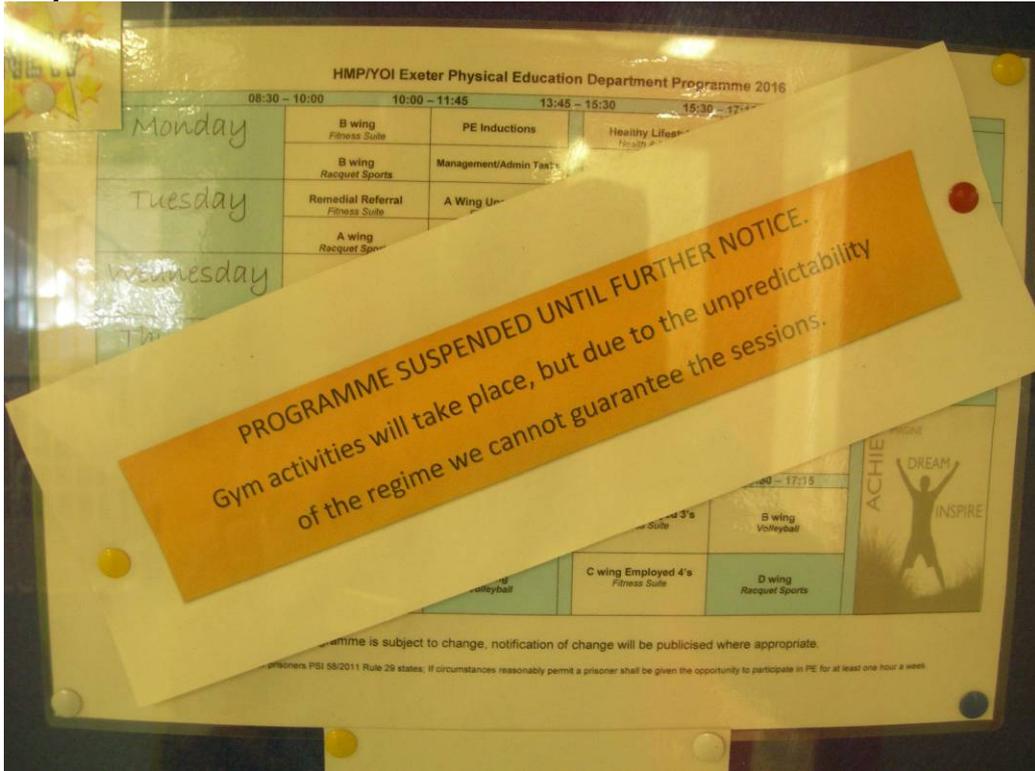
Graffiti in a cell on A wing



Damaged cell



Gym closure notice



Appendix VI: Summary of prisoner questionnaires and interviews

Prisoner survey methodology

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

Sampling

The prisoner survey was conducted on a representative sample of the prison population. Using a robust statistical formula provided by a government department statistician we calculated the sample size required to ensure that our survey findings reflected the experiences of the entire population of the establishment¹¹. Respondents were then randomly selected from a P-Nomis prisoner population printout using a stratified systematic sampling method. We also ensured that the proportion of black and minority ethnic prisoners in the sample reflected the proportion in the prison as a whole.

Distributing and collecting questionnaires

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

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

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

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

Survey response

At the time of the survey on 15 August 2016 the prisoner population at HMP Exeter was 490. Using the method described above, questionnaires were distributed to a sample of 196 prisoners.

We received a total of 172 completed questionnaires, a response rate of 88%. Seven respondents refused to complete a questionnaire and 17 questionnaires were not returned.

¹¹ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments) and we routinely 'oversample' to ensure we achieve the minimum number of responses required.

Wing/Unit	Number of completed survey returns
A	53
B	28
C	62
D	23
Health care	4
Segregation unit	2

Presentation of survey results and analyses

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

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 differences¹² are indicated by shading. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading. If the difference is not statistically significant there is no shading. Orange shading has been used to show a statistically significant difference in prisoners' background details.

Filtered questions are clearly indented and preceded by an explanation of how the filter has been applied. Percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the entire sample. All missing responses have been excluded from analyses.

Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data have been weighted to enable valid statistical comparison between establishments.

The following comparative analyses are presented:

- The current survey responses from HMP Exeter in 2016 compared with responses from prisoners surveyed in all other local prisons. This comparator is based on all responses from prisoner surveys carried out in 33 local prisons since April 2013.
- The current survey responses from HMP Exeter in 2016 compared with the responses of prisoners surveyed at HMP Exeter in 2013.
- A comparison within the 2016 survey between the responses of prisoners who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2016 survey between those who are aged 50 and over and those under 50.
- A comparison within the 2016 survey between responses of prisoners who considered themselves to be a veteran and those who did not.
- A comparison within the 2016 survey between the responses of prisoners on B wing and the responses of prisoners on A and C wings.

¹² 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.

Survey summary

Section I: About You

Q1.1	What wing or houseblock are you currently living on? See shortened methodology	
Q1.2	How old are you?	
	<i>Under 21</i>	16 (9%)
	<i>21 - 29</i>	55 (32%)
	<i>30 - 39</i>	39 (23%)
	<i>40 - 49</i>	34 (20%)
	<i>50 - 59</i>	14 (8%)
	<i>60 - 69</i>	7 (4%)
	<i>70 and over</i>	5 (3%)
Q1.3	Are you sentenced?	
	<i>Yes</i>	85 (50%)
	<i>Yes - on recall</i>	21 (12%)
	<i>No - awaiting trial</i>	40 (24%)
	<i>No - awaiting sentence</i>	22 (13%)
	<i>No - awaiting deportation</i>	2 (1%)
Q1.4	How long is your sentence?	
	<i>Not sentenced</i>	64 (39%)
	<i>Less than 6 months</i>	30 (18%)
	<i>6 months to less than 1 year</i>	9 (5%)
	<i>1 year to less than 2 years</i>	13 (8%)
	<i>2 years to less than 4 years</i>	22 (13%)
	<i>4 years to less than 10 years</i>	19 (11%)
	<i>10 years or more</i>	4 (2%)
	<i>IPP (indeterminate sentence for public protection)</i>	1 (1%)
	<i>Life</i>	4 (2%)
Q1.5	Are you a foreign national (i.e. do not have UK citizenship)?	
	<i>Yes</i>	15 (9%)
	<i>No</i>	148 (91%)
Q1.6	Do you understand spoken English?	
	<i>Yes</i>	166 (99%)
	<i>No</i>	1 (1%)
Q1.7	Do you understand written English?	
	<i>Yes</i>	165 (98%)
	<i>No</i>	3 (2%)

Q1.8	What is your ethnic origin?		
	<i>White - British (English/ Welsh/ Scottish/ Northern Irish)</i>	142 (83%)	<i>Asian or Asian British - Chinese</i> 0 (0%)
	<i>White - Irish</i>	1 (1%)	<i>Asian or Asian British - other</i> 0 (0%)
	<i>White - other</i>	13 (8%)	<i>Mixed race - white and black Caribbean</i> 2 (1%)
	<i>Black or black British - Caribbean</i>	1 (1%)	<i>Mixed race - white and black African</i> 1 (1%)
	<i>Black or black British - African</i>	4 (2%)	<i>Mixed race - white and Asian</i> 0 (0%)
	<i>Black or black British - other</i>	0 (0%)	<i>Mixed race - other</i> 3 (2%)
	<i>Asian or Asian British - Indian</i>	0 (0%)	<i>Arab</i> 0 (0%)
	<i>Asian or Asian British - Pakistani</i>	2 (1%)	<i>Other ethnic group</i> 2 (1%)
	<i>Asian or Asian British - Bangladeshi</i>	1 (1%)	
Q1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?		
	<i>Yes</i>		10 (6%)
	<i>No</i>		158 (94%)
Q1.10	What is your religion?		
	<i>None</i>	63 (38%)	<i>Hindu</i> 1 (1%)
	<i>Church of England</i>	58 (35%)	<i>Jewish</i> 0 (0%)
	<i>Catholic</i>	23 (14%)	<i>Muslim</i> 10 (6%)
	<i>Protestant</i>	3 (2%)	<i>Sikh</i> 0 (0%)
	<i>Other Christian denomination</i>	2 (1%)	<i>Other</i> 5 (3%)
	<i>Buddhist</i>	2 (1%)	
Q1.11	How would you describe your sexual orientation?		
	<i>Heterosexual/ Straight</i>		162 (96%)
	<i>Homosexual/Gay</i>		4 (2%)
	<i>Bisexual</i>		3 (2%)
Q1.12	Do you consider yourself to have a disability (i.e do you need help with any long term physical, mental or learning needs)?		
	<i>Yes</i>		64 (37%)
	<i>No</i>		107 (63%)
Q1.13	Are you a veteran (ex- armed services)?		
	<i>Yes</i>		23 (14%)
	<i>No</i>		147 (86%)
Q1.14	Is this your first time in prison?		
	<i>Yes</i>		53 (31%)
	<i>No</i>		118 (69%)
Q1.15	Do you have children under the age of 18?		
	<i>Yes</i>		87 (51%)
	<i>No</i>		84 (49%)

Section 2: Courts, transfers and escorts

Q2.1	On your most recent journey here, how long did you spend in the van?	
	<i>Less than 2 hours</i>	100 (58%)
	<i>2 hours or longer</i>	59 (34%)
	<i>Don't remember</i>	13 (8%)

Q2.2	On your most recent journey here, were you offered anything to eat or drink?	
	<i>My journey was less than two hours</i>	100 (59%)
	Yes	30 (18%)
	No	34 (20%)
	Don't remember	5 (3%)
Q2.3	On your most recent journey here, were you offered a toilet break?	
	<i>My journey was less than two hours</i>	100 (58%)
	Yes	5 (3%)
	No	62 (36%)
	Don't remember	4 (2%)
Q2.4	On your most recent journey here, was the van clean?	
	Yes	111 (65%)
	No	44 (26%)
	Don't remember	17 (10%)
Q2.5	On your most recent journey here, did you feel safe?	
	Yes	125 (73%)
	No	37 (22%)
	Don't remember	9 (5%)
Q2.6	On your most recent journey here, how were you treated by the escort staff?	
	Very well	57 (33%)
	Well	62 (36%)
	Neither	33 (19%)
	Badly	9 (5%)
	Very badly	7 (4%)
	Don't remember	3 (2%)
Q2.7	Before you arrived, were you given anything or told that you were coming here? (Please tick all that apply to you.)	
	Yes, someone told me	108 (64%)
	Yes, I received written information	9 (5%)
	No, I was not told anything	39 (23%)
	Don't remember	19 (11%)
Q2.8	When you first arrived here did your property arrive at the same time as you?	
	Yes	130 (78%)
	No	24 (14%)
	Don't remember	13 (8%)

Section 3: Reception, first night and induction

Q3.1	How long were you in reception?	
	<i>Less than 2 hours</i>	52 (30%)
	<i>2 hours or longer</i>	100 (58%)
	Don't remember	19 (11%)
Q3.2	When you were searched, was this carried out in a respectful way?	
	Yes	139 (81%)
	No	25 (15%)
	Don't remember	8 (5%)

Q3.3	Overall, how were you treated in reception?		
	<i>Very well</i>		42 (25%)
	<i>Well</i>		64 (38%)
	<i>Neither</i>		39 (23%)
	<i>Badly</i>		11 (7%)
	<i>Very badly</i>		9 (5%)
	<i>Don't remember</i>		4 (2%)
Q3.4	Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)		
	<i>Loss of property</i>	31 (18%)	<i>Physical health</i> 35 (20%)
	<i>Housing problems</i>	51 (30%)	<i>Mental health</i> 56 (33%)
	<i>Contacting employers</i>	14 (8%)	<i>Needing protection from other prisoners</i> 14 (8%)
	<i>Contacting family</i>	59 (34%)	<i>Getting phone numbers</i> 55 (32%)
	<i>Childcare</i>	4 (2%)	<i>Other</i> 14 (8%)
	<i>Money worries</i>	35 (20%)	<i>Did not have any problems</i> 31 (18%)
	<i>Feeling depressed or suicidal</i>	45 (26%)	
Q3.5	Did you receive any help/support from staff in dealing with these problems when you first arrived here?		
	<i>Yes</i>		47 (28%)
	<i>No</i>		88 (53%)
	<i>Did not have any problems</i>		31 (19%)
Q3.6	When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)		
	<i>Tobacco</i>		37 (22%)
	<i>A shower</i>		28 (17%)
	<i>A free telephone call</i>		36 (21%)
	<i>Something to eat</i>		108 (64%)
	<i>PIN phone credit</i>		73 (43%)
	<i>Toiletries/ basic items</i>		97 (57%)
	<i>Did not receive anything</i>		26 (15%)
Q3.7	When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)		
	<i>Chaplain</i>		65 (39%)
	<i>Someone from health services</i>		107 (65%)
	<i>A Listener/Samaritans</i>		59 (36%)
	<i>Prison shop/ canteen</i>		35 (21%)
	<i>Did not have access to any of these</i>		36 (22%)
Q3.8	When you first arrived here, were you offered information on the following? (Please tick all that apply to you.)		
	<i>What was going to happen to you</i>		57 (35%)
	<i>What support was available for people feeling depressed or suicidal</i>		68 (42%)
	<i>How to make routine requests (applications)</i>		63 (39%)
	<i>Your entitlement to visits</i>		47 (29%)
	<i>Health services</i>		65 (40%)
	<i>Chaplaincy</i>		51 (32%)
	<i>Not offered any information</i>		50 (31%)
Q3.9	Did you feel safe on your first night here?		
	<i>Yes</i>		108 (65%)
	<i>No</i>		51 (31%)
	<i>Don't remember</i>		7 (4%)

Q3.10	How soon after you arrived here did you go on an induction course?	
	<i>Have not been on an induction course</i>	55 (32%)
	<i>Within the first week</i>	34 (20%)
	<i>More than a week</i>	69 (41%)
	<i>Don't remember</i>	12 (7%)
Q3.11	Did the induction course cover everything you needed to know about the prison?	
	<i>Have not been on an induction course</i>	55 (34%)
	<i>Yes</i>	50 (31%)
	<i>No</i>	43 (27%)
	<i>Don't remember</i>	12 (8%)
Q3.12	How soon after you arrived here did you receive an education ('skills for life') assessment?	
	<i>Did not receive an assessment</i>	52 (31%)
	<i>Within the first week</i>	27 (16%)
	<i>More than a week</i>	74 (44%)
	<i>Don't remember</i>	15 (9%)

Section 4: Legal rights and respectful custody

Q4.1	How easy is it to.....					
		<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult N/A</i>
	<i>Communicate with your solicitor or legal representative?</i>	15 (9%)	34 (21%)	33 (20%)	34 (21%)	35 (21%) 14 (8%)
	<i>Attend legal visits?</i>	20 (13%)	54 (35%)	27 (18%)	18 (12%)	17 (11%) 18 (12%)
	<i>Get bail information?</i>	7 (5%)	11 (7%)	35 (23%)	28 (19%)	31 (21%) 37 (25%)
Q4.2	Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?					
	<i>Not had any letters</i>					27 (16%)
	<i>Yes</i>					67 (39%)
	<i>No</i>					76 (45%)
Q4.3	Can you get legal books in the library?					
	<i>Yes</i>					58 (34%)
	<i>No</i>					17 (10%)
	<i>Don't know</i>					95 (56%)
Q4.4	Please answer the following questions about the wing/unit you are currently living on:					
		<i>Yes</i>	<i>No</i>	<i>Don't know</i>		
	<i>Do you normally have enough clean, suitable clothes for the week?</i>	42 (25%)	125 (73%)	4 (2%)		
	<i>Are you normally able to have a shower every day?</i>	104 (61%)	64 (38%)	2(1%)		
	<i>Do you normally receive clean sheets every week?</i>	57 (34%)	107 (63%)	5 (3%)		
	<i>Do you normally get cell cleaning materials every week?</i>	57 (34%)	108 (64%)	5 (3%)		
	<i>Is your cell call bell normally answered within five minutes?</i>	21 (12%)	141 (83%)	7(4%)		
	<i>Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?</i>	58 (35%)	104 (63%)	2 (1%)		
	<i>If you need to, can you normally get your stored property?</i>	27 (16%)	92 (55%)	48 (29%)		

Q4.5	What is the food like here?	
	<i>Very good</i>	7 (4%)
	<i>Good</i>	26 (16%)
	<i>Neither</i>	52 (31%)
	<i>Bad</i>	34 (20%)
	<i>Very bad</i>	48 (29%)
Q4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	
	<i>Have not bought anything yet/ don't know</i>	15 (9%)
	<i>Yes</i>	75 (45%)
	<i>No</i>	77 (46%)
Q4.7	Can you speak to a Listener at any time, if you want to?	
	<i>Yes</i>	92 (53%)
	<i>No</i>	25 (15%)
	<i>Don't know</i>	55 (32%)
Q4.8	Are your religious beliefs respected?	
	<i>Yes</i>	66 (39%)
	<i>No</i>	29 (17%)
	<i>Don't know/ N/A</i>	76 (44%)
Q4.9	Are you able to speak to a Chaplain of your faith in private if you want to?	
	<i>Yes</i>	82 (48%)
	<i>No</i>	14 (8%)
	<i>Don't know/ N/A</i>	74 (44%)
Q4.10	How easy or difficult is it for you to attend religious services?	
	<i>I don't want to attend</i>	28 (17%)
	<i>Very easy</i>	28 (17%)
	<i>Easy</i>	36 (22%)
	<i>Neither</i>	21 (13%)
	<i>Difficult</i>	14 (8%)
	<i>Very difficult</i>	8 (5%)
	<i>Don't know</i>	32 (19%)

Section 5: Applications and complaints

Q5.1	Is it easy to make an application?	
	<i>Yes</i>	122 (73%)
	<i>No</i>	29 (17%)
	<i>Don't know</i>	15 (9%)
Q5.2	Please answer the following questions about applications. (If you have not made an application please tick the 'not made one' option.)	
		Not made one Yes No
	Are applications dealt with fairly?	20 (13%) 71 (45%) 67 (42%)
	Are applications dealt with quickly (within seven days)?	20 (13%) 50 (33%) 81 (54%)
Q5.3	Is it easy to make a complaint?	
	<i>Yes</i>	79 (47%)
	<i>No</i>	46 (28%)
	<i>Don't know</i>	42 (25%)

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

	Not made one	Yes	No
Are complaints dealt with fairly?	85 (52%)	16 (10%)	64 (39%)
Are complaints dealt with quickly (within seven days)?	85 (51%)	15 (9%)	66 (40%)

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

Yes	42 (25%)
No	123 (75%)

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

Don't know who they are	78 (48%)
Very easy	7 (4%)
Easy	10 (6%)
Neither	33 (20%)
Difficult	21 (13%)
Very difficult	14 (9%)

Section 6: Incentive and earned privileges scheme**Q6.1 Have you been treated fairly in your experience of the incentive and earned privileges (IEP) scheme? (This refers to enhanced, standard and basic levels.)**

Don't know what the IEP scheme is	30 (18%)
Yes	66 (39%)
No	44 (26%)
Don't know	30 (18%)

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

Don't know what the IEP scheme is	30 (18%)
Yes	51 (31%)
No	61 (37%)
Don't know	23 (14%)

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

Yes	26 (16%)
No	140 (84%)

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

I have not been to segregation in the last 6 months	136 (80%)
Very well	6 (4%)
Well	3 (2%)
Neither	11 (7%)
Badly	8 (5%)
Very badly	5 (3%)

Section 7: Relationships with staff**Q7.1 Do most staff treat you with respect?**

Yes	127 (77%)
No	39 (23%)

Q7.2	Is there a member of staff you can turn to for help if you have a problem?	
	Yes	110 (66%)
	No	56 (34%)
Q7.3	Has a member of staff checked on you personally in the last week to see how you are getting on?	
	Yes	46 (27%)
	No	124 (73%)
Q7.4	How often do staff normally speak to you during association?	
	<i>Do not go on association</i>	16 (9%)
	<i>Never</i>	37 (22%)
	<i>Rarely</i>	38 (22%)
	<i>Some of the time</i>	46 (27%)
	<i>Most of the time</i>	23 (14%)
	<i>All of the time</i>	9 (5%)
Q7.5	When did you first meet your personal (named) officer?	
	<i>I have not met him/her</i>	119 (70%)
	<i>In the first week</i>	17 (10%)
	<i>More than a week</i>	16 (9%)
	<i>Don't remember</i>	18 (11%)
Q7.6	How helpful is your personal (named) officer?	
	<i>Do not have a personal officer/ I have not met him/ her</i>	119 (73%)
	<i>Very helpful</i>	10 (6%)
	<i>Helpful</i>	11 (7%)
	<i>Neither</i>	12 (7%)
	<i>Not very helpful</i>	3 (2%)
	<i>Not at all helpful</i>	8 (5%)

Section 8: Safety

Q8.1	Have you ever felt unsafe here?			
	Yes	99 (58%)		
	No	73 (42%)		
Q8.2	Do you feel unsafe now?			
	Yes	42 (25%)		
	No	127 (75%)		
Q8.3	In which areas have you felt unsafe? (Please tick all that apply to you.)			
	<i>Never felt unsafe</i>	73 (43%)	<i>At meal times</i>	39 (23%)
	<i>Everywhere</i>	37 (22%)	<i>At health services</i>	14 (8%)
	<i>Segregation unit</i>	9 (5%)	<i>Visits area</i>	16 (9%)
	<i>Association areas</i>	32 (19%)	<i>In wing showers</i>	37 (22%)
	<i>Reception area</i>	14 (8%)	<i>In gym showers</i>	12 (7%)
	<i>At the gym</i>	9 (5%)	<i>In corridors/stairwells</i>	31 (18%)
	<i>In an exercise yard</i>	44 (26%)	<i>On your landing/wing</i>	43 (25%)
	<i>At work</i>	13 (8%)	<i>In your cell</i>	34 (20%)
	<i>During movement</i>	30 (18%)	<i>At religious services</i>	6 (4%)
	<i>At education</i>	10 (6%)		
Q8.4	Have you been victimised by other prisoners here?			
	Yes	66 (39%)		
	No	105 (61%)		

Q8.5	If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)	
	<i>Insulting remarks (about you or your family or friends)</i>	26 (15%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	23 (13%)
	<i>Sexual abuse</i>	8 (5%)
	<i>Feeling threatened or intimidated</i>	44 (26%)
	<i>Having your canteen/property taken</i>	20 (12%)
	<i>Medication</i>	12 (7%)
	<i>Debt</i>	10 (6%)
	<i>Drugs</i>	11 (6%)
	<i>Your race or ethnic origin</i>	6 (4%)
	<i>Your religion/religious beliefs</i>	8 (5%)
	<i>Your nationality</i>	3 (2%)
	<i>You are from a different part of the country than others</i>	14 (8%)
	<i>You are from a traveller community</i>	8 (5%)
	<i>Your sexual orientation</i>	8 (5%)
	<i>Your age</i>	6 (4%)
	<i>You have a disability</i>	16 (9%)
	<i>You were new here</i>	19 (11%)
	<i>Your offence/ crime</i>	14 (8%)
	<i>Gang related issues</i>	11 (6%)
Q8.6	Have you been victimised by staff here?	
	Yes	45 (26%)
	No	125 (74%)
Q8.7	If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)	
	<i>Insulting remarks (about you or your family or friends)</i>	28 (16%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	14 (8%)
	<i>Sexual abuse</i>	5 (3%)
	<i>Feeling threatened or intimidated</i>	25 (15%)
	<i>Medication</i>	11 (6%)
	<i>Debt</i>	3 (2%)
	<i>Drugs</i>	5 (3%)
	<i>Your race or ethnic origin</i>	5 (3%)
	<i>Your religion/religious beliefs</i>	10 (6%)
	<i>Your nationality</i>	5 (3%)
	<i>You are from a different part of the country than others</i>	10 (6%)
	<i>You are from a traveller community</i>	6 (4%)
	<i>Your sexual orientation</i>	6 (4%)
	<i>Your age</i>	7 (4%)
	<i>You have a disability</i>	12 (7%)
	<i>You were new here</i>	11 (6%)
	<i>Your offence/ crime</i>	8 (5%)
	<i>Gang related issues</i>	7 (4%)
Q8.8	If you have been victimised by prisoners or staff, did you report it?	
	Not been victimised	84 (56%)
	Yes	17 (11%)
	No	49 (33%)

Section 9: Health services

Q9.1	How easy or difficult is it to see the following people?:						
		<i>Don't know</i>	<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	The doctor	28 (17%)	4 (2%)	18 (11%)	19 (12%)	56 (34%)	38 (23%)
	The nurse	26 (16%)	10 (6%)	37 (23%)	25 (16%)	47 (29%)	15 (9%)
	The dentist	41 (26%)	2 (1%)	6 (4%)	18 (11%)	44 (28%)	48 (30%)
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	40 (24%)	15 (9%)	35 (21%)	26 (16%)	24 (14%)	27 (16%)
	The nurse	33 (20%)	23 (14%)	41 (25%)	34 (21%)	18 (11%)	16 (10%)
	The dentist	69 (42%)	15 (9%)	14 (9%)	27 (17%)	19 (12%)	19 (12%)
Q9.3	What do you think of the overall quality of the health services here?						
	<i>Not been</i>						27 (17%)
	<i>Very good</i>						11 (7%)
	<i>Good</i>						33 (20%)
	<i>Neither</i>						31 (19%)
	<i>Bad</i>						36 (22%)
	<i>Very bad</i>						25 (15%)
Q9.4	Are you currently taking medication?						
	Yes						85 (50%)
	No						86 (50%)
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>						86 (51%)
	<i>Yes, all my meds</i>						14 (8%)
	<i>Yes, some of my meds</i>						25 (15%)
	<i>No</i>						45 (26%)
Q9.6	Do you have any emotional or mental health problems?						
	Yes						90 (53%)
	No						80 (47%)
Q9.7	Are your 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>						80 (48%)
	Yes						32 (19%)
	No						55 (33%)

Section 10: Drugs and alcohol

Q10.1	Did you have a problem with drugs when you came into this prison?	
	Yes	69 (41%)
	No	101 (59%)
Q10.2	Did you have a problem with alcohol when you came into this prison?	
	Yes	51 (30%)
	No	119 (70%)

Q10.3	Is it easy or difficult to get illegal drugs in this prison?	
	Very easy	53 (31%)
	Easy	23 (13%)
	Neither	13 (8%)
	Difficult	4 (2%)
	Very difficult	7 (4%)
	Don't know	71 (42%)
Q10.4	Is it easy or difficult to get alcohol in this prison?	
	Very easy	34 (20%)
	Easy	27 (16%)
	Neither	18 (11%)
	Difficult	7 (4%)
	Very difficult	6 (4%)
	Don't know	79 (46%)
Q10.5	Have you developed a problem with illegal drugs since you have been in this prison?	
	Yes	16 (9%)
	No	154 (91%)
Q10.6	Have you developed a problem with diverted medication since you have been in this prison?	
	Yes	15 (9%)
	No	154 (91%)
Q10.7	Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?	
	<i>Did not / do not have a drug problem</i>	94 (57%)
	Yes	44 (27%)
	No	27 (16%)
Q10.8	Have you received any support or help (for example substance misuse teams) for your alcohol problem, whilst in this prison?	
	<i>Did not / do not have an alcohol problem</i>	119 (71%)
	Yes	40 (24%)
	No	9 (5%)
Q10.9	Was the support or help you received, whilst in this prison, helpful?	
	<i>Did not have a problem/ did not receive help</i>	101 (61%)
	Yes	44 (27%)
	No	20 (12%)

Section 11: Activities

Q11.1	How easy or difficult is it to get into the following activities, in this prison?						
		<i>Don't know</i>	<i>Very Easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	Prison job	34 (21%)	10 (6%)	35 (21%)	18 (11%)	36 (22%)	30 (18%)
	Vocational or skills training	41 (26%)	6 (4%)	31 (19%)	27 (17%)	26 (16%)	28 (18%)
	Education (including basic skills)	44 (28%)	9 (6%)	36 (23%)	27 (17%)	19 (12%)	23 (15%)
	Offending behaviour programmes	48 (31%)	6 (4%)	24 (15%)	29 (18%)	29 (18%)	21 (13%)

Q11.2	Are you currently involved in the following? (Please tick all that apply to you.)				
	<i>Not involved in any of these</i>				77 (48%)
	Prison job				69 (43%)
	Vocational or skills training				13 (8%)
	Education (including basic skills)				21 (13%)
	Offending behaviour programmes				13 (8%)
Q11.3	If you have been involved in any of the following, while in this prison, do you think they will help you on release?				
		<i>Not been involved</i>	Yes	No	Don't know
	Prison job	56 (37%)	37 (24%)	41 (27%)	19 (12%)
	Vocational or skills training	66 (48%)	33 (24%)	24 (17%)	15 (11%)
	Education (including basic skills)	62 (46%)	34 (25%)	23 (17%)	16 (12%)
	Offending behaviour programmes	68 (51%)	27 (20%)	24 (18%)	14 (11%)
Q11.4	How often do you usually go to the library?				
	<i>Don't want to go</i>				26 (16%)
	Never				34 (21%)
	Less than once a week				51 (31%)
	About once a week				43 (26%)
	More than once a week				11 (7%)
Q11.5	Does the library have a wide enough range of materials to meet your needs?				
	<i>Don't use it</i>				50 (30%)
	Yes				74 (44%)
	No				43 (26%)
Q11.6	How many times do you usually go to the gym each week?				
	<i>Don't want to go</i>				40 (24%)
	0				49 (30%)
	1 to 2				37 (22%)
	3 to 5				35 (21%)
	More than 5				4 (2%)
Q11.7	How many times do you usually go outside for exercise each week?				
	<i>Don't want to go</i>				26 (16%)
	0				18 (11%)
	1 to 2				33 (21%)
	3 to 5				45 (28%)
	More than 5				38 (24%)
Q11.8	How many times do you usually have association each week?				
	<i>Don't want to go</i>				8 (5%)
	0				47 (29%)
	1 to 2				46 (29%)
	3 to 5				29 (18%)
	More than 5				31 (19%)

Q11.9	How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc.)	
	<i>Less than 2 hours</i>	71 (44%)
	<i>2 to less than 4 hours</i>	28 (17%)
	<i>4 to less than 6 hours</i>	18 (11%)
	<i>6 to less than 8 hours</i>	7 (4%)
	<i>8 to less than 10 hours</i>	3 (2%)
	<i>10 hours or more</i>	21 (13%)
	<i>Don't know</i>	13 (8%)

Section 12: Contact with family and friends

Q12.1	Have staff supported you and helped you to maintain contact with your family/friends while in this prison?	
	Yes	41 (25%)
	No	120 (75%)
Q12.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	77 (48%)
	No	82 (52%)
Q12.3	Have you had any problems getting access to the telephones?	
	Yes	67 (41%)
	No	95 (59%)
Q12.4	How easy or difficult is it for your family and friends to get here?	
	<i>I don't get visits</i>	34 (21%)
	<i>Very easy</i>	10 (6%)
	<i>Easy</i>	29 (18%)
	<i>Neither</i>	17 (11%)
	<i>Difficult</i>	26 (16%)
	<i>Very difficult</i>	36 (23%)
	<i>Don't know</i>	8 (5%)

Section 13: Preparation for release

Q13.1	Do you have a named offender manager (home probation officer) in the probation service?	
	Not sentenced	64 (40%)
	Yes	65 (40%)
	No	33 (20%)
Q13.2	What type of contact have you had with your offender manager since being in prison? (Please tick all that apply to you.)	
	<i>Not sentenced/ NA</i>	97 (59%)
	<i>No contact</i>	32 (20%)
	<i>Letter</i>	17 (10%)
	<i>Phone</i>	7 (4%)
	<i>Visit</i>	19 (12%)
Q13.3	Do you have a named offender supervisor in this prison?	
	Yes	39 (25%)
	No	117 (75%)

Q13.4	Do you have a sentence plan?	
	<i>Not sentenced</i>	64 (40%)
	Yes	24 (15%)
	No	72 (45%)
Q13.5	How involved were you in the development of your sentence plan?	
	<i>Do not have a sentence plan/ not sentenced</i>	136 (84%)
	<i>Very involved</i>	7 (4%)
	<i>Involved</i>	11 (7%)
	<i>Neither</i>	4 (2%)
	<i>Not very involved</i>	1 (1%)
	<i>Not at all involved</i>	2 (1%)
Q13.6	Who is working with you to achieve your sentence plan targets? (Please tick all that apply to you.)	
	<i>Do not have a sentence plan/ not sentenced</i>	136 (86%)
	<i>Nobody</i>	11 (7%)
	<i>Offender supervisor</i>	10 (6%)
	<i>Offender manager</i>	4 (3%)
	<i>Named/ personal officer</i>	1 (1%)
	<i>Staff from other departments</i>	5 (3%)
Q13.7	Can you achieve any of your sentence plan targets in this prison?	
	<i>Do not have a sentence plan/ not sentenced</i>	136 (85%)
	Yes	13 (8%)
	No	4 (3%)
	<i>Don't know</i>	7 (4%)
Q13.8	Are there plans for you to achieve any of your sentence plan targets in another prison?	
	<i>Do not have a sentence plan/ not sentenced</i>	136 (84%)
	Yes	11 (7%)
	No	11 (7%)
	<i>Don't know</i>	3 (2%)
Q13.9	Are there plans for you to achieve any of your sentence plan targets in the community?	
	<i>Do not have a sentence plan/ not sentenced</i>	136 (85%)
	Yes	16 (10%)
	No	4 (3%)
	<i>Don't know</i>	4 (3%)
Q13.10	Do you have a needs based custody plan?	
	Yes	7 (4%)
	No	76 (48%)
	<i>Don't know</i>	77 (48%)
Q13.11	Do you feel that any member of staff has helped you to prepare for your release?	
	Yes	13 (8%)
	No	141 (92%)

**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>	<i>Yes</i>	<i>No</i>
Employment	40 (27%)	25 (17%)	82 (56%)
Accommodation	41 (26%)	33 (21%)	83 (53%)
Benefits	44 (29%)	24 (16%)	82 (55%)
Finances	42 (29%)	17 (12%)	87 (60%)
Education	43 (30%)	23 (16%)	76 (54%)
Drugs and alcohol	38 (26%)	48 (33%)	58 (40%)

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?

<i>Not sentenced</i>	64 (40%)
<i>Yes</i>	35 (22%)
<i>No</i>	61 (38%)

Main comparator and comparator to last time



Prisoner survey responses HMP Exeter 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				
Number of completed questionnaires returned		172	6,084	172	174
SECTION 1: General information					
1.2	Are you under 21 years of age?	10%	6%	10%	8%
1.3	Are you sentenced?	62%	68%	62%	65%
1.3	Are you on recall?	12%	10%	12%	7%
1.4	Is your sentence less than 12 months?	24%	20%	24%	31%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	1%	3%	1%	1%
1.5	Are you a foreign national?	9%	13%	9%	7%
1.6	Do you understand spoken English?	99%	97%	99%	99%
1.7	Do you understand written English?	98%	96%	98%	99%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	9%	26%	9%	9%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	6%	5%	6%	4%
1.1	Are you Muslim?	6%	13%	6%	4%
1.11	Are you homosexual/gay or bisexual?	4%	3%	4%	3%
1.12	Do you consider yourself to have a disability?	37%	25%	37%	33%
1.13	Are you a veteran (ex-armed services)?	14%	5%	14%	10%
1.14	Is this your first time in prison?	31%	33%	31%	33%
1.15	Do you have any children under the age of 18?	51%	54%	51%	51%
SECTION 2: Transfers and escorts					
On your most recent journey here:					
2.1	Did you spend more than 2 hours in the van?	34%	23%	34%	23%
For those who spent two or more hours in the escort van:					
2.2	Were you offered anything to eat or drink?	44%	39%	44%	46%
2.3	Were you offered a toilet break?	7%	8%	7%	16%
2.4	Was the van clean?	65%	57%	65%	79%
2.5	Did you feel safe?	73%	74%	73%	78%
2.6	Were you treated well/very well by the escort staff?	70%	66%	70%	75%
2.7	Before you arrived here were you told that you were coming here?	64%	63%	64%	75%
2.7	Before you arrived here did you receive any written information about coming here?	5%	3%	5%	5%
2.8	When you first arrived here did your property arrive at the same time as you?	78%	78%	78%	82%

Main comparator and comparator to last time

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SECTION 3: Reception, first night and induction					
3.1	Were you in reception for less than 2 hours?	30%	39%	30%	48%
3.2	When you were searched in reception, was this carried out in a respectful way?	81%	77%	81%	86%
3.3	Were you treated well/very well in reception?	63%	62%	63%	76%
	When you first arrived:				
3.4	Did you have any problems?	82%	77%	82%	75%
3.4	Did you have any problems with loss of property?	18%	16%	18%	14%
3.4	Did you have any housing problems?	30%	23%	30%	19%
3.4	Did you have any problems contacting employers?	8%	5%	8%	5%
3.4	Did you have any problems contacting family?	34%	35%	34%	32%
3.4	Did you have any problems ensuring dependants were being looked after?	2%	3%	2%	2%
3.4	Did you have any money worries?	20%	24%	20%	21%
3.4	Did you have any problems with feeling depressed or suicidal?	26%	24%	26%	29%
3.4	Did you have any physical health problems?	20%	18%	20%	18%
3.4	Did you have any mental health problems?	33%	25%	33%	24%
3.4	Did you have any problems with needing protection from other prisoners?	8%	9%	8%	5%
3.4	Did you have problems accessing phone numbers?	32%	32%	32%	28%
	For those with problems:				
3.5	Did you receive any help/ support from staff in dealing with these problems?	35%	31%	35%	37%
	When you first arrived here, were you offered any of the following:				
3.6	Tobacco?	22%	77%	22%	79%
3.6	A shower?	17%	29%	17%	29%
3.6	A free telephone call?	21%	54%	21%	34%
3.6	Something to eat?	64%	70%	64%	72%
3.6	PIN phone credit?	43%	50%	43%	61%
3.6	Toiletries/ basic items?	57%	57%	57%	65%

Key to tables

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SECTION 3: Reception, first night and induction continued					
	When you first arrived here did you have access to the following people:				
3.7	The chaplain or a religious leader?	39%	45%	39%	39%
3.7	Someone from health services?	65%	66%	65%	63%
3.7	A Listener/Samaritans?	36%	30%	36%	46%
3.7	Prison shop/ canteen?	21%	21%	21%	24%
	When you first arrived here were you offered information about any of the following:				
3.8	What was going to happen to you?	35%	40%	35%	46%
3.8	Support was available for people feeling depressed or suicidal?	42%	35%	42%	46%
3.8	How to make routine requests?	39%	33%	39%	44%
3.8	Your entitlement to visits?	29%	33%	29%	39%
3.8	Health services?	40%	43%	40%	54%
3.8	The chaplaincy?	32%	39%	32%	39%
3.9	Did you feel safe on your first night here?	65%	69%	65%	79%
3.10	Have you been on an induction course?	68%	74%	68%	69%
	For those who have been on an induction course:				
3.11	Did the course cover everything you needed to know about the prison?	48%	49%	48%	49%
3.12	Did you receive an education (skills for life) assessment?	69%	74%	69%	76%
SECTION 4: Legal rights and respectful custody					
	In terms of your legal rights, is it easy/very easy to:				
4.1	Communicate with your solicitor or legal representative?	30%	36%	30%	29%
4.1	Attend legal visits?	48%	50%	48%	51%
4.1	Get bail information?	12%	17%	12%	13%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	39%	42%	39%	36%
4.3	Can you get legal books in the library?	34%	35%	34%	37%
	For the wing/unit you are currently on:				
4.4	Are you normally offered enough clean, suitable clothes for the week?	25%	49%	25%	32%
4.4	Are you normally able to have a shower every day?	61%	74%	61%	65%
4.4	Do you normally receive clean sheets every week?	34%	66%	34%	63%
4.4	Do you normally get cell cleaning materials every week?	34%	51%	34%	62%
4.4	Is your cell call bell normally answered within five minutes?	12%	24%	12%	21%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	35%	56%	35%	50%
4.4	Can you normally get your stored property, if you need to?	16%	20%	16%	14%
4.5	Is the food in this prison good/very good?	20%	21%	20%	24%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	45%	46%	45%	57%
4.7	Are you able to speak to a Listener at any time, if you want to?	54%	52%	54%	63%
4.8	Are your religious beliefs are respected?	39%	49%	39%	41%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	48%	50%	48%	54%
4.10	Is it easy/very easy to attend religious services?	38%	44%	38%	45%

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SECTION 5: Applications and complaints					
5.1	Is it easy to make an application?	74%	71%	74%	81%
	For those who have made an application:				
5.2	Do you feel applications are dealt with fairly?	51%	47%	51%	62%
5.2	Do you feel applications are dealt with quickly (within seven days)?	38%	31%	38%	55%
5.3	Is it easy to make a complaint?	47%	49%	47%	45%
	For those who have made a complaint:				
5.4	Do you feel complaints are dealt with fairly?	20%	28%	20%	24%
5.4	Do you feel complaints are dealt with quickly (within seven days)?	19%	23%	19%	44%
5.5	Have you ever been prevented from making a complaint when you wanted to?	26%	22%	26%	13%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	10%	18%	10%	13%
SECTION 6: Incentives and earned privileges scheme					
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	39%	39%	39%	47%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	31%	39%	31%	50%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	16%	10%	16%	7%
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?	28%	35%	28%	61%
SECTION 7: Relationships with staff					
7.1	Do most staff, in this prison, treat you with respect?	77%	72%	77%	79%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	66%	67%	66%	76%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	27%	27%	27%	31%
7.4	Do staff normally speak to you most of the time/all of the time during association?	19%	17%	19%	12%
7.5	Do you have a personal officer?	30%	34%	30%	40%
	For those with a personal officer:				
7.6	Do you think your personal officer is helpful/very helpful?	48%	67%	48%	55%

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SECTION 8: Safety					
8.1	Have you ever felt unsafe here?	58%	48%	58%	35%
8.2	Do you feel unsafe now?	25%	22%	25%	13%
8.4	Have you been victimised by other prisoners here?	39%	32%	39%	30%
Since you have been here, have other prisoners:					
8.5	Made insulting remarks about you, your family or friends?	15%	13%	15%	11%
8.5	Hit, kicked or assaulted you?	14%	10%	14%	6%
8.5	Sexually abused you?	5%	2%	5%	2%
8.5	Threatened or intimidated you?	26%	17%	26%	14%
8.5	Taken your canteen/property?	12%	8%	12%	8%
8.5	Victimised you because of medication?	7%	6%	7%	4%
8.5	Victimised you because of debt?	6%	5%	6%	2%
8.5	Victimised you because of drugs?	6%	5%	6%	4%
8.5	Victimised you because of your race or ethnic origin?	4%	4%	4%	3%
8.5	Victimised you because of your religion/religious beliefs?	5%	4%	5%	1%
8.5	Victimised you because of your nationality?	2%	3%	2%	3%
8.5	Victimised you because you were from a different part of the country?	8%	4%	8%	5%
8.5	Victimised you because you are from a Traveller community?	5%	2%	5%	2%
8.5	Victimised you because of your sexual orientation?	5%	1%	5%	2%
8.5	Victimised you because of your age?	4%	3%	4%	3%
8.5	Victimised you because you have a disability?	9%	4%	9%	8%
8.5	Victimised you because you were new here?	11%	7%	11%	6%
8.5	Victimised you because of your offence/crime?	8%	6%	8%	2%
8.5	Victimised you because of gang related issues?	6%	5%	6%	3%

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SECTION 8: Safety continued					
8.6	Have you been victimised by staff here?	26%	33%	26%	26%
	Since you have been here, have staff:				
8.7	Made insulting remarks about you, your family or friends?	17%	12%	17%	10%
8.7	Hit, kicked or assaulted you?	8%	6%	8%	4%
8.7	Sexually abused you?	3%	2%	3%	1%
8.7	Threatened or intimidated you?	15%	14%	15%	5%
8.7	Victimised you because of medication?	6%	6%	6%	5%
8.7	Victimised you because of debt?	2%	2%	2%	1%
8.7	Victimised you because of drugs?	3%	3%	3%	3%
8.7	Victimised you because of your race or ethnic origin?	3%	4%	3%	4%
8.7	Victimised you because of your religion/religious beliefs?	6%	4%	6%	4%
8.7	Victimised you because of your nationality?	3%	3%	3%	2%
8.7	Victimised you because you were from a different part of the country?	6%	3%	6%	4%
8.7	Victimised you because you are from a Traveller community?	4%	1%	4%	1%
8.7	Victimised you because of your sexual orientation?	4%	1%	4%	1%
8.7	Victimised you because of your age?	4%	2%	4%	2%
8.7	Victimised you because you have a disability?	7%	3%	7%	3%
8.7	Victimised you because you were new here?	6%	5%	6%	6%
8.7	Victimised you because of your offence/crime?	5%	5%	5%	3%
8.7	Victimised you because of gang related issues?	4%	3%	4%	3%
	For those who have been victimised by staff or other prisoners:				
8.8	Did you report any victimisation that you have experienced?	26%	35%	26%	26%

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SECTION 9: Health services					
9.1	Is it easy/very easy to see the doctor?	14%	21%	14%	21%
9.1	Is it easy/very easy to see the nurse?	29%	42%	29%	41%
9.1	Is it easy/very easy to see the dentist?	5%	9%	5%	7%
	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?	40%	40%	40%	45%
9.2	The nurse?	48%	51%	48%	55%
9.2	The dentist?	31%	29%	31%	37%
9.3	The overall quality of health services?	32%	35%	32%	44%
9.4	Are you currently taking medication?	50%	52%	50%	47%
	For those currently taking medication:				
9.5	Are you allowed to keep possession of some or all of your medication in your own cell?	46%	58%	46%	50%
9.6	Do you have any emotional well being or mental health problems?	53%	41%	53%	51%
	For those who have problems:				
9.7	Are you being helped or supported by anyone in this prison?	37%	42%	37%	25%
SECTION 10: Drugs and alcohol					
10.1	Did you have a problem with drugs when you came into this prison?	41%	33%	41%	29%
10.2	Did you have a problem with alcohol when you came into this prison?	30%	21%	30%	29%
10.3	Is it easy/very easy to get illegal drugs in this prison?	45%	39%	45%	31%
10.4	Is it easy/very easy to get alcohol in this prison?	36%	18%	36%	11%
10.5	Have you developed a problem with drugs since you have been in this prison?	10%	10%	10%	7%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	9%	8%	9%	8%
	For those with drug or alcohol problems:				
10.7	Have you received any support or help with your drug problem while in this prison?	62%	55%	62%	53%
10.8	Have you received any support or help with your alcohol problem while in this prison?	81%	54%	81%	68%
	For those who have received help or support with their drug or alcohol problem:				
10.9	Was the support helpful?	69%	76%	69%	85%

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SECTION 11: Activities					
Is it very easy/ easy to get into the following activities:					
11.1	A prison job?	28%	31%	28%	16%
11.1	Vocational or skills training?	23%	29%	23%	20%
11.1	Education (including basic skills)?	28%	44%	28%	37%
11.1	Offending behaviour programmes?	19%	17%	19%	14%
Are you currently involved in any of the following activities:					
11.2	A prison job?	43%	44%	43%	35%
11.2	Vocational or skills training?	8%	8%	8%	5%
11.2	Education (including basic skills)?	13%	23%	13%	21%
11.2	Offending behaviour programmes?	8%	7%	8%	3%
11.3	Have you had a job while in this prison?	63%	69%	63%	52%
For those who have had a prison job while in this prison:					
11.3	Do you feel the job will help you on release?	38%	39%	38%	31%
11.3	Have you been involved in vocational or skills training while in this prison?	52%	56%	52%	47%
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?	46%	44%	46%	39%
11.3	Have you been involved in education while in this prison?	54%	66%	54%	62%
For those who have been involved in education while in this prison:					
11.3	Do you feel the education will help you on release?	47%	50%	47%	46%
11.3	Have you been involved in offending behaviour programmes while in this prison?	49%	54%	49%	40%
For those who have been involved in offending behaviour programmes while in this prison:					
11.3	Do you feel the offending behaviour programme(s) will help you on release?	42%	40%	42%	20%
11.4	Do you go to the library at least once a week?	33%	28%	33%	41%
11.5	Does the library have a wide enough range of materials to meet your needs?	44%	32%	44%	49%
11.6	Do you go to the gym three or more times a week?	24%	24%	24%	19%
11.7	Do you go outside for exercise three or more times a week?	52%	40%	52%	61%
11.8	Do you go on association more than five times each week?	19%	43%	19%	5%
11.9	Do you spend ten or more hours out of your cell on a weekday?	13%	9%	13%	7%
SECTION 12: Friends and family					
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	26%	30%	26%	24%
12.2	Have you had any problems with sending or receiving mail?	48%	49%	48%	36%
12.3	Have you had any problems getting access to the telephones?	41%	34%	41%	37%
12.4	Is it easy/ very easy for your friends and family to get here?	24%	35%	24%	28%

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	Percentages which are not highlighted show there is no significant difference				
SECTION 13: Preparation for release					
For those who are sentenced:					
13.1	Do you have a named offender manager (home probation officer) in the probation service?	66%	61%	66%	60%
For those who are sentenced what type of contact have you had with your offender manager:					
13.2	No contact?	48%	43%	48%	53%
13.2	Contact by letter?	25%	28%	25%	30%
13.2	Contact by phone?	11%	13%	11%	3%
13.2	Contact by visit?	28%	36%	28%	23%
13.3	Do you have a named offender supervisor in this prison?	25%	30%	25%	58%
For those who are sentenced:					
13.4	Do you have a sentence plan?	25%	33%	25%	24%
For those with a sentence plan:					
13.5	Were you involved/very involved in the development of your plan?	72%	54%	72%	42%
Who is working with you to achieve your sentence plan targets:					
13.6	Nobody?	48%	46%	48%	59%
13.6	Offender supervisor?	44%	31%	44%	22%
13.6	Offender manager?	17%	26%	17%	13%
13.6	Named/ personal officer?	5%	11%	5%	9%
13.6	Staff from other departments?	22%	18%	22%	18%
For those with a sentence plan:					
13.7	Can you achieve any of your sentence plan targets in this prison?	54%	52%	54%	29%
13.8	Are there plans for you to achieve any of your targets in another prison?	44%	28%	44%	27%
13.9	Are there plans for you to achieve any of your targets in the community?	67%	31%	67%	32%
13.10	Do you have a needs based custody plan?	4%	7%	4%	8%
13.11	Do you feel that any member of staff has helped you to prepare for release?	8%	10%	8%	9%
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?	23%	26%	23%	21%
13.12	Accommodation?	28%	32%	28%	25%
13.12	Benefits?	23%	34%	23%	27%
13.12	Finances?	16%	21%	16%	19%
13.12	Education?	23%	27%	23%	25%
13.12	Drugs and alcohol?	45%	40%	45%	40%
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?	37%	45%	37%	38%

Diversity Analysis



Key question responses (disability and age over 50) HMP Exeter 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

		Consider themselves to have a disability		Do not consider themselves to have a disability	
				Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		64	107	26	144
1.3	Are you sentenced?	63%	62%	61%	62%
1.5	Are you a foreign national?	7%	11%	13%	9%
1.6	Do you understand spoken English?	100%	99%	100%	99%
1.7	Do you understand written English?	98%	98%	96%	99%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	11%	9%	19%	8%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	11%	3%	8%	6%
1.1	Are you Muslim?	6%	6%	4%	7%
1.12	Do you consider yourself to have a disability?			54%	34%
1.13	Are you a veteran (ex-armed services)?	17%	11%	31%	10%
1.14	Is this your first time in prison?	29%	32%	44%	29%
2.6	Were you treated well/very well by the escort staff?	72%	69%	65%	71%
2.7	Before you arrived here were you told that you were coming here?	69%	60%	61%	63%
3.2	When you were searched in reception, was this carried out in a respectful way?	77%	83%	85%	80%
3.3	Were you treated well/very well in reception?	60%	64%	56%	64%
3.4	Did you have any problems when you first arrived?	97%	73%	85%	82%
3.7	Did you have access to someone from health care when you first arrived here?	71%	61%	61%	66%
3.9	Did you feel safe on your first night here?	53%	72%	48%	69%
3.10	Have you been on an induction course?	58%	73%	69%	67%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	27%	30%	28%	31%

Diversity Analysis

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to have a disability	Do not consider themselves to have a disability	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
4.4	Are you normally offered enough clean, suitable clothes for the week?	20%	28%	52%	20%
4.4	Are you normally able to have a shower every day?	56%	65%	56%	62%
4.4	Is your cell call bell normally answered within five minutes?	6%	16%	24%	11%
4.5	Is the food in this prison good/very good?	25%	17%	31%	18%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	51%	40%	64%	41%
4.7	Are you able to speak to a Listener at any time, if you want to?	66%	47%	69%	51%
4.8	Do you feel your religious beliefs are respected?	42%	37%	54%	36%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	49%	47%	61%	46%
5.1	Is it easy to make an application?	73%	74%	75%	74%
5.3	Is it easy to make a complaint?	49%	46%	35%	49%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	38%	39%	39%	39%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	26%	34%	32%	31%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	21%	13%	13%	17%
7.1	Do most staff, in this prison, treat you with respect?	82%	73%	84%	76%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	70%	64%	67%	66%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	21%	18%	16%	20%
7.4	Do you have a personal officer?	28%	31%	35%	30%
8.1	Have you ever felt unsafe here?	72%	49%	54%	58%
8.2	Do you feel unsafe now?	37%	18%	36%	22%
8.3	Have you been victimised by other prisoners?	46%	34%	31%	40%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	33%	22%	27%	25%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	5%	3%	4%	3%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	10%	2%	4%	5%
8.5	Have you been victimised because of your nationality? (By prisoners)	3%	1%	4%	2%
8.5	Have you been victimised because of your age? (By prisoners)	6%	2%	4%	3%
8.5	Have you been victimised because you have a disability? (By prisoners)	22%	2%	15%	8%

Diversity Analysis

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to have a disability	Do not consider themselves to have a disability	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
8.6	Have you been victimised by a member of staff?	29%	25%	16%	29%
8.7	Have you ever felt threatened or intimidated by staff here?	22%	10%	13%	15%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	3%	3%	4%	3%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	6%	6%	4%	6%
8.7	Have you been victimised because of your nationality? (By staff)	3%	3%	4%	3%
8.7	Have you been victimised because of your age? (By staff)	5%	4%	0%	5%
8.7	Have you been victimised because you have a disability? (By staff)	13%	4%	4%	8%
9.1	Is it easy/very easy to see the doctor?	17%	12%	16%	13%
9.1	Is it easy/ very easy to see the nurse?	35%	25%	35%	28%
9.4	Are you currently taking medication?	74%	34%	64%	47%
9.6	Do you feel you have any emotional well being/mental health issues?	83%	35%	52%	53%
10.3	Is it easy/very easy to get illegal drugs in this prison?	54%	38%	35%	46%
11.2	Are you currently working in the prison?	42%	44%	35%	43%
11.2	Are you currently undertaking vocational or skills training?	10%	7%	17%	7%
11.2	Are you currently in education (including basic skills)?	12%	14%	9%	14%
11.2	Are you currently taking part in an offending behaviour programme?	8%	8%	9%	8%
11.4	Do you go to the library at least once a week?	26%	37%	39%	31%
11.6	Do you go to the gym three or more times a week?	16%	29%	5%	27%
11.7	Do you go outside for exercise three or more times a week?	45%	56%	43%	54%
11.8	On average, do you go on association more than five times each week?	15%	22%	18%	20%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	8%	16%	14%	13%
12.2	Have you had any problems sending or receiving mail?	60%	42%	30%	51%
12.3	Have you had any problems getting access to the telephones?	54%	34%	27%	43%



Prisoner survey responses HMP Exeter 2016 Wing comparator

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

Key to tables

		B wing	A and C wings
	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		28	115
SECTION 1: General information			
1.2	Are you under 21 years of age?	14%	9%
1.3	Are you sentenced?	64%	58%
1.3	Are you on recall?	0%	15%
1.4	Is your sentence less than 12 months?	18%	28%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	4%	0%
1.5	Are you a foreign national?	8%	11%
1.6	Do you understand spoken English?	100%	100%
1.7	Do you understand written English?	96%	99%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	4%	12%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	8%	6%
1.1	Are you Muslim?	4%	8%
1.11	Are you homosexual/gay or bisexual?	4%	3%
1.12	Do you consider yourself to have a disability?	36%	40%
1.13	Are you a veteran (ex-armed services)?	8%	14%
1.14	Is this your first time in prison?	58%	30%
1.15	Do you have any children under the age of 18?	43%	49%
SECTION 2: Transfers and escorts			
On your most recent journey here:			
2.1	Did you spend more than 2 hours in the van?	36%	31%
2.5	Did you feel safe?	71%	72%
2.6	Were you treated well/very well by the escort staff?	61%	71%
2.7	Before you arrived here were you told that you were coming here?	61%	62%
2.8	When you first arrived here did your property arrive at the same time as you?	68%	79%

Key to tables

	Any percentage highlighted in green is significantly better	B wing	A and C wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 3: Reception, first night and induction			
3.1	Were you in reception for less than 2 hours?	39%	27%
3.2	When you were searched in reception, was this carried out in a respectful way?	79%	80%
3.3	Were you treated well/very well in reception?	61%	66%
	When you first arrived:		
3.4	Did you have any problems?	79%	84%
3.4	Did you have any problems with loss of property?	8%	18%
3.4	Did you have any housing problems?	18%	36%
3.4	Did you have any problems contacting employers?	0%	10%
3.4	Did you have any problems contacting family?	29%	38%
3.4	Did you have any problems ensuring dependants were being looked after?	0%	3%
3.4	Did you have any money worries?	14%	23%
3.4	Did you have any problems with feeling depressed or suicidal?	36%	25%
3.4	Did you have any physical health problems?	18%	19%
3.4	Did you have any mental health problems?	18%	38%
3.4	Did you have any problems with needing protection from other prisoners?	25%	6%
3.4	Did you have problems accessing phone numbers?	33%	32%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	33%	18%
3.6	A shower?	18%	16%
3.6	A free telephone call?	18%	23%
3.6	Something to eat?	68%	63%
3.6	PIN phone credit?	36%	46%
3.6	Toiletries/ basic items?	58%	57%

Key to tables

	Any percentage highlighted in green is significantly better	B wing	A and C wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 3: Reception, first night and induction continued			
	When you first arrived here did you have access to the following people:		
3.7	The chaplain or a religious leader?	26%	40%
3.7	Someone from health services?	66%	64%
3.7	A Listener/Samaritans?	52%	27%
3.7	Prison shop/ canteen?	26%	16%
	When you first arrived here were you offered information about any of the following:		
3.8	What was going to happen to you?	39%	33%
3.8	Support was available for people feeling depressed or suicidal?	61%	38%
3.8	How to make routine requests?	46%	33%
3.8	Your entitlement to visits?	42%	21%
3.8	Health services?	35%	39%
3.8	The chaplaincy?	27%	31%
3.9	Did you feel safe on your first night here?	52%	65%
3.10	Have you been on an induction course?	78%	62%
3.12	Did you receive an education (skills for life) assessment?	75%	66%
SECTION 4: Legal rights and respectful custody			
	In terms of your legal rights, is it easy/very easy to:		
4.1	Communicate with your solicitor or legal representative?	38%	26%
4.1	Attend legal visits?	50%	46%
4.1	Get bail information?	20%	9%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	29%	39%
4.3	Can you get legal books in the library?	30%	34%
	For the wing/unit you are currently on:		
4.4	Are you normally offered enough clean, suitable clothes for the week?	46%	12%
4.4	Are you normally able to have a shower every day?	79%	54%
4.4	Do you normally receive clean sheets every week?	60%	22%
4.4	Do you normally get cell cleaning materials every week?	50%	20%
4.4	Is your cell call bell normally answered within five minutes?	18%	5%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	29%	28%
4.4	Can you normally get your stored property, if you need to?	29%	10%
4.5	Is the food in this prison good/very good?	25%	15%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	46%	46%
4.7	Are you able to speak to a Listener at any time, if you want to?	79%	46%
4.8	Are your religious beliefs are respected?	50%	34%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	43%	47%
4.10	Is it easy/very easy to attend religious services?	36%	36%

Key to tables

	Any percentage highlighted in green is significantly better	B wing	A and C wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 5: Applications and complaints			
5.1	Is it easy to make an application?	82%	72%
5.3	Is it easy to make a complaint?	43%	50%
5.5	Have you ever been prevented from making a complaint when you wanted to?	14%	29%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	4%	10%
SECTION 6: Incentive and earned privileges scheme			
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	58%	30%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	39%	24%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	11%	18%
SECTION 7: Relationships with staff			
7.1	Do most staff, in this prison, treat you with respect?	88%	72%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	83%	58%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	18%	26%
7.4	Do staff normally speak to you most of the time/all of the time during association?	22%	14%
7.5	Do you have a personal officer?	46%	21%

Key to tables

	Any percentage highlighted in green is significantly better	B wing	A and C wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 8: Safety			
8.1	Have you ever felt unsafe here?	68%	56%
8.2	Do you feel unsafe now?	26%	27%
8.4	Have you been victimised by other prisoners here?	54%	33%
	Since you have been here, have other prisoners:		
8.5	Made insulting remarks about you, your family or friends?	21%	11%
8.5	Hit, kicked or assaulted you?	21%	11%
8.5	Sexually abused you?	8%	3%
8.5	Threatened or intimidated you?	29%	22%
8.5	Taken your canteen/property?	21%	9%
8.5	Victimised you because of medication?	14%	3%
8.5	Victimised you because of debt?	8%	4%
8.5	Victimised you because of drugs?	4%	4%
8.5	Victimised you because of your race or ethnic origin?	4%	3%
8.5	Victimised you because of your religion/religious beliefs?	0%	5%
8.5	Victimised you because of your nationality?	0%	2%
8.5	Victimised you because you were from a different part of the country?	4%	6%
8.5	Victimised you because you are from a traveller community?	4%	3%
8.5	Victimised you because of your sexual orientation?	8%	3%
8.5	Victimised you because of your age?	0%	3%
8.5	Victimised you because you have a disability?	11%	6%
8.5	Victimised you because you were new here?	18%	10%
8.5	Victimised you because of your offence/crime?	18%	5%
8.5	Victimised you because of gang related issues?	4%	7%

Key to tables

	Any percentage highlighted in green is significantly better	B wing	A and C wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 8: Safety continued			
8.6	Have you been victimised by staff here?	18%	28%
	Since you have been here, have staff:		
8.7	Made insulting remarks about you, your family or friends?	8%	19%
8.7	Hit, kicked or assaulted you?	4%	10%
8.7	Sexually abused you?	0%	3%
8.7	Threatened or intimidated you?	8%	16%
8.7	Victimised you because of medication?	0%	8%
8.7	Victimised you because of debt?	0%	2%
8.7	Victimised you because of drugs?	0%	3%
8.7	Victimised you because of your race or ethnic origin?	0%	3%
8.7	Victimised you because of your religion/religious beliefs?	8%	6%
8.7	Victimised you because of your nationality?	0%	3%
8.7	Victimised you because you were from a different part of the country?	4%	5%
8.7	Victimised you because you are from a traveller community?	0%	4%
8.7	Victimised you because of your sexual orientation?	0%	3%
8.7	Victimised you because of your age?	0%	4%
8.7	Victimised you because you have a disability?	8%	6%
8.7	Victimised you because you were new here?	8%	6%
8.7	Victimised you because of your offence/crime?	0%	5%
8.7	Victimised you because of gang related issues?	4%	5%
SECTION 9: Health services			
9.1	Is it easy/very easy to see the doctor?	15%	10%
9.1	Is it easy/very easy to see the nurse?	44%	22%
9.1	Is it easy/very easy to see the dentist?	8%	4%
9.4	Are you currently taking medication?	39%	53%
9.6	Do you have any emotional well being or mental health problems?	58%	52%
SECTION 10: Drugs and alcohol			
10.1	Did you have a problem with drugs when you came into this prison?	14%	45%
10.2	Did you have a problem with alcohol when you came into this prison?	18%	32%
10.3	Is it easy/very easy to get illegal drugs in this prison?	29%	44%
10.4	Is it easy/very easy to get alcohol in this prison?	18%	35%
10.5	Have you developed a problem with drugs since you have been in this prison?	4%	11%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	4%	8%

Key to tables

	Any percentage highlighted in green is significantly better	B wing	A and C wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 11: Activities			
	Is it very easy/ easy to get into the following activities:		
11.1	A prison job?	46%	18%
11.1	Vocational or skills training?	22%	18%
11.1	Education (including basic skills)?	22%	25%
11.1	Offending Behaviour Programmes?	8%	19%
	Are you currently involved in any of the following activities:		
11.2	A prison job?	61%	32%
11.2	Vocational or skills training?	8%	6%
11.2	Education (including basic skills)?	33%	10%
11.2	Offending Behaviour Programmes?	8%	9%
11.4	Do you go to the library at least once a week?	38%	32%
11.5	Does the library have a wide enough range of materials to meet your needs?	44%	41%
11.6	Do you go to the gym three or more times a week?	30%	17%
11.7	Do you go outside for exercise three or more times a week?	58%	50%
11.8	Do you go on association more than five times each week?	27%	12%
11.9	Do you spend ten or more hours out of your cell on a weekday?	0%	7%
SECTION 12: Friends and family			
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	32%	19%
12.2	Have you had any problems with sending or receiving mail?	42%	53%
12.3	Have you had any problems getting access to the telephones?	39%	46%
12.4	Is it easy/ very easy for your friends and family to get here?	31%	19%
SECTION 13: Preparation for release			
13.3	Do you have a named offender supervisor in this prison?	29%	16%
13.10	Do you have a needs based custody plan?	4%	5%
13.11	Do you feel that any member of staff has helped you to prepare for release?	15%	7%

Diversity analysis



Key question responses (veterans) HMP Exeter 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

	Any percentage highlighted in green is significantly better	Consider themselves to be a veteran	Do not consider themselves to be a veteran
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		23	147
1.3	Are you sentenced?	59%	63%
1.5	Are you a foreign national?	23%	7%
1.6	Do you understand spoken English?	100%	99%
1.7	Do you understand written English?	95%	99%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	14%	8%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	5%	6%
1.1	Are you Muslim?	10%	6%
1.12	Do you consider yourself to have a disability?	48%	35%
1.13	Are you a veteran (ex-armed services)?		
1.14	Is this your first time in prison?	61%	26%
2.6	Were you treated well/very well by the escort staff?	74%	70%
2.7	Before you arrived here were you told that you were coming here?	64%	63%
3.2	When you were searched in reception, was this carried out in a respectful way?	86%	80%
3.3	Were you treated well/very well in reception?	65%	62%
3.4	Did you have any problems when you first arrived?	83%	82%
3.7	Did you have access to someone from health care when you first arrived here?	68%	64%
3.9	Did you feel safe on your first night here?	65%	65%
3.10	Have you been on an induction course?	61%	68%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	27%	30%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to be a veteran	Do not consider themselves to be a veteran
	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?	44%	22%
4.4	Are you normally able to have a shower every day?	70%	61%
4.4	Is your cell call bell normally answered within five minutes?	22%	11%
4.5	Is the food in this prison good/very good?	27%	19%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	41%	46%
4.7	Are you able to speak to a Listener at any time, if you want to?	74%	51%
4.8	Do you feel your religious beliefs are respected?	65%	35%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	70%	45%
5.1	Is it easy to make an application?	70%	74%
5.3	Is it easy to make a complaint?	46%	48%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	46%	38%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	38%	30%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	19%	15%
7.1	Do most staff, in this prison, treat you with respect?	91%	75%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	72%	65%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	27%	18%
7.4	Do you have a personal officer?	44%	28%
8.1	Have you ever felt unsafe here?	44%	59%
8.2	Do you feel unsafe now?	27%	24%
8.3	Have you been victimised by other prisoners?	5%	43%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	5%	29%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	5%	3%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	5%	5%
8.5	Have you been victimised because of your nationality? (By prisoners)	5%	1%
8.5	Have you been victimised because of your age? (By prisoners)	0%	4%
8.5	Have you been victimised because you have a disability? (By prisoners)	5%	10%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to be a veteran	Do not consider themselves to be a veteran
	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?	14%	27%
8.7	Have you ever felt threatened or intimidated by staff here?	5%	15%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	5%	3%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	5%	6%
8.7	Have you been victimised because of your nationality? (By staff)	5%	3%
8.7	Have you been victimised because of your age? (By staff)	0%	5%
8.7	Have you been victimised because you have a disability? (By staff)	0%	8%
9.1	Is it easy/very easy to see the doctor?	19%	13%
9.1	Is it easy/ very easy to see the nurse?	40%	28%
9.4	Are you currently taking medication?	59%	48%
9.6	Do you feel you have any emotional well being/mental health issues?	48%	53%
10.3	Is it easy/very easy to get illegal drugs in this prison?	22%	47%
11.2	Are you currently working in the prison?	35%	44%
11.2	Are you currently undertaking vocational or skills training?	9%	8%
11.2	Are you currently in education (including basic skills)?	9%	14%
11.2	Are you currently taking part in an offending behaviour programme?	9%	8%
11.4	Do you go to the library at least once a week?	32%	33%
11.6	do you go to the gym three or more times a week?	23%	24%
11.7	Do you go outside for exercise three or more times a week?	43%	53%
11.8	On average, do you go on association more than five times each week?	19%	20%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	18%	12%
12.2	Have you had any problems sending or receiving mail?	37%	50%
12.3	Have you had any problems getting access to the telephones?	37%	42%