HM Young Offender Institution

HMYOI Feltham

Summary of questionnaires and interviews 18 October 2010



HMYOI Feltham

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 18 October 2010, the population of young people at HMYOI Feltham was 218. The Heron Unit was sampled separately with questionnaires offered to all 29 young people on the unit. Questionnaires were offered to 126 young people across the other main young people's units.

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 difficulties. In total, four 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, 27 young people on the Heron Unit returned their questionnaires. The response rate was 93%. Two surveys were not returned.

Across the other main young people's units, 118 questionnaires were returned. This represented 62% of population. The response rate was 94%. Three respondents refused to complete a questionnaire and five 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 of the survey for the main young people units are the comparator figures for all children and young people surveyed in young offender institutions. This comparator is based on responses from 11 surveys carried out in the other male establishments since 2009.

An additional document shows the 2010 survey results from the Heron Unit compared to those from the 2010 main Feltham young people's survey.

An additional document shows significant differences between the responses of young people from black and minority ethnic backgrounds, and young people from white backgrounds, and significant differences between young Muslims and young non-Muslims. Both these analyses include the Heron Unit.

Also included are statistically significant differences between the responses of young people surveyed at HMYOI Feltham (including the Heron Unit) in 2009 and the responses of this 2010 survey (also including the Heron Unit). It should be noted that, in order for statistical comparisons to be made between the most recent survey data and that of the previous survey, both sets of data have been coded in the same way. This may result in percentages from previous surveys looking higher or lower as some of our survey questions have changed. However, both percentages are true of the populations they were taken from, and the statistical significance is correct.

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. Some questions have been filtered according to the response to a previous question. Filtered questions are clearly indented and preceded by an explanation as to which respondents are included in the filtered questions. Otherwise, percentages provided refer to the entire sample. All missing responses are excluded from the analysis.

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 Feltham (main) 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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Significantly better than the comparator	2010	
Significantly worse than the comparator	am 2	ole's
A significant difference in demographic details	OI Felth	Young people's comparator
No significant difference	НМУС	Young
Number of completed questionnaires returned	118	851
N 1: ABOUT YOU		
Are you 18 years of age?	7%	13%
Are you a foreign national?	8%	4%
Is English your first language?	80%	93%
Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)'	82%	29%
Are you Muslim?	36%	12%
Do you consider yourself to be Gypsy/Romany/Traveller?	3%	6%
Do you have any children?	6%	13%
Do you consider yourself to have a disability?	8%	10%
Have you ever been in local authority care?	21%	27%
N 2: ABOUT YOUR SENTENCE		
Are you sentenced?	42%	77%
Is your sentence 12 months or less?	23%	33%
Have you been in this establishment for one month or less?	21%	22%
Is this your first time in custody in a YOI, secure children's home or secure training centre?	62%	49%
N 3: COURTS, TRANSFERS AND ESCORTS		
r most recent journey, either to or from court or between prisons, we want to		
Was the van clean?	40%	47%
Did you feel safe?	70%	80%
Did you travel with any adults (over 18) or anyone of a different gender?	23%	28%
Did you spend more than four hours in the van?	4%	5%
For those who spent two or more hours in the escort van:		
Were you offered a toilet break if you needed it?	3%	17%
Were you offered anything to eat or drink?	25%	34%
Were you treated well/very well by the escort staff?	55%	55%
Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment	81%	78%
Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment	1%	3%
	Significantly better than the comparator Significantly worse than the comparator A significant difference in demographic details No significant difference Number of completed questionnaires returned N1: ABOUT YOU Are you 18 years of age? Are you a foreign national? Is English your first language? Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)' Are you Muslim? Do you consider yourself to be Gypsy/Romany/Traveller? Do you consider yourself to have a disability? Have you ever been in local authority care? N2: ABOUT YOUR SENTENCE Are you sentenced? Is your sentenced? Is this your first time in custody in a YOI, secure children's home or secure training centre? N3: COURTS, TRANSFERS AND ESCORTS most recent journey, either to or from court or between prisons, we want to Was the van clean? Did you feel safe? Did you spend more than four hours in the van? se who spent two or more hours in the escort van: Were you offered anything to eat or drink? Were you defreed anything to eat or drink? Were you treated well/very well by the escort staff? Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment	Significantly worse than the comparator Significantly worse than the comparator A significant difference in demographic details No significant difference Number of completed questionnaires returned 118 N 1: ABOUT YOU Are you 18 years of age? Are you a foreign national? Is English your first language? Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category) Are you Muslim? Do you consider yourself to be Gypsy/Romany/Traveller? Do you consider yourself to have a disability? Have you ever been in local authority care? 121% 12 **ABOUT YOUR SENTENCE** Are you sentenced? Is your sentenced? Is your sentence 12 months or less? Have you been in this establishment for one month or less? Is this your first time in custody in a YOI, secure children's home or secure training centre? 13 **AS COURTS, TRANSFERS AND ESCORTS** most recent journey, either to or from court or between prisons, we want to Was the van clean? Did you travel with any adults (over 18) or anyone of a different gender? 23 **ABOUT YOUR SENTENCE** Were you offered a toilet break if you needed it? 34 **Were you offered anything to eat or drink? Were you arrived here (either from court or another establishment), were you told that you would be coming to this establishment) Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment)

Key to t	ables		
	Significantly better than the comparator	10	
	Significantly worse than the comparator	HMYOI Feitham 2010	le's
	A significant difference in demographic details	Felt	peop
	No significant difference	IMYOI	Young people' comparator
	Number of completed questionnaires returned	118	851
SECTIO	N 4: YOUR FIRST FEW DAYS HERE		
4.1	Were you in reception for less than two hours?	86%	74%
4.2	When you were searched was this carried out in an understanding way?	75%	80%
4.3	Were you treated well/very well in reception?	59%	72%
When yo	but first arrived, did staff ask if you needed help or support with any of the 1:		
4.4a	Not being able to smoke?	39%	54%
4.4b	Loss of property?	16%	22%
4.4c	Housing problems?	15%	18%
4.4d	Needing protection from other young people?	26%	21%
4.4e	Letting family know where you were?	46%	66%
4.4f	Money worries?	13%	17%
4.4g	Feeling low/upset/needing someone to talk to?	24%	42%
4.4h	Health problems?	48%	58%
4.4i	Getting phone numbers?	32%	42%
4.5	Did you have any problems when you first arrived?	76%	76%
When you first arrived, did you have problems with any of the following:			
4.5a	Not being able to smoke?	41%	50%
4.5b	Loss of property?	16%	15%
4.5c	Housing problems?	11%	13%
4.5d	Needing protection from other young people?	13%	5%
4.5e	Letting family know where you were?	17%	23%
4.5f	Money worries?	27%	17%
4.5g	Feeling low/upset/needing someone to talk to?	20%	17%
4.5h	Health problems?	11%	11%
4.5i	Getting phone numbers?	37%	27%
When yo	ou first arrived, were you given any of the following:		
4.6a	A reception pack?	62%	72%
4.6b	The opportunity to have a shower?	13%	38%
4.6c	Something to eat?	82%	81%
4.6d	A free phone call to friends/family?	74%	76%
4.6e	Information about the PIN telephone system?	51%	61%
4.6f	Information about feeling low/upset?	14%	33%
Within y	our first 24 hours, did you have access to the following people or services:		
4.7a	The chaplain or religious leader?	47%	46%
4.7b	A peer mentor, Listener or the Samaritans?	17%	22%
4.7c	Did you have access to the prison shop/canteen?	14%	15%
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	No significant difference			
	Number of completed questionnaires returned	118	851	
4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	55%	71%	
4.9	Did you feel safe on your first night here?	64%	81%	
4.10	For those who have been on an induction course: did it cover everything you needed to know about the establishment	53%	69%	
SECTIO	N 5: DAILY LIFE AND RESPECT			
5.1	Can you normally have a shower every day if you want to?	75%	70%	
5.2	Is your cell call bell normally answered within five minutes?	46%	31%	
5.3	Do you find the food here good/very good?	13%	20%	
5.4	Does the shop/canteen sell a wide enough variety of products?	28%	47%	
5.5	Is it easy/very easy for you to attend religious services?	58%	56%	
5.6a	Do you feel your religious beliefs are respected?	65%	51%	
5.6b	Can you speak to a religious leader in private if you want to?	68%	65%	
5.7	Is there a member of staff you can turn to with a problem?	52%	70%	
5.8	Do you feel that most of the staff here treat you with respect?	60%	68%	
SECTIO	N 6: HEALTH SERVICES			
6.1	Did you have a full health assessment the day after your arrival?	51%	60%	
6.2	For those who have been to health care: Do you think the overall quality is good/very good?	34%	65%	
6.3a	Is it easy for you to see the doctor?	32%	56%	
6.3b	Is it easy for you to see the nurse?	65%	73%	
6.3c	Is it easy for you to see the dentist?	13%	34%	
6.3d	Is it easy for you to see the optician?	11%	28%	
6.3e	Is it easy for you to see the pharmacist?	12%	30%	
6.4	If you are taking medication, are you allowed to keep it in your cell?	25%	35%	
6.5a	Did you have any problems with alcohol when you first arrived?	10%	15%	
6.5b	Have you received any help with any alcohol problems here?	4%	11%	
6.6a	Did you have any problems with drugs when you first arrived?	14%	37%	
6.6b	Do you have any problems with drugs now?	7%	8%	
6.6c	Have you received any help with any drug problems here?	8%	26%	
6.7	Is it easy/very easy to get illegal drugs here?	8%	18%	
6.8	Do you feel you have any emotional or mental health problems?	17%	21%	
6.9	If you feel you have emotional or mental health problems, are you being helped by anyone here'	36%	54%	

Key to t	adies		
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SECTIO	N 7: APPLICATIONS AND COMPLAINTS		
7.1	Do you know how to make an application?	67%	90%
7.2	Is it easy to make an application?	50%	82%
For thos	e who have made an application:		
7.3a	Do you feel applications are sorted out fairly?	45%	68%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	32%	61%
7.4	Do you know how to make a complaint?	77%	85%
7.5	Is it easy to make a complaint?	59%	67%
For thos	e who have made a complaint:		
7.6a	Do you feel complaints are sorted out fairly?	24%	37%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	21%	45%
7.7	Have you ever been prevented from making a complaint when you wanted to?	18%	17%
Can you	speak to the following people when you need to:		
7.8a	A peer mentor or Listener?	20%	33%
7.8b	A member of the IMB (Independent Monitoring Board)?	20%	31%
7.8c	An advocate (an outside person to help you)?	23%	41%
SECTIO	N 8: REWARDS AND SANCTIONS, AND DISCIPLINE		
8.1	Are you on the enhanced (top) level of the reward scheme?	23%	30%
8.2	Do you feel you have been treated fairly in your experience of the rewal scheme?	35%	53%
8.3	Do the different levels make you change your behaviour?	37%	57%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	51%	54%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	74%	85%
8.6	Have you been physically restrained (C and R) since you have been here?	33%	30%
8.7	For those who had spent a night in the segregation/care and separation unit: did the staff treat you well/very well	33%	52%
8.7		33%	52

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SECTIO	N 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	30%	27%	
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	20%	24%	
If you ha	ave felt victimised by another young person/group of young people, did the			
9.4a	Insulting remarks?	12%	15%	
9.4b	Physical abuse?	10%	10%	
9.4c	Sexual abuse?	0%	2%	
9.4d	Racial or ethnic abuse?	3%	2%	
9.4e	Your religious beliefs?	3%	2%	
9.4f	Your disability?	0%	1%	
9.4g	Drugs?	1%	3%	
9.4h	Having your canteen/property taken?	2%	5%	
9.4i	Because you were new here?	6%	9%	
9.4j	Being from a different part of the country than others?	3%	6%	
9.4k	Gang related issues?	6%	5%	
9.41	Your offence/crime?	2%	3%	
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	27%	26%	
If you ha	we felt victimised by a member of staff/group of staff members, did the incident			
9.7a	Insulting remarks?	13%	16%	
9.7b	Physical abuse?	3%	6%	
9.7c	Sexual abuse?	0%	1%	
9.7d	Racial or ethnic abuse?	5%	5%	
9.7e	Your religious beliefs?	2%	2%	
9.7f	Your disability?	0%	2%	
9.7g	Drugs?	0%	2%	
9.7h	Having your canteen/property taken?	1%	3%	
9.7i	Because you were new here?	8%	4%	
9.7j	Being from a different part of the country than others?	0%	3%	
9.7k	Gang related issues?	1%	3%	
9.71	Your offence/crime?	3%	3%	
9.9	would you be able to tell anyone about it		64%	
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	22%	38%	
9.11	Is shouting through the windows a problem here?	30%	43%	
9.12	Have staff checked on you personally in the last week to see how you are getting on?	26%	40%	

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	Number of completed questionnaires returned	118	851
SECTIO	N 10: ACTIVITIES		
10.1	Were you 14 or younger when you were last at school?	19%	42%
10.2a	Have you ever been excluded from school?	79%	89%
10.2b	Have you ever truanted from school?	53%	73%
Do you	currently take part in any of the following:		
10.3a	Education?	75%	72%
10.3b	A job in this establishment?	22%	32%
10.3c	Vocational or skills training?	7%	23%
10.3d	Offending behaviour programmes?	15%	21%
	e who have taken part in the following activities while in this prison: do you think	(
that they	will help you when you leave prison? Education?	43%	68%
10.4a		42%	60%
10.4b	A job in this establishment? Vocational or skills training?	41%	57%
10.4c		33%	52%
	Offending behaviour programmes?		
10.5	Do you usually have association every day?	91%	66%
10.6	Do you go to the gym more than five times each week?	2%	10%
10.7	Can you usually go outside for exercise every day?	53%	48%
SECTIO	N 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS		
11.1	Are you able to use the telephone every day?	68%	64%
11.2	Have you had any problems with sending or receiving letters or parcels?	47%	38%
11.3	Is it easy/very easy for your family and friends to visit you here?	37%	46%
11.4	Do you usually have one or more visits per week from family and friends?	40%	35%
11.5	Do your visits start on time?	23%	50%
11.6	Are you and your visitors treated well/very well by visits staff?	34%	48%
SECTIO	N 12: PREPARATION FOR RELEASE		
For thos	e who have met their personal officer:		
12.1	Did you meet your personal officer within the first week?	55%	47%
12.2	Do you see your personal officer at least once a week?	65%	62%
12.3	Do you feel your personal officer has helped you?	55%	58%
12.4	Do you have a training plan, sentence plan or remand plan?	21%	54%
For thos	e with a training plan, sentence plan or remand plan:		
12.5a	Were you involved in the development of your plan?	60%	59%
12.5b	Do you understand the targets set in your plan?	73%	70%
12.6	Has your YOT worker been in touch with you since your arrival here?	80%	82%
12.7	Do you know how to get in touch with your YOT worker?	34%	60%

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	Number of completed questionnaires returned	118	851
Please a	answer the following about your preparation for release:		
12.8	Have you had a say in what will happen to you when you are released?	22%	43%
12.8	Are you going to school or college on release?	71%	63%
12.8	Do you have a job to go to on release?	19%	22%
Do you l	know who to contact for help with the following in preparation for your release:		
12.9	Finding accommodation?	24%	40%
12.9	Getting into school or college?	38%	51%
12.9	Getting a job?	28%	49%
12.9	Help with money/finances?	16%	38%
12.9	Help with claiming benefits?	13%	33%
12.9	Continuing health services?	12%	26%
12.9	Opening a bank account?	17%	36%
12.9	Avoiding bad relationships?	9%	30%
Do you t	hink you will have a problem with the following, when you are released:		
12.10	Finding accommodation?	37%	24%
12.10	Getting into school or college?	36%	24%
12.10	Getting a job?	53%	48%
12.10	Help with money/finances?	37%	36%
12.10	Help with claiming benefits?	22%	27%
12.10	Continuing health services?	13%	12%
12.10	Opening a bank account?	16%	15%
12.10	Avoiding bad relationships?	18%	19%
For thos	e who were sentenced:		
12.12	Do you want to stop offending?	91%	92%
12.13	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future	41%	47%

Survey responses from children and young people: HMYOI Feltham and Heron 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.

Key to t					
	Significantly better than the comparator		10	2010	2009
	Significantly worse than the comparator	010	am 20	am eron)	iam eron)
	A significant difference in demographic details	Heron Unit 2010	HMYOI Feltham 2010	HMYOI Feltham (including Heron) 2010	HMYOI Feltham (including Heron)
	No significant difference	Heron	НМУО	-IMYO	-IMYO inclue
	Number of completed questionnaires returned	27	118	145	90
SECTIO	N 1: ABOUT YOU				
1.1	Are you 18 years of age?	3%	7%	6%	6%
1.2	Are you a foreign national?	7%	8%	8%	6%
1.3	Is English your first language?	86%	80%	81%	83%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)'	52%	82%	78%	67%
1.5	Are you Muslim?	26%	36%	35%	22%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	8%	3%	4%	7%
1.7	Do you have any children?	23%	6%	9%	7%
1.8	Do you consider yourself to have a disability?	7%	8%	8%	
1.9	Have you ever been in local authority care?	33%	21%	22%	
SECTIO	N 2: ABOUT YOUR SENTENCE				
2.1	Are you sentenced?	100%	42%	50%	38%
2.2	Is your sentence 12 months or less?	90%	23%	32%	
2.3	Have you been in this establishment for one month or less?	31%	21%	23%	21%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	41%	62%	59%	43%
SECTIO	N 3: COURTS, TRANSFERS AND ESCORTS				
For your know:	most recent journey, either to or from court or between prisons, we want to				
3.1	Was the van clean?	48%	40%	41%	55%
3.2	Did you feel safe?	79%	70%	71%	67%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	38%	23%	25%	30%
3.4	Did you spend more than four hours in the van?	3%	4%	4%	0%
For thos	e who spent two or more hours in the escort van:				
3.5	Were you offered a toilet break if you needed it?	10%	3%	4%	12%
3.6	Were you offered anything to eat or drink?	33%	25%	26%	12%
3.7	Were you treated well/very well by the escort staff?	69%	55%	58%	49%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment	75%	81%	80%	
3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment	0%	1%	1%	

Key to t	ables		
	Significantly better than the comparator		010
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	A significant difference in demographic details	Heron Unit 2010	HMYOI Feltham 2010
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	Number of completed questionnaires returned	27	118
SECTIO	N 4: YOUR FIRST FEW DAYS HERE		
4.1	Were you in reception for less than two hours?	79%	86%
4.2	When you were searched was this carried out in an understanding way?	86%	75%
4.3	Were you treated well/very well in reception?	69%	59%
When yo	bu first arrived, did staff ask if you needed help or support with any of the		
4.4a	Not being able to smoke?	56%	39%
4.4b	Loss of property?	15%	16%
4.4c	Housing problems?	37%	15%
4.4d	Needing protection from other young people?	37%	26%
4.4e	Letting family know where you were?	52%	46%
4.4f	Money worries?	7%	13%
4.4g	Feeling low/upset/needing someone to talk to?	33%	24%
4.4h	Health problems?	63%	48%
4.4i	Getting phone numbers?	48%	32%
4.5	Did you have any problems when you first arrived?	78%	76%
When yo	ou first arrived, did you have problems with any of the following:		
4.5a	Not being able to smoke?	54%	41%
4.5b	Loss of property?	17%	16%
4.5c	Housing problems?	30%	11%
4.5d	Needing protection from other young people?	0%	13%
4.5e	Letting family know where you were?	9%	17%
4.5f	Money worries?	26%	27%
4.5g	Feeling low/upset/needing someone to talk to?	0%	20%
4.5h	Health problems?	9%	11%
4.5i	Getting phone numbers?	46%	37%
When yo	ou first arrived, were you given any of the following:		
4.6a	A reception pack?	69%	62%
4.6b	The opportunity to have a shower?	7%	13%
4.6c	Something to eat?	83%	82%
4.6d	A free phone call to friends/family?	75%	74%
4.6e	Information about the PIN telephone system?	62%	51%
4.6f	Information about feeling low/upset?	17%	14%
Within y	our first 24 hours, did you have access to the following people or services:		
4.7a	The chaplain or religious leader?	43%	47%
4.7b	A peer mentor, Listener or the Samaritans?	14%	17%
4.7c	Did you have access to the prison shop/canteen?	14%	14%

HMYOI Feltham fincluding Heron) 2010	HMYOI Feltham (including Heron) 2009
85%	93%
77%	75%
60%	66%
41%	54%
16%	15%
18%	18%
27%	35%
47%	56%
13%	9%
25%	39%
50%	52%
35%	30%
76%	75%
43%	41%
16%	18%
13%	15%
12%	4%
16%	21%
27%	19%
18%	12%
11%	13%
38%	30%
63%	75%
12%	19%
82%	85%
74%	82%
53%	64%
15%	27%
46%	57%
17%	24%
14%	11%
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4.10 For those who have been on an induction course: did it cover everything you needed to know about the establishment SECTION 5: DAILY LIFE AND RESPECT 5.1 Can you normally have a shower every day if you want to? 5.2 is your cell call bell normally answered within five minutes? 5.3 Do you find the food here good/very good? 5.4 Does the shop/canteen sell a wide enough variety of products? 5.5 Is it easy/very easy for you to attend religious services? 5.6 Do you feel your religious beliefs are respected? 5.7 Is there a member of staff you can turn to with a problem? 5.8 Do you feel that most of the staff here treat you with respect? 6.1 Did you have a full health assessment the day after your arrival? 6.2 For those who have been to health care: Do you think the overall quality is good/very good? 6.3a Is it easy for you to see the doctor? 6.3b Is it easy for you to see the dentist? 6.1 Life and you have a full health assessment the day after your arrival? 6.3c Is it easy for you to see the dentist? 6.3d Is it easy for you to see the dentist? 6.4 If you are taking medication, are you allowed to keep it in your cell? 6.5b Have you received any help with any alcohol problems here? 6.6c Did you have any problems with drugs when you first arrived? 6.6d Do you have any problems with drugs when you first arrived? 6.7d Is it easy/very easy to get illegal drugs here? 6.7d Is it easy/very easy to get illegal drugs here? 6.7d Is it easy/very easy to get illegal drugs here? 6.7d Is it easy/very easy to get illegal drugs here? 6.7d Is it easy/very easy to get illegal drugs here? 6.7d Is it easy/very easy to get illegal drugs here? 6.7d Is it easy/very easy to get illegal drugs here? 6.7d Is it easy/very easy to get illegal drugs here? 6.7d Is it easy/very easy to get illegal drugs here?	Key to	tables			_		
Number of completed questionnaires returned		Significantly better than the comparator		010		2010	2009
Number of completed questionnaires returned		Significantly worse than the comparator	2010	ham 2		ham Ieron)	ham Ieron)
Number of completed questionnaires returned		A significant difference in demographic details	. Unit	ol Felt		N Felti ding F	JI Felt ding F
4.8 Before you were locked up on your first night, were you seen by a member of health care staff? 4.9 Did you feel safe on your first night here? 4.10 For those who have been on an induction course: did it cover everything you needed to know about the establishment SECTION 5: DAILY LIFE AND RESPECT 5.1 Can you normally have a shower every day if you want to? 5.2 Is your cell call bell normally answered within five minutes? 5.2 Is your cell call bell normally answered within five minutes? 5.3 Do you find the food here good/very good? 7.7 13% 5.4 Does the shop/canteen sell a wide enough variety of products? 5.5 Is it easy/very easy for you to attend religious services? 5.6 Do you feel your religious beliefs are respected? 7.7 65% 7.8 65% 7.8 25% 7.8 65% 7.9 65%		No significant difference	Heror	НМУС		HMY ((inclu	HMY (inclu
4.9 Did you feel safe on your first night here? 4.9 Did you feel safe on your first night here? 4.10 For those who have been on an induction course: did it cover everything you needed to know about the establishment SECTION 5: DAILY LIFE AND RESPECT 5.1 Can you normally have a shower every day if you want to? 5.2 Is your cell call bell normally answered within five minutes? 5.2 Is your cell call bell normally answered within five minutes? 5.2 Is your cell call bell normally answered within five minutes? 5.3 Do you find the food here good/very good? 5.4 Does the shop/canteen sell a wide enough variety of products? 5.5 Is it easy/very easy for you to attend religious services? 5.6 Do you feel your religious beliefs are respected? 5.7 Is there a member of staff you can turn to with a problem? 5.8 Do you feel that most of the staff here treat you with respect? 6.1 Did you have a full health assessment the day after your arrival? 6.2 For those who have been to health care: Do you think the overall quality is good/very good? 6.3a Is it easy for you to see the doctor? 6.3b Is it easy for you to see the doctor? 79% 65% 6.3c Is it easy for you to see the doctor? 79% 65% 6.3d Is it easy for you to see the doctor? 79% 65% 6.3d Is it easy for you to see the dentist? 79% 65% 6.3d Is it easy for you to see the donce? 79% 65% 6.3d Is it easy for you to see the pharmacist? 79% 65% 6.3d Is it easy for you to see the pharmacist? 79% 65% 6.4 If you are taking medication, are you allowed to keep it in your cell? 6.5a Did you have any problems with drugs when you first arrived? 6.5b Have you received any help with any alcohol problems here? 6.6c Have you received any help with any alcohol problems here? 79% 68% 79% 79% 79% 79% 79% 79% 79% 79% 79% 79		Number of completed questionnaires returned	27	118		145	90
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good/very good? 6.3a Is it easy for you to see the doctor? 6.3b Is it easy for you to see the nurse? 79% 65% 6.3c Is it easy for you to see the dentist? 79% 13% 13% 15% 6.3d Is it easy for you to see the optician? 6.3e Is it easy for you to see the optician? 6.3e Is it easy for you to see the pharmacist? 79% 12% 11% 9% 6.4 If you are taking medication, are you allowed to keep it in your cell? 6.5a Did you have any problems with alcohol when you first arrived? 6.5b Have you received any help with any alcohol problems here? 6.6a Did you have any problems with drugs when you first arrived? 6.6b Do you have any problems with drugs when you first arrived? 6.6c Have you received any help with any drug problems here? 10% 8% 11% 16% 6.7 Is it easy/very easy to get illegal drugs here? 10% 8% 11% 17% 18% 18% 19% 10% 10% 10% 10% 10% 10% 10	6.1	Did you have a full health assessment the day after your arrival?	59%	51%		52%	
6.3b Is it easy for you to see the nurse? 6.3c Is it easy for you to see the dentist? 7% 13% 6.3d Is it easy for you to see the optician? 6.3e Is it easy for you to see the pharmacist? 7% 12% 6.4 If you are taking medication, are you allowed to keep it in your cell? 6.5a Did you have any problems with alcohol when you first arrived? 6.5b Have you received any help with any alcohol problems here? 6.6a Did you have any problems with drugs when you first arrived? 6.6b Do you have any problems with drugs now? 6.7c Is it easy/very easy to get illegal drugs here? 6.8d Do you feel you have any emotional or mental health problems? 6.9d If you feel you have emotional or mental health problems, are you being 7% 13% 13% 15% 10% 9% 11% 9% 25% 25% 27% 11% 9% 25% 14% 15% 25% 16% 36% 34%	6.2		46%	34%		36%	40%
6.3c Is it easy for you to see the dentist? 6.3d Is it easy for you to see the optician? 6.3e Is it easy for you to see the pharmacist? 7% 12% 11% 9% 6.4 If you are taking medication, are you allowed to keep it in your cell? 29% 25% 6.5a Did you have any problems with alcohol when you first arrived? 6.5b Have you received any help with any alcohol problems here? 6.6a Did you have any problems with drugs when you first arrived? 6.6b Do you have any problems with drugs now? 6.6c Have you received any help with any drug problems here? 6.7 Is it easy/very easy to get illegal drugs here? 10% 8% 11% 16% 13% 15% 10% 9% 11% 9% 11% 9% 11% 9% 11% 9% 11% 9% 11% 9% 11% 9% 11% 16% 15% 25% 14% 15% 25% 16% 18% 8% 11% 16% 18% 8% 11% 16% 18% 17% 18% 18% 17% 18% 18% 17% 18% 18% 17% 18% 18% 18% 18% 17% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18%	6.3a	Is it easy for you to see the doctor?	31%	32%		31%	25%
6.3d Is it easy for you to see the optician? 6.3e Is it easy for you to see the pharmacist? 7% 12% 11% 9% 6.4 If you are taking medication, are you allowed to keep it in your cell? 29% 25% 6.5a Did you have any problems with alcohol when you first arrived? 6.5b Have you received any help with any alcohol problems here? 6.6a Did you have any problems with drugs when you first arrived? 6.6b Do you have any problems with drugs now? 6.6c Have you received any help with any drug problems here? 6.7 Is it easy/very easy to get illegal drugs here? 10% 8% 11% 16% 10% 9% 11% 9% 11% 9% 10% 9%	6.3b	Is it easy for you to see the nurse?	79%	65%		67%	71%
6.3e Is it easy for you to see the pharmacist? 6.4 If you are taking medication, are you allowed to keep it in your cell? 6.5a Did you have any problems with alcohol when you first arrived? 6.5b Have you received any help with any alcohol problems here? 6.6a Did you have any problems with drugs when you first arrived? 6.6b Do you have any problems with drugs when you first arrived? 6.6c Have you received any help with any drug problems here? 6.7 Is it easy/very easy to get illegal drugs here? 6.8 Do you feel you have any emotional or mental health problems, are you being 6.9 If you feel you have emotional or mental health problems, are you being 7% 12% 25% 26% 27% 27% 27% 27% 27% 27% 27% 27% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	6.3c	Is it easy for you to see the dentist?	7%	13%		13%	15%
6.4 If you are taking medication, are you allowed to keep it in your cell? 6.5a Did you have any problems with alcohol when you first arrived? 6.5b Have you received any help with any alcohol problems here? 6.6a Did you have any problems with drugs when you first arrived? 6.6b Do you have any problems with drugs now? 6.6c Have you received any help with any drug problems here? 6.7 Is it easy/very easy to get illegal drugs here? 6.8 Do you feel you have any emotional or mental health problems, are you being 6.9 If you feel you have emotional or mental health problems, are you being 7% 6.7 25% 6.8 25% 6.9 25% 6.9 25% 6.9 25% 6.9 25% 6.9 25% 6.9 25% 6.0 36% 6.0 34%	6.3d	Is it easy for you to see the optician?	4%	11%		10%	9%
6.5a Did you have any problems with alcohol when you first arrived? 6.5b Have you received any help with any alcohol problems here? 6.6a Did you have any problems with drugs when you first arrived? 6.6b Do you have any problems with drugs now? 6.6c Have you received any help with any drug problems here? 6.7 Is it easy/very easy to get illegal drugs here? 6.8 Do you feel you have any emotional or mental health problems, are you being 6.9 If you feel you have emotional or mental health problems, are you being 7% 6.7 Sw 6.8 Do you feel you have emotional or mental health problems, are you being 7% 6.9 Sw	6.3e	Is it easy for you to see the pharmacist?	7%	12%		11%	9%
6.5b Have you received any help with any alcohol problems here? 6.6a Did you have any problems with drugs when you first arrived? 6.6b Do you have any problems with drugs now? 6.6c Have you received any help with any drug problems here? 6.7 Is it easy/very easy to get illegal drugs here? 6.8 Do you feel you have any emotional or mental health problems? 6.9 If you feel you have emotional or mental health problems, are you being 7% 8% 11% 16% 17% 18% 34%	6.4	If you are taking medication, are you allowed to keep it in your cell?	29%	25%		27%	
6.6a Did you have any problems with drugs when you first arrived? 6.6b Do you have any problems with drugs now? 7% 7% 7% 5% 6.6c Have you received any help with any drug problems here? 10% 8% 8% 6.8 Do you feel you have any emotional or mental health problems? 14% 17% 18% 15% 25% 16	6.5a	Did you have any problems with alcohol when you first arrived?	0%	10%		9%	7%
6.6b Do you have any problems with drugs now? 6.6c Have you received any help with any drug problems here? 6.7 Is it easy/very easy to get illegal drugs here? 6.8 Do you feel you have any emotional or mental health problems? 6.9 If you feel you have emotional or mental health problems, are you being 7% 7% 5% 10% 8% 8% 8% 8% 11% 16% 17% 18%	6.5b	Have you received any help with any alcohol problems here?	0%	4%		3%	7%
6.6c Have you received any help with any drug problems here? 6.7 Is it easy/very easy to get illegal drugs here? 6.8 Do you feel you have any emotional or mental health problems? 6.9 If you feel you have emotional or mental health problems, are you being 25% 36% 34%	6.6a	Did you have any problems with drugs when you first arrived?	25%	14%		15%	25%
6.7 Is it easy/very easy to get illegal drugs here? 6.8 Do you feel you have any emotional or mental health problems? 6.9 If you feel you have emotional or mental health problems, are you being 25% 36% 34%	6.6b	Do you have any problems with drugs now?	7%	7%		7%	5%
6.8 Do you feel you have any emotional or mental health problems? 14% 17% 18% 6.9 If you feel you have emotional or mental health problems, are you being 25% 36% 34%	6.6c	Have you received any help with any drug problems here?	21%	8%		11%	16%
If you feel you have emotional or mental health problems, are you being	6.7	Is it easy/very easy to get illegal drugs here?	10%	8%		8%	8%
	6.8		14%	17%		17%	18%
	6.9		25%	36%		34%	

	Significantly better than the comparator Significantly worse than the comparator A significant difference in demographic details No significant difference	Heron Unit 2010	HMYOI Feltham 2010
	Number of completed questionnaires returned	27	118
SECTIO	N 7: APPLICATIONS AND COMPLAINTS		
7.1	Do you know how to make an application?	45%	67%
7.2	Is it easy to make an application?	43%	50%
For thos	e who have made an application:		
7.3a	Do you feel applications are sorted out fairly?	50%	45%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	39%	32%
7.4	Do you know how to make a complaint?	89%	77%
7.5	Is it easy to make a complaint?	61%	59%
For thos	e who have made a complaint:		
7.6a	Do you feel complaints are sorted out fairly?	30%	24%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	18%	21%
7.7	Have you ever been prevented from making a complaint when you wanted to?	7%	18%
Can you speak to the following people when you need to:			
7.8a	A peer mentor or Listener?	35%	20%
7.8b	A member of the IMB (Independent Monitoring Board)?	25%	20%
7.8c	An advocate (an outside person to help you)?	25%	23%
SECTIO	N 8: REWARDS AND SANCTIONS, AND DISCIPLINE		
8.1	Are you on the enhanced (top) level of the reward scheme?	26%	23%
8.2	Do you feel you have been treated fairly in your experience of the rewascheme?	48%	35%
8.3	Do the different levels make you change your behaviour?	52%	37%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	45%	51%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	82%	74%
8.6	Have you been physically restrained (C and R) since you have been here?	31%	33%
8.7	For those who had spent a night in the segregation/care and separation unit: did the staff treat you well/very well	14%	33%

HMYOI Feltham (including Heron) 2010	HMYOI Feltham (including Heron) 2009
145	90
64%	82%
49%	68%
46%	36%
33%	26%
78%	89%
59%	67%
26%	27%
20%	32%
17%	
21%	29%
21%	20%
24%	20%
24%	22%
37%	43%
39%	55%
50%	49%
75%	88%
32%	40%
30%	33%

Key to t	ables		
	Significantly better than the comparator		010
	Significantly worse than the comparator	010	ıam 2(
	A significant difference in demographic details	Heron Unit 2010	HMYOI Feitham 2010
	No significant difference	Heron	НМУО
	Number of completed questionnaires returned	27	118
SECTIO	N 9: SAFETY		
9.1	Have you ever felt unsafe in this prison?	31%	30%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	7%	20%
If you ha	ave felt victimised by another young person/group of young people, did the		
9.4a	Insulting remarks?	7%	12%
9.4b	Physical abuse?	0%	10%
9.4c	Sexual abuse?	0%	0%
9.4d	Racial or ethnic abuse?	0%	3%
9.4e	Your religious beliefs?	0%	3%
9.4f	Your disability?	0%	0%
9.4g	Drugs?	0%	1%
9.4h	Having your canteen/property taken?	3%	2%
9.4i	Because you were new here?	3%	6%
9.4j	Being from a different part of the country than others?	0%	3%
9.4k	Gang related issues?	3%	6%
9.41	Your offence/crime?	0%	2%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	17%	27%
If you ha	ave felt victimised by a member of staff/group of staff members, did the incident		
	Insulting remarks?	10%	13%
9.7b	Physical abuse?	0%	3%
9.7c	Sexual abuse?	0%	0%
9.7d	Racial or ethnic abuse?	7%	5%
9.7e	Your religious beliefs?	3%	2%
9.7f	Your disability?	3%	0%
9.7g	Drugs?	0%	0%
9.7h	Having your canteen/property taken?	0%	1%
9.7i	Because you were new here?	3%	8%
9.7j	Being from a different part of the country than others?	0%	0%
9.7k	Gang related issues?	0%	1%
9.71	Your offence/crime?	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	64%	49%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously:	50%	22%
9.11	Is shouting through the windows a problem here?	33%	30%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	36%	26%

D.	
HMYOI Feltham (including Heron) 2010	HMYOI Feltham (including Heron) 2009
145	90
29%	37%
18%	25%
11%	11%
9%	12%
0%	1%
3%	3%
3%	2%
0%	2%
1%	3%
2%	3%
6%	6%
3%	5%
5%	6%
2%	2%
25%	30%
13%	16%
3%	8%
0%	2%
5%	1%
2%	2%
1%	1%
0%	0%
1%	1%
7%	5%
0%	1%
1%	3%
3%	2%
51%	56%
26%	34%
30%	31%
27%	42%
	_

Key to t	ables 1			, ,		
	Significantly better than the comparator		010		2010	2009
	Significantly worse than the comparator	2010	nam 2		າສm Ieron)	nam Ieron)
	A significant difference in demographic details	Heron Unit 2010	HMYOI Feltham 2010		HMYOI Feltham (including Heron) 2010	HMYOI Feltham (including Heron) 2009
	No significant difference	Heron	НМУО		HMYO (inclu	HMYO (inclu
	Number of completed questionnaires returned	27	118		145	90
SECTIO	N 10: ACTIVITIES					
10.1	Were you 14 or younger when you were last at school?	26%	19%		20%	34%
10.2a	Have you ever been excluded from school?	3%	79%		68%	83%
10.2b	Have you ever truanted from school?	59%	53%		54%	53%
Do you	currently take part in any of the following:					
10.3a	Education?	64%	75%		74%	73%
10.3b	A job in this establishment?	26%	22%		22%	28%
10.3c	Vocational or skills training?	19%	7%		9%	9%
10.3d	Offending behaviour programmes?	19%	15%		15%	8%
	e who have taken part in the following activities while in this prison: do you think will help you when you leave prison?	(
10.4a	Education?	48%	43%		44%	58%
10.4b	A job in this establishment?	65%	42%		46%	48%
10.4c	Vocational or skills training?	60%	41%		44%	32%
10.4d	Offending behaviour programmes?	36%	33%		34%	22%
10.5	Do you usually have association every day?	89%	91%		91%	87%
10.6	Do you go to the gym more than five times each week?	14%	2%		4%	7%
10.7	Can you usually go outside for exercise every day?	61%	53%		55%	17%
SECTIO	N 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS					
11.1	Are you able to use the telephone every day?	78%	68%		69%	75%
11.2	Have you had any problems with sending or receiving letters or parcels?	43%	47%		47%	40%
11.3	Is it easy/very easy for your family and friends to visit you here?	50%	37%		39%	51%
11.4	Do you usually have one or more visits per week from family and friends?	14%	40%		37%	
11.5	Do your visits start on time?	43%	23%		26%	26%
11.6	Are you and your visitors treated well/very well by visits staff?	46%	34%		35%	50%
SECTIO	N 12: PREPARATION FOR RELEASE					
For thos	e who have met their personal officer:					
12.1	Did you meet your personal officer within the first week?	81%	55%		59%	41%
12.2	Do you see your personal officer at least once a week?	83%	65%		68%	74%
12.3	Do you feel your personal officer has helped you?	75%	55%		58%	57%
12.4	Do you have a training plan, sentence plan or remand plan?	43%	21%		24%	
For thos	e with a training plan, sentence plan or remand plan:					
12.5a	Were you involved in the development of your plan?	33%	60%		53%	
12.5b	Do you understand the targets set in your plan?	41%	73%		64%	
12.6	Has your YOT worker been in touch with you since your arrival here?	82%	80%		79%	76%
12.7	Do you know how to get in touch with your YOT worker?	41%	34%		35%	47%
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Rey to t	ubics		
	Significantly better than the comparator		010
	Significantly worse than the comparator	2010	ham 2
	A significant difference in demographic details	Heron Unit 2010	HMYOI Feltham 2010
	No significant difference	Heron	НМУС
	Number of completed questionnaires returned	27	118
Please a	answer the following about your preparation for release:		
12.8	Have you had a say in what will happen to you when you are released?	39%	22%
12.8	Are you going to school or college on release?	78%	71%
12.8	Do you have a job to go to on release?	11%	19%
Do you l	know who to contact for help with the following in preparation for your release:		
12.9	Finding accommodation?	50%	24%
12.9	Getting into school or college?	46%	38%
12.9	Getting a job?	54%	28%
12.9	Help with money/finances?	22%	16%
12.9	Help with claiming benefits?	13%	13%
12.9	Continuing health services?	17%	12%
12.9	Opening a bank account?	17%	17%
12.9	Avoiding bad relationships?	13%	9%
Do you t	think you will have a problem with the following, when you are released:		
12.10	Finding accommodation?	28%	37%
12.10	Getting into school or college?	24%	36%
12.10	Getting a job?	58%	53%
12.10	Help with money/finances?	42%	37%
12.10	Help with claiming benefits?	16%	22%
12.10	Continuing health services?	8%	13%
12.10	Opening a bank account?	16%	16%
12.10	Avoiding bad relationships?	20%	18%
For those who were sentenced:			
12.12	Do you want to stop offending?	96%	91%
12.13	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future	59%	41%

HMYOI Feltham (including Heron) 2010	HMYOI Feltham (including Heron) 2009
145	90
25%	31%
72%	75%
18%	18%
28%	38%
40%	60%
32%	43%
17%	38%
13%	30%
13%	20%
17%	30%
10%	24%
36%	34%
35%	29%
53%	45%
38%	40%
21%	19%
12%	12%
16%	13%
19%	19%
92%	98%
46%	47%
1	

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	ables		
	Significantly better than the comparator	ty ple	ple
	Significantly worse than the comparator	ninority g peopl	g peo
	A significant difference in demographic details	lack and minority hnic young peop	White young people
	No significant difference	Black a ethnic	White
	Number of completed questionnaires returned	105	33
1.2	Are you a foreign national?	6%	4%
1.3	Is English your first language?	81%	91%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?		
1.5	Are you Muslim?	45%	5%
1.6	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	11%
1.9	Have you ever been in local authority care?	19%	39%
2.1	Are you sentenced?	42%	78%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	63%	46%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	27%	22%
3.7	Were you treated well/very well by the escort staff?	55%	72%
3.8	Before you arrived here, were you told that you would be coming to this establishment?	79%	85%
4.2	When you were searched was this carried out in an understanding way?	73%	96%
4.3	Were you treated well/very well in reception?	56%	78%
4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	58%	41%
4.9	Did you feel safe on your first night here?	65%	74%
4.10	Did the induction course cover everything you needed to know about the establishment?	56%	46%
5.1	Can you normally have a shower every day if you want to?	70%	94%
5.2	Is your cell call bell normally answered within five minutes?	42%	63%
5.3	Do you find the food here good/very good?	13%	9%
5.4	Does the shop/canteen sell a wide enough variety of products?	28%	39%
5.6a	Do you feel your religious beliefs are respected?	65%	76%
5.7	Is there a member of staff you can turn to with a problem?	49%	64%
5.8	Do you feel that most of the staff here treat you with respect?	59%	73%
6.3a	Is it easy for you to see the doctor?	29%	44%
6.3b	Is it easy for you to see the nurse?	63%	80%
6.7	Is it easy/very easy to get illegal drugs here?	9%	0%
6.8	Do you feel you have any emotional or mental health problems?	15%	22%
7.2	Is it easy to make an application?	46%	59%
7.5	Is it easy to make a complaint?	57%	66%

Muslim young people	Non-Muslim young people
47	90
4%	9%
72%	85%
97%	67%
0%	6%
9%	28%
47%	54%
58%	59%
14%	31%
51%	62%
83%	80%
66%	85%
53%	65%
65%	50%
73%	64%
63%	51%
76%	78%
51%	44%
9%	12%
18%	37%
71%	67%
51%	57%
57%	65%
35%	30%
64%	69%
6%	8%
7%	20%
36%	56%
52%	62%

Significantly better than the comparator A significant difference in demographic details No defined in demographic details No defined in demographic details No defined in demographic details in demographic demogr	Key to	tables		
Number of completed questionnaires returned 8.1 Are you on the enhanced (top) level of the reward scheme? 8.2 Do you feel you have been treated fairly in your experience of the reward scheme? 8.2 Do you feel you have been treated fairly in your experience of the reward scheme? 8.3 Do the different levels make you change your behaviour? 8.4 Have you had a 'nicking' (adjudication) since you have been here? 8.6 Have you been physically restrained (C and R) since you have been here? 8.6 Have you been physically restrained (C and R) since you have been here? 9.1 Have you ever felt unsafe in this prison? 9.2 has another young person or group of young people victimised (insulted or assaulted) you have been here? 9.3 has a samelied you here? 9.4 Racial or ethnic abuse? 9.4 Your religious beliefs? 9.5 Has a member of staff or group of staff victimised (insulted or assaulted) you 9.5 has a member of staff or group of staff victimised (insulted or assaulted) you 9.5 have felt victimised by a member of staff/group of staff, did the incident involve: 9.5 If you have felt victimised by a member of staff/group of staff, did the incident involve: 9.5 If you were being victimised by another young person or a member of staff you do would you be able to tell anyone about it? 16 you do did let a member of staff that you were being victimised do you think it would be taken seriously? 10.3 Education? 10.3 Education? 10.3 A job in this establishment? 10.3 Do you currently take part in any of the following: 10.3 Do you go to the gym more than five times each week? 10.7 Can you usually have association every day? 11.1 Are you able to use the telephone every day? 11.2 Have you had any problems with sending or receiving letters or parcels? 11.3 Do you usually have one or more visits per week from family and friends? 12.5 Do you understand the targets set in your plan? 12.6 Do you understand the targets set in your plan? 12.6 Are you going to school or college on release? 12.6 Are you going to school or coll		Significantly better than the comparator	ty ple	ple
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Sasaulted you here? 20% 15%	9.1	Have you ever felt unsafe in this prison?	30%	26%
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10.6 Do you go to the gym more than five times each week? 10.7 Can you usually go outside for exercise every day? 11.1 Are you able to use the telephone every day? 11.2 Have you had any problems with sending or receiving letters or parcels? 11.3 Do you usually have one or more visits per week from family and friends? 11.3 Do you feel your personal officer has helped you? 12.4 Do you have a training plan, sentence plan or remand plan? 12.5 Do you understand the targets set in your plan? 12.6 Have you had a say in what will happen to you when you are released? 12.6 Are you going to school or college on release? 12.1 Have you done anything or has anything happened to you here that you 13.6 60%	10.3d	Offending behaviour programmes?	16%	13%
10.7 Can you usually go outside for exercise every day? 11.1 Are you able to use the telephone every day? 11.2 Have you had any problems with sending or receiving letters or parcels? 45% 46% 11.3 Do you usually have one or more visits per week from family and friends? 12.4 Do you feel your personal officer has helped you? 12.4 Do you have a training plan, sentence plan or remand plan? 12.5b Do you understand the targets set in your plan? 12.6a Have you had a say in what will happen to you when you are released? 12.6b Are you going to school or college on release? 12.14 Have you done anything or has anything happened to you here that you 37% 60%	10.5	Do you usually have association every day?	88%	98%
11.1 Are you able to use the telephone every day? 11.2 Have you had any problems with sending or receiving letters or parcels? 45% 46% 11.3 Do you usually have one or more visits per week from family and friends? 12.4 Do you feel your personal officer has helped you? 12.4 Do you have a training plan, sentence plan or remand plan? 12.5b Do you understand the targets set in your plan? 12.6a Have you had a say in what will happen to you when you are released? 12.6b Are you going to school or college on release? 12.14 Have you done anything or has anything happened to you here that you 37% 60%	10.6	Do you go to the gym more than five times each week?	2%	9%
11.2 Have you had any problems with sending or receiving letters or parcels? 45% 46% 11.3 Do you usually have one or more visits per week from family and friends? 41% 27% 12.3 Do you feel your personal officer has helped you? 56% 72% 12.4 Do you have a training plan, sentence plan or remand plan? 20% 35% 12.5b Do you understand the targets set in your plan? 65% 59% 12.6a Have you had a say in what will happen to you when you are released? 12.6b Are you going to school or college on release? 72% 72% 12.14 Have you done anything or has anything happened to you here that you 37% 60%	10.7	Can you usually go outside for exercise every day?	55%	57%
11.3 Do you usually have one or more visits per week from family and friends? 12.3 Do you feel your personal officer has helped you? 12.4 Do you have a training plan, sentence plan or remand plan? 12.5 Do you understand the targets set in your plan? 12.6 Have you had a say in what will happen to you when you are released? 12.6 Are you going to school or college on release? 12.1 Have you done anything or has anything happened to you here that you 37% 60%	11.1	Are you able to use the telephone every day?	62%	91%
12.3 Do you feel your personal officer has helped you? 12.4 Do you have a training plan, sentence plan or remand plan? 20% 35% 12.5b Do you understand the targets set in your plan? 65% 59% 12.6a Have you had a say in what will happen to you when you are released? 22% 35% 12.6b Are you going to school or college on release? 72% 72% 12.14 Have you done anything or has anything happened to you here that you 37% 60%	11.2	Have you had any problems with sending or receiving letters or parcels?	45%	46%
12.4 Do you have a training plan, sentence plan or remand plan? 20% 35% 12.5b Do you understand the targets set in your plan? 65% 59% 12.6a Have you had a say in what will happen to you when you are released? 22% 35% 12.6b Are you going to school or college on release? 72% 72% 12.14 Have you done anything or has anything happened to you here that you 37% 60%	11.3	Do you usually have one or more visits per week from family and friends?	41%	27%
12.5b Do you understand the targets set in your plan? 65% 59% 12.6a Have you had a say in what will happen to you when you are released? 22% 35% 12.6b Are you going to school or college on release? 72% 72% 12.14 Have you done anything or has anything happened to you here that you 37% 60%	12.3	Do you feel your personal officer has helped you?	56%	72%
12.6a Have you had a say in what will happen to you when you are released? 12.6b Are you going to school or college on release? 72% 72% 12.14 Have you done anything or has anything happened to you here that you 37% 60%	12.4	Do you have a training plan, sentence plan or remand plan?	20%	35%
12.6b Are you going to school or college on release? 72% 72% 12.14 Have you done anything or has anything happened to you here that you 37% 60%	12.5b	Do you understand the targets set in your plan?	65%	59%
12.14 Have you done anything or has anything happened to you here that you 37% 60%	12.6a	Have you had a say in what will happen to you when you are released?	22%	35%
1 12 14 1 1 1 3/% 1 50%	12.6b		72%	72%
	12.14		37%	60%

Muslim young people	Non-Muslim young people
47	90
25%	25%
40%	37%
27%	46%
61%	43%
47%	22%
27%	29%
10%	20%
0%	2%
0%	2%
27%	22%
6%	2%
5%	0%
44%	55%
19%	29%
84%	70%
18%	24%
8%	10%
9%	16%
89%	92%
0%	5%
48%	59%
72%	70%
40%	48%
39%	35%
56%	61%
18%	27%
72%	57%
19%	26%
70%	75%
25%	56%

Feltham (excluding Heron Unit) 2010: Summary of questionnaires

SECTION 1: ABOUT YOU

	SECTION 1: ABOUT 100	
Q1	How old are you?	
	15	8 (7%)
	16 17	36 (31%)
	17 18	66 (56%) 8 (7%)
	16	0 (7 70)
Q2	Are you a British citizen?	
	Yes	106
	No	(92%) 9 (8%)
	TVO	9 (078)
Q3	Is English your first language?	
	Yes	84 (80%)
	No	21 (20%)
Q4	What is your ethnic origin?	
	White – British	16 (14%)
	White – Irish	1 (1%)
	White – other	3 (3%)
	Black or black British – Caribbean	25 (23%)
	Black or black British – African	28 (25%)
	Black or black British – other	3 (3%)
	Asian or Asian British – Indian	0 (0%)
	Asian or Asian British – Pakistani	2 (2%)
	Asian or Asian British – Bangladeshi Asian or Asian British – other	7 (6%) 1 (1%)
	Mixed heritage – white and black Caribbean	14 (13%)
	Mixed heritage – white and black African	5 (5%)
	Mixed heritage – white and Asian	0 (0%)
	Mixed heritage – other	3 (3%)
	Chinese	1 (1%)
	Other ethnic group	2 (2%)
Q5	What is your religion?	00 (400()
	None	20 (18%)
	Church of England Catholic	24 (22%)
	Protestant	17 (15%)
	Other Christian denomination	2 (2%) 6 (5%)
	Buddhist	1 (1%)
	Hindu	0 (0%)
	Jewish	0 (0%)
	Muslim	40 (36%)
	Sikh	1 (1%)
		. (.,,,,

Q6	Do you consider yourself to be Gypsy/Romany/Traveller? Yes No Don't know	3 (3%) 85 (80%) 18 (17%)
Q7	Do you have any children? Yes No	7 (6%) 109 (94%)
Q8	Do you consider yourself to have a disability? Yes No	9 (8%) 105 (92%)
Q10	Have you ever been in local authority care? Yes No	23 (21%) 87 (79%)
	SECTION 2: ABOUT YOUR SENTENCE	
Q1	Are you sentenced? Yes No – unsentenced/on remand	50 (42%) 68 (58%)
Q2	How long is your sentence (the full DTO sentence)? Not sentenced Less than six months Six to 12 months More than 12 months, up to two years More than two years Indeterminate sentence for public protection (IPP)	68 (59%) 8 (7%) 18 (16%) 10 (9%) 10 (9%) 1 (1%)
Q3	How long have you been in this establishment? Less than one month One to six months More than six months, but less than 12 months 12 months to two years More than two years	25 (21%) 72 (62%) 16 (14%) 4 (3%) 0 (0%)
Q4	Is this your first time in custody in a YOI, secure children's home or sectraining centre? Yes No	73 (62%) 45 (38%)

SECTION 3: COURTS, TRANSFERS AND ESCORTS

Q1	On your most recent journey here, was the van clean? Yes No Don't remember Not applicable	46 (40%) 48 (42%) 21 (18%) 0 (0%)
Q2	On your most recent journey here, did you feel safe? Yes No Don't remember	82 (70%) 24 (21%) 11 (9%)
Q3	On your most recent journey here, were there any adults (over 18) or pedifferent gender, travelling with you?	ople of a
	Yes No Don't remember	27 (23%) 73 (63%) 16 (14%)
Q4	On your most recent journey here, how long did you spend in the van? Less than two hours Two to four hours More than four hours Don't remember	72 (62%) 36 (31%) 5 (4%) 4 (3%)
Q5	On your most recent journey here, were you offered a toilet break? My journey was less than two hours Yes No Don't remember	72 (62%) 1 (1%) 41 (35%) 3 (3%)
Q6	On your most recent journey here, were you offered anything to eat or of My journey was less than two hours Yes No Don't remember	1rink? 72 (62%) 11 (9%) 31 (27%) 2 (2%)
Q7	On your most recent journey here, how did you feel you were treated by staff?	the escort
	Very well Well Neither Badly Very badly Don't remember	13 (11%) 51 (44%) 30 (26%) 7 (6%) 6 (5%) 8 (7%)

Q8 Before you arrived, from court or another establishment, were you told that you would be coming here? (Please tick all that apply to you.)

Yes, someone told me	92 (81%)
Yes, I received written information	1 (1%)
No, I was not told anything	19 (17%)
Don't remember	4 (4%)

SECTION 4: FIRST DAYS

Q1 How long were you in reception?

Less than two hours	100
	(86%)
Two hours or longer	4 (3%)
Don't remember	12 (10%)

Q2 When you were searched, was this carried out in an understanding way?

Yes	86 (75%)
No	21 (18%)
Don't remember	7 (6%)

Q3 Overall, how well did you feel you were treated in reception?

Very well	12 (10%)
Well	56 (48%)
Neither	32 (28%)
Badly	6 (5%)
Very badly	6 (5%)
Don't remember	4 (3%)

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	42 (39%)	Money worries	14 (13%)
Loss of property	17 (16%)	Feeling low/upset/needing	26 (24%)
		someone to talk to	
Housing problems	16 (15%)	Health problems	52 (48%)
Needing protection from other	28 (26%)	Getting phone numbers	35 (32%)
young people			
Letting family know where you	50 (46%)	Staff did not ask me about any	35 (32%)
were		of these	

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	43 (41%)	Money worries	28 (27%)
Loss of property	16 (15%)	Feeling low/upset/needing	21 (20%)
		someone to talk to	
Housing problems	11 (10%)	Health problems	12 (11%)
Needing protection from other	14 (13%)	Getting phone numbers	39 (37%)
young people			
Letting family know where you	18 (17%)	I did not have any problems	25 (24%)
were			

Q6	When you first arrived here, were you given any of the following? (Please tick all that apply to you.) A reception pack The opportunity to have a shower Something to eat A free phone call to friends/family Information about the PIN telephone system Information about feeling low/upset Don't remember I was not given any of these	70 (62%) 15 (13%) 93 (82%) 84 (74%) 58 (51%) 16 (14%) 1 (1%) 4 (4%)
Q7	Within your first 24 hours here, did you have access to the following perservices? (Please tick all that apply to you.) Chaplain or religious leader Peer support/peer mentor/Listener/Samaritans The prison shop/canteen Don't remember I did not have access to any of these	ople or 51 (47%) 19 (17%) 15 (14%) 9 (8%) 43 (39%)
Q8	Before you were locked up on your first night, were you seen by a mem health care staff? Yes No Don't remember	63 (55%) 34 (30%) 18 (16%)
Q9	Did you feel safe on your first night at this establishment? Yes No Don't remember	72 (64%) 26 (23%) 15 (13%)
Q10	Did the induction course cover everything you needed to know about the establishment? I have not been on an induction course Yes No Don't remember	10 (9%) 55 (49%) 33 (29%) 15 (13%)
	SECTION 5: DAILY LIFE AND RESPECT	
Q1	Can you normally have a shower every day if you want to? Yes No Don't know	86 (75%) 22 (19%) 6 (5%)
Q2	Is your cell call bell normally answered within five minutes? Yes No Don't know	51 (46%) 48 (43%) 13 (12%)

Q3	What is the food like here? Very good Good Neither Bad Very bad			0 (0%) 14 (13%) 44 (40%) 28 (25%) 24 (22%)
Q4	Does the shop/canteen sell a wide enough value of the last of the	riety of produ	cts?	8 (7%) 31 (28%) 64 (58%) 8 (7%)
Q5	How easy is it for you to attend religious serv I don't want to attend religious services Very easy Easy Neither Difficult Very difficult Don't know	ices?		15 (13%) 34 (30%) 32 (28%) 17 (15%) 6 (5%) 4 (3%) 7 (6%)
Q6	Please answer the following questions about	religion: Yes	No	Don't know/ Not
	Do you feel your religious beliefs are respected?	72 (65%)	15 (14%)	applicable 23 (21%)
	Can you speak to a religious leader in private if you want to?	73 (68%)	4 (4%)	31 (29%)
Q7	Please answer the following about staff here:			
	Is there a member of staff you feel you can turn to for help if you have a problem?	Yes 59 (52%)		No 54 (48%)
	Do most staff treat you with respect?	65 (60%)		44 (40%)
	SECTION 6: HEALTH SE	RVICES		
Q1	Did you have a full health assessment the day Yes No Don't know	/ after your ar	rival?	57 (51%) 27 (24%) 28 (25%)

Q2	What do you think of the overall quality of the Industry I have not been to health care Very good Good Neither Bad Very bad	he health care?		8 (7%) 12 (11%) 22 (20%) 34 (31%) 18 (17%) 14 (13%)
Q3	Is it easy to see the following people if you	need to? Yes	No	Don't know
	The doctor The nurse The dentist The optician The pharmacist	35 (32%) 68 (65%) 14 (13%) 11 (11%) 12 (12%)	61 (55%) 25 (24%) 59 (56%) 46 (45%) 47 (46%)	15 (14%) 12 (11%) 32 (30%) 46 (45%)
Q4	If you are taking medication, are you allowe I am not taking any medication Yes No Don't know	ed to keep it in y	our cell?	60 (56%) 12 (11%) 21 (19%) 15 (14%)
Q5	Please answer the following about alcohol:	Yes		No
	Did you have problems with alcohol when you first arrived here?	11 (10%)		98 (90%)
	Have you received any help with alcohol problems in this prison?	4 (4%)		92 (96%)
Q6	Please answer the following about drugs:	W		A.L.
	Did you have problems with drugs when you first arrived here?	Yes 15 (14%)		<i>No</i> 94 (86%)
	Do you have problems with drugs now? Have you received any help with drug problems in this prison?	7 (7%) 9 (9%)		99 (93%) 95 (91%)
Q7	How easy is it to get illegal drugs here?			C (CO()
	Very easy Easy Neither Difficult Very difficult Don't know			6 (6%) 2 (2%) 7 (7%) 1 (1%) 20 (19%) 71 (66%)
Q8	Do you feel you have any emotional or men	tal health probl	ems?	40 (470/)
	Yes No			19 (17%) 91 (83%)

Q9	If you feel you have emotional or mental health problems, are you being helped by
	anyone here (for example: a psychologist, doctor, counsellor, personal officer or
	another member of prison staff)?

I do not have any emotional or mental health problems	91 (84%)
Yes	6 (6%)
No	11 (10%)

SECTION 7: APPLICATIONS AND COMPLAINTS

	SECTION 7: APPLICATIONS AND COMPLAINTS				
Q1	Do you know how to make an application? Yes No			76 (67%) 37 (33%)	
Q2	Is it easy to make an application? Yes No Don't know			56 (50%) 18 (16%) 38 (34%)	
Q3	Do you feel applications are sorted out fairly? Do you feel applications are sorted out promptly (within seven days)?	t applications I have not made an application 40 (37%) 40 (37%)	Yes 30 (28%) 21 (20%)	No 37 (35%) 46 (43%)	
Q4	Do you know how to make a complaint? Yes No			86 (77%) 26 (23%)	
Q5	Is it easy to make a complaint? Yes No Don't know			66 (58%) 11 (10%) 36 (32%)	
Q6	Please answer the following questions about Do you feel complaints are sorted out fairly?	I have not made a complaint 56 (50%)	Yes	No 43 (38%)	
	Do you feel complaints are sorted out promptly (within seven days)?				
Q7	Have you ever been prevented from making Yes No	a complaint v	vhen you waı	nted to? 18 (18%) 83 (82%)	

Q8	Can you speak to the following people when	you need to	?	
		Yes	No	Don't know
	A peer mentor/peer support/Listener	21 (19%)	31 (29%)	56 (52%)
	A member of the IMB (Independent Monitoring	22 (20%)	25 (23%)	63 (57%)
	Board)			
	An advocate (an outside person to help you)	25 (23%)	29 (27%)	53 (50%)
	SECTION 8: REWARDS AND SANCTI	ONS, AND [DISCIPLINE	
Q1	What level of the rewards and sanctions scho	ama ara wali	on?	
QΙ	Don't know what the rewards and sanctions		Ollf	9 (8%)
	Enhanced (top)	SCHEILIE IS		26 (23%)
	Standard (middle)			66 (59%)
	Basic (bottom)			9 (8%)
	Don't know			2 (2%)
	DOIT KNOW			2 (270)
Q2	Do you feel you have been treated fairly in yo	our experienc	e of the rew	ards and
	sanctions scheme?			
	Don't know what the rewards and sanctions	scheme is		9 (8%)
	Yes			39 (35%)
	No			47 (42%)
	Don't know			16 (14%)
Q3	Do the different levels of the rewards and sar	nctions scha	me encoura	ne vou to
QU	change your behaviour?	10110113 30110	ine enoodia;	go you to
	Don't know what the rewards and sanctions	scheme is		9 (8%)
	Yes			41 (37%)
	No			` ,
				46 (41%)
	No Don't know			` ,
Q4	No Don't know Have you had a 'nicking' (adjudication) since	you have be	en in this	46 (41%)
Q4	No Don't know Have you had a 'nicking' (adjudication) since establishment?	you have be	en in this	46 (41%) 15 (14%)
Q4	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes	you have be	en in this	46 (41%) 15 (14%) 56 (51%)
Q4	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes No	you have be	en in this	46 (41%) 15 (14%) 56 (51%) 49 (45%)
Q4	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes	you have be	en in this	46 (41%) 15 (14%) 56 (51%)
Q4 Q5	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes No Don't know			46 (41%) 15 (14%) 56 (51%) 49 (45%) 5 (5%)
	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes No Don't know If you have had a 'nicking' (adjudication), was			46 (41%) 15 (14%) 56 (51%) 49 (45%) 5 (5%)
	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes No Don't know If you have had a 'nicking' (adjudication), was you?			46 (41%) 15 (14%) 56 (51%) 49 (45%) 5 (5%)
	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes No Don't know If you have had a 'nicking' (adjudication), was			46 (41%) 15 (14%) 56 (51%) 49 (45%) 5 (5%)
	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes No Don't know If you have had a 'nicking' (adjudication), was you? I have not had an adjudication			46 (41%) 15 (14%) 56 (51%) 49 (45%) 5 (5%) clearly to 49 (46%)
Q5	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes No Don't know If you have had a 'nicking' (adjudication), was you? I have not had an adjudication Yes No	s the proces	s explained o	46 (41%) 15 (14%) 56 (51%) 49 (45%) 5 (5%) clearly to 49 (46%) 43 (40%) 15 (14%)
	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes No Don't know If you have had a 'nicking' (adjudication), was you? I have not had an adjudication Yes No If you have been physically restrained (C and	s the process	s explained o	46 (41%) 15 (14%) 56 (51%) 49 (45%) 5 (5%) clearly to 49 (46%) 43 (40%) 15 (14%)
Q5	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes No Don't know If you have had a 'nicking' (adjudication), was you? I have not had an adjudication Yes No If you have been physically restrained (C and happened since you have been in this estable)	s the process	s explained o	46 (41%) 15 (14%) 56 (51%) 49 (45%) 5 (5%) clearly to 49 (46%) 43 (40%) 15 (14%)
Q5	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes No Don't know If you have had a 'nicking' (adjudication), was you? I have not had an adjudication Yes No If you have been physically restrained (C and happened since you have been in this estable I have not been restrained	s the process	s explained o	46 (41%) 15 (14%) 56 (51%) 49 (45%) 5 (5%) clearly to 49 (46%) 43 (40%) 15 (14%) 5 this
Q5	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes No Don't know If you have had a 'nicking' (adjudication), was you? I have not had an adjudication Yes No If you have been physically restrained (C and happened since you have been in this estable I have not been restrained Once	s the process	s explained o	46 (41%) 15 (14%) 56 (51%) 49 (45%) 5 (5%) clearly to 49 (46%) 43 (40%) 15 (14%) 5 this 74 (67%) 18 (16%)
Q5	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes No Don't know If you have had a 'nicking' (adjudication), was you? I have not had an adjudication Yes No If you have been physically restrained (C and happened since you have been in this estable I have not been restrained Once Twice	s the process	s explained o	46 (41%) 15 (14%) 56 (51%) 49 (45%) 5 (5%) clearly to 49 (46%) 43 (40%) 15 (14%) 5 this 74 (67%) 18 (16%) 6 (5%)
Q5	No Don't know Have you had a 'nicking' (adjudication) since establishment? Yes No Don't know If you have had a 'nicking' (adjudication), was you? I have not had an adjudication Yes No If you have been physically restrained (C and happened since you have been in this estable I have not been restrained Once	s the process	s explained o	46 (41%) 15 (14%) 56 (51%) 49 (45%) 5 (5%) clearly to 49 (46%) 43 (40%) 15 (14%) 5 this 74 (67%) 18 (16%)

Q7 If you have spent a night in the care and separation unit (CSU), how were you treated by staff?

I have not been to the care and separation unit	82
	(77%)
Very well	1 (1%)
Well	7 (7%)
Neither	5 (5%)
Badly	6 (6%)
Very badly	5 (5%)

SECTION 9: SAFETY

Q1 Have you ever felt unsafe in this establishment?

Yes 33 (29%) No 79 (71%)

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	79 (71%) At meal times	2 (2%)
Everywhere	7 (6%)	At health care	1 (1%)
Care and separation unit	2 (2%)	Visits area	20 (18%)
Association areas	5 (5%)	In wing showers	4 (4%)
Reception area	9 (8%)	In gym showers	2 (2%)
At the gym	5 (5%)	In corridors/stairwells	9 (8%)
In an exercise yard	5 (5%)	On your landing/wing	1 (1%)
At work	3 (3%)	In your cell	1 (1%)
At adjugation	15 /1/10/	1	` ,

At education 15 (14%)

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

Yes 22 (20%) No 87 (80%)

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

Insulting remarks (about you,	13 (12%)	Because of drugs	1 (1%)
your family or friends)			
Physical abuse (being hit,	11 (10%)	Having your canteen/property	2 (2%)
kicked or assaulted)		taken	
Sexual abuse	0 (0%)	Because you were new here	7 (6%)
Because of your race or ethnic	3 (3%)	Because you are from a	3 (3%)
origin	, ,	different part of the country	` '
Because of your religious	4 (4%)	Because of gang related	6 (6%)
beliefs	, ,	issues	` '
Because you have a disability	0 (0%)	Because of your offence/crime	2 (2%)

Q6	Has a member of staff or group o (e.g. insulted or assaulted you)?	f staff vict	timised you in this establishm	ent
	Yes	28 (26%)		
	No	78 (74%)		
Q7	If yes, what did the incidents invo	olve/what v	were they about?	
Ψ.	(Please tick all that apply to you.)		word may about.	
	Insulting remarks (about you,	14	Because of drugs	0 (0%)
	your family or friends)	(13%)	G	, ,
	Physical abuse (being hit, kicked or assaulted)	3 (3%)	Having your canteen/property taken	1 (1%)
	Sexual abuse	0 (0%)	Because you were new here	8 (8%)
	Because of your race or ethnic origin	5 (5%)	Because you are from a different part of the country	0 (0%)
	Because of your religious beliefs	2 (2%)	Because of gang related issues	5 1 (1%)
	Because you have a disability	0 (0%)	Because of your offence/crime	3 (3%)
Q9	If you were being victimised who	would vo	u tell?	
	No-one	•	Teacher/education staff	2 (2%)
	Personal officer	, ,	Gym staff	0 (0%)
	Wing officer	14 (15%)	Listener/Samaritan/Buddy	4 (4%)
	Chaplain	2 (2%)	Another young person here	12 (13%)
	Health care staff	1 (1%)	Family/friends	24 (25%)
Q10	Do you think staff would take it s victimised?	eriously if	you told them you had been	
	Yes			23 (21%)
	No			40 (37%)
	Don't know			44 (41%)
Q11	Is shouting through the windows	a problen	n here?	
	Yes			32 (30%)
	No			64 (60%)
	Don't know			11 (10%)
Q12	Have staff checked on you perso on?	nally in th	e last week to see how you ar	e getting
	Yes No			28 (26%) 79 (74%)
	SECTION	I 10- ACT	IVITIES	. ,
	SLOTION	10. ACT	IVIIILO	
Q1	How old were you when you were	e last at so	chool?	
	14 or under			20 (19%)
	15 or over			87 (81%)

Q2	Please answer the following questions abo	out school: Yes	No) <i>N</i>	ot applicable
	Have you ever been excluded from school? Did you used to truant from school?	85 (79%) 57 (53%)	23 (2 41 (3	1%)	0 (0%) 9 (8%)
Q3	Do you CURRENTLY take part in any of the (Please tick all that apply to you.) Education A job in this establishment Vocational or skills training Offending behaviour programmes I am not currently involved in any of these		activities	?	83 (75%) 24 (22%) 8 (7%) 16 (14%) 15 (14%)
Q4	If you have been involved in any of the folloo do you think they will help you when you le	_	•	nis estat No	olishment, Don't
	Education	involved 8 (8%)	40 (40%)	45 (45%)	<i>know</i> 8 (8%)
	A job in this establishment	28	20	` 17 [°]	11
	Vocational or skills training	(37%) 31	(26%) 15	(22%) 11	` 11´
	Offending behaviour programmes	(46%) 25 (36%)	(22%) 15 (21%)	(16%) 19 (27%)	` 11 [′]
Q5	Do you usually have association every day Yes	?			99
	No Don't know				(91%) 7 (6%) 3 (3%)
Q6	How many times do you usually go to the go Don't want to go None One to two times Three to five times More than five times Don't know	gym each w	eek?		5 (5%) 6 (6%) 18 (17%) 70 (64%) 2 (2%) 8 (7%)
Q7	Can you usually go outside for exercise ev Don't want to go Yes No Don't know	ery day?			5 (5%) 58 (53%) 41 (38%) 5 (5%)

SECTION 11: FAMILY AND FRIENDS

Q1	Are you able to use the telephone every day, if you want to? Yes No Don't know	76 (68%) 33 (29%) 3 (3%)
Q2	Have you had any problems with sending or receiving mail (letters or payers No Don't know	51 (47%) 47 (44%) 10 (9%)
Q3	How easy is it for your family and friends to visit you here? Very easy Easy Neither Difficult Very difficult Don't know	9 (8%) 33 (29%) 32 (29%) 20 (18%) 12 (11%) 6 (5%)
Q4	How many visits do you usually have each week, from family or friends' Not been here a week yet I don't get visits Less than one a week About one a week More than one a week Don't know	3 (3%) 21 (20%) 35 (33%) 33 (31%) 10 (9%) 5 (5%)
Q5	Do your visits usually start on time? I don't get visits Yes No Don't know	21 (19%) 25 (23%) 43 (40%) 19 (18%)
Q6	How are you and your family/friends usually treated by visits staff? I don't get visits Very well Well Neither Badly Very badly Don't know	21 (20%) 11 (10%) 25 (23%) 21 (20%) 8 (7%) 2 (2%) 19 (18%)
	SECTION 12: PREPARATION FOR RELEASE	
Q1	When did you first meet your personal officer? I still have not met him/her In your first week After your first week Don't remember	26 (23%) 47 (42%) 19 (17%) 20 (18%)

Q2	How often do you see your personal officer?	?			00 (050()
	I still have not met him/her				26 (25%)
	At least once a week				52 (49%)
	Less than once a week				28 (26%)
Q3	Do you feel your personal officer has helped	l you?			
	I still have not met him/her	-			26 (24%)
	Yes				45 (42%)
	No				37 (34%)
Q4	Do you have a training plan, sentence plan of	or remand	plan?		
	Yes				23 (21%)
	No				77 (69%)
	Don't know				11 (10%)
	Bontanon				11 (1070)
Q5	Please answer the following questions about remand plans:	t training	plans, ser	ntence pl	ans or
	remand plans.	I don't	Yes	No	Don't
		have a	763	740	know
		plan			KIIOW
	Ware you involved in the development of your	•	20	2 (20/)	10 (00/)
	Were you involved in the development of your	77	20	3 (3%)	10 (9%)
	plan?	(70%)	(18%)	0 (00()	0 (00()
	Do you understand the targets that have been	77	24	0 (0%)	9 (8%)
	set in your plan?	(70%)	(22%)		
Q6	Has your YOT worker been in touch since yo	ou arrived	at this es	tablishme	ent?
	Yes				85 (79%)
	No				22 (21%)
Q7	Do you know how to get in touch with your	YOT worke	er?		
	Yes				37 (34%)
	No				72 (66%)
Q8	Please answer the following questions about	ıt vour rele	ease:		
40	. loado allonol allo lollollillig quodilollo aboa	Yes		lo D	on't know
	Have you had a say in what will happen to you	23 (22%			17 (16%)
	when you are released?	20 (22 /	0) 04 (02 70)	17 (1070)
	Are you planning on going to school or college	75 (71%	() 13 (12%)	18 (17%)
	after release?	13 (11/0	0) 13 (12/0)	10 (17 /0)
	Do you have a job to go to on release?	20 (19%	(1) 71 /	68%)	14 (13%)
	Do you have a job to go to on release?	20 (19%	0) / 1 (00 /0)	14 (13%)

Q9	Do you know who to contact for h	-		before
	your release? (Please tick all that	t apply to	you.)	04 (040()
	Finding accommodation			24 (24%)
	Getting into school or college			38 (38%)
	Getting a job			28 (28%)
	Help with money/finances			16 (16%)
	Help with claiming benefits			13 (13%)
	Continuing health services			12 (12%)
	Opening a bank account			17 (17%)
	Avoiding bad relationships			9 (9%)
_	I don't know who to contact	_		48 (48%)
Q10	Do you think you will have a prob			nen you
	are released? (Please tick all that	apply to y	you.)	
	Finding accommodation			38 (37%)
	Getting into school or college			37 (36%)
	Getting a job			54 (53%)
	Money/finances			38 (37%)
	Claiming benefits			22 (22%)
	Continuing health services			13 (13%)
	Opening a bank account			16 (16%)
	Avoiding bad relationships			19 (19%)
	I won't have any problems			27 (26%)
Q11	What is most likely to stop you of (Please tick all that apply to you.)	_	n the future?	
	Not sentenced		Having a mentor (someone you can ask for advice)	6 (6%)
	Nothing, it is up to me	8 (7%)	Having a YOT worker or social worker that I get on with	8 (7%)
	Making new friends outside	5 (5%)	Having children	8 (7%)
	Going back to live with my family	8 (7%)	Having something to do that isn't crime	15 (14%)
	Getting a place of my own	15 (14%)	This sentence	13 (12%)
	Getting a job		Getting into school/college	13 (12%)
	Having a partner (girlfriend or	` ,	Talking about my offending	1 (1%)
	boyfriend)	12 (1170)	behaviour with staff	1 (170)
	Staying off alcohol/drugs	12 (11%)	Anything else	3 (3%)
Q12	Do you want to stop offending?			
	Not sentenced			68 (62%)
	Yes			38 (35%)
	No			2 (2%)
	Don't know			2 (2%)
Q13	Have you done anything, or has a	-		shment,
	that you think will make you less	likely to 0	mena in the luture?	60 (640/)
	Not sentenced			68 (61%)
	Yes			18 (16%)
	No			26 (23%)

Heron Unit 2010: Summary of questionnaires

SECTION 1: ABOUT YOU

Q1	How old are you?	
	15	2 (7%)
	16	10 (37%)
	17	14 (52%)
	18	1 (4%)
Q2	Are you a British citizen?	
	Yes	25
		(93%)
	No	2 (7%)
Q3	Is English your first language?	
	Yes	23
		(85%)
	No	4 (15%)
Q4	What is your ethnic origin?	
	White – British	8 (30%)
	White – Irish	3 (11%)
	White – other	2 (7%)
	Black or black British – Caribbean	2 (7%)
	Black or black British – African	6 (22%)
	Black or black British – other	1 (4%)
	Asian or Asian British – Indian	0 (0%)
	Asian or Asian British – Pakistani	0 (0%)
	Asian or Asian British – Bangladeshi	2 (7%)
	Asian or Asian British – other	0 (0%)
	Mixed heritage – white and black Caribbean	1 (4%)
	Mixed heritage – white and black African	1 (4%)
	Mixed heritage – white and Asian	0 (0%)
	Mixed heritage – other	1 (4%)
	Chinese	0 (0%)
	Other ethnic group	0 (0%)
Q5	What is your religion?	- (100)
	None	5 (19%)
	Church of England	3 (12%)
	Catholic	10 (38%)
	Protestant	0 (0%)
	Other Christian denomination	1 (4%)
	Buddhist	0 (0%)
	Hindu	0 (0%)
	Jewish	0 (0%)
	Muslim	7 (27%)
	Sikh	0 (0%)

Q6	Do you consider yourself to be Gypsy/Romany/Traveller? Yes No Don't know	2 (8%) 21 (88%) 1 (4%)
Q7	Do you have any children? Yes No	6 (24%) 19 (76%)
Q8	Do you consider yourself to have a disability? Yes No	2 (8%) 24 (92%)
Q10	Have you ever been in local authority care? Yes No	8 (32%) 17 (68%)
	SECTION 2: ABOUT YOUR SENTENCE	
Q1 Q2	Are you sentenced? Yes No – unsentenced/on remand How long is your sentence (the full DTO sentence)?	27 (100%) 0 (0%)
	Not sentenced Less than six months Six to 12 months More than 12 months, up to two years More than two years Indeterminate sentence for public protection (IPP)	0 (0%) 8 (30%) 16 (59%) 3 (11%) 0 (0%) 0 (0%)
Q3	How long have you been in this establishment? Less than one month One to six months More than six months, but less than 12 months 12 months to two years More than two years	8 (30%) 11 (41%) 5 (19%) 3 (11%) 0 (0%)
Q4	Is this your first time in custody in a YOI, secure children's home or sectraining centre? Yes No	ure 11 (41%) 16 (59%)

SECTION 3: COURTS, TRANSFERS AND ESCORTS

Q1	On your most recent journey here, was the van clean? Yes No Don't remember Not applicable	13 (48%) 11 (41%) 3 (11%) 0 (0%)
Q2	On your most recent journey here, did you feel safe? Yes No Don't remember	21 (78%) 4 (15%) 2 (7%)
Q3	On your most recent journey here, were there any adults (over 18) or per different gender, travelling with you? Yes No Don't remember	ople of a 10 (37%) 12 (44%) 5 (19%)
Q4	On your most recent journey here, how long did you spend in the van? Less than two hours Two to four hours More than four hours Don't remember	18 (67%) 6 (22%) 1 (4%) 2 (7%)
Q5	On your most recent journey here, were you offered a toilet break? My journey was less than two hours Yes No Don't remember	18 (67%) 1 (4%) 8 (30%) 0 (0%)
Q6	On your most recent journey here, were you offered anything to eat or d My journey was less than two hours Yes No Don't remember	rink? 18 (67%) 3 (11%) 6 (22%) 0 (0%)
Q7	On your most recent journey here, how did you feel you were treated by staff? Very well Well Neither Badly Very badly Don't remember	3 (11%) 16 (59%) 5 (19%) 0 (0%) 2 (7%) 1 (4%)

Q8	Before you arrived, from court or another establishment, were you told that you
	would be coming here? (Please tick all that apply to you.)

Yes, someone told me	20
	(74%)
Yes, I received written information	0 (0%)
No, I was not told anything	7 (26%)
Don't remember	0 (0%)

SECTION 4: FIRST DAYS

Q1 How long were you in reception?

Less than two hours	21
	(78%)
Two hours or longer	3 (11%)
Don't remember	3 (11%)

Q2 When you were searched, was this carried out in an understanding way?

Yes	23
	(85%)
No	1 (4%)
Don't remember	3 (11%)

Q3 Overall, how well did you feel you were treated in reception?

Very well	1 (4%)	ı
Well	18 (67	%)
Neither	7 (26%	ဉ် (ဝ
Badly	1 (4%)	,
Very badly	0 (0%)	ı
Don't remember	0 (0%)	ļ

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	14 (56%)	Money worries	2 (8%)
Loss of property	4 (16%)	Feeling low/upset/needing	8 (32%)
		someone to talk to	
Housing problems	9 (36%)	Health problems	16 (64%)
Needing protection from other	9 (36%)	Getting phone numbers	12 (48%)
young people			
Letting family know where you	13 (52%)	Staff did not ask me about any	2 (8%)
were		of these	

Q5	When you first arrived here, did you have any of the following problems? (Please tick all that apply to you.)			s?
	Not being able to smoke		Money worries	6 (27%)
	Loss of property		Feeling low/upset/needing	0 (0%)
		. (,	someone to talk to	G (G /G)
	Housing problems	7 (32%)	Health problems	2 (9%)
	Needing protection from other			10 (45%)
	young people			
	Letting family know where you were	2 (9%)	I did not have any problems	5 (23%)
Q6	When you first arrived here, were (Please tick all that apply to you.)		n any of the following?	
	A reception pack			19 (70%)
	The opportunity to have a show	ver		2 (7%)
	Something to eat			22 (81%)
	A free phone call to friends/fam	nily		20 (74%)
	Information about the PIN telep	hone syst	em	17 (63%)
	Information about feeling low/u	pset		5 (19%)
	Don't remember			1 (4%)
	I was not given any of these			0 (0%)
Q7	Within your first 24 hours here, d services? (Please tick all that app			eople or
	Chaplain or religious leader	ory to you.	-)	11
	Chapiairi di Teligidus leader			
	Door our part/poor montar/Lists	nor/Como	ritono	(42%)
	Peer support/peer mentor/Liste	rier/Sarria	nians	4 (15%)
	The prison shop/canteen			4 (15%)
	Don't remember			4 (15%)
	I did not have access to any of	tnese		7 (27%)
Q8	Before you were locked up on yo health care staff?	ur first ni	ght, were you seen by a mem	
	Yes			15
				(58%)
	No			7 (27%)
	Don't remember			4 (15%)

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

21

(81%) 4 (15%) 1 (4%)

Q9

Yes

No

Don't remember

Q10 Did the induction course cover everything you needed to know about the establishment?

I have not been on an induction course	5 (19%)
Yes	13 (48%)
No	6 (22%)
Don't remember	3 (11%)

SECTION 5: DAILY LIFE AND RESPECT

Q1	Can you normally have a shower every day if you want to? Yes No Don't know	21 (78%) 6 (22%) 0 (0%)
Q2	Is your cell call bell normally answered within five minutes? Yes No Don't know	14 (52%) 7 (26%) 6 (22%)
Q3	What is the food like here? Very good Good Neither Bad Very bad	0 (0%) 2 (7%) 12 (44%) 6 (22%) 7 (26%)
Q4	Does the shop/canteen sell a wide enough variety of products? I have not bought anything yet Yes No Don't know	0 (0%) 11 (41%) 16 (59%) 0 (0%)

Q5 How easy is it for you to attend religious services? I don't want to attend religious services

I don't want to attend religious services	5 (19%)
Very easy	15 (56%
Easy	6 (22%)
Neither	0 (0%)
Difficult	0 (0%)
Very difficult	1 (4%)
Don't know	0 (0%)

Q6	Please answer the following questions about religion: Yes		No	Don't know/ Not
	Do you feel your religious beliefs are respected?	19 (73%)	1 (4%)	applicable 6 (23%)
	Can you speak to a religious leader in private if you want to?	20 (77%)	0 (0%)	6 (23%)
Q7	Please answer the following about staff here:			Mo
	Is there a member of staff you feel you can	Yes 15 (60%)		<i>No</i> 10 (40%)
	turn to for help if you have a problem?	, ,		, ,
	Do most staff treat you with respect?	18 (75%)		6 (25%)
	SECTION 6: HEALTH SE	ERVICES		
Q1	Did you have a full health assessment the day	v after vour a	rrival?	
	Yes			16
	No			(59%) 6 (22%)
	Don't know			5 (19%)
Q2	What do you think of the overall quality of the	e health care?	•	
	I have not been to health care			0 (0%)
	Very good Good			4 (15%) 8 (31%)
	Neither			8 (31%)
	Bad			3 (12%)
	Very bad			3 (12%)
Q3	Is it easy to see the following people if you no			5 "
	The doctor	Yes 8 (30%)	<i>No</i> 15 (56%)	Don't know 4 (15%)
	The nurse	21 (78%)	4 (15%)	2 (7%)
	The dentist	2 (8%)	16 (62%)	8 (31%)
	The optician The pharmacist	1 (4%) 2 (8%)	10 (42%) 10 (38%)	13 (54%) 14 (54%)
Q4	·		rour coll?	,
Q4	If you are taking medication, are you allowed I am not taking any medication	to keep it iii y	our cen?	11
	- ·			(41%)
	Yes No			5 (19%) 5 (19%)
	Don't know			6 (22%)

Q5	Please answer the following about alcohol:		
	Did you have problems with alcohol when you first arrived here?	Yes 0 (0%)	No 27 (100%)
	Have you received any help with alcohol problems in this prison?	0 (0%)	27 (100%)
Q6	Please answer the following about drugs:		
	Did you have problems with drugs when you first arrived here?	Yes 7 (26%)	<i>No</i> 20 (74%)
	Do you have problems with drugs now? Have you received any help with drug problems in this prison?	2 (7%) 6 (22%)	25 (93%) 21 (78%)
Q7	How easy is it to get illegal drugs here?		
	Very easy Easy Neither Difficult Very difficult Don't know		1 (4%) 2 (7%) 1 (4%) 1 (4%) 5 (19%) 17 (63%)
Q8	Do you feel you have any emotional or menta	al health problems	?
	Yes No		4 (15%) 22 (85%)
Q9	If you feel you have emotional or mental hea anyone here (for example: a psychologist, do another member of prison staff)?		
	I do not have any emotional or mental healt	th problems	22
	Yes No		(85%) 1 (4%) 3 (12%)
	SECTION 7: APPLICATIONS A	ND COMPLAINT	S
Q1	Do you know how to make an application?		
	Yes No		12 (44%) 15 (56%)
Q2	Is it easy to make an application?		
	Yes No Don't know		11 (42%) 1 (4%) 14 (54%)

Q3	Please answer the following questions about	t applications:		
	• .	I have not made an	Yes	No
	Do you feel applications are sorted out fairly? Do you feel applications are sorted out promptly (within seven days)?	application 9 (33%) 9 (35%)	9 (33%) 7 (27%)	9 (33%) 10 (38%)
Q4	Do you know how to make a complaint? Yes			23
	No			(88%) 3 (12%)
Q5	Is it easy to make a complaint?			
	Yes			16 (62%)
	No			2 (8%)
	Don't know			8 (31%)
Q6	Please answer the following questions abou	t complaints:		
	3 1	I have not made a	Yes	No
	Do you feel complaints are sorted out fairly?	complaint 16 (62%)	3 (12%)	7 (27%)
	Do you feel complaints are sorted out promptly (within seven days)?	16 (62%)	2 (8%)	8 (31%)
Q7	Have you ever been prevented from making	a complaint w	hen you wa	inted to?
	Yes No	•	·	2 (8%) 23 (92%)
Q8	Can you speak to the following people when	you need to?		
		Yes	No	Don't know
	A peer mentor/peer support/Listener A member of the IMB (Independent Monitoring Board)	9 (33%) 7 (26%)	2 (7%) 2 (7%)	16 (59%) 18 (67%)
	An advocate (an outside person to help you)	7 (26%)	2 (7%)	18 (67%)
	SECTION 8: REWARDS AND SANCTI	IONS. AND DI	SCIPLINE	
Q1	What level of the rewards and sanctions sch Don't know what the rewards and sanctions Enhanced (top) Standard (middle) Basic (bottom) Don't know	•	n?	1 (4%) 7 (27%) 18 (69%) 0 (0%) 0 (0%)

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 Yes No Don't know	1 (4%) 13 (48%) 8 (30%) 5 (19%)	
Q3	Do the different levels of the rewards and sanctions scheme encourage change your behaviour?	you to	
	Don't know what the rewards and sanctions scheme is	1 (4%)	
	Yes	14 (52%)	
	No	11 (41%)	
	Don't know	1 (4%)	
Q4	Have you had a 'nicking' (adjudication) since you have been in this establishment?		
	Yes	12 (44%)	
	No	15 (56%)	
	Don't know	0 (0%)	
Q5	If you have had a 'nicking' (adjudication), was the process explained cleayou?	early to	
	I have not had an adjudication	15	
		(60%)	
	Yes No	8 (32%)	
	NO	2 (8%)	
Q6	If you have been physically restrained (C and R), how many times has the happened since you have been in this establishment?	his	
	I have not been restrained	19	
		(70%)	
	Once Twice	3 (11%) 1 (4%)	
	Three times	3 (11%)	
	More than three times	1 (4%)	
		, ,	
Q7	If you have spent a night in the care and separation unit (CSU), how we treated by staff?	re you	
	I have not been to the care and separation unit	20 (74%)	
	Very well	1 (4%)	
	Well	0 (0%)	
	Neither	2 (7%)	
	Badly	0 (0%)	
	Very badly	4 (15%)	

SECTION 9: SAFETY

Q1 Have you ever felt unsafe in this establishment?

Yes 8 (30%) No 19 (70%)

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	19	At meal times	2 (8%)
	(76%)		, ,
Everywhere	0 (0%)	At health care	0 (0%)
Care and separation unit	0 (0%)	Visits area	2 (8%)
Association areas	1 (4%)	In wing showers	1 (4%)
Reception area	0 (0%)	In gym showers	1 (4%)
At the gym	2 (8%)	In corridors/stairwells	1 (4%)
In an exercise yard	1 (4%)	On your landing/wing	0 (0%)
At work	0 (0%)	In your cell	0 (0%)
At education	2 (8%))	, ,

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

Yes 2 (7%) No 25 (93%)

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

Insulting remarks (about you, your family or friends)	2 (7%)	Because of drugs	0 (0%)
Physical abuse (being hit, kicked or assaulted)	0 (0%)	Having your canteen/property taken	1 (4%)
Sexual abuse	0 (0%)	Because you were new here	1 (4%)
Because of your race or ethnic origin	0 (0%)	Because you are from a different part of the country	0 (0%)
Because of your religious beliefs	0 (0%)	Because of gang related issues	1 (4%)
Because you have a disability	0 (0%)	Because of your offence/crime	0 (0%)

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

Yes	5 (19%)
No	22 (81%)

Q7	If yes, what did the incidents invol	ve/what v	were they about?	
Q,	(Please tick all that apply to you.)	vo, what	were they about.	
	Insulting remarks (about you, your family or friends)	3 (11%)	Because of drugs	0 (0%)
	Physical abuse (being hit, kicked or assaulted)	0 (0%)	Having your canteen/property taken	0 (0%)
	Sexual abuse	0 (0%)	Because you were new here	1 (4%)
	Because of your race or ethnic origin	2 (7%)	Because you are from a different part of the country	0 (0%)
	Because of your religious beliefs	1 (4%)	Because of gang related issue	es 0 (0%)
	Because you have a disability	1 (4%)	Because of your offence/crime	1 (4%)
Q9	If you were being victimised who v	vould yo	u tell?	
	No-one	_	Teacher/education staff	2 (9%)
	Personal officer	, ,	Gym staff	1 (4%)
	Wing officer	2 (9%)	Listener/Samaritan/Buddy	0 (0%)
	Chaplain	2 (9%)	Another young person here	5 (22%)
	Health care staff	0 (0%)	Family/friends	7 (30%)
Q10	Do you think staff would take it se victimised?	riously if	you told them you had been	
	Yes			13
	No Don't know			(50%) 5 (19%) 8 (31%)
Q11	Is shouting through the windows a	problen	n here?	
	Yes	•		8 (32%)
	No			15 (60%)
	Don't know			2 (8%)
Q12	Have staff checked on you person on?	ally in th	e last week to see how you a	re getting
	Yes No			9 (35%) 17 (65%)
				17 (0370)
	SECTION	10: ACT	IVITIES	
Q1	How old were you when you were	last at so	chool?	7 (070/)
	14 or under 15 or over			7 (27%) 19 (73%)
Q2	Please answer the following quest	ions abo		ot applicable
	Have you ever been excluded from s Did you used to truant from school?	chool?	1 (4%) 17 (63%) 16 (59%) 2 (7%)	ot applicable 9 (33%) 9 (33%)
				-

Q3	Do you CURRENTLY take part in any of th (Please tick all that apply to you.) Education	e following a	activities?	,	17 (65%)
	A job in this establishment Vocational or skills training Offending behaviour programmes I am not currently involved in any of thes	e			7 (27%) 5 (19%) 5 (19%) 0 (0%)
Q4	If you have been involved in any of the foldo you think they will help you when you	_		is establi	shment,
		Not been	Yes	No	Don't
	Education	involved 2 (8%)	11 (44%)	12 (48%)	<i>know</i> 0 (0%)
	A job in this establishment	5 (24%)	10 (48%)	4 (19%)	2 (10%)
	Vocational or skills training Offending behaviour programmes	7 (33%) 6 (32%)	8 (38%) 5 (26%)	4 (19%) 6 (32%)	` ,
Q5	Do you usually have association every da	y?			
	Yes				22 (88%) 1 (4%)
	Don't know				2 (8%)
Q6	How many times do you usually go to the Don't want to go None One to two times Three to five times	gym each w	eek?		3 (12%) 0 (0%) 11 (42%) 8 (31%)
	More than five times Don't know				4 (15%) 0 (0%)
Q7	Can you usually go outside for exercise endown't want to go	very day?			0 (0%)
	Yes No Don't know				16 (62%) 9 (35%) 1 (4%)
	SECTION 11: FAMILY A	AND FRIEN	DS		
Q1	Are you able to use the telephone every day	ay, if you wa	int to?		20 (77%)
	No Don't know				6 (23%) 0 (0%)

Q2	Have you had any problems with sending or receiving mail (letters or payers No Don't know	11 (42%) 14 (54%) 1 (4%)
Q3	How easy is it for your family and friends to visit you here? Very easy Easy Neither Difficult Very difficult Don't know	4 (15%) 9 (35%) 5 (19%) 6 (23%) 0 (0%) 2 (8%)
Q4	How many visits do you usually have each week, from family or friends' Not been here a week yet I don't get visits Less than one a week About one a week More than one a week Don't know	0 (0%) 1 (4%) 18 (69%) 3 (12%) 1 (4%) 3 (12%)
Q5	Do your visits usually start on time? I don't get visits Yes No Don't know	1 (4%) 11 (42%) 8 (31%) 6 (23%)
Q6	How are you and your family/friends usually treated by visits staff? I don't get visits Very well Well Neither Badly Very badly Don't know	1 (4%) 3 (12%) 9 (35%) 2 (8%) 1 (4%) 0 (0%) 10 (38%)
	SECTION 12: PREPARATION FOR RELEASE	
Q1	When did you first meet your personal officer? I still have not met him/her In your first week After your first week Don't remember	1 (4%) 20 (77%) 3 (12%) 2 (8%)
Q2	How often do you see your personal officer? I still have not met him/her At least once a week Less than once a week	1 (4%) 19 (79%) 4 (17%)

Q3	Do you feel your personal officer has helped I still have not met him/her Yes No	l you?			1 (4%) 17 (71%) 6 (25%)
Q4	Do you have a training plan, sentence plan of Yes No Don't know	or remand	plan?		11 (42%) 6 (23%) 9 (35%)
Q5	Please answer the following questions about remand plans:	t training	plans, sen	itence p	lans or
		I don't have a plan	Yes	No	Don't know
	Were you involved in the development of your plan?	6 (23%)	7 (27%)	1 (4%)	12 (46%)
	Do you understand the targets that have been set in your plan?	6 (23%)	8 (31%)	1 (4%)	` ,
Q6	Has your YOT worker been in touch since your Yes	ou arrived	at this est	ablishm	ent? 21 (81%)
	No				5 (19%)
Q7	Do you know how to get in touch with your 'Yes No	YOT worke	er?		10 (40%) 15 (60%)
Q8	Please answer the following questions about				-
	Have you had a say in what will happen to you when you are released?	Yes 10 (38%	No 5) 12 (4	o 1 16%)	Oon't know 4 (15%)
	Are you planning on going to school or college after release?	20 (77%	6 (2	3%)	0 (0%)
	Do you have a job to go to on release?	3 (12%) 21 (8	31%)	2 (8%)
Q9	Do you know who to contact for help with ar your release? (Please tick all that apply to y		ollowing p	roblems	s, before
	Finding accommodation Getting into school or college Getting a job Help with money/finances Help with claiming benefits Continuing health services Opening a bank account Avoiding bad relationships I don't know who to contact				11 (50%) 10 (45%) 12 (55%) 5 (23%) 3 (14%) 4 (18%) 4 (18%) 3 (14%) 5 (23%)

Q10 Do you think you will have a problem with any of the following things, when you are released? (Please tick all that apply to you.)

Finding accommodation	7 (29%)
Getting into school or college	6 (25%)
Getting a job	14 (58%)
Money/finances	10 (42%)
Claiming benefits	4 (17%)
Continuing health services	2 (8%)
Opening a bank account	4 (17%)
Avoiding bad relationships	5 (21%)
I won't have any problems	6 (25%)

Q11 What is most likely to stop you offending in the future? (Please tick all that apply to you.)

Not sentenced	0 (0%)	Having a mentor (someone	2 (9%)
		you can ask for advice)	
Nothing, it is up to me	9 (39%)	Having a YOT worker or social	6 (26%)
		worker that I get on with	
Making new friends outside	2 (9%)	Having children	5 (22%)
Going back to live with my	3 (13%)	Having something to do that	6 (26%)
family		isn't crime	
Getting a place of my own	9 (39%)	This sentence	4 (17%)
Getting a job	13 (57%)	Getting into school/college	4 (17%)
Having a partner (girlfriend or	7 (30%)	Talking about my offending	1 (4%)
boyfriend)		behaviour with staff	
Staying off alcohol/drugs	3 (13%)	Anything else	0 (0%)

Q12 Do you want to stop offending?

Not sentenced	0 (0%)
Yes	22 (96%)
No	0 (0%)
Don't know	1 (4%)

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	0 (0%)
Yes	15 (60%)
No	10 (40%)