

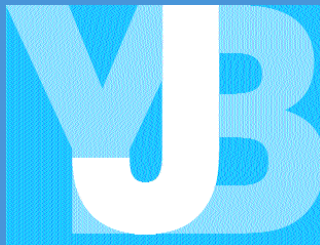
HM Young Offender Institution



HMY01 Cookham Wood

Summary of Questionnaires and Interviews

13 October 2008





HMYOI Cookham Wood

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 13 October 2008, the population of young people at HMYOI Cookham Wood was 67. Questionnaires were offered to all young people.

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

Interviews were carried out with any respondents with literacy difficulties or those with limited English. In total, one respondent was interviewed using a telephone translation service.

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, 55 respondents completed and returned their questionnaires, a response rate of 82%. In addition to the three respondents who refused to complete a questionnaire, five questionnaires were not returned and four were returned blank.

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 young people surveyed in young offender institutions. This comparator is based on all survey responses from young people carried out in 15 young people's establishments since 2005.

A further comparative document is also included, which shows statistically significant differences between the responses of young people from white backgrounds and those from black and minority ethnic backgrounds.

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 background details.

Summary





In addition, a summary of the survey results has been included. This shows a breakdown of responses for each question as well as examples of comments made by young people. 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 Cookham Wood 2008

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. 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 Cookham Wood 2008	Young people's comparator
	Any percent highlighted in green is significantly better than the comparator.		
	Any percent highlighted in blue is significantly worse than the comparator.		
	Any percent highlighted in orange shows a significant difference in background details.		
	Percentages which are not highlighted show there is no significant difference.		
Number of completed questionnaires returned		55	1112
SECTION 1: ABOUT YOU (Not tested for significance)			
1.1	Are you 18 years of age?	3%	12%
1.2	Do you usually live in this country?	97%	97%
1.3	Is English your first language?	89%	92%
1.4	Are you from a minority ethnic group (including all those who did not tick White British, White Irish or White Other category)?	53%	32%
1.5	Do you have any children?	8%	9%
1.6	Have you ever been in care (either foster care or children's home)?	26%	27%
1.7	Are you on a care order now?	16%	13%
SECTION 2: ABOUT YOUR SENTENCE (Not tested for significance)			
2.2	Are you sentenced?	76%	79%
2.3	Is your sentence 12 months or less?	37%	39%
2.4	Do you have less than six months to serve?	60%	55%
2.5	Have you been in this prison less than a month?	59%	22%
2.6	Have you been to any other YOI during this sentence?	47%	30%
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?	48%	41%
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?	57%	46%
3.2	Was the van comfortable?	17%	12%
3.3	Did you feel safe?	67%	69%

3.4	Did you have enough comfort breaks?	14%	15%
3.5	Were your health needs looked after?	38%	49%
3.6	Did you spend more than four hours in the van?	3%	10%
3.7	Were you treated well/very well by the escort staff?	61%	63%
3.8	Did you know where you were going when you left court or when transferred from another establishment?	77%	81%
3.9	Did you receive written information about what would happen to you before you arrived?	14%	25%
SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Did you have any problems when you first arrived?	75%	72%
4.2	When you first arrived here did your property arrive at the same time as you?	84%	80%
4.3	Were you told what you needed to know by the staff when you first arrived?	72%	73%
4.4	Were you in reception for less than two hours?	77%	79%
4.5	Were you seen by a member of the healthcare staff in reception?	94%	89%
4.6	When you were searched was this carried out in an understanding way?	77%	80%
4.7	Were you treated well/very well in reception?	69%	69%
4.8	Were you able to make a telephone call to your family/friends on your first day here?	83%	81%
	Did you meet/have access to any of the following people within your first 24 hours?		
4.9a	The chaplain?	31%	39%
4.9b	Someone from healthcare?	75%	54%
4.9c	A Listener or The Samaritans?	34%	14%
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of your arrival?	14%	16%
4.10	Did you feel safe on your first night here?	86%	84%
4.11	Did you go on an induction course within your first week?	81%	64%
4.12	Did the induction course cover everything you needed to know about the prison?	65%	55%
SECTION 5: DAILY LIFE HERE			
5.1	Is it easy/very easy for you to attend religious services?	57%	53%
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	50%	48%
5.3	Do you find the food here good/very good?	14%	25%
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	46%	33%
5.5	Are you normally able to shower every day if you want to?	86%	58%
5.6	Is your cell call bell normally answered within five minutes?	55%	31%

SECTION 6: HEALTHCARE			
6.1	Do you think the overall quality of the healthcare is good/very good?	76%	59%
	Is it easy for you to see the following people:		
6.2a	The doctor?	65%	48%
6.2b	The nurse?	84%	68%
6.2c	The dentist?	27%	23%
6.2d	The optician?	24%	19%
6.3	Have you had any problems getting your medication?	18%	15%
6.4	Have you received any help with any alcohol problems?	26%	22%
6.5	Have you received any help with any drugs problems?	27%	32%
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS			
7.1	Are you on the enhanced (top) level of the reward scheme?	21%	24%
7.2	Do the different levels make you change your behaviour?	52%	62%
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	48%	56%
7.4	Do you know how to make a complaint?	93%	79%
7.5	Is it easy to make a complaint?	48%	40%
7.6	Do you feel complaints are sorted out fairly?	11%	16%
7.7	Have you ever been made to or encouraged to withdraw a complaint?	18%	9%
SECTION 8: DISCIPLINE AND RESPECT			
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	53%	59%
8.2	Have you been physically restrained (C and R) since you have been here?	35%	27%
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	10%	13%
8.4	Do most staff treat you with respect?	80%	75%
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	26%	26%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	31%	23%
	If you have felt victimised by another young person/group of young people, did the incident involve:		
9.4a	Insulting remarks?	22%	13%
9.4b	Physical abuse?	10%	9%
9.4c	Sexual abuse?	0%	1%
9.4d	Racial or ethnic abuse?	0%	3%
9.4e	Drugs?	2%	1%

9.4d	Having your canteen/property taken?	10%	4%
9.4e	Because you were new here?	12%	6%
9.4f	Being from a different part of the country than others?	7%	6%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	31%	19%
	If you have felt victimised by a member of staff/group of staff, did the incident involve:		
9.7a	Insulting remarks?	24%	11%
9.7b	Physical abuse?	4%	4%
9.7c	Sexual abuse?	0%	1%
9.7d	Racial or ethnic abuse?	4%	2%
9.7e	Drugs?	2%	1%
9.7f	Having your canteen/property taken?	0%	2%
9.7g	Because you were new here?	0%	3%
9.7h	Being from a different part of the country than others?	2%	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?	72%	60%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	35%	40%
9.11	When you first arrived here did other young people shout through the windows at you?	19%	36%
9.12	Did you find this shouting threatening?	10%	12%
9.13	Do other young people shout through the windows at you now?	18%	27%
9.14	Do you find this threatening now?	7%	5%
9.15	Do you shout through the windows at others?	25%	28%
9.16	Have staff checked on you personally in the last week to see how you are getting on?	41%	36%
SECTION 10: ACTIVITIES			
10.1	Were you under the age of 14 when you were last at school?	28%	40%
10.2a	Have you ever been excluded from school?	88%	88%
10.2b	Have you ever truanted from school?	72%	72%
10.3	Are you doing any education here?	88%	84%
10.4	Is education helping you?	41%	58%
10.5	Do you feel you need help with reading, writing or maths?	20%	30%
10.6	Were the teachers understanding with any school problems when you first arrived?	40%	49%
10.7a	Are you learning a skill or trade?	29%	53%
10.7b	Are you in a job here?	15%	31%
10.8	Do you go to the gym more than five times each week?	25%	9%

10.9 Do you go on association more than five times each week?	72%	52%
10.10 Can you go outside for exercise every day?	89%	32%
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?	63%	56%
11.2 Have you had any problems getting access to the telephones?	48%	31%
11.3 Have you had any problems with sending or receiving mail?	46%	30%
11.4 It is easy/very easy for your family and friends to get here to visit you?	33%	37%
11.5 Do you get two or more visits each month?	37%	46%
11.6 Do you arrive on time for a visit?	53%	66%
11.7 Are you and your family/friends treated well/very well by visits staff?	55%	60%
SECTION 12: RESETTLEMENT		
12.1 Did you meet your personal officer within your first week here?	30%	46%
12.2 Do you feel helped by your personal officer?	38%	52%
12.3 Do you know what targets you have been set in your training/sentence plan?	57%	59%
12.4 If you want, can you see your training/sentence plan?	25%	37%
12.5 Has your YOT/social worker/probation officer been in touch since you arrived here?	71%	82%
12.6 Do you know how to get in touch with your YOT/social worker/probation officer?	53%	60%
12.7 Do you want to stop offending?	71%	71%
12.9 Have you had a say in what will happen to you when you are released?	36%	44%
12.10 When you are released will you be living with a family member?	56%	67%
12.11 Have you had help with finding accommodation?	25%	25%
12.12 Are you going to school or college on release?	53%	39%
12.13 Has anyone spoken to you about going to college on release?	41%	37%
12.14 Do you have a job to go to on release?	12%	28%
12.15 Have you done anything during your time here that you think will help you to get a job on release?	38%	47%
12.16 Has anyone from here spoken to you about getting a job on release or about New Deal?	15%	24%
12.17 Do you have a Connexions personal adviser?	25%	35%
12.18 Is there anything you would still like help with before you are released?	57%	36%
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?	45%	41%

Key question responses (ethnicity): HMYOI Cookham Wood 2008

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

Key to tables

	Any percent highlighted in green is significantly better than the responses from white young people.
	Any percent highlighted in blue is significantly worse than the responses from white young people.
	Percentages which are not highlighted show there is no significant difference.

	BME young people	White young people
Number of completed questionnaires returned	29	25
2.2 Are you sentenced? Not tested for significance	66%	87%
2.6 Have you been to any other YOI during this sentence? Not tested for significance	51%	40%
1.6 Have you ever been in care (foster care/children's home)? Not tested for significance	11%	43%
1.7 Are you on a care order now? Not tested for significance	3%	30%
3.7 Were you treated well/very well by the escort staff?	63%	60%
4.2 When you first arrived here did your property arrive at the same time as you?	82%	87%
4.6 When you were searched was this carried out in an understanding way?	68%	87%
4.7 Were you treated well/very well in reception?	57%	84%
4.10 Did you feel safe on your first night here?	85%	87%
4.11 Did you go on an induction course within your first week?	85%	76%
5.1 Is it easy/very easy for you to attend religious services?	64%	50%
5.2 Does the shop/canteen sell a wide enough range of goods to meet your needs?	38%	63%
5.3 Do you find the food here good/very good?	11%	17%
6.1 Do you think the overall quality of the healthcare is good/very good?	70%	83%
8.1 Have you had a 'nicking' (adjudication or minor report) since you have been here?	57%	46%
8.2 Have you been physically restrained (C and R) since you have been here?	38%	31%
8.3 If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	7%	14%
5.4 Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	47%	45%
7.1 Are you on the enhanced (top) level of the reward scheme?	28%	17%
7.3 Do you feel you have been treated fairly in your experience of the reward scheme?	47%	54%
7.6 Do you feel complaints are sorted out fairly?	4%	19%
5.5 Are you normally able to shower every day if you want to?	85%	87%
5.6 Is your cell call bell normally answered within five minutes?	58%	50%
8.4 Do most staff treat you with respect?	72%	86%

9.1	Have you ever felt unsafe in this prison?	23%	30%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	32%	30%
9.4d	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: racial or ethnic abuse?	0%	0%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	41%	21%
9.7d	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: racial or ethnic abuse?	8%	0%
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?	79%	64%
9.16	Have staff checked on you personally in the last week to see how you are getting on?	41%	41%
10.3	Are you doing any education here?	83%	93%
10.4	Is education helping you?	30%	57%
10.7	Are you learning a skill or trade?	24%	36%
10.7	Are you in a job here?	15%	15%
10.8	Do you go to the gym more than five times each week?	21%	24%
10.9	Do you go on association more than five times each week?	68%	76%
10.10	Can you go outside for exercise every day?	80%	97%
11.2	Have you had any problems getting access to the telephones?	52%	45%
11.3	Have you had any problems with sending or receiving mail?	43%	50%
11.5	Do you get two or more visits each month?	38%	38%
11.7	Are you and your family/friends treated well/very well by visits staff?	54%	61%
12.1	Did you meet your personal officer within your first week here?	36%	24%
12.2	Do you feel helped by your personal officer?	33%	45%
12.3	Do you know what targets you have been set in your training/sentence plan?	43%	75%
12.9	Have you had a say in what will happen to you when you are released?	34%	33%
12.14	Do you have a job to go to on release?	7%	15%
12.15	Have you done anything during your time here that you think will help you to get a job on release?	36%	43%
12.18	Is there anything you would still like help with before you are released?	60%	54%
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?	32%	61%

Summary of survey results: HMYOI Cookham Wood 2008

SECTION 1: ABOUT YOU

Q1 What is your age?

14 or under	0%
15	9%
16	25%
17	62%
18	4%

Q2 Do you usually live in this country (England, Ireland, Scotland or Wales)?

Yes	96%
No	4%

Q3 Is English your first language?

Yes	88%
No	12%

Q4 What is your ethnic origin?

White – British	41%
White – Irish	6%
White – Other	0%
Black or Black British – Caribbean	17%
Black or Black British – African	13%
Black or Black British – Other	2%
Asian or Asian British – Indian	0%
Asian or Asian British – Pakistani	0%
Asian or Asian British – Bangladeshi	2%
Asian or Asian British – Other	2%
Mixed Race – White and Black Caribbean	7%
Mixed Race – White and Black African	6%
Mixed Race – White and Asian	0%
Mixed Race – Other	0%
Chinese	0%
Other ethnic group	6%

Q5 Do you have any children under the age of 18?

Yes	7%
No	93%

Q6 Have you ever been in either foster care or a children's home?

Yes	26%
No	74%

Q7 Are you on a care order now?

Yes	15%
No	85%

SECTION 2: ABOUT YOUR SENTENCE

Q1 Which wing or house block are you currently living on?

See front sheet

Q2 Are you sentenced?

Yes	76%
No – awaiting trial	11%
No – awaiting sentence	13%
No – awaiting deportation	0%

Q3 What is the length of your sentence?

Not sentenced	25%
Four months	6%
Six months	10%
Eight months	12%
12 months	10%
18 months	14%
Two years	10%
Two to four years	8%
Four years or more	6%

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	25%
Less than two months	23%
Two to six months	38%
Six months to one year	6%
One year or more	9%

Q5 How long have you been in this establishment?

Less than one month	59%
One to six months	37%
Six to 12 months	4%
One to two years	0%
Two years or more	0%

Q6 Have you been to any other YOI during this sentence?

None	54%
One	28%
Two	13%
Three	4%
More than three	2%

Q7 How many times have you been in a YOI, secure children's home or secure training centre before, either sentenced or on remand?

None	48%
Once	27%
Two to five	21%
More than five	4%

SECTION 3: COURTS, TRANSFERS AND ESCORTS

In questions 1 to 9 please refer to the most recent journey you have made, either from court or between establishments.

Q1 On your most recent journey, was the van clean?

Yes	57%
No	36%
Don't remember	6%
Not applicable	2%

Q2 On your most recent journey, was the van comfortable?

Yes	17%
No	83%
Don't remember	0%
Not applicable	0%

Q3 Did you feel safe on your most recent journey?

Yes	67%
No	31%
Don't remember	2%
Not applicable	0%

Q4 Did you have enough comfort breaks on your most recent journey?

Yes	13%
No	80%
Don't remember	4%
Not applicable	4%

Q5 Were your health needs looked after on your most recent journey, either from court or between establishments?

Yes	38%
No	37%
Don't remember	8%
Not applicable	17%

Q6 How long did you spend in the van?

Less than one hour	19%
One to two hours	44%
Two to four hours	31%
More than four hours	4%
Don't remember	2%

Q7 How did you feel you were treated by the escort staff?

Very well	20%
Well	41%
Neither	28%
Badly	7%
Very badly	4%
Don't remember	0%

Q8 Did you know where you were going before you got to this establishment?

Yes	78%
No	22%
Don't remember	0%

Q9 Before you arrived here did you receive any written information about what would happen to you?

Yes	13%
No	87%
Don't remember	0%

Q10 Do you have any comments you wish to make about any aspect of courts, transfers and escorts?

Examples of comments include:

“They didn’t inform me where I was going and the escort staff need to improve.”

SECTION 4: YOUR FIRST FEW DAYS HERE

Q1 Did you have any of the following problems when you first arrived at this establishment?

(Please tick all that apply to you.)

Not had any problems	24%	Needing protection from other prisoners	10%
Coming off drugs	22%	Letting family know where you are	14%
Alcohol problems	18%	Money worries	24%
Had no tobacco	35%	Feeling low/upset/needing someone to talk to	27%
Loss of transferred property	22%	Getting your property	16%
Housing problems	22%	Health problems	10%

Q2 When you first arrived at this establishment, did your property arrive at the same time as you?

Yes	84%
No	14%
Don't remember	2%

Q3 Were you told what you needed to know by the staff when you first arrived?

Yes	72%
No	23%
Don't remember	6%

Q4 How long were you in reception?

Less than two hours	77%
Two hours or longer	15%
Don't remember	8%

Q5 Were you seen by a member of healthcare staff in reception?

Yes	94%
No	6%
Don't remember	0%

Q6 When you were searched was this carried out in an understanding way?

Yes	77%
No	15%
Don't remember	8%

Q7 Overall, how well did you feel you were treated in reception?

Very well	19%
Well	51%
Neither	21%
Badly	8%
Very badly	0%
Don't remember	2%

Q8 Were you able to make a telephone call to your family/friends on your first day of arrival?

Yes	83%
No	17%
Don't remember	0%

Q9 Did you have access to the following people/services within the first 24 hours of arriving at this establishment?

Chaplain	30%
Someone from healthcare	75%
A Listener/Samaritans	34%
The prison shop/canteen	13%
Don't remember	15%
Did not have access to any of these services	11%

Q10 Did you feel safe on your first night at this establishment?

Yes	87%
No	12%
Don't remember	2%

Q11 How soon after your arrival did you go on an induction course?

Have not been on an induction course	14%
Within two days	61%
Within the first week	20%
More than a week	6%
Don't remember	0%

Q12 Did the induction course cover everything you needed to know about the establishment?

Have not been on an induction course	14%
Yes	65%
No	18%
Don't remember	2%

Q13 Do you have any comments you wish to make about any aspect of your first few days here?

Examples of comments include:

“They didn’t really explain what property and in what quantities we were allowed to be sent to us (e.g. stamps).”

“To this day I haven’t received any of my property from Feltham.”

SECTION 5: DAILY LIFE HERE

Q1 How easy or difficult is it for you to attend religious services?

Do not want to attend	10%
Very easy	24%
Easy	33%
Neither	12%
Difficult	10%
Very difficult	2%
Don't know	10%

Q2 Does the shop/canteen sell a wide enough variety of products?

Have not bought anything yet	16%
Yes	50%
No	34%

Q3 What is the food like at this establishment?

Very good	0%
Good	13%
Neither	21%
Bad	29%
Very bad	37%

Q4 Have you talked to an advocate since you have been at this establishment (an outside person to help you with the authorities)?

Yes	46%
No	42%
Don't know what an advocate is	12%

Q5 Are you normally able to have a shower every day if you want?

Yes	87%
No	12%
Don't know	2%

Q6 Is your cell call bell normally answered within five minutes?

Yes	55%
No	36%
Don't know	9%

Q7 Do you have any comments you wish to make about daily life here?

Examples of comments include:

“It’s alright here and the time doesn’t drag, but it’s one rule for one person and another for the next.”

“This prison seems to make up new rules every day so it’s hard to understand and confusing.”

“On the weekends our bang-up times are 5.45pm for both days and I think it should be later at 9pm.”

“[They should give] bigger portions of food as there is lots of it left afterwards which goes in the bin.”

“The breakfast is very small and not filling at all. On Saturdays and Sundays the dinners are usually not nice at all.”

“I have pressed my bell before and not had a response for at least 20 minutes.”

SECTION 6: HEALTHCARE

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

Have not been to healthcare	2%
Very good	33%
Good	43%
Neither	20%
Bad	2%
Very bad	0%

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

	Yes	No	Don't know
The doctor	65%	21%	13%
The nurse	84%	8%	8%
The dentist	27%	45%	27%
The optician	24%	33%	43%

Q3 Have you had any problems getting your medication?

Not taking any medication	39%
Yes	18%
No	43%

Q4 Have you received any help with any alcohol problems?

Not had any alcohol problems	63%
Yes	25%
No	12%

Q5 Have you received any help with any drugs problems?

Not had any drugs problems	58%
Yes	27%
No	15%

Q6 Do you have any comments you wish to make about healthcare?

No comments made.	
-------------------	--

SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS**Q1 What level of the reward scheme are you now on?**

Don't know what the reward scheme is	10%
Enhanced (top)	22%
Standard (middle)	58%
Basic (bottom)	10%
Don't know	0%

Q2 Do the different levels of the reward scheme make you change your behaviour?

Don't know what the reward scheme is	10%
Yes	51%
No	39%

Q3 Do you feel you have been treated fairly in your experience of the reward scheme?

Don't know what the reward scheme is	10%
Yes	49%
No	41%

Q4 Do you know how to make a complaint?

Yes	94%
No	6%

Q5 Is it easy to make a complaint?

Not made a complaint	33%
Yes	49%
No	18%

Q6 Do you feel complaints are sorted out fairly?

Not made a complaint	36%
Yes	11%
No	53%

Q7 Have you ever been encouraged to withdraw a complaint?

Not made a complaint	36%
Yes	18%
No	47%

Q8 Do you have any comments you wish to make about rewards and complaints?

Examples of comments include:

“Staff work into people on basic once they find that they are going up [to enhanced] and basically you become more of a target.”

“Some staff are respectful and fair, whereas many others are condescending and rude.”

“You don’t get anything for being on enhanced except being able to wear your own trainers. Enhanced rewards need to get better.”

“The complaints are not sorted fairly here because they always take the governors side, and it takes too long for them to get back to you They just ask the gov what happened who still says the same thing, and when we complain about the governor lying nothing happens.”

“You get de-merits [more easily] than getting merits and complaints don’t work because the governor only listens to his staff; you can’t win.”

SECTION 8: DISCIPLINE AND RESPECT

Q1 Have you had a 'nicking' (adjudication or minor report) since you have been in this establishment?

Yes	52%
No	46%
Don't know	2%

Q2 If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?

Not been restrained	65%
Once	20%
Twice	6%
Three times	2%
More than three times	6%

Q3 If you have spent a night in the segregation/care and separation unit, how were you treated by staff?

Not been to the segregation unit	68%
Very well	2%
Well	8%
Neither	6%
Badly	12%
Very badly	4%

Q4 Do most staff treat you with respect?

Yes	80%
No	20%

Q5 Do you have any comments you wish to make about the discipline and respect?

Examples of comments include:

“Staff use unreasonable force and I have had injuries to my face and arms because of that. They put the handcuffs on tight.”

“Some staff think they can speak to us however they want to.”

SECTION 9: SAFETY

Q1 Have you ever felt unsafe in this establishment?

Yes	26%
No	74%

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	74%	At meal times	18%
Everywhere	6%	At healthcare	4%
Segregation unit	2%	Visits area	6%
Association areas	18%	In wing showers	14%
Reception area	4%	In gym showers	12%
At the gym	14%	In corridors/stairwells	24%
In an exercise yard	22%	On your landing/wing	16%
At work	4%	In your cell	4%
At education	14%	Other (please specify)	0%

Q3 Has another trainee or group of trainees victimised (insulted or assaulted) you in this establishment?

Yes	31%
No	69%

Q4 If you have felt victimised by a trainee/group of trainees, what did the incident(s) involve? (Please tick all that apply to you.)

Insulting remarks (about you or your family or friends)	22%	Drugs	2%
Physical abuse (being hit, kicked or assaulted)	10%	Having your canteen/property taken	10%
Sexual abuse	0%	Because you were new here	12%
Your race or ethnic origin	0%	Being from a different part of the country than others	6%

Q5 If you have ticked any of the above please give details:

No details given.

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

Yes	31%
No	69%

Q7 If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve?

Insulting remarks (about you or your family or friends)	24%	Drugs	2%
Physical abuse (being hit, kicked or assaulted)	4%	Having your canteen/property taken	0%
Sexual abuse	0%	Because you were new here	0%
Your race or ethnic origin	4%	Being from a different part of the country than others	2%

Q8 If you have ticked any of the above please give details:

Examples of comments include:

“The gobs like to take the [mickey] by saying nasty things about my family to make me react. I think it gives them a buzz because they have the power.”

“I refused to get searched because he had no reason to [search me] so he grabbed me by the neck and said he would rip my head off; I’ve got bruises from him.”

Q9 If you were ever victimised in future who would you tell?

No-one	28%	Teacher/education staff	5%
Personal officer	37%	Gym staff	7%
Wing officer	23%	Listener/Samaritan/buddy	14%
Chaplain	12%	Another trainee	5%
Healthcare staff	14%	Family/friends	42%

Q10 Do you think staff would take it seriously if you did tell them that you had been victimised?

Yes	34%
No	36%
Don't know	30%

Q11 When you first arrived here did other young people shout through the windows at you?

Yes	19%
No	81%

Q12 Did you find this shouting threatening?

Yes	10%
No	8%
Not been shouted at	81%

Q13 Do other young people shout through the windows at you now?

Yes	18%
No	82%

Q14 Do you find this threatening?

Yes	6%
No	12%
Do not get shouted at now	82%

Q15 Do you shout through the windows at others?

Yes	24%
No	76%

Q16 Have staff checked on you personally in the last week to see how you are getting on?

Yes	41%
No	59%

Q17 Do you have any comments you wish to make about any aspect of safety?

Examples of comments include: <i>"[I would like] more cameras on the stairs."</i>
--

SECTION 10: ACTIVITIES**Q1 How old were you when you were last at school?**

14 or under	29%
Over 14	71%

Q2 Please answer the following questions about school:

	Yes	No	Not applicable
Have you ever been excluded from school?	88%	8%	4%
Did you used to truant from school?	73%	27%	0%

Q3 Are you doing education in this establishment?

Yes	88%
No	12%

Q4 Is education helping you?

Yes	42%
No	46%
Not doing education	13%

Q5 Do you feel you need help with reading, writing or maths?

Yes	20%
No	80%

Q6 Were teachers understanding with any school problems you had when you first arrived?

Yes	40%
No	26%
Not applicable	34%

Q7 Please answer the following questions about work or training:

	Yes	No	Not applicable
Are you learning a skill or trade?	29%	58%	13%
Are you in a job here?	14%	78%	8%

Q8 On average how many times do you go to the gym each week (Monday to Sunday)?

Don't want to go	4%
None	6%
One to two times	15%
Three to five times	44%
More than five times	25%
Don't know	6%

Q9 On average, how many times do you go on association or free time each week (Monday to Sunday)?

Don't want to go	4%
None	0%
One to two times	8%
Three to five times	10%
More than five times	72%
Don't know	6%

Q10 Can you go outside for exercise every day?

Don't want to go	4%
Yes	88%
No	6%
Don't know	2%

Q11 Do you have any other comments you wish to make about activities within this establishment?

Examples of comments include:

“I need help with my A levels; no-one in the establishment can help me.”

“There is not a lot to do during association which leads to people getting bored, which then leads to fighting or bullying.”

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS

Q1 Are you able to use the telephone to speak to someone in your family every day?

Yes	63%
No	33%
Don't know	4%

Q2 Have you had any problems getting access to the telephones?

Yes	48%
No	52%
Don't know	0%

Q3 Have you had any problems with sending or receiving letters?

Yes	46%
No	46%
Don't know	8%

Q4 How easy or difficult is it for your family and friends to get to this establishment to visit you?

Very easy	10%
Easy	22%
Neither	16%
Difficult	14%
Very difficult	18%
Don't know	18%

Q5 How many times have you been visited by family or friends in the last month?

Don't get visits	22%
Less than one	12%
One	29%
Two	25%
Three	4%
More than three	8%
Don't know	0%

Q6 Do you arrive on time for a visit?

Don't get visits	23%
Yes	52%
No	25%

Q7 How are you and your family/friends treated by visits staff?

Don't get visits	23%
Very well	13%
Well	43%
Neither	17%
Badly	0%
Very badly	4%

Q8 Do you have any other comments you wish to make about any aspects of keeping in touch with family and friends?

Examples of comments include:

“I have had people say over the phone to me that they’ve sent me letters and I never received them, and that has been with more than one person.”

“We should get more visits. I’m really close with my family as are other prisoners so I would like more visits which are longer; what is one hour every two weeks?”

SECTION 12: RESETTLEMENT

Q1 When did you first meet your personal officer?

Still have not met him/her	28%
In first week	30%
More than a week	36%
Don't remember	6%

Q2 Do you feel helped by your personal officer?

Still have not met him/her	29%
Yes	39%
No	33%

Q3 Do you know what targets you have been set in your training/sentence plan?

Yes	57%
No	18%
Don't know	10%
Have not got a plan	14%

Q4 If you want can you see your plan?

Yes	25%
No	15%
Don't know	46%
Have not got a plan	15%

Q5 Has your YOT/social worker/probation officer been in touch since you arrived at this establishment?

Yes	70%
No	30%

Q6 Do you know how to get in touch with your YOT/social worker/probation officer?

Yes	52%
No	48%

Q7 Do you want to stop offending?

Yes	71%
No	4%
Don't know	0%
Not sentenced	25%

Q8 What is most likely to stop you offending in the future? (Please tick all that apply to you)

Not sentenced	25%	Having a mentor (someone you can ask for advice)	6%
Nothing, it is up to me	20%	Having a YOT/social worker that you get on with	16%
Making new friends outside	16%	Having children	22%
Going back to live with my family	18%	Having something to do that isn't crime	39%
Getting a place of my own	22%	This sentence	29%
Getting a job	47%	Getting into school/college	39%
Having a partner (girlfriend or boyfriend)	24%	Talking about my offending behaviour with staff	12%
Staying off alcohol/drugs	20%	Anything else	10%

Q9 Have you had a say in what will happen to you when you are released?

Yes	35%
No	53%
Don't know	12%

Q10 When you are released will you be living with a family member?

Yes	56%
No	24%
Don't know	20%

Q11 Have you had any help with finding accommodation?

Yes	24%
No	32%
Don't know	6%
Not needed any help	38%

Q12 Are you going to school or college on release?

Yes	53%
No	20%
Don't know	27%

Q13 Has anyone from this establishment spoken to you about going to college on release?

Yes	41%
No	45%
Don't know	2%
Have not needed any help	12%

Q14 Do you have a job to go to on release?

Yes	13%
No	77%
Don't know	11%

Q15 Have you done anything during your time in this establishment that you think will help you to get a job on release?

Yes	39%
No	49%
Don't know	12%

Q16 Has anyone here spoken to you about getting a job on release or about New Deal?

Yes	14%
No	80%
Don't know	4%
Have not needed any help	2%

Q17 Do you have a Connexions personal adviser?

Yes	24%
No	67%
Don't know	8%

Q18 Is there anything you would still like help with before you are released?

Yes	57%
No	35%
Don't know	8%

Q19 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	25%
Yes	45%
No	29%

Q20 Do you have any comments about any aspect of resettlement?

Examples of comments include:

“I think there should be more outside job opportunities for YPs.”

“I don’t know who to go to [for help with] housing problems.”

SECTION 13: OVERALL IMPRESSIONS

What would you say are the best things for you in this establishment?

Examples of comments include:

“The gym because it makes you use all your energy and tires you out.”

“The hygiene of the prison and cells and the gym [are good], most of the staff are polite, and the bang-up hours are good.”

“The gym and the fact it’s close to home.”

“Going to education.”

“The hygiene, cleanliness, activities and facilities are good in here.”

What would you most like to see changed in this establishment?

Examples of comments include:

“When I ask to see my personal officer I would like to see her within a couple of days.”

“More recognised qualifications in education and more things to do; genuinely it’s way more boring here when compared with other establishments.”

“The officers’ attitudes and more respect shown to inmates. The breakfast is a major issue.”