

Report on an unannounced short follow-up inspection of

HMYOI Thorn Cross

(juvenile unit)

19 – 21 November 2007

by HM Chief Inspector of Prisons

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Printed and published by:
Her Majesty's Inspectorate of Prisons
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Monck Street
London SW1P 2BQ
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Introduction

The juvenile unit at Thorn Cross is the only open establishment for under-18s in the prison system. It is also the only juvenile establishment that this inspectorate has assessed as performing well across all four of our key tests – safety, respect, activity and resettlement. It is therefore particularly ironic that this will be its last inspection, as the Youth Justice Board has decided to withdraw funding and remove under-18s from Thorn Cross. This is therefore an obituary, rather than a report on progress.

As this inspection shows, Thorn Cross, which has always provided a safe and positive environment for juveniles, had improved even further. Weaknesses in the planning of activities had been addressed, and young people were able to access education and training opportunities that they had never had outside prison. We were particularly impressed with the support given to those with special educational needs.

Relationships between young people and staff remained good, and young people responded well to the high standards expected of them. Healthcare also remained good, and, unusually, there were very good sexual health services and support for young people with emotional difficulties.

Substance misuse services had also improved, and resettlement in general was well run, though it was hampered by difficulties in placing young people in outside employment. As at previous inspections, far fewer young people than in comparator establishments said that they had felt unsafe; there was some innovative anti-bullying work and improved procedures for supporting young people during their early days in the establishment.

It was disappointing that the juvenile unit continued to operate under capacity – partly because of the reluctance of other establishments to transfer in the most suitable young men. However, proactive steps were being taken to encourage prisons and youth offending teams to use this unique facility.

This inspection showed that the Thorn Cross juvenile unit was a beacon of good practice in working with a small number of young people and preparing them for the transition to life outside prison. This is a model that should be built on, not abandoned. It may be that this would be better delivered through smaller units in a number of locations – and this is something that the Youth Justice Board is now reviewing. However, to close Thorn Cross before there are any concrete plans for alternative open units, and largely for immediate financial reasons, is both disappointing and retrograde.

Anne Owers
HM Chief Inspector of Prisons

February 2008

Fact page

Task of the establishment

HMYOI Thorn Cross aspires to be a high-performing provider of custodial and community-based services for young people and young adults aimed at reducing reoffending and protecting the public.

HMYOI Thorn Cross aims to

- Provide safe, decent and secure conditions for staff, visitors and trainees
- Protect the public by reducing reoffending by providing effective resettlement and training opportunities and meeting the needs of learners through engagement with the community
- Develop effective partnerships with the voluntary and community sector and with other partner agencies
- Deliver a high-quality, cost-effective service that meets the needs of young adults and young people in open custodial conditions
- Offer a learning journey for all trainee 15 to 21 year-olds with a skills-based focus that will assist their resettlement needs
- Protect the public by holding those committed by the courts in a safe, decent and healthy environment
- Reduce crime by providing constructive regimes that address offending behaviour, improve education and work skills and promote law-abiding behaviour in custody and after release

Area organisation

North West Area Office

Number held

214 (20 November 2007)

Certified normal accommodation

321

Operational capacity

321

Last inspection

April 2005

Brief history

Thorn Cross is a young offender/young people open establishment situated in the Cheshire area. It was opened in December 1985 as a new purpose-built open youth custody centre and has served as an open establishment ever since. The site was formerly occupied by a Royal Naval air station built in 1940 and converted after the war into Appleton Thorn open prison for adults. It is unique in that it is the only open establishment in England and Wales that holds young people. The Youth Justice Board (YJB) commissioned 70 young people spaces and Thorn Cross works to the 'every child matters' paper. It also comprises a high intensity training (HIT) regime that focuses on a structured regime for young adults.

The Thorn Cross site operates three regimes: three young offender units, one juvenile unit (operated on behalf of the YJB) and the HIT centre, which was opened in July 1996 with an active regime designed to demand a high level of effort and self-discipline from participants, open them to new experiences, build confidence and establish them in work or training that they will continue beyond release. Long-term

research conducted on trainees who have gone through the HIT programme shows lower reoffending rates than in a matched control group.

Description of residential units

Unit 1: 60 – 18 to 21 year olds. Responsible for OCA.

Unit 2: 60 – 18 to 21 year olds. Responsible for mandatory drug testing.

Unit 3: 60 – 18 to 21 year olds. Induction unit for units 1 – 3.

Unit 4: 60 – 15 to 18 year olds.

Unit 5: 72 (including independent living unit)

Unit 6: 4 cells – care and separation unit.

10 rooms (one safe room)

Section 1: Healthy prison assessment

Introduction

- HP1 All inspection reports include a summary of an establishment's performance against the model of a healthy prison. The four criteria of a healthy prison are:
- | | |
|----------------------------|---|
| Safety | prisoners, even the most vulnerable, are held safely |
| Respect | prisoners are treated with respect for their human dignity |
| Purposeful activity | prisoners are able, and expected, to engage in activity that is likely to benefit them |
| Resettlement | prisoners are prepared for their release into the community and helped to reduce the likelihood of reoffending. |
- HP2 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by the National Offender Management Service.
- ...performing well against this healthy prison test.**
There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
- ...performing reasonably well against this healthy prison test.**
There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns.
- ...not performing sufficiently well against this healthy prison test.**
There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.
- ...performing poorly against this healthy prison test.**
There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.
- HP3 This Inspectorate conducts unannounced follow-up inspections to assess progress against recommendations made in the previous full inspection. Follow-up inspections are proportionate to risk. Short follow-up inspections are conducted where the previous full inspection and our intelligence systems suggest that there are comparatively fewer concerns. Sufficient inspector time is allocated to enable inspection of progress and, where necessary, to note additional areas of concern observed by inspectors. Inspectors draw up a brief healthy prison summary setting out the progress of the establishment in the areas inspected. From the evidence

available they also concluded whether this progress confirmed or required amendment of the healthy prison assessment held by the Inspectorate on all establishments but only published since early 2004.

Safety

- HP4 In 2005, we assessed the open unit for juveniles as performing well against this healthy prison test. Early days procedures were good, there was little use of force or segregation and bullying was not a serious problem. Survey results were positive and staff and young people thought Thorn Cross was a safe establishment. However, we had concerns about the routine practice of strip-searching.
- HP5 At this inspection, we found that safety continued to be a strong area. In our survey, only 17% of young people, better than the comparator of 29%, said they had felt unsafe at some time. Young people believed staff cared about them and would take them seriously if they reported any difficulties.
- HP6 The management and coordination of safeguarding had improved. The level of Criminal Records Bureau checking was unusually thorough.
- HP7 The unit continued to operate under capacity. The progression management work undertaken by the Impact team was a good example of how the establishment was taking a constructive approach to ensure suitable young people were allocated places in the open estate.
- HP8 The early days procedures had been strengthened with the introduction of a more detailed initial assessment undertaken by the establishment-based social worker. Some innovative and thoughtful anti-bullying work was carried out and an impressive mentoring scheme had been developed.
- HP9 Disciplinary arrangements were appropriate and 'removal from unit' was used effectively as part of a graduated approach to behaviour management. Juveniles were no longer routinely strip-searched. Disciplinary measures were administered consistently and much greater use was made of the advocate scheme.
- HP10 Of the eight recommendations made under the area of safety at our last inspection, seven, including one main recommendation, had been achieved and one had not been achieved. We have made four further recommendations.
- HP11 On the basis of this short follow-up inspection, we considered that the juvenile unit was still performing well against this healthy prison test.

Respect

- HP12 In 2005, we assessed the open unit for juveniles as performing well against this healthy prison test. Apart from some examples of disrespectful language and a number of poor replies to complaints, young people were consistently treated with respect by staff.
- HP13 At this inspection, we found that relationships between staff and young people remained very good. A high standard of conduct was expected of everyone and this approach successfully created a mutually respectful environment. The personal

officer scheme functioned well alongside the new casework team and young people felt supported.

- HP14 Healthcare was rated highly by young people and unusually there were very good sexual health services and support for individuals with emotional difficulties. Young people found the rewards and sanctions scheme fair and said it was easy to make a complaint. An effective race forum took a balanced and considered approach, fully involving young people in discussions.
- HP15 Of the eight recommendations made under the area of respect at our last inspection, four had been achieved, two had been partially achieved and two were no longer applicable. We have made two further recommendations.
- HP16 On the basis of this short follow-up inspection, we considered that the juvenile unit was still performing well against this healthy prison test.

Purposeful activity

- HP17 In 2005, we assessed the open unit for juveniles as performing reasonably well against this healthy prison test. Most young people were purposefully occupied during the day. They were able to learn useful skills and could earn qualifications in a reasonably wide range of subjects. There were problems with timetable clashes between different activity providers and weaknesses in planning adversely affected service delivery.
- HP18 At this inspection, we found good improvement overall. Most young people were still participating constructively in education and training. Much of the provision was of a high standard and individuals were often given opportunities that they would never previously have been offered outside the prison. Management of education and training had improved and the scheduling difficulties had been resolved. Young people with special educational needs received excellent support. Access to the library was still inadequate. Physical education had become more integrated with the broader curriculum but there were still no opportunities for accreditation in the timetabled physical education programme.
- HP19 The enrichment opportunities provided by the Children's Society during association were stimulating and relevant. The open environment meant young people were not locked up and therefore had the opportunity to participate in plenty of programmed activity.
- HP20 Of the 11 recommendations made under the area of purposeful activity at our last inspection, six, including one main recommendation, had been achieved and five had been partially achieved. We have made nine further recommendations.
- HP21 On the basis of this short follow-up inspection, we considered that the juvenile unit was now performing well against this healthy prison test.

Resettlement

- HP22 In 2005, we assessed the open unit for juveniles as performing well against this healthy prison test. Training planning arrangements were good and there was a wide range of intervention services aimed at preparing young people for release. The low number of young people working out was disappointing and there was a gap in provision for young people with substance misuse problems.
- HP23 At this inspection, we found that the detention and training order arrangements continued to work well. Reviews were well run, with high-quality input from those who attended. The work carried out at reviews enabled coherent plans to be developed, giving young people the opportunity to spend their time at Thorn Cross constructively.
- HP24 Good use was made of release on temporary licence for high-quality training within a community setting, although more could have been done to provide opportunities for young people to work out. The weaknesses in provision for young people with substance misuse problems had been addressed and the specialist substance misuse team provided comprehensive and appropriate support. Certain aspects of the drug testing arrangements were poor.
- HP25 Neither of the two recommendations made under the area of resettlement at our last inspection had been achieved. We have made two further recommendations.
- HP26 On the basis of this short follow-up inspection, we considered that the juvenile unit was still performing well against this healthy prison test.

Section 2: Progress since the last report

The paragraph reference numbers at the end of each recommendation below refer to its location in the previous inspection report.

Main recommendations

to the Governor

- 2.1 **Juveniles should be strip-searched only after a risk assessment and only by staff who have had child protection training. (HP54)**

Achieved. Juveniles were no longer routinely strip-searched. The local searching policy had been changed to allow strip searches only after a risk assessment and following authorisation from a governor. It also specified that strip searches should be carried out by staff aware of child protection issues, normally those who had received specific training in child protection procedures. Records indicated that the policy was followed and no strip searches had been carried out on juveniles to date in 2007.

- 2.2 **The management of education and training should be improved and the role of the head of learning and skills clarified. (HP56)**

Achieved. A new head of learning and skills (HoLS) had been appointed in November 2006 with clear responsibility for managing the education contract, physical education and the education component of the high intensity training programme. Effective progress had been made through re-establishing the quality improvement group (see paragraph 2.62). Regular meetings were held with the education contractor and chaired by the local Learning and Skills Council. The HoLS was a member of the senior management team and had developed good links and partnerships with local and regional employers and further education providers.

Recommendation

to the Director General

Child protection

- 2.3 **The Prison Service should issue a national directive that all staff coming into contact with children should have retrospective enhanced Criminal Records Bureau (CRB) checks carried out. (3.31)**

Not achieved. A national directive had not been issued but a systematic and thorough programme of retrospective checking was being carried out locally (see also paragraph 2.12). **We repeat the recommendation.**

Substance use

- 2.4 **The adult-oriented practices and procedures of mandatory drug testing are not appropriate for juveniles and should be abolished (8.79).**

Not achieved. Juveniles were still subject to mandatory drugs testing (MDT). The searching policy specified that as part of the MDT process juveniles were to be subject to a rub-down search only. However, staff working in this area said they followed the same procedures with juveniles as they did for young adults. This involved routine strip-searching following the signature of the duty governor and, if necessary, juveniles were kept waiting in a holding area to provide a urine sample. In the previous seven months, only one juvenile had tested positive and this was for cannabis (see also paragraph 2.1).

We repeat the recommendation.

Recommendations

First days in custody

- 2.5 **The establishment should ensure that juveniles are fully occupied during induction and keep the content and delivery of the programme under continual review. (1.21)**

Achieved. The five-day induction programme was delivered by induction staff and visiting specialists. The timetable was full and young people did not spend long periods of time locked in their cells. In our survey, 65% of young people said they found induction helpful. Induction for juveniles now took place in the direct from court unit (DCU) and staff believed that being away from the distractions of the juvenile unit allowed new arrivals to concentrate on the information being given. The change of location also meant that young people spent their first week in the only 'closed' part of Thorn Cross, giving them time to adjust to the open environment and allowing a gradual introduction to association on the wing. The validity of this approach had been reinforced by research findings produced by the psychology department, which had shown that young people were most likely to abscond in their first few days (see also paragraph 2.67).

Additional information

- 2.6 The juvenile unit could take up to 60 young people but the average number held was around 40. Staff on the unit were frustrated that more young people were not given the opportunity to serve time in open conditions. They visited other establishments regularly to identify young people suitable for open conditions but believed colleagues in the closed estate were sometimes reluctant to transfer their 'best boys' and therefore did not always cooperate fully. Unit staff also believed that youth offending team workers did not always push for suitable candidates to move to open conditions because this could mean they had much longer journeys to visit them in custody. Further work in this area had been undertaken by Impact (innovation means prisons and communities together), a European-funded team operating across a number of prison sites in the North West. Its approach, described as 'progression management', aimed to identify suitable candidates for open conditions as early as possible.

This required the active involvement of home-based youth offending team workers and prison-based personal officers. The team had recently started visiting closed establishments to show a professionally-made film about life in open conditions to young people during induction. It was too early to determine whether this work would increase the number of young people held in the juvenile unit at Thorn Cross.

Further recommendation

- 2.7 Personal officers and youth offending team workers responsible for young people eligible to be considered under the progression management proposals should cooperate actively with the assessment and referral process.

Residential units

Additional information

- 2.8 Young people were expected to help keep communal areas clean and tidy, with points awarded each day during cell checks contributing to the weekly points score for the rewards and sanctions scheme. Cells were adequately furnished and there were clear arrangements for laundry facilities. In our survey, 95% of young people, significantly better than the comparator of 52%, said they could shower every day.

Personal officers

Additional information

- 2.9 The personal officer scheme had been reviewed earlier in 2007. A revised policy had been published and officers were required to study this as part of their appraisal. The amended policy took account of the new casework system, whereby five dedicated staff, each with a caseload of about nine young people, took responsibility for all aspects of sentence/training planning. The caseworkers linked closely with personal officers, most of whom had received training to help them understand their new role in relation to caseworkers.
- 2.10 The personal officer scheme was functioning well and personal officers made regular, good-quality entries in wing files every week. In our survey, 62% of young people, significantly better than the comparator of 41%, said they had met their personal officer within the first week and 66%, significantly better than the comparator, said they found their personal officer helpful.

Staff-prisoner relationships

Additional information

- 2.11 Relations between staff and young people were good, with staff setting clear behaviour boundaries. Young people appeared able to approach staff with questions, issues that needed resolving or to pass the time of day. In our survey, 51% of young people, significantly better than the comparator of 32%, said staff had checked on them personally in the previous week. Entries in wing history sheets and the unit observation book showed that staff understood the needs of each young person. Examples of good and bad behaviour were recorded by staff

from a range of disciplines. The unit observation book was also used to pass essential information between different shifts.

Child protection

- 2.12 **Enhanced Criminal Records Bureau (CRB) checks should be carried out for all staff. (3.29)**

Achieved. All staff employed since April 2004, including civilian staff and volunteers, had received enhanced CRB checks. Retrospective checks were gradually and systematically being carried out on all other staff.

- 2.13 **All staff should be trained in child protection. (3.30)**

Achieved. All staff working in the juvenile unit had completed the two juvenile awareness staff programme (JASP) training courses that included modules on child protection. They had then all been trained in child protection. Eighty-three per cent of staff had also participated in the monthly child protection training delivered by the establishment-based social worker and the safeguarding manager.

Good practice

- 2.14 *The unusually high level of staff trained in core child protection issues combined with the additional local training demonstrated a serious commitment to this important area of work.*

- 2.15 **An overarching safeguarding strategy should be developed, drawing together all aspects of safeguarding, including violence reduction, self-harm and suicide prevention, anti-bullying and child protection. (3.32)**

Achieved. A safeguarding committee with terms of reference to cover anti-bullying, violence reduction, child protection and suicide and self-harm met monthly. Minutes indicated that all aspects of safeguarding were examined systematically. A senior manager from Warrington Social Services normally attended and provided an independent view. The cases of all vulnerable young people were also considered individually at a monthly unit meeting. Both meetings were chaired by the safeguarding manager.

Additional information

- 2.16 The level of self-harm was low. Between January and September 2007, only four assessment, care in custody and teamwork (ACCT) documents had been opened and 15 young people had been referred to, and received support from, trained counsellors for various personal issues. In our survey, 17% of young people, lower than the comparator of 29% but higher than the 6% in 2005, said they had felt unsafe at some point at Thorn Cross. Sixty-one per cent said they thought a member of staff would take them seriously if they reported being victimised and 51% said a member of staff had personally checked on them in the previous week. Both results were better than the respective comparators of 40% and 32% and in line with responses in 2005.
- 2.17 Detailed initial needs assessments had been introduced and were carried out on all young people by the establishment-based social worker. All children were now treated as 'children in need' by virtue of their custodial status. This allowed them to benefit from a professional

standard of assessment, which could open up resources that would otherwise have been unavailable. We were told that when community-based agencies such as social services departments or the child and adolescent mental health service became aware of a young person's status as a 'child in need', they exchanged relevant background information with the prison much more freely and responded quickly to providing a direct service. Information gleaned by the social worker was passed to casework staff for use in the detention and training order review process. Any relevant information about vulnerability was also passed to the safeguarding team.

- 2.18 Some impressive work was carried out with peer mentors under the auspices of the violence reduction action plan. This aimed to reduce bullying and provide advice and support to new arrivals and vulnerable young people. Mentors received intensive training by staff from Childline, who also visited monthly to offer ongoing support. Mentors wore black T-shirts and were easily identifiable. They were clearly held in high esteem, offered a useful support role and were given unique opportunities for personal development. There was a long waiting list of young people wanting to undergo the training.
- 2.19 A conference on anti-bullying run jointly by Thorn Cross and a number of local voluntary organisations was held at the prison during the inspection. Most of those attending were children from schools in the North West and a lot of planning had gone in to ensuring they could mix freely and safely with young people at Thorn Cross. A group of delegates from Thorn Cross, including one of the juvenile peer mentors, gave a short presentation on the mentoring scheme.
- 2.20 The safeguarding manager had undertaken a nationally-run 'safer recruiting training' course based on recommendations made following the Bichard enquiry. As a result, and in conjunction with Warrington Social Services, the safeguarding manager had developed specific questions to assess the suitability of staff to work with children at Thorn Cross. These were now used at interviews of potential new staff.

Good practice

- 2.21 *Detailed initial needs assessments had been introduced and were carried out on all young people by the establishment-based social worker, which provided better access to appropriate resources to meet their needs.*
- 2.22 *The innovative work of peer mentors not only provided useful support to vulnerable young people but also offered unique opportunities for mentors to develop skills and demonstrate their abilities.*
- 2.23 *The safeguarding manager's list of specific questions used at staff recruitment interviews provided a further means of determining the suitability of staff to work with children at Thorn Cross.*

Diversity

Additional information

- 2.24 Fifteen per cent of juveniles were from a black and minority ethnic background. A race equality action team meeting met monthly chaired by the deputy governor and was well attended by internal staff. A representative from Cheshire probation area also normally attended, as did a

young people's representative. Minutes indicated that all aspects of race relations were considered thoroughly. Data were carefully analysed and action taken where inequalities were evident. All racist incidents were examined and dealt with competently. Everyone making a racist complaint was given written notification of the outcome and the form used allowed them to indicate whether or not they were satisfied with the result of the investigation. A published calendar of cultural events was intended to promote religious diversity and included monthly activities involving outside participants representing the major faiths.

Applications and complaints

Additional information

- 2.25 Complaints forms were readily available on the unit. Responses to complaints were clear and made in good time. In our survey, 37% of young people, significantly better than the comparator of 17%, said complaints were sorted out fairly.

Legal rights

- 2.26 **Juveniles admitted to the establishment direct from court should receive the equivalent legal services as the young adults. (3.74)**

No longer applicable. Thorn Cross no longer received juveniles direct from court.

Substance use

- 2.27 **Voluntary drug testing should take place more frequently with sufficient officer time dedicated to this role. (8.77)**

Not achieved. Young people could make an appointment for voluntary testing, although appointments were not needed if the unit was not crowded. In four of the previous seven months, voluntary drug testing had taken place at a rate of less than the target rate of 1.5 times per signed-up person a month. Records of the voluntary testing of juveniles were incomplete but none had been tested in the previous month.

We repeat the recommendation.

Additional information

- 2.28 Thorn Cross had set up the young people's substance misuse service (YPSMS), which was jointly managed across the three prisons of Foston Hall, New Hall and Thorn Cross. The service was delivered according to the national model and was a universal service working with all juveniles to provide awareness-raising and age-appropriate support on all aspects of substance and alcohol misuse. The YPSMS was a standing agenda item at the drugs strategy meetings. The recently-appointed head of interventions provided good managerial and operational support to the head of the YPSMS and the drug testing programmes. He reported to the governor responsible for reducing reoffending and both were giving appropriate time and thought to the needs of juveniles.

- 2.29 The mandatory drug testing unit in a secure area on the high intensity training unit was well decorated and clean (see also paragraph 2.4). By contrast, the voluntary drug testing area was grubby and smelly. Three weeks before the inspection, Thorn Cross had started a compliance

testing programme for all young people, including juveniles, applying for any form of release on temporary licence (ROTL). A separate compact was signed for compliance testing.

- 2.30 The establishment had identified a problem with misuse of injected steroids involving juveniles and had found significant amounts on the premises. The approach to tackling this was proactive and imaginative, using health education, posters, drama and poetry. Improvement had eventually been achieved by restricting the free weights lifted in the gym to a maximum of 40kg. This restriction applied to all ages.

Further recommendation

- 2.31 The voluntary drug testing suite should be refurbished to provide a more comfortable and respectful environment.

Health services

- 2.32 The governor should work with Warrington primary care trust (PCT) to ensure shared ownership and responsibility for conducting a health needs assessment and the drawing up and implementation of the prison health delivery plan action plan (4.47).

Achieved. Young people were consulted on a regular basis and this was documented in the health needs assessment of March 2007. In the section 'Every Child Matters' it was noted that the National Children's Bureau worked with young people to establish views and opinions. The health improvement specialist also conducted questionnaires and focus groups with all trainees including young people and a comprehensive file detailing outcomes was provided for inspection.

- 2.33 The medicines and therapeutics committee should meet regularly and include Warrington primary care trust (PCT) representation to review and update the formulary, the in-possession policy and special sick policy (4.51).

Partially achieved. PCT, pharmacy and healthcare staff attended the medicines and therapeutic committee. A number of policies had been revised but there was no prescribing formulary. Over the previous two years, healthcare had gradually reduced the amount of 'not in possession' medication for young adults, most of whom were now usually issued medication weekly. This was supported by a medication compact, risk assessment policy and documented risk assessment. Few juveniles were on long-term medication but it was not supplied in possession, which was inconsistent with the policy statement that only young people under the age of 16 could not receive medication in possession.

Further recommendation

- 2.34 Policies about medication should specify arrangements for the prescribing and supply of medicines to young people under the age of 18.

- 2.35 The availability of sexual health services should be increased (4.55).

Achieved. Juveniles had good access to confidential sexual health advice, screening and treatment. They were encouraged to be screened for chlamydia and gonorrhoea and to take up the offer of hepatitis B immunisation. The induction programme included a session on

promoting and protecting sexual health, with the option of an individual consultation. A genito-urinary medicine (GUM) consultant provided one clinical session a fortnight and was assisted by two sexual health specialist nurses. No one waited more than two weeks for a routine appointment. Anyone with symptoms requiring an urgent appointment was sent out to the local sexual health clinic.

2.36 Healthcare staff should be trained in child protection and cardiopulmonary resuscitation (4.56).

Achieved. All healthcare staff had received child protection training and were up to date in cardiopulmonary resuscitation and managing anaphylaxis. Resuscitation training included the resuscitation of children and young people.

2.37 The monthly clinical review meetings should be reinstated (4.57).

No longer applicable. Young people considered vulnerable and with more complex needs were jointly managed by a multidisciplinary group that met monthly. This approach had superseded the clinical review meeting and was more appropriate to resettlement.

2.38 Secondary mental health care services should be identified and available (4.58).

Achieved. Juveniles could be referred to local child and adolescent mental health services but this rarely happened as most of the need was for primary mental health care. Two primary care nurses were mental health-trained and carried a caseload that included juveniles. A graduate mental health worker offered guided self-help to young people with mild to moderate problems and used interactive materials and age-appropriate books on health and wellbeing topics bought with money from the Youth Justice Board. These resources were stored in healthcare because the library did not provide adequate access.

2.39 Healthcare policies and procedures should be reviewed and updated in line with Warrington primary care trust (PCT) policies and procedures (4.59).

Achieved. Up-to-date policies and procedures covered issues appropriate to juveniles such as child protection, management of suspected abuse and obtaining consent in children under 18 and under 16.

Additional information

2.40 Juveniles had good access to smoking cessation services, including nicotine replacement therapy, from the YPSMS. Thorn Cross took a prison-wide approach to health promotion and had engaged young people in health issues through drama and other projects. A multidisciplinary committee, supported by a health promotion specialist from the PCT, had organised numerous activities to coincide with the NHS health promotion calendar, including World Mental Health Day. Health fairs had been held three times in the previous year and involved external organisations using interactive approaches to engage young people in health topics. Healthcare staff had recently begun to distribute an exit questionnaire for young people leaving Thorn Cross and staff were responding to comments made. A monthly trainee committee had a standing item on health improvement topics, which covered issues of general health and wellbeing as well as health services. These initiatives were commendable but did not separately identify the contribution or needs of juveniles. Thorn Cross was also working with the National Children's Bureau and young people to develop a charter and toolkit to promote the health and wellbeing of young people in custody.

Education and library provision

- 2.41 The establishment should develop a strategy for education and training that is communicated to all staff. (5.15)

Achieved. A thorough and well-judged development plan for education, skills and physical education had been developed and affirmed by the senior management team and staff. It was available on the intranet and individual managers were encouraged to update relevant sections.

- 2.42 Improvements should be made to management information systems for tracking achievement and progress. (5.14)

Achieved. Good progress had been made in the collection, analysis and use of data. The prison depended on a number of separate systems in the absence of a national data programme. The education contractor's monitoring and analysis system did not include other providers such as physical education and the Impact enrichment programme. Internal systems had been developed to supplement the City College Manchester programme but there was no fully-integrated management information system. Information was monitored through the monthly offender learning and skills (OLASS) meeting with the contractor and the quarterly meetings with the local Learning and Skills Council.

- 2.43 Systematic verification procedures should be introduced. (5.15)

Partially achieved. Some progress had been made but vocational staff did not have enough time to complete internal verification of young people's work.
We repeat the recommendation.

- 2.44 The provision to cater better for the needs of learners above level 2 should be expanded. (5.16)

Achieved. Some opportunities were available above level 2. Education staff and the contractor were able to support a number of A level courses if required and some support was available from Warrington Collegiate. Distance learning was possible in some cases, including one young person who was studying level 3 plumbing before leaving to attend his local further education college.

- 2.45 A range of audio books and music should be provided. (5.17)

Partially achieved. A range of DVD films and audio books had been purchased and were available to loan but no music CDs were provided.

Further recommendation

- 2.46 A range of music CDs should be provided.

- 2.47 Links between library and education and training should be improved. (5.18)

Partially achieved. Additional opening hours had increased the use of the library but it was not open until 2pm and not at all on Tuesdays. Two evening sessions were provided. Sufficient books were available to meet the library standard and three computers had been installed. The library had sponsored a number of activities, including a resident poet for a day. However, the

area had not been developed as a learning resource centre and there were too few resources to support the curriculum. Access to age-appropriate careers information was inadequate.

Further recommendations

- 2.48 The library should be developed as a learning resource centre and its links with education and training improved.
- 2.49 All young people should be able to access the library as part of the formal curriculum.
- 2.50 The quality of, and access to, age-related careers information should be improved.

Additional information

- 2.51 Appropriate emphasis was given to the accreditation of young people's achievements, particularly in literacy and numeracy. The standard of young people's work and attendance and punctuality at lessons was good. Very good attention was paid to young people's personal and social development, with many opportunities for them to benefit from external visits such as to the Tate art gallery at Liverpool and from visitors to Thorn Cross such as the Hallé orchestra. Most young people confidently described realistic aspirations for their future.
- 2.52 The quality of teaching and learning was generally good. Young people's behaviour in most lessons was exemplary and relationships between young people and teachers and learning support assistants (LSAs) were very good. Staff tried to ensure a good range of activities but some classroom-based lessons were too long. The curriculum was appropriate for most young people. All 42 young people were above the statutory school-leaving age and most were aged 17 or 18. They benefited significantly from mixing with young adults and accessing vocational training programmes (see paragraph 2.60). Individual support was available for higher-attaining young people.
- 2.53 In the previous 11 months, seven young people under school-leaving age had been held at Thorn Cross but insufficient attention had been paid to developing contingency programmes to meet their learning needs.
- 2.54 The special educational needs coordinator (SENCo) and a team of effective LSAs provided excellent support to young people with special educational and additional learning needs. The LSAs made a positive contribution to young people's learning and progress through successful and well-managed one-to-one support as well as through in-class and in-workshop support. The quality of target-setting and review of individual learning plans (ILPs) for this group was a model of good practice that was not as readily available to other young people.
- 2.55 Good work had taken place in developing exciting and innovative activities and projects. Young people participated in the Southport Flower Show, engaged in community projects and played home games in a local football team. The fire cadet programme (see paragraph 2.66) enabled young people to take part in the Duke of Edinburgh's award scheme and was supported by the physical education department.
- 2.56 The coordination of education, training, physical education and other activities had improved significantly. An integrated approach to the management of these areas resulted in close and effective working relationships and a shared vision for the department. The development plan and self-evaluation were thorough and clearly identified areas of strength and areas for

development. These documents were available to staff and team leaders to update through the intranet. There were good arrangements to manage the education contract with the provider and the local Learning and Skills Council.

Further recommendations

- 2.57 Classroom-based sessions should include suitable breaks to optimise young people's concentration.
- 2.58 There should be contingency plans to meet the learning needs of young people under school-leaving age.
- 2.59 Building on the good practice for young people with special educational and additional learning needs, appropriate target-setting and review programmes for all young people should be developed.

Training

- 2.60 **The range of vocational training opportunities should be increased. (5.24)**

Partially achieved. More young people had access to vocational courses in industrial cleaning, motor vehicles, plumbing, painting and decorating, plastering and brickwork. Two places on each course were reserved for juveniles in mixed classes with young adults. However, young people with short custodial sentences could not access the vocational courses and the more popular courses had waiting lists. Arrangements to cover for vocational education staff absence through illness and annual leave were inadequate and had led to some courses being suspended. The problem was being tackled by the HoLS, the education contractor and OLASS.

Further recommendation

- 2.61 Appropriate programmes for young people on short sentences should be developed and implemented and should include access to vocational training areas.
- 2.62 **Comprehensive quality improvement procedures should be developed and introduced. (5.25)**

Achieved. The quality improvement group had been reinstated and was attended by colleagues from across the regime. It was effectively tackling key issues such as the improvement of target-setting and ILPs. A quality improvement calendar had been produced and curriculum team meetings were held annually.
- 2.63 **Links and sharing of good practice between different aspects of the regime should be developed. (5.26)**

Achieved. Good attention was paid to the continuing professional development of all staff in the education department. The Lunch and Learn programme brought together significant numbers of staff to develop skills and understanding of educational issues. Education staff were beginning to benefit from peer observation of their teaching. The physical education department had gained support in producing more effective schemes of work and conducting

lesson observations. All full-time staff in the education department were supported through regular sessions of supervision and annual performance meetings but these opportunities were not extended to sessional staff.

Physical education and health promotion

- 2.64 The number of accredited courses in PE should be increased and their quality monitored (5.32)**

Partially achieved. Physical education (PE) was now an integral part of the education department and contributed effectively to wider provision across the prison. Access to short full-time introductory sports coaching courses was limited. Young people involved in the fire cadet programme were supported by the PE department (see paragraph 2.66). However, no accreditation was available through the timetabled PE curriculum.

Further recommendation

- 2.65 Opportunities to accredit learning in the timetabled physical education curriculum should be developed and implemented.**

Time out of cell

- 2.66** Young people could participate in a wide range of programmed activity. Enrichment opportunities offered by the Children's Society were good, while the fire cadet programme enabled participants to gain BTEC, community sports leader and Duke of Edinburgh awards as well as national vocational qualifications. All participants spoke convincingly of the progress they had made through taking part in the programme and how they would be able to use the insights, skills and knowledge gained following their release. The cadet programme was largely funded by the Impact project, which aimed to ensure that young people left Thorn Cross with a portfolio of achievement to show potential employers or colleges (see also paragraph 2.6).

Security and rules

- 2.67 A detailed analysis of absconding behaviour, including information provided by young people who have absconded, should be conducted and should be used to inform an overall prevention strategy. (6.7)**

Achieved. The psychology department had carried out a piece of research into absconding in 2004. This had recently been repeated and a report had just been published. The research had involved asking absconders who had been apprehended and returned to closed conditions to complete a questionnaire. The subsequent report analysed the characteristics of absconders and the risks and protective factors associated with absconding. It showed that the number of absconders aged 15 to 16 was disproportionately high when compared to the general population. Young people were more likely to abscond in their first two weeks and over half said they had absconded because of a problem with their family or partner. The report findings were yet to be formally considered by the senior management team but the governor had already introduced an additional visit entitlement for new arrivals to address one of the risk factors identified.

Further recommendation

- 2.68 The senior management team should consider the findings of the most recent report on absconding and use the results to help reduce the level of absconding.

Discipline

- 2.69 Adjudication hearings on juveniles should be conducted in a more age-appropriate setting. (6.29)

Achieved. Adjudications took place in a suitably furnished and decorated room on unit 6.

Additional information

- 2.70 Restraint had been used only four times in the year to date, twice to prevent escape and twice to prevent injury to other young people.
- 2.71 Only limited use was made of the care and separation unit for juveniles, where cells had graffiti on the walls and unscreened toilets, and the unit had no heated hotplate. Occasionally, a young person was subject to 'removal from unit', which meant staying overnight in the direct from court unit while still being able to participate in the normal regime and association. Removal from unit was used effectively as part of a graduated approach to discipline and was an appropriate sanction for an open setting.
- 2.72 Information about the advocacy service was displayed on wing notice boards and a leaflet was given to each young person. The advocacy service coordinator was a regular visitor to the unit and met informally with all young people at mealtimes. The advocates also regularly visited all young people placed on governor's report and offered their support during adjudications. The number of young people who said they had talked to an advocate had increased significantly to 48% compared to 18% in 2005.

Further recommendations

- 2.73 Cells in the care and separation unit should be maintained to the same standard as other cells.
- 2.74 A heated hotplate should be installed in the care and separation unit.

Rewards and sanctions

- 2.75 In our survey, 77% of young people, significantly better than the comparator of 53%, said they had been treated fairly under the rewards and sanctions scheme. Regular reviews were supported by some good entries on personal files and young people took an active interest in maintaining their points score.

Resettlement

Additional information

- 2.76 The resettlement of juveniles was carried out predominantly through detention and training order reviews. Those we observed were well run with good representation and input from specialists. Young people were at the centre of the discussions and helped to participate in the process.
- 2.77 More use could have been made of the video link facilities. One young person had not had contact with his family for some months, mainly because they lived far from Thorn Cross. Neither prison staff nor the youth offending team worker had considered using the video link to help him maintain contact.
- 2.78 E-ASSET¹ had recently been introduced but it was too early to assess how successful it would prove. The establishment-based social worker was developing a system to combine the new material he was gathering from his initial assessment work to ensure that all information obtained on young people was held centrally in an accessible format.
- 2.79 Release on temporary licence (ROTL) was used to allow young people to participate in Prince's Trust projects. Twelve young people were also being granted ROTL to attend the fire cadet training programme run by the local fire service (see paragraph 2.66). No juveniles were working out but two young people had been nominated as suitable and were being assessed. Staff said the onerous checks and insurance obligations involved made it more difficult to persuade employers to provide work placements for young people under the age of 18. An administrative officer responsible for identifying suitable work placements maintained contact with relevant employers. Staff working on the wings had access to the public drive that contained up-to-date information on current vacancies but few referrals were ever received from them.
- 2.80 A Connexions worker was now based at Thorn Cross and the level of careers advice available to young people had increased. In our survey, 76% of young people, significantly better than the comparator of 34% and higher than the 63% in 2005, said they had a Connexions adviser.

Further recommendation

- 2.81 Wing-based staff should be encouraged to familiarise themselves with job vacancies on the public drive so that referrals can be made in all suitable cases.

¹ Youth Justice Board assessment documentation completed by youth offending teams

Section 3: Summary of recommendations

The following is a list of both repeated and further recommendations included in this report. The reference numbers in brackets refer to the paragraph location in the main report.

Recommendation

To the Director General

Child protection

- 3.1 The Prison Service should issue a national directive that all staff coming into contact with children should have retrospective enhanced Criminal Records Bureau (CRB) checks carried out. (2.3)

Recommendation

To the Youth Justice Board

Substance use

- 3.2 The adult-oriented practices and procedures of mandatory drug testing are not appropriate for juveniles and should be abolished. (2.4)

Recommendations

To the Governor

First days in custody

- 3.3 Personal officers and youth offending team workers responsible for young people eligible to be considered under the progression management proposals should cooperate actively with the assessment and referral process. (2.7)

Substance use

- 3.4 Voluntary drug testing should take place more frequently with sufficient officer time dedicated to this role. (2.27)
- 3.5 The voluntary drug testing suite should be refurbished to provide a more comfortable and respectful environment. (2.31)

Health services

- 3.6 Policies about medication should specify arrangements for the prescribing and supply of medicines to young people under the age of 18. (2.34)

Education and library provision

- 3.7 Systematic verification procedures should be introduced. (2.43)
- 3.8 A range of music CDs should be provided. (2.46)
- 3.9 The library should be developed as a learning resource centre and its links with education and training improved. (2.48)
- 3.10 All young people should be able to access the library as part of the formal curriculum. (2.49)
- 3.11 The quality of, and access to, age-related careers information should be improved. (2.50)
- 3.12 Classroom-based sessions should include suitable breaks to optimise young people's concentration. (2.57)
- 3.13 There should be contingency plans to meet the learning needs of young people under school-leaving age. (2.58)
- 3.14 Building on the good practice for young people with special educational and additional learning needs, appropriate target-setting and review programmes for all young people should be developed. (2.59)

Training

- 3.15 Appropriate programmes for young people on short sentences should be developed and implemented and should include access to vocational training areas. (2.61)

Physical education and health promotion

- 3.16 Opportunities to accredit learning in the timetabled physical education curriculum should be developed and implemented. (2.65)

Security and rules

- 3.17 The senior management team should consider the findings of the most recent report on absconding and use the results to help reduce the level of absconding. (2.68)

Discipline

- 3.18 Cells in the care and separation unit should be maintained to the same standard as other cells. (2.73)
- 3.19 A heated hotplate should be installed in the care and separation unit. (2.74)

Resettlement

- 3.20 Wing-based staff should be encouraged to familiarise themselves with job vacancies on the public drive so that referrals can be made in all suitable cases. (2.81)

Good practice

- 3.21 The unusually high level of staff trained in core child protection issues combined with the additional local training demonstrated a serious commitment to this important area of work. (2.14)
- 3.22 Detailed initial needs assessments had been introduced and were carried out on all young people by the establishment-based social worker, which provided better access to appropriate resources to meet their needs. (2.21)
- 3.23 The innovative work of peer mentors not only provided useful support to vulnerable young people but also offered unique opportunities for mentors to develop skills and demonstrate their abilities. (2.22)
- 3.24 The safeguarding manager's list of specific questions used at staff recruitment interviews provided a further means of determining the suitability of staff to work with children at Thorn Cross. (2.23)

Appendix I: Inspection team

Fay Deadman	Team leader
Angela Johnson	Inspector
Ian Macfadyen	Inspector
Vinnett Percy	Inspector
Sarah Corlett	Healthcare inspector
David White	Ofsted Lead inspector

Appendix II: Prison population profile

Population breakdown by:

(i) Status	Number of juveniles	%
Sentenced	41	100
Convicted but unsentenced	N/A	
Remand	N/A	
Detainees (single power status)	N/A	
Detainees (dual power status)	N/A	
Total	41	100

(ii) Number of DTOs by age & sentence (full sentence length inc. the time in the community)

Sentence	4 mths	6 mths	8 mths	10 mths	12 mths	18 mths	24 mths	Total
Age								0
15 years								0
16 years						3		3
17 years		3	1	1	3	2	2	13
18 years				1	1	4	2	13
Total								29

There are three young people serving odd sentences:

Age	Sentence
18 yrs	11 months 18 days
16 yrs	1 year 8 months
18 yrs	1 year 4 months 2 days

(iii) Number of SECTION 53 (2)/91s (determinate sentences only) by age & sentence

Sentence	Under 2 yrs	2-3 yrs	3-4 yrs	4-5 yrs	5 yrs +	Total
Age						
15 years		1	2			
16 years		2		1		3
17 years		1	1	1		3
18 years						3
Total						9

Number of EXTENDED SENTENCES UNDER SECTION 228 (extended sentence for public protection)

N/A

Number OF INDETERMINATE SENTENCES by age

N/A

(iv) LENGTH OF STAY for UNSENTENCED by age

Length of stay	<1 mth	1-3 mths	3-6 mths	6-12 mths	1-2 yrs	2 yrs +	Total
Age	N/A						
15 years							
16 years							
17 years							
18 years							
Total							

(vii) Main offence	Number of juveniles	%
Violence against the person	18	44%
Sexual offences	0	0%
Burglary	5	13%
Robbery	12	29%
Theft & handling	1	2%
Fraud and forgery	0	0%
Drugs offences	1	2%
Driving offences	0	0%
Other offences	0	0%
Breach of community part of DTO	4	10%
Civil offences	0	0%
Offence not recorded/ Holding warrant	0	0%
Total	41	100%

(viii) Age	Number of juveniles	%
15 years		
16 years	7	17%

17 years	16	39%
18 years	18	44%
Total	41	100%

(ix) Home address	Number of juveniles	%
Within 50 miles of the prison	16	39%
Between 50 and 100 miles of the prison	19	46%
Over 100 miles from the prison	5	13%
Overseas	0	0%
NFA	1	2%
Total	41	100%

(x) Nationality	Number of juveniles	%
British	41	100%
Foreign nationals	0	0%
Total	41	100%

(xi) Ethnicity	Number of juveniles	%
<i>White</i>	35	85%
British	-	-
Irish	-	-
Other White	-	-
<i>Mixed</i>	-	-
White and Black Caribbean	-	-
White and Black African	-	-
White and Asian	-	-
Other Mixed	-	-
<i>Asian or Asian British</i>	4	10%
Indian	-	-
Pakistani	-	-
Bangladeshi	-	-
Other Asian	-	-
<i>Black or Black British</i>	2	5%

Caribbean	-	-
African	-	-
Other Black	-	-
<i>Chinese or other ethnic group</i>	-	-
Chinese	-	-
Other ethnic group	-	-
Total	41	100%

(xii) Religion	Number of juveniles	%
Baptist	0	0
Church of England	14	34%
Roman Catholic	4	10%
Other Christian denominations	0	0%
Muslim	4	10%
Sikh	0	0%
Hindu	0	0%
Buddhist	0	0%
Jewish	0	0%
Other	0	0%
No religion	19	46%
Total	41	100%

Appendix III: Summary of survey responses

Juvenile survey methodology

A voluntary, confidential and anonymous survey of the juvenile population was carried out on behalf of the Youth Justice Board.

Choosing the sample size

The baseline for the sample size was calculated using a robust statistical formula provided by a government department statistician. Essentially, the formula indicates the sample size that is required and the extent to which the findings from a sample of that size reflect the experiences of the whole population.

At the time of the survey on 1 November 2007, the juvenile population at HMYOI Thorn Cross was 42. All juveniles were offered a survey, representing 100% of the juvenile population.

Selecting the sample

Respondents were selected from a LIDS prisoner population printout.

Completion of the questionnaire was voluntary. Refusals were noted and no attempts were made to replace them. No respondents refused to complete a questionnaire.

Interviews were carried out with any respondents with literacy difficulties. In total, one respondent was interviewed.

Methodology

Every attempt was made to distribute the questionnaires to each respondent on an individual basis. This gave researchers an opportunity to explain the independence of the Inspectorate and the purpose of the questionnaire, as well as to answer questions.

All completed questionnaires were confidential – only members of the Inspectorate saw them. In order to ensure confidentiality, respondents were asked to do one of the following:

- have their questionnaire ready to hand back to a member of the research team at a specified time;
- to seal the questionnaire in the envelope provided and hand it to a member of staff, if they were agreeable; or
- to seal the questionnaire in the envelope provided and leave it in their room for collection.

Respondents were not asked to put their names on their questionnaire although their responses could be identified back to them in line with child protection requirements.

Response rates

In total, 40 respondents completed and returned their questionnaires and two questionnaires were returned blank. This represented 95% of the juvenile population. Therefore, the response rate was 95%.

Comparisons

The following document details the results from the survey. All missing responses are excluded from the analysis. All data from each establishment has been weighted, in order to mimic a consistent percentage sampled in each establishment.

Presented alongside the results from this survey are the comparator figures for all juveniles surveyed in young offender institutions. This comparator is based on all responses from juvenile surveys carried out in all 14 prisons/units since 2005. In addition, this document shows statistically significant differences between the responses of juveniles surveyed at HMYOI Thorn Cross in 2005 and the responses of this 2007 survey.

In all the above documents, statistically significant differences are highlighted. Statistical significance merely indicates whether there is a real difference between the figures, i.e. the difference is not due to chance alone. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading, and where there is no significant difference there is no shading.

It should be noted that, in order for statistical comparisons to be made between the most recent survey data and that of the previous survey, both sets of data have been coded in the same way. This may result in percentages from previous surveys looking higher or lower. However, both percentages are true of the populations they were taken from, and the statistical significance is correct.



Juvenile Survey Responses HMYOI Thorn Cross 2007

Juvenile 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. NB: This document shows (1) A comparison between the responses from all juveniles surveyed in this establishment with all those surveyed for the juvenile comparator, (2) A comparison with the last survey results from this establishment.

Key to tables

		HMYOI Thorn Cross 2007	Juvenile Comparator	HMYOI Thorn Cross 2007	HMYOI Thorn Cross 2005
	Any percent highlighted in green is significantly better than the juvenile comparator / the last survey data				
	Any percent highlighted in blue is significantly worse than the juvenile comparator / the last survey data				
	Percentages which are not highlighted show there is no significant difference between the 2007 survey and the juvenile comparator / or between the 2005 and the 2007 survey data				
	Number of completed questionnaires returned	40	1046	40	47
	SECTION 1: ABOUT YOU (Not tested for significance)				
1.1	Are you 18 years of age?	39%	15%	39%	31%
1.2	Do you usually live in this country?	100%	98%	100%	100%
1.3	Is English your first language?	95%	93%	95%	90%
1.4	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	19%	29%	19%	20%
1.5	Do you have any children?	15%	10%	15%	10%
1.6	Have you ever been in care? (either foster care or children's home)	7%	30%	7%	14%
1.7	Are you on a care order now?	0%	12%	0%	6%
	SECTION 2: ABOUT YOUR SENTENCE (Not tested for significance)				
2.2	Are you sentenced?	98%	80%	98%	100%
2.3	Is your sentence 12 months or less?	15%	40%	15%	42%
2.4	Do you have less than six months to serve?	79%	56%	79%	98%
2.5	Have you been in this prison less than a month?	22%	20%	22%	31%
2.6	Have you been to any other YOI during this sentence?	95%	27%	95%	98%
2.7	Is this the first time that you have been in a YOI, secure children's home or secure training centre before either sentenced or on remand?	51%	39%	51%	57%
	SECTION 3: COURTS, TRANSFERS AND ESCORTS				
3.1	We want to know about the most recent journey you have made either to or from court or between establishments? Was the van clean?	59%	42%	59%	33%
3.2	We want to know about the most recent journey you have made either to or from court or between establishments? Was the van comfortable?	44%	8%	44%	28%
3.3	We want to know about the most recent journey you have made either to or from court or between establishments? Did you feel safe?	88%	62%	88%	62%
3.4	We want to know about the most recent journey you have made either to or from court or between establishments? Did you have enough comfort breaks?	29%	12%	29%	30%
3.5	We want to know about the most recent journey you have made either to or from court or between establishments? Were your health needs looked after?	59%	49%	59%	59%
3.6	Did you spend more than four hours in the van?	10%	7%	10%	13%
3.7	Were you treated well/very well by the escort staff?	73%	63%	73%	68%
3.8	Did you know where you were going when you left court or when transferred from another establishment?	93%	80%	93%	85%
3.9	Did you receive written information about what would happen to you before you arrived?	20%	24%	20%	27%

Key to tables

	HM/YOI Thorn Cross 2007	Juvenile Comparator	HM/YOI Thorn Cross 2007	HM/YOI Thorn Cross 2005
	Any percent highlighted in green is significantly better than the juvenile comparator / the last survey data			
	Any percent highlighted in blue is significantly worse than the juvenile comparator / the last survey data			
	Percentages which are not highlighted show there is no significant difference between the 2007 survey and the juvenile comparator / or between the 2005 and the 2007 survey data			
	40	1046	40	47
SECTION 4: YOUR FIRST FEW DAYS HERE				
4.1	62%	70%	62%	32%
4.2	95%	80%	95%	88%
4.3	88%	69%	88%	85%
4.4	93%	80%	93%	94%
4.5	78%	91%	78%	100%
4.6	93%	83%	93%	88%
4.7	83%	70%	83%	83%
4.8	88%	82%	88%	87%
4.9a	54%	41%	54%	54%
4.9b	78%	61%	78%	73%
4.9c	39%	14%	39%	29%
4.9d	29%	18%	29%	41%
4.10	93%	80%	93%	94%
4.11	62%	63%	62%	78%
4.12	65%	52%	65%	65%
SECTION 5: DAILY LIFE HERE				
5.1	61%	53%	61%	51%
5.2	59%	46%	59%	52%
5.3	56%	21%	56%	53%
5.4	48%	30%	48%	18%
5.5	95%	52%	95%	100%
5.6	16%	32%	16%	24%
SECTION 6: HEALTHCARE				
6.1	90%	55%	90%	80%
6.2a	63%	51%	63%	71%
6.2b	87%	70%	87%	80%
6.2c	29%	26%	29%	47%
6.2d	22%	19%	22%	39%
6.3	7%	16%	7%	12%
6.4	22%	28%	22%	25%
6.5	37%	37%	37%	21%

Key to tables

	Any percent highlighted in green is significantly better than the juvenile comparator / the last survey data	Any percent highlighted in blue is significantly worse than the juvenile comparator / the last survey data	Percentages which are not highlighted show there is no significant difference between the 2007 survey and the juvenile comparator / or between the 2005 and the 2007 survey data	Number of completed questionnaires returned	HMYOI Thorn Cross 2007	Juvenile Comparator	HMYOI Thorn Cross 2007	HMYOI Thorn Cross 2005
				40	1046		40	47
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS								
7.1	Are you on the enhanced (Top) level of the reward scheme?	59%	25%		59%	40%		
7.2	Do the different levels make you change your behaviour?	71%	60%		71%	67%		
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	77%	53%		77%	64%		
7.4	Do you know how to make a complaint?	85%	84%		85%	94%		
7.5	Is it easy to make a complaint?	39%	44%		39%	40%		
7.6	Do you feel complaints are sorted out fairly?	37%	17%		37%	37%		
7.7	Have you ever been made to or encouraged to withdraw a complaint?	10%	9%		10%	10%		
SECTION 8: DISCIPLINE AND RESPECT								
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	53%	56%		53%	59%		
8.2	Have you been physically restrained (Cand R) since you have been here?	10%	26%		10%	12%		
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	20%	11%		20%	12%		
8.4	Do most staff treat you with respect?	81%	76%		81%	84%		
SECTION 9: SAFETY								
9.1	Have you ever felt unsafe in this prison?	17%	29%		17%	6%		
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	15%	26%		15%	13%		
9.4a	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Insulting remarks?	9%	15%		9%	4%		
9.4b	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Physical abuse?	3%	10%		3%	2%		
9.4c	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Sexual abuse?	0%	1%		0%	0%		
9.4d	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Racial or Ethnic abuse?	3%	4%		3%	0%		
9.4e	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Drugs?	0%	2%		0%	0%		
9.4d	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Having your canteen/property taken?	3%	6%		3%	0%		
9.4e	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Because you were new here?	0%	7%		0%	0%		
9.4f	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Being from a different part of the country than others?	0%	7%		0%	2%		
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	15%	19%		15%	6%		
9.7a	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Insulting remarks?	12%	11%		12%	0%		
9.7b	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Physical abuse?	0%	4%		0%	0%		
9.7c	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Sexual abuse?	0%	1%		0%	0%		
9.7d	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Racial or Ethnic abuse?	0%	2%		0%	0%		
9.7e	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Drugs?	0%	1%		0%	4%		
9.7f	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Having your canteen/property taken?	3%	3%		3%	0%		
9.7g	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Because you were new here?	0%	3%		0%	0%		
9.7h	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Being from a different part of the country than others?	0%	2%		0%	2%		
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	71%	63%		71%	77%		
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	61%	40%		61%	66%		
9.11	When you first arrived here did other young people shout through the windows at you?	11%	39%		11%	2%		
9.12	Did you find this shouting threatening?	3%	14%		3%	0%		
9.13	Do other young people shout through the windows at you now?	7%	27%		7%	2%		
9.14	Do you find this threatening now?	2%	8%		2%	0%		
9.15	Do you shout through the windows at others?	10%	25%		10%	7%		
9.16	Have staff checked on you personally in the last week to see how you are getting on?	51%	32%		51%	42%		

Key to tables

	Any percent highlighted in green is significantly better than the juvenile comparator / the last survey data	Any percent highlighted in blue is significantly worse than the juvenile comparator / the last survey data	Percentages which are not highlighted show there is no significant difference between the 200 survey and the juvenile comparator / or between the 2005 and the 2007 survey data	Number of completed questionnaires returned	HMYOI Thorn Cross 2007	Juvenile Comparator	HMYOI Thorn Cross 2007	HMYOI Thorn Cross 2005
				40	1046		40	47
SECTION 10: ACTIVITIES								
10.1	Were you under the age of 14 when you were last at school?	38%	38%		38%	29%		
10.2a	Have you ever been excluded from school?	87%	86%		87%	61%		
10.2b	Have you ever truanted from school?	68%	75%		68%	72%		
10.3	Are you doing any education here?	98%	81%		98%	98%		
10.4	Is education helping you?	80%	54%		80%	85%		
10.5	Do you feel you need help with reading, writing or maths?	54%	31%		54%	30%		
10.6	Were the teachers understanding with any school problems when you first arrived?	67%	51%		67%	69%		
10.7a	Are you learning a skill or trade?	81%	50%		81%	75%		
10.7b	Are you in a job here?	85%	32%		85%	94%		
10.8	Do you go to the gym more than 5 times each week?	23%	10%		23%	31%		
10.9	Do you go on association more than 5 times each week?	70%	47%		70%	88%		
10.10	Can you go outside for exercise everyday?	55%	28%		55%	83%		
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS								
11.1	Are you able to use the telephone to speak to someone in your family every day?	88%	49%		88%	94%		
11.2	Have you had any problems getting access to the telephones?	28%	33%		28%	13%		
11.3	Have you had any problems with sending or receiving mail?	28%	30%		28%	35%		
11.4	Is it easy/very easy for you family and friends to get here to visit you?	58%	33%		58%	60%		
11.5	Do you get 2 or more visits each month?	50%	46%		50%	55%		
11.6	Do you arrive on time for a visit?	79%	67%		79%	82%		
11.7	Are you and your family/friends treated well/very well by visits staff?	77%	60%		77%	78%		
SECTION 12: RESETTLEMENT								
12.1	Did you meet your personal officer within your first week here?	62%	41%		62%	79%		
12.2	Do you feel helped by your personal officer?	66%	47%		66%	81%		
12.3	Do you know what targets you have been set in your training/sentence plan?	69%	63%		69%	81%		
12.4	If you want, can you see your training/sentence plan?	44%	35%		44%	53%		
12.5	Has your YOT/social worker/probation officer been in touch since you arrived here?	66%	79%		66%	78%		
12.6	Do you know how to get in touch with your YOT/social worker/probation officer?	64%	57%		64%	58%		
12.7	Do you want to stop offending?	92%	71%		92%	88%		
12.9	Have you had a say in what will happen to you when you are released?	63%	41%		63%	41%		
12.10	When you are released will you be living with a family member?	92%	67%		92%	94%		
12.11	Have you had help with finding accommodation?	28%	25%		28%	24%		
12.12	Are you going to school or college on release?	56%	35%		56%	48%		
12.13	Has anyone spoken to you about going to college on release?	64%	33%		64%	59%		
12.14	Do you have a job to go to on release?	41%	25%		41%	43%		
12.15	Have you done anything during your time here that you think will help you to get a job on release?	64%	44%		64%	52%		
12.16	Has anyone from here spoken to you about getting a job on release or about New Deal?	54%	24%		54%	44%		
12.17	Do you have a Connexions personal adviser?	76%	34%		76%	63%		
12.18	Is there anything you would still like help with before you are released?	44%	39%		44%	38%		
12.19	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	74%	41%		74%	70%		