

HM Young Offender Institution



HMY01 Castington and Oswald Unit

Summary of questionnaires and interviews

16 February 2010



HMYOI Castington and Oswald Unit

Survey methodology

A voluntary, confidential and anonymous survey of a representative proportion of the population of children and young people (15–18 years) was carried out by HM Inspectorate of Prisons as part of an annual report on the young people's estate.

Choosing the sample size

At the time of the survey on 16 February 2010, the total population of young people at HMYOI Castington was 102. Questionnaires were offered to all 67 young people on the main site and all 35 young people in the Oswald Unit.

Completion of the questionnaire was voluntary. Refusals were noted and no attempts were made to replace them.

Interviews were carried out with any respondents with literacy or language difficulties. In total, three respondents were 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
- seal the questionnaire in the envelope provided and hand it to a member of staff, if they were agreeable, or
- 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, 61 respondents completed and returned their questionnaires from the main site. This represented 91% of children and young people in there. The response rate from the sample was 91%. One respondent refused to complete a questionnaire, two questionnaires were not returned and three were returned blank. At the Oswald Unit, 33 respondents completed and returned their questionnaires. This represented 94% of children and young people in the unit at the time. Two questionnaires were not returned.

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 the Castington and Oswald Unit surveys are the comparator figures for all children and young people surveyed in young offender institutions. This comparator is based on all responses from surveys carried out in all 12 male establishments since 2008.

In addition, three further comparative documents are attached:

- Statistically significant differences between the responses from young people in 2008 and those from young people in 2010 (responses from Oswald Unit are excluded).
- Statistically significant differences between the responses from young people in the Oswald Unit and young people in the main site.
- Statistically significant differences between the responses of young people in the Oswald Unit in 2008 and those of young people in the Oswald Unit in 2010.

In all the above documents, statistically significant differences are highlighted. Statistical significance merely indicates whether there is a real difference between the figures; that is 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. Orange shading has been used to show a significant difference in demographic background details.



Summary





In addition, a summary of the survey results has been included, which shows a breakdown of responses for each question. Percentages have been rounded and therefore may not add up to 100%.

No questions have been filtered within the summary so all percentages refer to responses from the entire sample. The percentages to certain responses within the summary, for example 'not sentenced' options across questions, may differ slightly. This is due to different response rates across questions, meaning that the percentages have been calculated out of different totals (all missing data is excluded). The actual numbers will match up as the data is cleaned to be consistent.

Percentages shown in the summary may differ by 1 or 2% from that shown in the comparison data as the comparator data has been weighted for comparison purposes.

Survey responses from children and young people: HMYOI Castington 2010

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 a comparison between the responses from all young people surveyed in this establishment with all young people surveyed for the comparator.

Key to tables		HMYOI Castington 2010	Young people's comparator	HMYOI Castington 2010	HMYOI Castington 2008
	Any percentage highlighted in green is significantly better than the comparator.				
	Any percentage highlighted in blue is significantly worse than the comparator.				
	Any percentage highlighted in orange shows a significant difference in demographic details.				
	Percentages which are not highlighted show there is no significant difference.				
Number of completed questionnaires returned		61	1008	61	54
SECTION 1: ABOUT YOU					
1.1	Are you 18 years of age?	25%	11%	25%	13%
1.2	Are you a foreign national?	3%	4%	3%	
1.3	Is English your first language?	95%	92%	95%	94%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	6%	33%	6%	6%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	2%	7%	2%	
1.6	Are you Muslim?	3%	13%	3%	
1.7	Do you have any children?	11%	13%	11%	12%
SECTION 2: ABOUT YOUR SENTENCE					
2.2	Are you sentenced?	70%	78%	70%	87%
2.3	Is your sentence 12 months or less?	42%	39%	42%	40%
2.4	Do you have less than six months to serve?	55%	53%	55%	68%
2.5	Have you been in this prison less than a month?	27%	22%	27%	10%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	33%	40%	33%	32%
2.7	Have you been to any other YOI during this sentence?	13%	27%	13%	17%
SECTION 3: COURTS, TRANSFERS AND ESCORTS					
For your most recent journey, either to or from court or between prisons, we want to know:					
3.1	Was the van clean?	35%	46%	35%	38%
3.2	Was the van comfortable?	6%	10%	6%	4%
3.3	Did you feel safe?	71%	76%	71%	77%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	16%	32%	16%	
3.5	Did you spend more than four hours in the van?	2%	4%	2%	6%

For those who spent two or more hours in the escort van:					
3.6	Were you offered a toilet break if you needed it?	13%	15%	13%	
3.7	Were you offered anything to eat or drink?	13%	32%	13%	
3.8	Were you treated well/very well by the escort staff?	50%	57%	50%	57%
3.9	Did someone tell you where you were going when you left court?	71%	79%	71%	
3.10	Did you receive written information about where you were going when you left court?	5%	5%	5%	
SECTION 4: YOUR FIRST FEW DAYS HERE					
4.1	Were you in reception for less than two hours?	86%	75%	86%	85%
4.2	Were you seen by a member of healthcare staff in reception?	92%	84%	92%	90%
4.3	When you were searched was this carried out in an understanding way?	89%	83%	89%	68%
4.4	Were you treated well/very well in reception?	74%	71%	74%	55%
When you first arrived, did staff ask if you needed help or support with any of the following:					
4.5a	Not being able to smoke?	58%	59%	58%	
4.5b	Loss of property?	15%	20%	15%	
4.5c	Housing problems?	9%	19%	9%	
4.5d	Needing protection from other young people?	7%	24%	7%	
4.5e	Letting family know where you are?	50%	61%	50%	
4.5f	Money worries?	9%	16%	9%	
4.5g	Feeling low/upset/needing someone to talk to?	44%	41%	44%	
4.5h	Health problems?	50%	55%	50%	
4.5i	Getting phone numbers?	48%	41%	48%	
4.6	Did you have any problems when you first arrived?	63%	75%	63%	79%
When you first arrived, did you have problems with any of the following:					
4.6a	Not being able to smoke?	51%	51%	51%	63%
4.6b	Loss of property?	18%	12%	18%	11%
4.6c	Housing problems?	3%	12%	3%	16%
4.6d	Needing protection from other young people?	0%	5%	0%	0%
4.6e	Letting family know where you are?	15%	24%	15%	21%
4.6f	Money worries?	16%	15%	16%	19%
4.6g	Feeling low/upset/needing someone to talk to?	13%	17%	13%	15%
4.6h	Health problems?	7%	11%	7%	15%
4.6i	Getting phone numbers?	21%	27%	21%	

When you first arrived, were you given any of the following:					
4.7a	A reception pack?	81%	77%	81%	
4.7b	The opportunity to have a shower?	55%	34%	55%	
4.7c	Something to eat?	78%	84%	78%	
4.7d	A free phone call to friends/family?	80%	83%	80%	77%
4.7e	Information about the PIN telephone system?	71%	64%	71%	
4.7f	Information about feeling low/upset?	41%	38%	41%	
Within your first 24 hours, did you have access to the following people or services:					
4.8a	The chaplain or religious leader?	43%	49%	43%	34%
4.8b	Someone from healthcare?	59%	66%	59%	43%
4.8c	A peer mentor, Listener or the Samaritans?	15%	23%	15%	8%
4.8d	Did you have access to the prison shop/canteen?	16%	15%	16%	6%
4.9	Did you feel safe on your first night here?	88%	82%	88%	74%
For those who had an induction:					
4.10	Did you go on an induction course within your first week?	85%	79%	85%	60%
4.11	Did the induction course cover everything you needed to know about the establishment?	73%	67%	73%	67%
SECTION 5: DAILY LIFE HERE					
5.1	Can you normally have a shower every day if you want to?	79%	64%	79%	80%
5.2	Is your cell call bell normally answered within five minutes?	31%	30%	31%	39%
5.3	Do you find the food here good/very good?	35%	20%	35%	19%
5.4	Does the shop/canteen sell a wide enough variety of products?	67%	43%	67%	51%
5.5	Is it easy/very easy for you to attend religious services?	63%	59%	63%	49%
5.6a	Do you feel your religious beliefs are respected?	43%	53%	43%	
5.6b	Can you speak to a religious leader in private if you want to?	57%	67%	57%	
5.7a	Is there a member of staff you can turn to with a problem?	56%	70%	56%	
5.7b	Do most staff treat you with respect?	70%	70%	70%	68%
SECTION 6: HEALTH SERVICES					
6.1	Do you think the overall quality of the healthcare is good/very good?	66%	58%	66%	69%
6.2a	Is it easy for you to see the doctor?	63%	51%	63%	50%
6.2b	Is it easy for you to see the nurse?	70%	74%	70%	64%
6.2c	Is it easy for you to see the dentist?	41%	30%	41%	27%
6.2d	Is it easy for you to see the optician?	29%	25%	29%	22%
6.2e	Is it easy for you to see the pharmacist?	31%	28%	31%	

For those on medication:					
6.3	Have you had any problems getting your medication?	30%	35%	30%	31%
6.4a	Did you have any problems with alcohol when you first arrived?	26%	15%	26%	25%
6.4b	Do you have any problems with alcohol now?	7%	3%	7%	
6.4c	Have you received any help with any alcohol problems here?	19%	13%	19%	25%
6.5a	Did you have any problems with drugs when you first arrived?	46%	32%	46%	33%
6.5b	Do you have any problems with drugs now?	17%	8%	17%	
6.5c	Have you received any help with any drug problems here?	32%	27%	32%	36%
6.6	Is it easy/very easy to get illegal drugs here?	36%	20%	36%	
6.7	Do you feel you have any emotional or mental health problems?	14%	23%	14%	
If you feel you have emotional or mental health problems, are you being helped by any of the following:					
6.8a	Not getting any help	43%	43%	43%	
6.8b	Doctor?	29%	19%	29%	
6.8c	Nurse?	13%	20%	13%	
6.8d	Psychiatrist/psychologist?	13%	28%	13%	
6.8e	Counsellor?	13%	15%	13%	
6.8f	Other	29%	11%	29%	
SECTION 7: APPLICATIONS AND COMPLAINTS					
7.1	Do you know how to make an application?	86%	89%	86%	
7.2	Is it easy to make an application?	84%	81%	84%	
For those who have made an application:					
7.3a	Do you feel applications are sorted out fairly?	65%	65%	65%	
7.3b	Do you feel applications are sorted out promptly (within seven days)?	61%	55%	61%	
7.4	Do you know how to make a complaint?	77%	82%	77%	77%
7.5	Is it easy to make a complaint?	60%	69%	60%	
For those who have made a complaint:					
7.6a	Do you feel complaints are sorted out fairly?	32%	39%	32%	29%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	36%	45%	36%	
7.6c	Have you ever been encouraged to withdraw a complaint?	21%	26%	21%	30%
Can you speak to the following people when you need to:					
7.7a	A peer mentor or Listener?	31%	36%	31%	
7.7b	A member of the IMB (Independent Monitoring Board)?	20%	33%	20%	
7.7c	An advocate (an outside person to help you)?	24%	39%	24%	30%

SECTION 8: REWARDS, SANCTION AND DISCIPLINE					
8.1	Are you on the enhanced (top) level of the reward scheme?	37%	26%	37%	23%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	65%	53%	65%	54%
8.3	Do the different levels make you change your behaviour?	66%	58%	66%	43%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	65%	57%	65%	74%
Of those who have had an adjudication:					
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	76%	88%	76%	
8.6	Have you been physically restrained (C and R) since you have been here?	27%	31%	27%	40%
For those who had spent a night in the segregation/care and separation unit:					
8.7	Did the staff treat you well/very well?	44%	41%	44%	44%
SECTION 9: SAFETY					
9.1	Have you ever felt unsafe in this prison?	22%	32%	22%	27%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	15%	25%	15%	20%
If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4a	Insulting remarks?	3%	14%	3%	7%
9.4b	Physical abuse?	5%	11%	5%	7%
9.4c	Sexual abuse?	2%	1%	2%	2%
9.4d	Racial or ethnic abuse?	5%	2%	5%	5%
9.4e	Your religious beliefs?	7%	2%	7%	
9.4f	Your disability?	2%	2%	2%	
9.4g	Drugs?	3%	2%	3%	7%
9.4h	Having your canteen/property taken?	3%	4%	3%	2%
9.4i	Because you were new here?	7%	9%	7%	5%
9.4j	Being from a different part of the country than others?	5%	6%	5%	2%
9.4k	Gang related issues?	2%	6%	2%	
9.4l	Your offence/crime?	7%	3%	7%	
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	23%	22%	23%	26%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:					
9.7a	Insulting remarks?	13%	13%	13%	12%
9.7b	Physical abuse?	3%	4%	3%	6%
9.7c	Sexual abuse?	2%	1%	2%	0%
9.7d	Racial or ethnic abuse?	2%	3%	2%	2%
9.7e	Your religious beliefs?	2%	1%	2%	





9.7f	Your disability?	2%	1%	2%	
9.7g	Drugs?	2%	1%	2%	5%
9.7h	Having your canteen/property taken?	7%	2%	7%	2%
9.7i	Because you were new here?	2%	3%	2%	5%
9.7j	Being from a different part of the country than others?	2%	1%	2%	6%
9.7k	Gang related issues?	5%	3%	5%	
9.7l	Your offence/crime?	3%	3%	3%	
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?	51%	63%	51%	46%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	39%	41%	39%	34%
9.11	Is shouting through the windows a problem here?	36%	41%	36%	
9.12	Have staff checked on you personally in the last week to see how you are getting on?	24%	39%	24%	29%
SECTION 10: ACTIVITIES					
10.1	Were you 14 or younger when you were last at school?	47%	40%	47%	55%
10.2a	Have you ever been excluded from school?	97%	89%	97%	92%
10.2b	Have you ever truanted from school?	87%	73%	87%	72%
Do you currently take part in any of the following:					
10.3a	Education?	84%	73%	84%	92%
10.3b	A job in this establishment?	23%	32%	23%	23%
10.3c	Vocational or skills training?	18%	25%	18%	73%
10.3d	Offending behaviour programmes?	23%	19%	23%	
For those who have taken part in the following activities whilst in this prison: Do you think that they will help you when you leave prison?					
10.4a	Education?	79%	68%	79%	
10.4b	A job in this establishment?	52%	59%	52%	
10.4c	Vocational or skills training?	54%	58%	54%	
10.4d	Offending behaviour programmes?	63%	47%	63%	
10.5	Do you usually have association every day?	89%	56%	89%	
10.6	Do you go to the gym more than five times each week?	13%	10%	13%	5%
10.7	Can you usually go outside for exercise every day?	76%	29%	76%	54%

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS					
11.1	Are you able to use the telephone every day?	78%	56%	78%	73%
11.2	Have you had any problems with sending or receiving letters or parcels?	23%	39%	23%	43%
11.3	Is it easy/very easy for your family and friends to visit you here?	54%	48%	54%	40%
11.4	Have you had two or more visits in the last month?	45%	47%	45%	47%
11.5	Do your visits start on time?	59%	46%	59%	
11.6	Are you and your visitors treated well/very well by visits staff?	45%	52%	45%	52%
SECTION 12: PREPARATION FOR RELEASE					
For those who have met their personal officer:					
12.1	Did you meet your personal officer within the first week?	61%	49%	61%	52%
12.2	Do you see your personal officer at least once a week?	57%	65%	57%	
12.3	Do you feel your personal officer has helped you?	71%	60%	71%	72%
12.4	Do you have a training plan?	34%	44%	34%	
For those with a training plan:					
12.5a	Were you involved in the development of your training plan?	42%	54%	42%	
12.5b	Do you understand the targets set in your training plan?	47%	69%	47%	
12.5c	Can you see your training plan when you want to?	33%	38%	33%	46%
12.6	Has your YOT worker been in touch since you arrived here?	85%	82%	85%	
12.7	Do you know how to get in touch with your YOT worker?	59%	57%	59%	
Please answer the following about your preparation for release:					
12.8a	Have you had a say in what will happen to you when you are released?	43%	42%	43%	48%
12.8b	Are you going to school or college on release?	45%	62%	45%	27%
12.8c	Do you have a job to go to on release?	16%	23%	16%	27%
Do you know who to contact for help with the following, in preparation for your release:					
12.9a	Finding accommodation?	36%	42%	36%	
12.9b	Getting into school or college?	34%	56%	34%	
12.9c	Getting a job?	47%	52%	47%	
12.9d	Help with money/finances?	36%	39%	36%	
12.9e	Help with claiming benefits?	27%	35%	27%	
12.9f	Continuing health services?	20%	27%	20%	
12.9g	Opening a bank account?	34%	38%	34%	
12.9h	Avoiding bad relationships?	36%	29%	36%	

Do you think you will have a problem with the following, when you are released:					
12.10a	Finding accommodation?	19%	25%	19%	
12.10b	Getting into school or college?	14%	27%	14%	
12.10c	Getting a job?	39%	47%	39%	
12.10d	Help with money/finances?	27%	36%	27%	
12.10e	Help with claiming benefits?	18%	25%	18%	
12.10f	Continuing health services?	9%	11%	9%	
12.10g	Opening a bank account?	7%	13%	7%	
12.10h	Avoiding bad relationships?	19%	20%	19%	
12.11	Is there anything you would still like help with before you are released?	24%	36%	24%	34%
For those who were sentenced:					
12.13	Do you want to stop offending?	95%	91%	95%	82%
12.14	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	38%	49%	38%	29%

Survey responses from children and young people: Oswald Unit 2010

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 a comparison between the responses from all young people surveyed in this establishment with all young people surveyed for the comparator.

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2.5	Have you been in this prison less than a month?	3%	22%	3%	2%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	36%	40%	36%	43%
2.7	Have you been to any other YOI during this sentence?	50%	27%	50%	62%
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3.4	Did you travel with any adults (over 18) or anyone of a different gender?	22%	32%	22%	
3.5	Did you spend more than four hours in the van?	11%	4%	11%	28%

For those who spent two or more hours in the escort van:					
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3.7	Were you offered anything to eat or drink?	63%	32%	63%	
3.8	Were you treated well/very well by the escort staff?	58%	57%	58%	78%
3.9	Did someone tell you where you were going when you left court?	67%	79%	67%	
3.10	Did you receive written information about where you were going when you left court?	0%	5%	0%	
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4.6a	Not being able to smoke?	32%	51%	32%	20%
4.6b	Loss of property?	17%	12%	17%	10%
4.6c	Housing problems?	3%	12%	3%	10%
4.6d	Needing protection from other young people?	3%	5%	3%	7%
4.6e	Letting family know where you are?	23%	24%	23%	25%
4.6f	Money worries?	13%	15%	13%	10%
4.6g	Feeling low/upset/needing someone to talk to?	7%	17%	7%	20%
4.6h	Health problems?	7%	11%	7%	13%
4.6i	Getting phone numbers?	17%	27%	17%	

When you first arrived, were you given any of the following:					
4.7a	A reception pack?	40%	77%	40%	
4.7b	The opportunity to have a shower?	46%	34%	46%	
4.7c	Something to eat?	85%	84%	85%	
4.7d	A free phone call to friends/family?	74%	83%	74%	85%
4.7e	Information about the PIN telephone system?	69%	64%	69%	
4.7f	Information about feeling low/upset?	43%	38%	43%	
Within your first 24 hours, did you have access to the following people or services:					
4.8a	The chaplain or religious leader?	61%	49%	61%	43%
4.8b	Someone from healthcare?	75%	66%	75%	47%
4.8c	A peer mentor, Listener or the Samaritans?	19%	23%	19%	11%
4.8d	Did you have access to the prison shop/canteen?	28%	15%	28%	26%
4.9	Did you feel safe on your first night here?	97%	82%	97%	92%
For those who had an induction:					
4.10	Did you go on an induction course within your first week?	63%	79%	63%	56%
4.11	Did the induction course cover everything you needed to know about the establishment?	69%	67%	69%	76%
SECTION 5: DAILY LIFE HERE					
5.1	Can you normally have a shower every day if you want to?	92%	64%	92%	89%
5.2	Is your cell call bell normally answered within five minutes?	29%	30%	29%	49%
5.3	Do you find the food here good/very good?	64%	20%	64%	57%
5.4	Does the shop/canteen sell a wide enough variety of products?	44%	43%	44%	51%
5.5	Is it easy/very easy for you to attend religious services?	61%	59%	61%	55%
5.6a	Do you feel your religious beliefs are respected?	59%	53%	59%	
5.6b	Can you speak to a religious leader in private if you want to?	66%	67%	66%	
5.7a	Is there a member of staff you can turn to with a problem?	74%	70%	74%	
5.7b	Do most staff treat you with respect?	72%	70%	72%	72%
SECTION 6: HEALTH SERVICES					
6.1	Do you think the overall quality of the healthcare is good/very good?	58%	58%	58%	69%
6.2a	Is it easy for you to see the doctor?	58%	51%	58%	73%
6.2b	Is it easy for you to see the nurse?	66%	74%	66%	80%
6.2c	Is it easy for you to see the dentist?	33%	30%	33%	44%
6.2d	Is it easy for you to see the optician?	28%	25%	28%	48%
6.2e	Is it easy for you to see the pharmacist?	31%	28%	31%	

For those on medication:					
6.3	Have you had any problems getting your medication?	21%	35%	21%	37%
6.4a	Did you have any problems with alcohol when you first arrived?	12%	15%	12%	20%
6.4b	Do you have any problems with alcohol now?	0%	3%	0%	
6.4c	Have you received any help with any alcohol problems here?	9%	13%	9%	17%
6.5a	Did you have any problems with drugs when you first arrived?	40%	32%	40%	13%
6.5b	Do you have any problems with drugs now?	3%	8%	3%	
6.5c	Have you received any help with any drug problems here?	36%	27%	36%	22%
6.6	Is it easy/very easy to get illegal drugs here?	15%	20%	15%	
6.7	Do you feel you have any emotional or mental health problems?	26%	23%	26%	
If you feel you have emotional or mental health problems, are you being helped by any of the following:					
6.8a	Do not have any/not getting any help	43%	43%	43%	
6.8b	Doctor?	0%	19%	0%	
6.8c	Nurse?	0%	20%	0%	
6.8d	Psychiatrist/psychologist?	43%	28%	43%	
6.8e	Counsellor?	13%	15%	13%	
6.8f	Other?	0%	11%	0%	
SECTION 7: APPLICATIONS AND COMPLAINTS					
7.1	Do you know how to make an application?	92%	89%	92%	
7.2	Is it easy to make an application?	88%	81%	88%	
For those who have made an application:					
7.3a	Do you feel applications are sorted out fairly?	68%	45%	68%	
7.3b	Do you feel applications are sorted out promptly (within seven days)?	60%	55%	60%	
7.4	Do you know how to make a complaint?	94%	82%	94%	94%
7.5	Is it easy to make a complaint?	77%	69%	77%	
For those who have made a complaint:					
7.6a	Do you feel complaints are sorted out fairly?	35%	39%	35%	59%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	56%	45%	56%	
7.6c	Have you ever been encouraged to withdraw a complaint?	25%	26%	25%	24%
Can you speak to the following people when you need to:					
7.7a	A peer mentor or Listener?	33%	36%	33%	
7.7b	A member of the IMB (Independent Monitoring Board)?	32%	33%	32%	
7.7c	An advocate (an outside person to help you)?	50%	39%	50%	44%

SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE					
8.1	Are you on the enhanced (top) level of the reward scheme?	67%	26%	67%	45%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	60%	53%	60%	61%
8.3	Do the different levels make you change your behaviour?	67%	58%	67%	61%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	72%	57%	72%	74%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	92%	88%	92%	
8.6	Have you been physically restrained (C and R) since you have been here?	44%	31%	44%	47%
For those who had spent a night in the segregation/care and separation unit:					
8.7	Did the staff treat you well/very well?	36%	41%	36%	56%
SECTION 9: SAFETY					
9.1	Have you ever felt unsafe in this prison?	24%	32%	24%	26%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	23%	25%	23%	28%
If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4a	Insulting remarks?	10%	14%	10%	26%
9.4b	Physical abuse?	7%	11%	7%	17%
9.4c	Sexual abuse?	0%	1%	0%	0%
9.4d	Racial or ethnic abuse?	0%	2%	0%	2%
9.4e	Your religious beliefs?	3%	2%	3%	
9.4f	Your disability?	0%	2%	0%	
9.4g	Drugs?	0%	2%	0%	2%
9.4h	Having your canteen/property taken?	0%	4%	0%	9%
9.4i	Because you were new here?	0%	9%	0%	9%
9.4j	Being from a different part of the country than others?	7%	6%	7%	2%
9.4k	Gang related issues?	3%	6%	3%	
9.4l	Your offence/crime?	14%	3%	14%	
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	18%	22%	18%	28%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:					
9.7a	Insulting remarks?	14%	13%	14%	22%
9.7b	Physical abuse?	7%	4%	7%	6%
9.7c	Sexual abuse?	4%	1%	4%	2%
9.7d	Racial or ethnic abuse?	0%	3%	0%	2%
9.7e	Your religious beliefs?	4%	1%	4%	





9.7f	Your disability?	0%	1%	0%	
9.7g	Drugs?	4%	1%	4%	0%
9.7h	Having your canteen/property taken?	0%	2%	0%	2%
9.7i	Because you were new here?	4%	3%	4%	2%
9.7j	Being from a different part of the country than others?	4%	1%	4%	2%
9.7k	Gang related issues?	0%	3%	0%	
9.7l	Your offence/crime?	11%	3%	11%	
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?	46%	63%	46%	44%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	39%	41%	39%	53%
9.11	Is shouting through the windows a problem here?	17%	41%	17%	
9.12	Have staff checked on you personally in the last week to see how you are getting on?	36%	39%	36%	44%
SECTION 10: ACTIVITIES					
10.1	Were you 14 or younger when you were last at school?	43%	40%	43%	62%
10.2a	Have you ever been excluded from school?	90%	89%	90%	89%
10.2b	Have you ever truanted from school?	76%	73%	76%	62%
Do you currently take part in any of the following:					
10.3a	Education?	100%	73%	100%	94%
10.3b	A job in this establishment?	30%	32%	30%	17%
10.3c	Vocational or skills training?	30%	25%	30%	49%
10.3d	Offending behaviour programmes?	33%	19%	33%	
For those who have taken part in the following activities while in this prison: Do you think that they will help you when you leave prison?					
10.4a	Education?	93%	68%	93%	
10.4b	A job in this establishment?	71%	59%	71%	
10.4c	Vocational or skills training?	86%	58%	86%	
10.4d	Offending behaviour programmes?	75%	47%	75%	
10.5	Do you usually have association every day?	100%	56%	100%	
10.6	Do you go to the gym more than five times each week?	23%	10%	23%	23%
10.7	Can you usually go outside for exercise every day?	74%	28%	74%	82%

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS					
11.1	Are you able to use the telephone every day?	90%	56%	90%	83%
11.2	Have you had any problems with sending or receiving letters or parcels?	57%	39%	57%	37%
11.3	Is it easy/very easy for your family and friends to visit you here?	26%	48%	26%	35%
11.4	Have you had two or more visits in the last month?	23%	47%	23%	37%
11.5	Do your visits start on time?	57%	46%	57%	
11.6	Are you and your visitors treated well/very well by visits staff?	37%	52%	37%	58%
SECTION 12: PREPARATION FOR RELEASE					
For those who have met their personal officer:					
12.1	Did you meet your personal officer within the first week?	66%	49%	66%	61%
12.2	Do you see your personal officer at least once a week?	68%	65%	68%	
12.3	Do you feel your personal officer has helped you?	69%	60%	69%	71%
12.4	Do you have a training plan?	72%	74%	72%	
For those with a training plan:					
12.5a	Were you involved in the development of your training plan?	55%	54%	55%	
12.5b	Do you understand the targets set in your training plan?	63%	69%	63%	
12.5c	Can you see your training plan when you want to?	30%	38%	30%	43%
12.6	Has your YOT worker been in touch since you arrived here?	100%	82%	100%	
12.7	Do you know how to get in touch with your YOT worker?	75%	57%	75%	
Please answer the following about your preparation for release:					
12.8a	Have you had a say in what will happen to you when you are released?	38%	42%	38%	50%
12.8b	Are you going to school or college on release?	59%	62%	59%	37%
12.8c	Do you have a job to go to on release?	16%	23%	16%	28%
Do you know who to contact for help with the following in preparation for your release:					
12.9a	Finding accommodation?	46%	42%	46%	
12.9b	Getting into school or college?	39%	56%	39%	
12.9c	Getting a job?	57%	52%	57%	
12.9d	Help with money/finances?	39%	39%	39%	
12.9e	Help with claiming benefits?	39%	35%	39%	
12.9f	Continuing health services?	28%	27%	28%	
12.9g	Opening a bank account?	39%	38%	39%	
12.9h	Avoiding bad relationships?	31%	29%	31%	

Do you think you will have a problem with the following, when you are released:					
12.10a	Finding accommodation?	24%	25%	34%	
12.10b	Getting into school or college?	14%	27%	14%	
12.10c	Getting a job?	54%	47%	54%	
12.10d	Help with money/finances?	28%	36%	28%	
12.10e	Help with claiming benefits?	11%	25%	11%	
12.10f	Continuing health services?	4%	11%	4%	
12.10g	Opening a bank account?	14%	13%	14%	
12.10h	Avoiding bad relationships?	14%	20%	14%	
12.11	Is there anything you would still like help with before you are released?	52%	36%	52%	37%
For those who were sentenced:					
12.13	Do you want to stop offending?	94%	91%	94%	93%
12.14	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	72%	49%	72%	58%

Survey responses from children and young people: HMYOI Castington and Oswald Unit 2010

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 a comparison between the responses from all young people surveyed in this establishment with all young people surveyed for the comparator.

Key to tables		Oswald Unit 2010	HMYOI Castington 2010
	Any percentage highlighted in green is significantly better than the comparator.		
	Any percentage highlighted in blue is significantly worse than the comparator.		
	Any percentage highlighted in orange shows a significant difference in demographic details.		
	Percentages which are not highlighted show there is no significant difference.		
Number of completed questionnaires returned		33	61
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	0%	25%
1.2	Are you a foreign national?	3%	3%
1.3	Is English your first language?	100%	95%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	14%	6%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	9%	2%
1.6	Are you Muslim?	3%	3%
1.7	Do you have any children?	11%	11%
SECTION 2: ABOUT YOUR SENTENCE			
2.2	Are you sentenced?	100%	70%
2.3	Is your sentence 12 months or less?	3%	42%
2.4	Do you have less than six months to serve?	16%	55%
2.5	Have you been in this prison less than a month?	3%	27%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	36%	33%
2.7	Have you been to any other YOI during this sentence?	50%	13%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court or between prisons, we want to know:			
3.1	Was the van clean?	47%	35%
3.2	Was the van comfortable?	25%	6%
3.3	Did you feel safe?	64%	71%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	22%	16%
3.5	Did you spend more than four hours in the van?	11%	2%

For those who spent two or more hours in the escort van:			
3.6	Were you offered a toilet break if you needed it?	23%	13%
3.7	Were you offered anything to eat or drink?	63%	13%
3.8	Were you treated well/very well by the escort staff?	58%	50%
3.9	Did someone tell you where you were going when you left court?	67%	71%
3.10	Did you receive written information about where you were going when you left court?	0%	5%
SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than two hours?	78%	86%
4.2	Were you seen by a member of healthcare staff in reception?	94%	92%
4.3	When you were searched was this carried out in an understanding way?	78%	89%
4.4	Were you treated well/very well in reception?	67%	74%
When you first arrived, did staff ask if you needed help or support with any of the following:			
4.5a	Not being able to smoke?	44%	58%
4.5b	Loss of property?	27%	15%
4.5c	Housing problems?	21%	9%
4.5d	Needing protection from other young people?	15%	7%
4.5e	Letting family know where you are?	74%	50%
4.5f	Money worries?	15%	9%
4.5g	Feeling low/upset/needing someone to talk to?	38%	44%
4.5h	Health problems?	59%	50%
4.5i	Getting phone numbers?	52%	48%
4.6	Did you have any problems when you first arrived?	57%	63%
When you first arrived, did you have problems with any of the following:			
4.6a	Not being able to smoke?	32%	51%
4.6b	Loss of property?	17%	18%
4.6c	Housing problems?	3%	3%
4.6d	Needing protection from other young people?	3%	0%
4.6e	Letting family know where you are?	23%	15%
4.6f	Money worries?	13%	16%
4.6g	Feeling low/upset/needing someone to talk to?	7%	13%
4.6h	Health problems?	7%	7%
4.6i	Getting phone numbers?	17%	21%

When you first arrived, were you given any of the following:			
4.7a	A reception pack?	40%	81%
4.7b	The opportunity to have a shower?	46%	55%
4.7c	Something to eat?	85%	78%
4.7d	A free phone call to friends/family?	74%	80%
4.7e	Information about the PIN telephone system?	69%	71%
4.7f	Information about feeling low/upset?	43%	41%
Within your first 24 hours, did you have access to the following people or services:			
4.8a	The chaplain or religious leader?	61%	43%
4.8b	Someone from healthcare?	75%	59%
4.8c	A peer mentor, Listener or the Samaritans?	19%	15%
4.8d	Did you have access to the prison shop/canteen?	28%	16%
4.9	Did you feel safe on your first night here?	97%	88%
For those who had an induction:			
4.10	Did you go on an induction course within your first week?	63%	85%
4.11	Did the induction course cover everything you needed to know about the establishment?	69%	73%
SECTION 5: DAILY LIFE HERE			
5.1	Can you normally have a shower every day if you want to?	92%	79%
5.2	Is your cell call bell normally answered within five minutes?	29%	31%
5.3	Do you find the food here good/very good?	64%	35%
5.4	Does the shop/canteen sell a wide enough variety of products?	44%	67%
5.5	Is it easy/very easy for you to attend religious services?	61%	63%
5.6a	Do you feel your religious beliefs are respected?	59%	43%
5.6b	Can you speak to a religious leader in private if you want to?	66%	57%
5.7a	Is there a member of staff you can turn to with a problem?	74%	56%
5.7b	Do most staff treat you with respect?	72%	70%
SECTION 6: HEALTH SERVICES			
6.1	Do you think the overall quality of the healthcare is good/very good?	58%	66%
6.2a	Is it easy for you to see the doctor?	58%	63%
6.2b	Is it easy for you to see the nurse?	66%	70%
6.2c	Is it easy for you to see the dentist?	33%	41%
6.2d	Is it easy for you to see the optician?	28%	29%
6.2e	Is it easy for you to see the pharmacist?	31%	31%

For those on medication:			
6.3	Have you had any problems getting your medication?	21%	30%
6.4a	Did you have any problems with alcohol when you first arrived?	12%	26%
6.4b	Do you have any problems with alcohol now?	0%	7%
6.4c	Have you received any help with any alcohol problems here?	9%	19%
6.5a	Did you have any problems with drugs when you first arrived?	40%	46%
6.5b	Do you have any problems with drugs now?	3%	17%
6.5c	Have you received any help with any drug problems here?	36%	32%
6.6	Is it easy/very easy to get illegal drugs here?	15%	36%
6.7	Do you feel you have any emotional or mental health problems?	26%	14%
If you feel you have emotional or mental health problems, are you being helped by any of the following:			
6.8a	Not getting any help	43%	43%
6.8b	Doctor?	0%	29%
6.8c	Nurse?	0%	13%
6.8d	Psychiatrist/psychologist?	43%	13%
6.8e	Counsellor?	13%	13%
6.8f	Other?	0%	29%
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	92%	86%
7.2	Is it easy to make an application?	88%	84%
For those who have made an application:			
7.3a	Do you feel applications are sorted out fairly?	68%	65%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	60%	61%
7.4	Do you know how to make a complaint?	94%	77%
7.5	Is it easy to make a complaint?	77%	61%
For those who have made a complaint:			
7.6a	Do you feel complaints are sorted out fairly?	35%	32%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	56%	36%
7.6c	Have you ever been encouraged to withdraw a complaint?	25%	21%
Can you speak to the following people when you need to:			
7.7a	A peer mentor or Listener?	33%	31%
7.7b	A member of the IMB (Independent Monitoring Board)?	32%	20%
7.7c	An advocate (an outside person to help you)?	50%	24%

SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	67%	37%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	60%	65%
8.3	Do the different levels make you change your behaviour?	67%	66%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	72%	65%
Of those who have had an adjudication:			
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	92%	76%
8.6	Have you been physically restrained (C and R) since you have been here?	44%	27%
Of those who had spent a night in the segregation/care and separation unit:			
8.7	Did the staff treat you well/very well?	36%	44%
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	24%	22%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	23%	15%
If you have felt victimised by another young person/group of young people, did the incident involve:			
9.4a	Insulting remarks?	10%	3%
9.4b	Physical abuse?	7%	5%
9.4c	Sexual abuse?	0%	2%
9.4d	Racial or ethnic abuse?	0%	5%
9.4e	Your religious beliefs?	3%	7%
9.4f	Your disability?	0%	2%
9.4g	Drugs?	0%	3%
9.4h	Having your canteen/property taken?	0%	3%
9.4i	Because you were new here?	0%	7%
9.4j	Being from a different part of the country than others?	7%	5%
9.4k	Gang related issues?	3%	2%
9.4l	Your offence/crime?	14%	7%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	18%	23%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:			
9.7a	Insulting remarks?	14%	13%
9.7b	Physical abuse?	7%	3%
9.7c	Sexual abuse?	4%	2%
9.7d	Racial or ethnic abuse?	0%	2%
9.7e	Your religious beliefs?	4%	2%

9.7f	Your disability?	0%	2%
9.7g	Drugs?	4%	2%
9.7h	Having your canteen/property taken?	0%	7%
9.7i	Because you were new here?	4%	2%
9.7j	Being from a different part of the country than others?	4%	2%
9.7k	Gang related issues?	0%	5%
9.7l	Your offence/crime?	11%	3%
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?	46%	51%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	39%	39%
9.11	Is shouting through the windows a problem here?	17%	36%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	36%	24%
SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	43%	47%
10.2a	Have you ever been excluded from school?	90%	97%
10.2b	Have you ever truanted from school?	76%	87%
Do you currently take part in any of the following:			
10.3a	Education?	100%	84%
10.3b	A job in this establishment?	30%	23%
10.3c	Vocational or skills training?	30%	18%
10.3d	Offending behaviour programmes?	33%	23%
For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?			
10.4a	Education?	93%	79%
10.4b	A job in this establishment?	71%	52%
10.4c	Vocational or skills training?	86%	54%
10.4d	Offending behaviour programmes?	75%	63%
10.5	Do you usually have association every day?	100%	89%
10.6	Do you go to the gym more than five times each week?	23%	13%
10.7	Can you usually go outside for exercise every day?	74%	76%

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	90%	78%
11.2	Have you had any problems with sending or receiving letters or parcels?	57%	23%
11.3	Is it easy/very easy for your family and friends to visit you here?	26%	54%
11.4	Have you had two or more visits in the last month?	23%	45%
11.5	Do your visits start on time?	57%	59%
11.6	Are you and your visitors treated well/very well by visits staff?	37%	45%
SECTION 12: PREPARATION FOR RELEASE			
For those who have met their personal officer:			
12.1	Did you meet your personal officer within the first week?	66%	61%
12.2	Do you see your personal officer at least once a week?	68%	57%
12.3	Do you feel your personal officer has helped you?	69%	71%
12.4	Do you have a training plan?	72%	34%
For those with a training plan:			
12.5a	Were you involved in the development of your training plan?	55%	42%
12.5b	Do you understand the targets set in your training plan?	63%	47%
12.5c	Can you see your training plan when you want to?	30%	33%
12.6	Has your YOT worker been in touch since you arrived here?	100%	85%
12.7	Do you know how to get in touch with your YOT worker?	75%	59%
Please answer the following about your preparation for release:			
12.8a	Have you had a say in what will happen to you when you are released?	38%	43%
12.8b	Are you going to school or college on release?	59%	45%
12.8c	Do you have a job to go to on release?	16%	16%
Do you know who to contact for help with the following in preparation for your release:			
12.9a	Finding accommodation?	46%	36%
12.9b	Getting into school or college?	39%	34%
12.9c	Getting a job?	57%	47%
12.9d	Help with money/finances?	39%	36%
12.9e	Help with claiming benefits?	39%	27%
12.9f	Continuing health services?	28%	20%
12.9g	Opening a bank account?	39%	34%
12.9h	Avoiding bad relationships?	31%	36%

Do you think you will have a problem with the following, when you are released:			
12.10a	Finding accommodation?	24%	19%
12.10b	Getting into school or college?	14%	14%
12.10c	Getting a job?	54%	39%
12.10d	Help with money/finances?	28%	27%
12.10e	Help with claiming benefits?	11%	18%
12.10f	Continuing health services?	4%	9%
12.10g	Opening a bank account?	14%	7%
12.10h	Avoiding bad relationships?	14%	19%
12.11	Is there anything you would still like help with before you are released?	52%	24%
For those who were sentenced:			
12.13	Do you want to stop offending?	94%	95%
12.14	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	72%	38%

Summary of survey results: HMYOI Castington and Oswald Unit 2010

SECTION 1: ABOUT YOU

Q1	How old are you?	
	15	5 (5%)
	16	24 (26%)
	17	49 (53%)
	18	15 (16%)
Q2	Are you a British citizen?	
	Yes	89 (97%)
	No	3 (3%)
Q3	Is English your first language?	
	Yes	87 (97%)
	No	3 (3%)
Q4	What is your ethnic origin?	
	White - British	83 (89%)
	White - Irish	1 (1%)
	White - Other	0 (0%)
	Black or Black British - Caribbean	0 (0%)
	Black or Black British - African	1 (1%)
	Black or Black British - Other	2 (2%)
	Asian or Asian British - Indian	0 (0%)
	Asian or Asian British - Pakistani	1 (1%)
	Asian or Asian British - Bangladeshi	0 (0%)
	Asian or Asian British - Other	1 (1%)
	Mixed Heritage - White and Black Caribbean	3 (3%)
	Mixed Heritage - White and Black African	0 (0%)
	Mixed Heritage - White and Asian	1 (1%)
	Mixed Heritage - Other	0 (0%)
	Chinese	0 (0%)
	Other ethnic group	0 (0%)

Q5	Do you consider yourself to be Gypsy/Romany/Traveller?	
	Yes	4 (5%)
	No	76 (95%)
Q6	What is your religion?	
	None	46 (51%)
	Church of England	23 (26%)
	Catholic	16 (18%)
	Protestant	1 (1%)
	Other Christian denomination	0 (0%)
	Buddhist	1 (1%)
	Hindu	0 (0%)
	Jewish	0 (0%)
	Muslim	3 (3%)
	Sikh	0 (0%)
Q7	Do you have any children?	
	Yes	10 (11%)
	No	82 (89%)
SECTION 2: ABOUT YOUR SENTENCE		
Q2	Are you sentenced?	
	Yes	74 (80%)
	No – unsentenced/on remand	18 (20%)
Q3	What is the length of your sentence?	
	Not sentenced	18 (20%)
	Four months	6 (7%)
	Six months	6 (7%)
	Eight months	3 (3%)
	12 months	10 (11%)
	18 months	10 (11%)
	Two years	7 (8%)
	Two to four years	11 (12%)
	Four years or more	12 (13%)
	Indeterminate sentence for public protection (ISSP/DPP)	7 (8%)

Q4	Approximately, how long do you have left to serve (if you are serving life, please use the date of your next parole board)?	
	Not sentenced	18 (22%)
	Less than two months	16 (19%)
	Two to six months	18 (22%)
	Six months to one year	12 (14%)
	One year or more	19 (23%)
Q5	How long have you been in this establishment?	
	Less than one month	17 (19%)
	One to six months	39 (43%)
	Six to 12 months	17 (19%)
	One to two years	14 (16%)
	Two years or more	3 (3%)
Q6	How many times have you been in a YOI, secure children's home or secure training centre before?	
	None	32 (34%)
	Once	23 (24%)
	Two to five	28 (30%)
	More than five	11 (12%)
Q7	Have you been to any other YOI during this sentence?	
	None	69 (74%)
	One	13 (14%)
	Two	6 (6%)
	Three	2 (2%)
	More than three	3 (3%)

SECTION 3: COURTS, TRANSFERS AND ESCORTS

Q1	On your most recent journey, was the van clean?	
	Yes	37 (40%)
	No	38 (41%)
	Don't remember	18 (19%)
	Not applicable	0 (0%)
Q2	On your most recent journey, was the van comfortable?	
	Yes	12 (13%)
	No	79 (85%)
	Don't remember	2 (2%)
	Not applicable	0 (0%)

Q3	Did you feel safe on your most recent journey?	
	Yes	64 (69%)
	No	25 (27%)
	Don't remember	4 (4%)
Q4	On your most recent journey, were there any adults (over 18), or any young people of a different gender, travelling with you?	
	Yes	16 (18%)
	No	65 (72%)
	Don't remember	9 (10%)
Q5	On your most recent journey, how long did you spend in the van?	
	Less than one hour	14 (15%)
	One to two hours	41 (44%)
	Two to four hours	27 (29%)
	More than four hours	5 (5%)
	Don't remember	6 (6%)
Q6	On your most recent journey, were you offered a toilet break if you needed it?	
	My journey was less than two hours	55 (60%)
	Yes	7 (8%)
	No	27 (30%)
	Don't remember	2 (2%)
Q7	On your most recent journey, were you offered anything to eat or drink?	
	My journey was less than two hours	55 (60%)
	Yes	16 (18%)
	No	18 (20%)
	Don't remember	2 (2%)
Q8	On your most recent journey, how did you feel you were treated by the escort staff?	
	Very well	13 (14%)
	Well	36 (39%)
	Neither	20 (22%)
	Badly	7 (8%)
	Very badly	4 (4%)
	Don't remember	13 (14%)
Q9	When you left court or were transferred from another establishment, were you told that you would be coming to this establishment? (Please tick all that apply to you.)	
	Yes, someone told me	65 (70%)
	Yes, I received written information	3 (3%)

	No, I was not told anything	17 (18%)
	Don't remember	8 (9%)

SECTION 4: YOUR FIRST FEW DAYS HERE

Q1	How long were you in reception?	
	Less than two hours	78 (84%)
	Two hours or longer	4 (4%)
	Don't remember	11 (12%)
Q2	Were you seen by a member of healthcare staff in reception?	
	Yes	86 (92%)
	No	2 (2%)
	Don't remember	5 (5%)
Q3	When you were searched, was this carried out in an understanding way?	
	Yes	80 (86%)
	No	7 (8%)
	Don't remember	6 (6%)
Q4	Overall, how well did you feel you were treated in reception?	
	Very well	17 (18%)
	Well	49 (53%)
	Neither	14 (15%)
	Badly	1 (1%)
	Very badly	5 (5%)
	Don't remember	7 (8%)
Q5	When you first arrived here, did staff ask if you needed help or support with any of the following things? (Please tick all that apply to you)	
	Not being able to smoke	45 (53%)
	Money worries	10 (12%)
	Loss of property	16 (19%)
	Feeling low/upset/needing someone to talk to	36 (42%)
	Housing problems	11 (13%)
	Health problems	45 (53%)
	Needing protection from other young people	9 (11%)
	Getting phone numbers	42 (49%)
	Letting family know where you were	50 (59%)
	Staff did not ask me about any of these	11 (13%)

Q6	When you first arrived here, did you have any of the following problems? (Please tick all that apply to you.)	
	Not being able to smoke	38 (45%)
	Money worries	13 (15%)
	Loss of property	15 (18%)
	Feeling low/upset/needing someone to talk to	9 (11%)
	Housing problems	3 (4%)
	Health problems	6 (7%)
	Needing protection from other young people	1 (1%)
	Getting phone numbers	17 (20%)
	Letting family know where you were	14 (16%)
	I did not have any problems	33 (39%)
Q7	When you first arrived here, were you given any of the following? (Please tick all that apply to you.)	
	A reception pack	61 (67%)
	The opportunity to have a shower	47 (52%)
	Something to eat	73 (80%)
	A free phone call to friends/family	71 (78%)
	Information about the PIN telephone system	64 (70%)
	Information about feeling low/upset	38 (42%)
	Don't remember	4 (4%)
	I was not given any of these	3 (3%)
Q8	Within your first 24 hours here, did you have access to the following people or services? (Please tick all that apply to you.)	
	Chaplain or religious leader	44 (49%)
	Someone from healthcare	58 (65%)
	Peer support/peer mentor/Listener/Samaritans	14 (16%)
	The prison shop/canteen	18 (20%)
	Don't remember	12 (13%)
	I did not have access to any of these	12 (13%)
Q9	Did you feel safe on your first night at this establishment?	
	Yes	83 (91%)
	No	5 (5%)
	Don't remember	3 (3%)
Q10	How soon after your arrival did you go on an induction course?	
	I have not been on an induction course	11 (12%)

	Within the first week	64 (69%)
	More than a week	12 (13%)
	Don't remember	6 (6%)

Q11 Did the induction course cover everything you needed to know about the establishment?

	I have not been on an induction course	11 (12%)
	Yes	58 (63%)
	No	9 (10%)
	Don't remember	14 (15%)

SECTION 5: DAILY LIFE AND RESPECT

Q1 Can you normally have a shower every day if you want to?

	Yes	77 (83%)
	No	14 (15%)
	Don't know	2 (2%)

Q2 Is your cell call bell normally answered within five minutes?

	Yes	27 (30%)
	No	48 (53%)
	Don't know	15 (17%)

Q3 What is the food like here?

	Very good	6 (7%)
	Good	34 (39%)
	Neither	29 (33%)
	Bad	10 (11%)
	Very bad	9 (10%)

Q4 Does the shop/canteen sell a wide enough variety of products?

	I have not bought anything yet	2 (2%)
	Yes	52 (59%)
	No	30 (34%)
	Don't know	4 (5%)

Q5 How easy is it for you to attend religious services?

	I don't want to attend religious services	14 (16%)
	Very easy	22 (25%)
	Easy	33 (38%)
	Neither	3 (3%)
	Difficult	0 (0%)
	Very difficult	4 (5%)
	Don't know	12 (14%)

Q6 Please answer the following questions about religion:

	Yes	No	Don't know/ not applicable
Do you feel your religious beliefs are respected?	41 (49%)	11 (13%)	32 (38%)
Can you speak to a religious leader in private if you want to?	46 (61%)	4 (5%)	26 (34%)

Q7 Please answer the following about staff here:

	Yes	No
Is there a member of staff you feel you can turn to for help if you have a problem?	53 (62%)	32 (38%)
Do most staff treat you with respect?	55 (71%)	23 (29%)

SECTION 6: HEALTH SERVICES

Q1 What do you think of the overall quality of the healthcare?

I have not been to healthcare	5 (6%)
Very good	13 (14%)
Good	44 (49%)
Neither	15 (17%)
Bad	7 (8%)
Very bad	6 (7%)

Q2 Is it easy to see the following people if you need to?

	Yes	No	Don't know
The doctor	53 (61%)	18 (21%)	16 (18%)
The nurse	58 (68%)	14 (16%)	13 (15%)
The dentist	33 (38%)	27 (31%)	27 (31%)
The optician	24 (28%)	27 (32%)	34 (40%)
The pharmacist	26 (31%)	23 (27%)	35 (42%)

Q3 Have you had any problems getting your medication?

I am not taking any medication	50 (57%)
Yes	10 (11%)
No	27 (31%)

Q4 Please answer the following about alcohol:

	Yes	No
Did you have problems with alcohol when you first arrived here?	19 (22%)	68 (78%)
Do you have problems with alcohol now?	4 (5%)	79 (95%)
Have you received any help with alcohol problems in this prison?	13 (16%)	70 (84%)

Q5 Please answer the following about drugs:

	Yes	No
Did you have problems with drugs when you first arrived here?	39 (44%)	49 (56%)
Do you have problems with drugs now?	10 (12%)	74 (88%)
Have you received any help with drugs problems in this prison?	28 (33%)	56 (67%)

Q6 How easy is it to get illegal drugs here?

Very easy	16 (19%)
Easy	8 (9%)
Neither	5 (6%)
Difficult	3 (3%)
Very difficult	12 (14%)
Don't know	42 (49%)

Q7 Do you feel you have any emotional or mental health problems?

Yes	16 (18%)
No	75 (82%)

Q8 If you have emotional or mental health problems, are you being helped by any of the following people?

I do not have any /I am not getting any help	81 (91%)
Doctor	2 (2%)
Nurse	1 (1%)
Psychiatrist/psychologist	4 (4%)
Counsellor	2 (2%)
Other	2 (2%)

SECTION 7: APPLICATIONS AND COMPLAINTS

Q1 Do you know how to make an application?

Yes	82 (88%)
No	11 (12%)

Q2 Is it easy to make an application?

Yes	75 (85%)
No	4 (5%)
Don't know	9 (10%)

Q3 Please answer the following questions about applications:

	I have not made an application	Yes	No
Do you feel applications are sorted out fairly?	20 (22%)	45 (51%)	24 (27%)
Do you feel applications are sorted out promptly (within seven days)?	20 (24%)	38 (46%)	25 (30%)

Q4 Do you know how to make a complaint?

Yes	74 (82%)
No	16 (18%)

Q5 Is it easy to make a complaint?

Yes	59 (66%)
No	11 (12%)
Don't know	19 (21%)

Q6 Please answer the following questions about complaints:

	I have not made a complaint	Yes	No
Do you feel complaints are sorted out fairly?	49 (53%)	14 (15%)	29 (32%)
Do you feel complaints are sorted out promptly (within seven days)?	49 (58%)	16 (19%)	20 (24%)
Have you ever been encouraged to withdraw a complaint?	49 (57%)	9 (10%)	28 (33%)

Q7 Can you speak to the following people when you need to?

	Yes	No	Don't know
A peer mentor/peer support/Listener	28 (32%)	13 (15%)	47 (53%)
A member of the IMB (Independent Monitoring Board)	20 (24%)	15 (18%)	47 (57%)
An advocate (an outside person to help you)	27 (33%)	13 (16%)	41 (51%)

SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE

Q1 What level of the rewards and sanctions scheme are you on?

Don't know what the rewards and sanctions scheme is	8 (9%)
Enhanced (top)	43 (47%)
Standard (middle)	35 (38%)
Basic (bottom)	2 (2%)
Don't know	3 (3%)

Q2 Do you feel you have been treated fairly in your experience of the rewards and sanctions scheme?

Don't know what the rewards and sanctions scheme is	8 (9%)
Yes	56 (63%)
No	18 (20%)
Don't know	7 (8%)

Q3	Do the different levels of the rewards and sanctions scheme encourage you to change your behaviour?	
	Don't know what the rewards and sanctions scheme is	8 (9%)
	Yes	59 (66%)
	No	14 (16%)
	Don't know	8 (9%)
Q4	Have you had a 'nicking' (adjudication) since you have been in this establishment?	
	Yes	62 (68%)
	No	23 (25%)
	Don't know	6 (7%)
Q5	If you have had a 'nicking' (adjudication), was the process explained clearly to you?	
	I have not had an adjudication	23 (27%)
	Yes	51 (60%)
	No	11 (13%)
Q6	If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?	
	I have not been restrained	57 (66%)
	Once	12 (14%)
	Twice	8 (9%)
	Three times	1 (1%)
	More than three times	8 (9%)
Q7	If you have spent a night in the segregation/care and separation unit, how were you treated by staff?	
	I have not been to the care and separation unit	61 (70%)
	Very well	4 (5%)
	Well	7 (8%)
	Neither	5 (6%)
	Badly	6 (7%)
	Very badly	4 (5%)
SECTION 9: SAFETY		
Q1	Have you ever felt unsafe in this establishment?	
	Yes	20 (22%)
	No	69 (78%)

Q2 If you have ever felt unsafe, in which areas of this establishment do you/have you ever felt unsafe?
(Please tick all that apply to you.)

Never felt unsafe	69 (81%)	At meal times	4 (5%)
Everywhere	3 (4%)	At healthcare	4 (5%)
Care and separation unit	1 (1%)	Visits' area	3 (4%)
Association areas	3 (4%)	In wing showers	5 (6%)
Reception area	2 (2%)	In gym showers	5 (6%)
At the gym	4 (5%)	In corridors/stairwells	1 (1%)
In an exercise yard	5 (6%)	On your landing/wing	3 (4%)
At work	1 (1%)	In your cell	3 (4%)
At education	3 (4%)		

Q3 Has another young person or group of young people victimised you in this establishment (e.g. insulted or assaulted you)?

Yes	14 (17%)	
No	69 (83%)	If No, go to question 6.

Q4 If yes, what did the incident(s) involve/what were they about? (Please tick all that apply to you.)

Insulting remarks (about you, your family or friends)	5 (33%)	Because of drugs	2 (13%)
Physical abuse (being hit, kicked or assaulted)	5 (33%)	Having your canteen/property taken	2 (13%)
Sexual abuse	1 (7%)	Because you were new here	4 (27%)
Because of your race or ethnic origin	3 (20%)	Because you are from a different part of the country	5 (33%)
Because of your religious beliefs	5 (33%)	Because of gang related issues	2 (13%)
Because you have a disability	1 (7%)	Because of my offence/crime	8 (53%)

Q6 Has a member of staff or group of staff victimised you in this establishment (e.g. insulted or assaulted you)?

Yes	18 (22%)	
No	63 (78%)	If No, go to question 9.

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

Insulting remarks (about you, your family or friends)	11 (65%)	Because of drugs	2 (12%)
Physical abuse (being hit, kicked or assaulted)	4 (24%)	Having your canteen/property taken	4 (24%)
Sexual abuse	2 (12%)	Because you were new here	2 (12%)
Because of your race or ethnic origin	1 (6%)	Because you are from a different part of the country	2 (12%)
Because of your religious beliefs	2 (12%)	Because of gang related issues	3 (18%)
Because you have a disability	1 (6%)	Because of my offence/crime	5 (29%)

Q9	If you were being victimised who would you tell?			
	No one	35 (51%)	Teacher/education staff	4 (6%)
	Personal officer	21 (30%)	Gym staff	2 (3%)
	Wing officer	13 (19%)	Listener/Samaritan/buddy	2 (3%)
	Chaplain	8 (12%)	Another young person here	3 (4%)
	Healthcare staff	1 (1%)	Family/friends	14 (20%)
Q10	Do you think staff would take it seriously if you told them you had been victimised?			
	Yes			32 (39%)
	No			23 (28%)
	Don't know			27 (33%)
Q11	Is shouting through the windows a problem here?			
	Yes			25 (30%)
	No			49 (58%)
	Don't know			10 (12%)
Q12	Have staff checked on you personally in the last week to see how you are getting on?			
	Yes			23 (28%)
	No			59 (72%)
SECTION 10: ACTIVITIES				
Q1	How old were you when you were last at school?			
	14 or under			39 (46%)
	15 or over			46 (54%)
Q2	Please answer the following questions about school:			
		Yes	No	Not applicable
	Have you ever been excluded from school?	78 (94%)	4 (5%)	1 (1%)
	Did you used to truant from school?	63 (84%)	10 (13%)	2 (3%)
Q3	Do you currently take part in any of the following activities? (Please tick all that apply to you.)			
	Education			75 (89%)
	A job in this establishment			21 (25%)
	Vocational or skills training			18 (21%)
	Offending behaviour programmes			22 (26%)
	I am not currently involved in any of these			6 (7%)

Q4 If you have been involved in ANY of the following activities, in THIS establishment, do you think they will help you when you leave prison?

	Not been involved	Yes	No	Don't know
Education	5 (6%)	65 (78%)	5 (6%)	8 (10%)
A job in this establishment	18 (31%)	23 (40%)	6 (10%)	11 (19%)
Vocational or skills training	17 (30%)	25 (45%)	6 (11%)	8 (14%)
Offending behaviour programmes	16 (28%)	28 (48%)	8 (14%)	6 (10%)

Q5 Do you usually have association every day?

Yes	80 (93%)
No	2 (2%)
Don't know	4 (5%)

Q6 How many times do you usually go to the gym each week?

Don't want to go	4 (5%)
None	4 (5%)
One to two times	9 (11%)
Three to five times	51 (60%)
More than five times	13 (15%)
Don't know	4 (5%)

Q7 Can you usually go outside for exercise every day?

Don't want to go	7 (8%)
Yes	64 (75%)
No	10 (12%)
Don't know	4 (5%)

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS

Q1 Are you able to use the telephone every day, if you want to?

Yes	70 (81%)
No	15 (17%)
Don't know	1 (1%)

Q2 Have you had any problems with sending or receiving mail (letters or parcels)?

Yes	29 (34%)
No	52 (61%)
Don't know	4 (5%)

Q3	How easy is it for your family and friends to visit you here?	
	Very easy	15 (18%)
	Easy	22 (26%)
	Neither	9 (11%)
	Difficult	13 (15%)
	Very difficult	15 (18%)
	Don't know	10 (12%)
Q4	How many visits have you had, from family or friends in the last month?	
	I don't get visits	12 (14%)
	None	23 (27%)
	One	14 (16%)
	Two	14 (16%)
	Three	7 (8%)
	More than three	11 (13%)
	Don't know	4 (5%)
Q5	Do your visits usually start on time?	
	I don't get visits	12 (15%)
	Yes	46 (58%)
	No	10 (13%)
	Don't know	11 (14%)
Q6	How are you and your family/friends usually treated by visits staff?	
	I don't get visits	12 (15%)
	Very well	16 (20%)
	Well	18 (23%)
	Neither	8 (10%)
	Badly	2 (3%)
	Very badly	1 (1%)
	Don't know	23 (29%)
SECTION 12: PREPARATION FOR RELEASE		
Q1	When did you first meet your personal officer?	
	I still have not met him/her	12 (14%)
	In your first week	47 (54%)
	After your first week	18 (21%)
	Don't remember	10 (11%)

Q2	How often do you see your personal officer?				
	I still have not met him/her			12 (14%)	
	At least once a week			44 (53%)	
	Less than once a week			27 (33%)	
Q3	Do you feel your personal officer has helped you?				
	I still have not met him/her			12 (15%)	
	Yes			49 (60%)	
	No			21 (26%)	
Q4	Do you have a training plan?				
	Not sentenced			18 (20%)	
	Yes			41 (47%)	
	No			12 (14%)	
	Don't know			17 (19%)	
Q5	Please answer the following about training plans:				
		I don't have a training plan	Yes	No	Don't know
	Were you involved in development of your training plan?	29 (34%)	28 (33%)	5 (6%)	24 (28%)
	Do you understand the targets that have been set in your training plan?	29 (34%)	31 (36%)	4 (5%)	22 (26%)
	Can you see your training plan when you want to?	29 (34%)	18 (21%)	9 (10%)	30 (35%)
Q6	Has your YOT worker been in touch since you arrived at this establishment?				
	Yes			75 (90%)	
	No			8 (10%)	
Q7	Do you know how to get in touch with your YOT worker?				
	Yes			54 (65%)	
	No			29 (35%)	
Q8	Please answer the following about your release:				
		Yes	No	Don't know	
	Have you had a say in what will happen to you when you are released?	34 (41%)	34 (41%)	14 (17%)	
	Are you planning on going to school or college after release?	39 (50%)	27 (35%)	12 (15%)	
	Do you have a job to go to on release?	13 (16%)	50 (63%)	16 (20%)	

Q9	Do you know who to contact to get help with any of the following for when you leave? (Please tick all that apply to you.)	
	Finding accommodation	30 (39%)
	Getting into school or college	27 (35%)
	Getting a job	39 (51%)
	Help with money/finances	28 (36%)
	Help with claiming benefits	24 (31%)
	Continuing health services	17 (22%)
	Opening a bank account	27 (35%)
	Avoiding bad relationships	26 (34%)
	I don't know who to contact	24 (31%)
Q10	Do you think you will have a problem with any of the following when you leave? (Please tick all that apply to you.)	
	Finding accommodation	16 (21%)
	Getting into school or college	11 (14%)
	Getting a job	34 (44%)
	Money/finances	21 (27%)
	Claiming benefits	12 (15%)
	Continuing health services	6 (8%)
	Opening a bank account	8 (10%)
	Avoiding bad relationships	14 (18%)
	I won't have any problems	34 (44%)
Q11	Is there anything you would still like help with before you are released?	
	Yes	27 (34%)
	No	41 (51%)
	Don't know	12 (15%)
Q12	What is most likely to stop you offending in the future? (Please tick all that apply to you.)	
	Not sentenced	18 (22%)
	Having a mentor (someone you can ask for advice)	8 (10%)
	Nothing it is up to me	24 (29%)
	Having a YOT worker or social worker that I get on with	17 (20%)
	Making new friends outside	10 (12%)
	Having children	13 (16%)
	Going back to live with my family	19 (23%)
	Having something to do that isn't crime	22 (27%)

	Getting a place of my own	15 (18%)
	This sentence	24 (29%)
	Getting a job	33 (40%)
	Getting into school/college	16 (19%)
	Having a partner (girlfriend or boyfriend)	24 (29%)
	Talking about my offending behaviour with staff	6 (7%)
	Staying off alcohol/drugs	23 (28%)
	Anything else	3 (4%)
Q13	Do you want to stop offending?	
	Not sentenced	18 (21%)
	Yes	63 (74%)
	No	1 (1%)
	Don't know	3 (4%)
Q14	Have you done anything, or has anything happened to you in this establishment, that you think will make you less likely to offend in the future?	
	Not sentenced	18 (22%)
	Yes	33 (41%)
	No	30 (37%)