

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.

Key to tables

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

Key to tables

	Significantly better than the comparator	HMYOI Feltham 2010	Young people's comparator
	Significantly worse than the comparator		
	A significant difference in demographic details		
	No significant difference		
Number of completed questionnaires returned		118	851
SECTION 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 you first arrived, did staff ask if you needed help or support with any of the following:			
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 you 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 your 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%

Key to tables

	Significantly better than the comparator	HMYOI Feltham 2010	Young people's comparator
	Significantly worse than the comparator		
	A significant difference in demographic details		
	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%
SECTION 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%
SECTION 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 tables

	Significantly better than the comparator	HMYOI Feltham 2010	Young people's comparator
	Significantly worse than the comparator		
	A significant difference in demographic details		
	No significant difference		
Number of completed questionnaires returned		118	851
SECTION 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 those 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 those 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%
SECTION 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 reward 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%

Key to tables

	Significantly better than the comparator	HMYOI Feltham 2010	Young people's comparator
	Significantly worse than the comparator		
	A significant difference in demographic details		
	No significant difference		
Number of completed questionnaires returned		118	851
SECTION 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 have felt victimised by another young person/group of young people, did the incident involve:			
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%
9.4l	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 have felt victimised by a member of staff/group of staff members, did the incident involve:			
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%
9.7l	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	49%	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%

Key to tables

	Significantly better than the comparator	HMYOI Feltham 2010	Young people's comparator
	Significantly worse than the comparator		
	A significant difference in demographic details		
	No significant difference		
Number of completed questionnaires returned		118	851
SECTION 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%
For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?			
10.4a	Education?	43%	68%
10.4b	A job in this establishment?	42%	60%
10.4c	Vocational or skills training?	41%	57%
10.4d	Offending behaviour programmes?	33%	52%
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%
SECTION 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%
SECTION 12: PREPARATION FOR RELEASE			
For those who have met their personal officer:			
12.1	Did you meet your personal officer within the first week?	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 those 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%

Key to tables

	Significantly better than the comparator	HMYOI Feltham 2010	Young people's comparator
	Significantly worse than the comparator		
	A significant difference in demographic details		
	No significant difference		
Number of completed questionnaires returned		118	851
Please 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 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 think 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 those 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 tables

	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	HMYOI Feltham (including Heron) 2010	HMYOI Feltham (including Heron) 2009
Number of completed questionnaires returned		27	118	145	90
SECTION 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%	
SECTION 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%
SECTION 3: COURTS, TRANSFERS AND ESCORTS					
For your most recent journey, either to or from court or between prisons, we want to know:					
3.1	Was the van clean?	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 those 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 tables

	Significantly better than the comparator				
	Significantly worse than the comparator				
	A significant difference in demographic details				
	No significant difference				
Number of completed questionnaires returned		27	118	145	90
SECTION 4: YOUR FIRST FEW DAYS HERE					
4.1	Were you in reception for less than two hours?	79%	86%	85%	93%
4.2	When you were searched was this carried out in an understanding way?	86%	75%	77%	75%
4.3	Were you treated well/very well in reception?	69%	59%	60%	66%
When you first arrived, did staff ask if you needed help or support with any of the following:					
4.4a	Not being able to smoke?	56%	39%	41%	54%
4.4b	Loss of property?	15%	16%	16%	15%
4.4c	Housing problems?	37%	15%	18%	18%
4.4d	Needing protection from other young people?	37%	26%	27%	35%
4.4e	Letting family know where you were?	52%	46%	47%	56%
4.4f	Money worries?	7%	13%	13%	9%
4.4g	Feeling low/upset/needing someone to talk to?	33%	24%	25%	39%
4.4h	Health problems?	63%	48%	50%	52%
4.4i	Getting phone numbers?	48%	32%	35%	30%
4.5	Did you have any problems when you first arrived?	78%	76%	76%	75%
When you first arrived, did you have problems with any of the following:					
4.5a	Not being able to smoke?	54%	41%	43%	41%
4.5b	Loss of property?	17%	16%	16%	18%
4.5c	Housing problems?	30%	11%	13%	15%
4.5d	Needing protection from other young people?	0%	13%	12%	4%
4.5e	Letting family know where you were?	9%	17%	16%	21%
4.5f	Money worries?	26%	27%	27%	19%
4.5g	Feeling low/upset/needing someone to talk to?	0%	20%	18%	12%
4.5h	Health problems?	9%	11%	11%	13%
4.5i	Getting phone numbers?	46%	37%	38%	30%
When you first arrived, were you given any of the following:					
4.6a	A reception pack?	69%	62%	63%	75%
4.6b	The opportunity to have a shower?	7%	13%	12%	19%
4.6c	Something to eat?	83%	82%	82%	85%
4.6d	A free phone call to friends/family?	75%	74%	74%	82%
4.6e	Information about the PIN telephone system?	62%	51%	53%	64%
4.6f	Information about feeling low/upset?	17%	14%	15%	27%
Within your first 24 hours, did you have access to the following people or services:					
4.7a	The chaplain or religious leader?	43%	47%	46%	57%
4.7b	A peer mentor, Listener or the Samaritans?	14%	17%	17%	24%
4.7c	Did you have access to the prison shop/canteen?	14%	14%	14%	11%

Key to tables

	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	HMYOI Feltham (including Heron) 2010	HMYOI Feltham (including Heron) 2009
Number of completed questionnaires returned		27	118	145	90
4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	57%	55%	55%	
4.9	Did you feel safe on your first night here?	82%	64%	66%	79%
4.10	For those who have been on an induction course: did it cover everything you needed to know about the establishment	58%	53%	54%	53%
SECTION 5: DAILY LIFE AND RESPECT					
5.1	Can you normally have a shower every day if you want to?	79%	75%	76%	82%
5.2	Is your cell call bell normally answered within five minutes?	52%	46%	46%	45%
5.3	Do you find the food here good/very good?	7%	13%	12%	18%
5.4	Does the shop/canteen sell a wide enough variety of products?	41%	28%	30%	50%
5.5	Is it easy/very easy for you to attend religious services?	79%	58%	60%	76%
5.6a	Do you feel your religious beliefs are respected?	74%	65%	67%	76%
5.6b	Can you speak to a religious leader in private if you want to?	78%	68%	69%	82%
5.7	Is there a member of staff you can turn to with a problem?	59%	52%	53%	66%
5.8	Do you feel that most of the staff here treat you with respect?	76%	60%	62%	60%
SECTION 6: HEALTH SERVICES					
6.1	Did you have a full health assessment the day after your arrival?	59%	51%	52%	
6.2	For those who have been to health care: Do you think the overall quality is good/very good?	46%	34%	36%	40%
6.3a	Is it easy for you to see the doctor?	31%	32%	31%	25%
6.3b	Is it easy for you to see the nurse?	79%	65%	67%	71%
6.3c	Is it easy for you to see the dentist?	7%	13%	13%	15%
6.3d	Is it easy for you to see the optician?	4%	11%	10%	9%
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%	27%	
6.5a	Did you have any problems with alcohol when you first arrived?	0%	10%	9%	7%
6.5b	Have you received any help with any alcohol problems here?	0%	4%	3%	7%
6.6a	Did you have any problems with drugs when you first arrived?	25%	14%	15%	25%
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?	21%	8%	11%	16%
6.7	Is it easy/very easy to get illegal drugs here?	10%	8%	8%	8%
6.8	Do you feel you have any emotional or mental health problems?	14%	17%	17%	18%
6.9	If you feel you have emotional or mental health problems, are you being helped by anyone here?	25%	36%	34%	

Key to tables

	Significantly better than the comparator				
	Significantly worse than the comparator				
	A significant difference in demographic details				
	No significant difference				
Number of completed questionnaires returned		27	118	145	90
SECTION 7: APPLICATIONS AND COMPLAINTS					
7.1	Do you know how to make an application?	45%	67%	64%	82%
7.2	Is it easy to make an application?	43%	50%	49%	68%
For those who have made an application:					
7.3a	Do you feel applications are sorted out fairly?	50%	45%	46%	36%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	39%	32%	33%	26%
7.4	Do you know how to make a complaint?	89%	77%	78%	89%
7.5	Is it easy to make a complaint?	61%	59%	59%	67%
For those who have made a complaint:					
7.6a	Do you feel complaints are sorted out fairly?	30%	24%	26%	27%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	18%	21%	20%	32%
7.7	Have you ever been prevented from making a complaint when you wanted to?	7%	18%	17%	
Can you speak to the following people when you need to:					
7.8a	A peer mentor or Listener?	35%	20%	21%	29%
7.8b	A member of the IMB (Independent Monitoring Board)?	25%	20%	21%	20%
7.8c	An advocate (an outside person to help you)?	25%	23%	24%	20%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE					
8.1	Are you on the enhanced (top) level of the reward scheme?	26%	23%	24%	22%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	48%	35%	37%	43%
8.3	Do the different levels make you change your behaviour?	52%	37%	39%	55%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	45%	51%	50%	49%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	82%	74%	75%	88%
8.6	Have you been physically restrained (C and R) since you have been here?	31%	33%	32%	40%
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%	30%	33%

Key to tables

	Significantly better than the comparator				
	Significantly worse than the comparator				
	A significant difference in demographic details				
	No significant difference				
Number of completed questionnaires returned		27	118	145	90
SECTION 9: SAFETY					
9.1	Have you ever felt unsafe in this prison?	31%	30%	29%	37%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	7%	20%	18%	25%
If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4a	Insulting remarks?	7%	12%	11%	11%
9.4b	Physical abuse?	0%	10%	9%	12%
9.4c	Sexual abuse?	0%	0%	0%	1%
9.4d	Racial or ethnic abuse?	0%	3%	3%	3%
9.4e	Your religious beliefs?	0%	3%	3%	2%
9.4f	Your disability?	0%	0%	0%	2%
9.4g	Drugs?	0%	1%	1%	3%
9.4h	Having your canteen/property taken?	3%	2%	2%	3%
9.4i	Because you were new here?	3%	6%	6%	6%
9.4j	Being from a different part of the country than others?	0%	3%	3%	5%
9.4k	Gang related issues?	3%	6%	5%	6%
9.4l	Your offence/crime?	0%	2%	2%	2%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	17%	27%	25%	30%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:					
9.7a	Insulting remarks?	10%	13%	13%	16%
9.7b	Physical abuse?	0%	3%	3%	8%
9.7c	Sexual abuse?	0%	0%	0%	2%
9.7d	Racial or ethnic abuse?	7%	5%	5%	1%
9.7e	Your religious beliefs?	3%	2%	2%	2%
9.7f	Your disability?	3%	0%	1%	1%
9.7g	Drugs?	0%	0%	0%	0%
9.7h	Having your canteen/property taken?	0%	1%	1%	1%
9.7i	Because you were new here?	3%	8%	7%	5%
9.7j	Being from a different part of the country than others?	0%	0%	0%	1%
9.7k	Gang related issues?	0%	1%	1%	3%
9.7l	Your offence/crime?	3%	3%	3%	2%
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it	64%	49%	51%	56%
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%	26%	34%
9.11	Is shouting through the windows a problem here?	33%	30%	30%	31%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	36%	26%	27%	42%

Key to tables

	Significantly better than the comparator				
	Significantly worse than the comparator				
	A significant difference in demographic details				
	No significant difference				
Number of completed questionnaires returned		27	118	145	90
SECTION 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%
For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?					
10.4a	Education?	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%
SECTION 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%
SECTION 12: PREPARATION FOR RELEASE					
For those who have met their personal officer:					
12.1	Did you meet your personal officer within the first week?	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 those 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%

Key to tables

	Significantly better than the comparator				
	Significantly worse than the comparator				
	A significant difference in demographic details				
	No significant difference				
Number of completed questionnaires returned		27	118	145	90
Please 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%	25%	31%
12.8	Are you going to school or college on release?	78%	71%	72%	75%
12.8	Do you have a job to go to on release?	11%	19%	18%	18%
Do you know who to contact for help with the following in preparation for your release:					
12.9	Finding accommodation?	50%	24%	28%	38%
12.9	Getting into school or college?	46%	38%	40%	60%
12.9	Getting a job?	54%	28%	32%	43%
12.9	Help with money/finances?	22%	16%	17%	38%
12.9	Help with claiming benefits?	13%	13%	13%	30%
12.9	Continuing health services?	17%	12%	13%	20%
12.9	Opening a bank account?	17%	17%	17%	30%
12.9	Avoiding bad relationships?	13%	9%	10%	24%
Do you think you will have a problem with the following, when you are released:					
12.10	Finding accommodation?	28%	37%	36%	34%
12.10	Getting into school or college?	24%	36%	35%	29%
12.10	Getting a job?	58%	53%	53%	45%
12.10	Help with money/finances?	42%	37%	38%	40%
12.10	Help with claiming benefits?	16%	22%	21%	19%
12.10	Continuing health services?	8%	13%	12%	12%
12.10	Opening a bank account?	16%	16%	16%	13%
12.10	Avoiding bad relationships?	20%	18%	19%	19%
For those who were sentenced:					
12.12	Do you want to stop offending?	96%	91%	92%	98%
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%	46%	47%

Diversity comparator (ethnicity and religion): HMYOI Feltham (including the 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 tables

	Significantly better than the comparator				
	Significantly worse than the comparator				
	A significant difference in demographic details				
	No significant difference				
Number of completed questionnaires returned		105	33	47	90
1.2	Are you a foreign national?	6%	4%	4%	9%
1.3	Is English your first language?	81%	91%	72%	85%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?			97%	67%
1.5	Are you Muslim?	45%	5%		
1.6	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	11%	0%	6%
1.9	Have you ever been in local authority care?	19%	39%	9%	28%
2.1	Are you sentenced?	42%	78%	47%	54%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	63%	46%	58%	59%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	27%	22%	14%	31%
3.7	Were you treated well/very well by the escort staff?	55%	72%	51%	62%
3.8	Before you arrived here, were you told that you would be coming to this establishment?	79%	85%	83%	80%
4.2	When you were searched was this carried out in an understanding way?	73%	96%	66%	85%
4.3	Were you treated well/very well in reception?	56%	78%	53%	65%
4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	58%	41%	65%	50%
4.9	Did you feel safe on your first night here?	65%	74%	73%	64%
4.10	Did the induction course cover everything you needed to know about the establishment?	56%	46%	63%	51%
5.1	Can you normally have a shower every day if you want to?	70%	94%	76%	78%
5.2	Is your cell call bell normally answered within five minutes?	42%	63%	51%	44%
5.3	Do you find the food here good/very good?	13%	9%	9%	12%
5.4	Does the shop/canteen sell a wide enough variety of products?	28%	39%	18%	37%
5.6a	Do you feel your religious beliefs are respected?	65%	76%	71%	67%
5.7	Is there a member of staff you can turn to with a problem?	49%	64%	51%	57%
5.8	Do you feel that most of the staff here treat you with respect?	59%	73%	57%	65%
6.3a	Is it easy for you to see the doctor?	29%	44%	35%	30%
6.3b	Is it easy for you to see the nurse?	63%	80%	64%	69%
6.7	Is it easy/very easy to get illegal drugs here?	9%	0%	6%	8%
6.8	Do you feel you have any emotional or mental health problems?	15%	22%	7%	20%
7.2	Is it easy to make an application?	46%	59%	36%	56%
7.5	Is it easy to make a complaint?	57%	66%	52%	62%

Key to tables

	Significantly better than the comparator				
	Significantly worse than the comparator				
	A significant difference in demographic details				
	No significant difference				
Number of completed questionnaires returned		105	33	47	90
8.1	Are you on the enhanced (top) level of the reward scheme?	22%	33%	25%	25%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	34%	50%	40%	37%
8.3	Do the different levels make you change your behaviour?	37%	52%	27%	46%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	53%	39%	61%	43%
8.6	Have you been physically restrained (C and R) since you have been here?	35%	20%	47%	22%
9.1	Have you ever felt unsafe in this prison?	30%	26%	27%	29%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	20%	15%	10%	20%
If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4d	Racial or ethnic abuse?	2%	4%	0%	2%
9.4e	Your religious beliefs?	4%	0%	0%	2%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	27%	16%	27%	22%
If you have felt victimised by a member of staff/group of staff, did the incident involve:					
9.5d	Racial or ethnic abuse?	6%	4%	6%	2%
9.5e	Your religious beliefs?	3%	0%	5%	0%
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	47%	59%	44%	55%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	17%	57%	19%	29%
Do you currently take part in any of the following:					
10.3a	Education?	75%	72%	84%	70%
10.3b	A job in this establishment?	23%	22%	18%	24%
10.3c	Vocational or skills training?	8%	13%	8%	10%
10.3d	Offending behaviour programmes?	16%	13%	9%	16%
10.5	Do you usually have association every day?	88%	98%	89%	92%
10.6	Do you go to the gym more than five times each week?	2%	9%	0%	5%
10.7	Can you usually go outside for exercise every day?	55%	57%	48%	59%
11.1	Are you able to use the telephone every day?	62%	91%	72%	70%
11.2	Have you had any problems with sending or receiving letters or parcels?	45%	46%	40%	48%
11.3	Do you usually have one or more visits per week from family and friends?	41%	27%	39%	35%
12.3	Do you feel your personal officer has helped you?	56%	72%	56%	61%
12.4	Do you have a training plan, sentence plan or remand plan?	20%	35%	18%	27%
12.5b	Do you understand the targets set in your plan?	65%	59%	72%	57%
12.6a	Have you had a say in what will happen to you when you are released?	22%	35%	19%	26%
12.6b	Are you going to school or college on release?	72%	72%	70%	75%
12.14	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	37%	60%	25%	56%

Feltham (excluding Heron Unit) 2010: Summary of questionnaires

SECTION 1: ABOUT YOU

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

Q6	Do you consider yourself to be Gypsy/Romany/Traveller?	
	<i>Yes</i>	3 (3%)
	<i>No</i>	85 (80%)
	<i>Don't know</i>	18 (17%)
Q7	Do you have any children?	
	<i>Yes</i>	7 (6%)
	<i>No</i>	109 (94%)
Q8	Do you consider yourself to have a disability?	
	<i>Yes</i>	9 (8%)
	<i>No</i>	105 (92%)
Q10	Have you ever been in local authority care?	
	<i>Yes</i>	23 (21%)
	<i>No</i>	87 (79%)

SECTION 2: ABOUT YOUR SENTENCE

Q1	Are you sentenced?	
	<i>Yes</i>	50 (42%)
	<i>No – unsentenced/on remand</i>	68 (58%)
Q2	How long is your sentence (the full DTO sentence)?	
	<i>Not sentenced</i>	68 (59%)
	<i>Less than six months</i>	8 (7%)
	<i>Six to 12 months</i>	18 (16%)
	<i>More than 12 months, up to two years</i>	10 (9%)
	<i>More than two years</i>	10 (9%)
	<i>Indeterminate sentence for public protection (IPP)</i>	1 (1%)
Q3	How long have you been in this establishment?	
	<i>Less than one month</i>	25 (21%)
	<i>One to six months</i>	72 (62%)
	<i>More than six months, but less than 12 months</i>	16 (14%)
	<i>12 months to two years</i>	4 (3%)
	<i>More than two years</i>	0 (0%)
Q4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	
	<i>Yes</i>	73 (62%)
	<i>No</i>	45 (38%)

SECTION 3: COURTS, TRANSFERS AND ESCORTS

Q1	On your most recent journey here, was the van clean?	
	<i>Yes</i>	46 (40%)
	<i>No</i>	48 (42%)
	<i>Don't remember</i>	21 (18%)
	<i>Not applicable</i>	0 (0%)
Q2	On your most recent journey here, did you feel safe?	
	<i>Yes</i>	82 (70%)
	<i>No</i>	24 (21%)
	<i>Don't remember</i>	11 (9%)
Q3	On your most recent journey here, were there any adults (over 18) or people of a different gender, travelling with you?	
	<i>Yes</i>	27 (23%)
	<i>No</i>	73 (63%)
	<i>Don't remember</i>	16 (14%)
Q4	On your most recent journey here, how long did you spend in the van?	
	<i>Less than two hours</i>	72 (62%)
	<i>Two to four hours</i>	36 (31%)
	<i>More than four hours</i>	5 (4%)
	<i>Don't remember</i>	4 (3%)
Q5	On your most recent journey here, were you offered a toilet break?	
	<i>My journey was less than two hours</i>	72 (62%)
	<i>Yes</i>	1 (1%)
	<i>No</i>	41 (35%)
	<i>Don't remember</i>	3 (3%)
Q6	On your most recent journey here, were you offered anything to eat or drink?	
	<i>My journey was less than two hours</i>	72 (62%)
	<i>Yes</i>	11 (9%)
	<i>No</i>	31 (27%)
	<i>Don't remember</i>	2 (2%)
Q7	On your most recent journey here, how did you feel you were treated by the escort staff?	
	<i>Very well</i>	13 (11%)
	<i>Well</i>	51 (44%)
	<i>Neither</i>	30 (26%)
	<i>Badly</i>	7 (6%)
	<i>Very badly</i>	6 (5%)
	<i>Don't remember</i>	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.)	
	<i>Yes, someone told me</i>	92 (81%)
	<i>Yes, I received written information</i>	1 (1%)
	<i>No, I was not told anything</i>	19 (17%)
	<i>Don't remember</i>	4 (4%)

SECTION 4: FIRST DAYS

Q1	How long were you in reception?	
	<i>Less than two hours</i>	100 (86%)
	<i>Two hours or longer</i>	4 (3%)
	<i>Don't remember</i>	12 (10%)
Q2	When you were searched, was this carried out in an understanding way?	
	<i>Yes</i>	86 (75%)
	<i>No</i>	21 (18%)
	<i>Don't remember</i>	7 (6%)
Q3	Overall, how well did you feel you were treated in reception?	
	<i>Very well</i>	12 (10%)
	<i>Well</i>	56 (48%)
	<i>Neither</i>	32 (28%)
	<i>Badly</i>	6 (5%)
	<i>Very badly</i>	6 (5%)
	<i>Don't remember</i>	4 (3%)
Q4	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.)	
	<i>Not being able to smoke</i>	42 (39%)
	<i>Loss of property</i>	17 (16%)
	<i>Housing problems</i>	16 (15%)
	<i>Needing protection from other young people</i>	28 (26%)
	<i>Letting family know where you were</i>	50 (46%)
	<i>Money worries</i>	14 (13%)
	<i>Feeling low/upset/needling someone to talk to</i>	26 (24%)
	<i>Health problems</i>	52 (48%)
	<i>Getting phone numbers</i>	35 (32%)
	<i>Staff did not ask me about any of these</i>	35 (32%)
Q5	When you first arrived here, did you have any of the following problems? (Please tick all that apply to you.)	
	<i>Not being able to smoke</i>	43 (41%)
	<i>Loss of property</i>	16 (15%)
	<i>Housing problems</i>	11 (10%)
	<i>Needing protection from other young people</i>	14 (13%)
	<i>Letting family know where you were</i>	18 (17%)
	<i>Money worries</i>	28 (27%)
	<i>Feeling low/upset/needling someone to talk to</i>	21 (20%)
	<i>Health problems</i>	12 (11%)
	<i>Getting phone numbers</i>	39 (37%)
	<i>I did not have any problems</i>	25 (24%)

Q6	When you first arrived here, were you given any of the following? (Please tick all that apply to you.)	
	<i>A reception pack</i>	70 (62%)
	<i>The opportunity to have a shower</i>	15 (13%)
	<i>Something to eat</i>	93 (82%)
	<i>A free phone call to friends/family</i>	84 (74%)
	<i>Information about the PIN telephone system</i>	58 (51%)
	<i>Information about feeling low/upset</i>	16 (14%)
	<i>Don't remember</i>	1 (1%)
	<i>I was not given any of these</i>	4 (4%)
Q7	Within your first 24 hours here, did you have access to the following people or services? (Please tick all that apply to you.)	
	<i>Chaplain or religious leader</i>	51 (47%)
	<i>Peer support/peer mentor/Listener/Samaritans</i>	19 (17%)
	<i>The prison shop/canteen</i>	15 (14%)
	<i>Don't remember</i>	9 (8%)
	<i>I did not have access to any of these</i>	43 (39%)
Q8	Before you were locked up on your first night, were you seen by a member of health care staff?	
	<i>Yes</i>	63 (55%)
	<i>No</i>	34 (30%)
	<i>Don't remember</i>	18 (16%)
Q9	Did you feel safe on your first night at this establishment?	
	<i>Yes</i>	72 (64%)
	<i>No</i>	26 (23%)
	<i>Don't remember</i>	15 (13%)
Q10	Did the induction course cover everything you needed to know about the establishment?	
	<i>I have not been on an induction course</i>	10 (9%)
	<i>Yes</i>	55 (49%)
	<i>No</i>	33 (29%)
	<i>Don't remember</i>	15 (13%)

SECTION 5: DAILY LIFE AND RESPECT

Q1	Can you normally have a shower every day if you want to?	
	<i>Yes</i>	86 (75%)
	<i>No</i>	22 (19%)
	<i>Don't know</i>	6 (5%)
Q2	Is your cell call bell normally answered within five minutes?	
	<i>Yes</i>	51 (46%)
	<i>No</i>	48 (43%)
	<i>Don't know</i>	13 (12%)

Q3	What is the food like here?			
	<i>Very good</i>			0 (0%)
	<i>Good</i>			14 (13%)
	<i>Neither</i>			44 (40%)
	<i>Bad</i>			28 (25%)
	<i>Very bad</i>			24 (22%)
Q4	Does the shop/canteen sell a wide enough variety of products?			
	<i>I have not bought anything yet</i>			8 (7%)
	<i>Yes</i>			31 (28%)
	<i>No</i>			64 (58%)
	<i>Don't know</i>			8 (7%)
Q5	How easy is it for you to attend religious services?			
	<i>I don't want to attend religious services</i>			15 (13%)
	<i>Very easy</i>			34 (30%)
	<i>Easy</i>			32 (28%)
	<i>Neither</i>			17 (15%)
	<i>Difficult</i>			6 (5%)
	<i>Very difficult</i>			4 (3%)
	<i>Don't know</i>			7 (6%)
Q6	Please answer the following questions about religion:			
		Yes	No	Don't know/ Not applicable
	Do you feel your religious beliefs are respected?	72 (65%)	15 (14%)	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:			
		Yes	No	
	Is there a member of staff you feel you can turn to for help if you have a problem?	59 (52%)	54 (48%)	
	Do most staff treat you with respect?	65 (60%)	44 (40%)	

SECTION 6: HEALTH SERVICES

Q1	Did you have a full health assessment the day after your arrival?		
	<i>Yes</i>		57 (51%)
	<i>No</i>		27 (24%)
	<i>Don't know</i>		28 (25%)

Q2	What do you think of the overall quality of the health care?			
	<i>I have not been to health care</i>			8 (7%)
	<i>Very good</i>			12 (11%)
	<i>Good</i>			22 (20%)
	<i>Neither</i>			34 (31%)
	<i>Bad</i>			18 (17%)
	<i>Very bad</i>			14 (13%)
Q3	Is it easy to see the following people if you need to?			
		<i>Yes</i>	<i>No</i>	<i>Don't know</i>
	The doctor	35 (32%)	61 (55%)	15 (14%)
	The nurse	68 (65%)	25 (24%)	12 (11%)
	The dentist	14 (13%)	59 (56%)	32 (30%)
	The optician	11 (11%)	46 (45%)	46 (45%)
	The pharmacist	12 (12%)	47 (46%)	44 (43%)
Q4	If you are taking medication, are you allowed to keep it in your cell?			
	<i>I am not taking any medication</i>			60 (56%)
	<i>Yes</i>			12 (11%)
	<i>No</i>			21 (19%)
	<i>Don't know</i>			15 (14%)
Q5	Please answer the following about alcohol:			
		<i>Yes</i>	<i>No</i>	
	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:			
		<i>Yes</i>	<i>No</i>	
	Did you have problems with drugs when you first arrived here?	15 (14%)	94 (86%)	
	Do you have problems with drugs now?	7 (7%)	99 (93%)	
	Have you received any help with drug problems in this prison?	9 (9%)	95 (91%)	
Q7	How easy is it to get illegal drugs here?			
	<i>Very easy</i>			6 (6%)
	<i>Easy</i>			2 (2%)
	<i>Neither</i>			7 (7%)
	<i>Difficult</i>			1 (1%)
	<i>Very difficult</i>			20 (19%)
	<i>Don't know</i>			71 (66%)
Q8	Do you feel you have any emotional or mental health problems?			
	<i>Yes</i>			19 (17%)
	<i>No</i>			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>I do not have any emotional or mental health problems</i>	91 (84%)
	Yes	6 (6%)
	No	11 (10%)

SECTION 7: APPLICATIONS AND COMPLAINTS

Q1	Do you know how to make an application?	
	Yes	76 (67%)
	No	37 (33%)
Q2	Is it easy to make an application?	
	Yes	56 (50%)
	No	18 (16%)
	Don't know	38 (34%)
Q3	Please answer the following questions about applications:	
	<i>I have not made an application</i>	Yes No
	Do you feel applications are sorted out fairly?	40 (37%) 30 (28%) 37 (35%)
	Do you feel applications are sorted out promptly (within seven days)?	40 (37%) 21 (20%) 46 (43%)
Q4	Do you know how to make a complaint?	
	Yes	86 (77%)
	No	26 (23%)
Q5	Is it easy to make a complaint?	
	Yes	66 (58%)
	No	11 (10%)
	Don't know	36 (32%)
Q6	Please answer the following questions about complaints:	
	<i>I have not made a complaint</i>	Yes No
	Do you feel complaints are sorted out fairly?	56 (50%) 14 (12%) 43 (38%)
	Do you feel complaints are sorted out promptly (within seven days)?	56 (50%) 11 (10%) 44 (40%)
Q7	Have you ever been prevented from making a complaint when you wanted to?	
	Yes	18 (18%)
	No	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 Board)	22 (20%)	25 (23%)	63 (57%)
	An advocate (an outside person to help you)	25 (23%)	29 (27%)	53 (50%)

SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE

Q1	What level of the rewards and sanctions scheme are you on?	
	<i>Don't know what the rewards and sanctions scheme is</i>	9 (8%)
	<i>Enhanced (top)</i>	26 (23%)
	<i>Standard (middle)</i>	66 (59%)
	<i>Basic (bottom)</i>	9 (8%)
	<i>Don't know</i>	2 (2%)
Q2	Do you feel you have been treated fairly in your experience of the rewards and sanctions scheme?	
	<i>Don't know what the rewards and sanctions scheme is</i>	9 (8%)
	<i>Yes</i>	39 (35%)
	<i>No</i>	47 (42%)
	<i>Don't know</i>	16 (14%)
Q3	Do the different levels of the rewards and sanctions scheme encourage you to change your behaviour?	
	<i>Don't know what the rewards and sanctions scheme is</i>	9 (8%)
	<i>Yes</i>	41 (37%)
	<i>No</i>	46 (41%)
	<i>Don't know</i>	15 (14%)
Q4	Have you had a 'nicking' (adjudication) since you have been in this establishment?	
	<i>Yes</i>	56 (51%)
	<i>No</i>	49 (45%)
	<i>Don't know</i>	5 (5%)
Q5	If you have had a 'nicking' (adjudication), was the process explained clearly to you?	
	<i>I have not had an adjudication</i>	49 (46%)
	<i>Yes</i>	43 (40%)
	<i>No</i>	15 (14%)
Q6	If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?	
	<i>I have not been restrained</i>	74 (67%)
	<i>Once</i>	18 (16%)
	<i>Twice</i>	6 (5%)
	<i>Three times</i>	1 (1%)
	<i>More than three times</i>	11 (10%)

Q7	If you have spent a night in the care and separation unit (CSU), how were you treated by staff?	
	<i>I have not been to the care and separation unit</i>	82 (77%)
	<i>Very well</i>	1 (1%)
	<i>Well</i>	7 (7%)
	<i>Neither</i>	5 (5%)
	<i>Badly</i>	6 (6%)
	<i>Very badly</i>	5 (5%)

SECTION 9: SAFETY

Q1	Have you ever felt unsafe in this establishment?	
	<i>Yes</i>	33 (29%)
	<i>No</i>	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.)	
	<i>Never felt unsafe</i>	79 (71%)
	<i>Everywhere</i>	7 (6%)
	<i>Care and separation unit</i>	2 (2%)
	<i>Association areas</i>	5 (5%)
	<i>Reception area</i>	9 (8%)
	<i>At the gym</i>	5 (5%)
	<i>In an exercise yard</i>	5 (5%)
	<i>At work</i>	3 (3%)
	<i>At education</i>	15 (14%)
	<i>At meal times</i>	2 (2%)
	<i>At health care</i>	1 (1%)
	<i>Visits area</i>	20 (18%)
	<i>In wing showers</i>	4 (4%)
	<i>In gym showers</i>	2 (2%)
	<i>In corridors/stairwells</i>	9 (8%)
	<i>On your landing/wing</i>	1 (1%)
	<i>In your cell</i>	1 (1%)
Q3	Has another young person or group of young people victimised you in this establishment (e.g. insulted or assaulted you)?	
	<i>Yes</i>	22 (20%)
	<i>No</i>	87 (80%)
Q4	If yes, what did the incidents involve/what were they about? (Please tick all that apply to you.)	
	<i>Insulting remarks (about you, your family or friends)</i>	13 (12%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	11 (10%)
	<i>Sexual abuse</i>	0 (0%)
	<i>Because of your race or ethnic origin</i>	3 (3%)
	<i>Because of your religious beliefs</i>	4 (4%)
	<i>Because you have a disability</i>	0 (0%)
	<i>Because of drugs</i>	1 (1%)
	<i>Having your canteen/property taken</i>	2 (2%)
	<i>Because you were new here</i>	7 (6%)
	<i>Because you are from a different part of the country</i>	3 (3%)
	<i>Because of gang related issues</i>	6 (6%)
	<i>Because of your offence/crime</i>	2 (2%)

Q6	Has a member of staff or group of staff victimised you in this establishment (e.g. insulted or assaulted you)?		
	Yes	28 (26%)	
	No	78 (74%)	
Q7	If yes, what did the incidents involve/what were they about? (Please tick all that apply to you.)		
	<i>Insulting remarks (about you, your family or friends)</i>	14 (13%)	<i>Because of drugs</i> 0 (0%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	3 (3%)	<i>Having your canteen/property taken</i> 1 (1%)
	<i>Sexual abuse</i>	0 (0%)	<i>Because you were new here</i> 8 (8%)
	<i>Because of your race or ethnic origin</i>	5 (5%)	<i>Because you are from a different part of the country</i> 0 (0%)
	<i>Because of your religious beliefs</i>	2 (2%)	<i>Because of gang related issues</i> 1 (1%)
	<i>Because you have a disability</i>	0 (0%)	<i>Because of your offence/crime</i> 3 (3%)
Q9	If you were being victimised who would you tell?		
	<i>No-one</i>	49 (51%)	<i>Teacher/education staff</i> 2 (2%)
	<i>Personal officer</i>	20 (21%)	<i>Gym staff</i> 0 (0%)
	<i>Wing officer</i>	14 (15%)	<i>Listener/Samaritan/Buddy</i> 4 (4%)
	<i>Chaplain</i>	2 (2%)	<i>Another young person here</i> 12 (13%)
	<i>Health care staff</i>	1 (1%)	<i>Family/friends</i> 24 (25%)
Q10	Do you think staff would take it seriously if you told them you had been victimised?		
	Yes		23 (21%)
	No		40 (37%)
	Don't know		44 (41%)
Q11	Is shouting through the windows a problem here?		
	Yes		32 (30%)
	No		64 (60%)
	Don't know		11 (10%)
Q12	Have staff checked on you personally in the last week to see how you are getting on?		
	Yes		28 (26%)
	No		79 (74%)

SECTION 10: ACTIVITIES

Q1	How old were you when you were last at school?	
	14 or under	20 (19%)
	15 or over	87 (81%)

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

SECTION 11: FAMILY AND FRIENDS

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

SECTION 12: PREPARATION FOR RELEASE

Q1	When did you first meet your personal officer?	
	<i>I still have not met him/her</i>	26 (23%)
	<i>In your first week</i>	47 (42%)
	<i>After your first week</i>	19 (17%)
	<i>Don't remember</i>	20 (18%)

Q2	How often do you see your personal officer?				
	<i>I still have not met him/her</i>				26 (25%)
	<i>At least once a week</i>				52 (49%)
	<i>Less than once a week</i>				28 (26%)
Q3	Do you feel your personal officer has helped you?				
	<i>I still have not met him/her</i>				26 (24%)
	<i>Yes</i>				45 (42%)
	<i>No</i>				37 (34%)
Q4	Do you have a training plan, sentence plan or remand plan?				
	<i>Yes</i>				23 (21%)
	<i>No</i>				77 (69%)
	<i>Don't know</i>				11 (10%)
Q5	Please answer the following questions about training plans, sentence plans or remand plans:				
		<i>I don't have a plan</i>	<i>Yes</i>	<i>No</i>	<i>Don't know</i>
	Were you involved in the development of your plan?	77 (70%)	20 (18%)	3 (3%)	10 (9%)
	Do you understand the targets that have been set in your plan?	77 (70%)	24 (22%)	0 (0%)	9 (8%)
Q6	Has your YOT worker been in touch since you arrived at this establishment?				
	<i>Yes</i>				85 (79%)
	<i>No</i>				22 (21%)
Q7	Do you know how to get in touch with your YOT worker?				
	<i>Yes</i>				37 (34%)
	<i>No</i>				72 (66%)
Q8	Please answer the following questions about your release:				
		<i>Yes</i>	<i>No</i>	<i>Don't know</i>	
	Have you had a say in what will happen to you when you are released?	23 (22%)	64 (62%)	17 (16%)	
	Are you planning on going to school or college after release?	75 (71%)	13 (12%)	18 (17%)	
	Do you have a job to go to on release?	20 (19%)	71 (68%)	14 (13%)	

Q9	Do you know who to contact for help with any of the following problems, before your release? (Please tick all that apply to you.)		
	<i>Finding accommodation</i>	24 (24%)	
	<i>Getting into school or college</i>	38 (38%)	
	<i>Getting a job</i>	28 (28%)	
	<i>Help with money/finances</i>	16 (16%)	
	<i>Help with claiming benefits</i>	13 (13%)	
	<i>Continuing health services</i>	12 (12%)	
	<i>Opening a bank account</i>	17 (17%)	
	<i>Avoiding bad relationships</i>	9 (9%)	
	<i>I don't know who to contact</i>	48 (48%)	
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.)		
	<i>Finding accommodation</i>	38 (37%)	
	<i>Getting into school or college</i>	37 (36%)	
	<i>Getting a job</i>	54 (53%)	
	<i>Money/finances</i>	38 (37%)	
	<i>Claiming benefits</i>	22 (22%)	
	<i>Continuing health services</i>	13 (13%)	
	<i>Opening a bank account</i>	16 (16%)	
	<i>Avoiding bad relationships</i>	19 (19%)	
	<i>I won't have any problems</i>	27 (26%)	
Q11	What is most likely to stop you offending in the future? (Please tick all that apply to you.)		
	<i>Not sentenced</i>	68 (63%)	<i>Having a mentor (someone you can ask for advice)</i> 6 (6%)
	<i>Nothing, it is up to me</i>	8 (7%)	<i>Having a YOT worker or social worker that I get on with</i> 8 (7%)
	<i>Making new friends outside</i>	5 (5%)	<i>Having children</i> 8 (7%)
	<i>Going back to live with my family</i>	8 (7%)	<i>Having something to do that isn't crime</i> 15 (14%)
	<i>Getting a place of my own</i>	15 (14%)	<i>This sentence</i> 13 (12%)
	<i>Getting a job</i>	24 (22%)	<i>Getting into school/college</i> 13 (12%)
	<i>Having a partner (girlfriend or boyfriend)</i>	12 (11%)	<i>Talking about my offending behaviour with staff</i> 1 (1%)
	<i>Staying off alcohol/drugs</i>	12 (11%)	<i>Anything else</i> 3 (3%)
Q12	Do you want to stop offending?		
	<i>Not sentenced</i>	68 (62%)	
	<i>Yes</i>	38 (35%)	
	<i>No</i>	2 (2%)	
	<i>Don't know</i>	2 (2%)	
Q13	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?		
	<i>Not sentenced</i>	68 (61%)	
	<i>Yes</i>	18 (16%)	
	<i>No</i>	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?	
	<i>White – British</i>	8 (30%)
	<i>White – Irish</i>	3 (11%)
	<i>White – other</i>	2 (7%)
	<i>Black or black British – Caribbean</i>	2 (7%)
	<i>Black or black British – African</i>	6 (22%)
	<i>Black or black British – other</i>	1 (4%)
	<i>Asian or Asian British – Indian</i>	0 (0%)
	<i>Asian or Asian British – Pakistani</i>	0 (0%)
	<i>Asian or Asian British – Bangladeshi</i>	2 (7%)
	<i>Asian or Asian British – other</i>	0 (0%)
	<i>Mixed heritage – white and black Caribbean</i>	1 (4%)
	<i>Mixed heritage – white and black African</i>	1 (4%)
	<i>Mixed heritage – white and Asian</i>	0 (0%)
	<i>Mixed heritage – other</i>	1 (4%)
	<i>Chinese</i>	0 (0%)
	<i>Other ethnic group</i>	0 (0%)
Q5	What is your religion?	
	<i>None</i>	5 (19%)
	<i>Church of England</i>	3 (12%)
	<i>Catholic</i>	10 (38%)
	<i>Protestant</i>	0 (0%)
	<i>Other Christian denomination</i>	1 (4%)
	<i>Buddhist</i>	0 (0%)
	<i>Hindu</i>	0 (0%)
	<i>Jewish</i>	0 (0%)
	<i>Muslim</i>	7 (27%)
	<i>Sikh</i>	0 (0%)

Q6	Do you consider yourself to be Gypsy/Romany/Traveller?	
	Yes	2 (8%)
	No	21 (88%)
	Don't know	1 (4%)
Q7	Do you have any children?	
	Yes	6 (24%)
	No	19 (76%)
Q8	Do you consider yourself to have a disability?	
	Yes	2 (8%)
	No	24 (92%)
Q10	Have you ever been in local authority care?	
	Yes	8 (32%)
	No	17 (68%)

SECTION 2: ABOUT YOUR SENTENCE

Q1	Are you sentenced?	
	Yes	27 (100%)
	No – unsentenced/on remand	0 (0%)
Q2	How long is your sentence (the full DTO sentence)?	
	Not sentenced	0 (0%)
	Less than six months	8 (30%)
	Six to 12 months	16 (59%)
	More than 12 months, up to two years	3 (11%)
	More than two years	0 (0%)
	Indeterminate sentence for public protection (IPP)	0 (0%)
Q3	How long have you been in this establishment?	
	Less than one month	8 (30%)
	One to six months	11 (41%)
	More than six months, but less than 12 months	5 (19%)
	12 months to two years	3 (11%)
	More than two years	0 (0%)
Q4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	
	Yes	11 (41%)
	No	16 (59%)

SECTION 3: COURTS, TRANSFERS AND ESCORTS

Q1	On your most recent journey here, was the van clean?	
	<i>Yes</i>	13 (48%)
	<i>No</i>	11 (41%)
	<i>Don't remember</i>	3 (11%)
	<i>Not applicable</i>	0 (0%)
Q2	On your most recent journey here, did you feel safe?	
	<i>Yes</i>	21 (78%)
	<i>No</i>	4 (15%)
	<i>Don't remember</i>	2 (7%)
Q3	On your most recent journey here, were there any adults (over 18) or people of a different gender, travelling with you?	
	<i>Yes</i>	10 (37%)
	<i>No</i>	12 (44%)
	<i>Don't remember</i>	5 (19%)
Q4	On your most recent journey here, how long did you spend in the van?	
	<i>Less than two hours</i>	18 (67%)
	<i>Two to four hours</i>	6 (22%)
	<i>More than four hours</i>	1 (4%)
	<i>Don't remember</i>	2 (7%)
Q5	On your most recent journey here, were you offered a toilet break?	
	<i>My journey was less than two hours</i>	18 (67%)
	<i>Yes</i>	1 (4%)
	<i>No</i>	8 (30%)
	<i>Don't remember</i>	0 (0%)
Q6	On your most recent journey here, were you offered anything to eat or drink?	
	<i>My journey was less than two hours</i>	18 (67%)
	<i>Yes</i>	3 (11%)
	<i>No</i>	6 (22%)
	<i>Don't remember</i>	0 (0%)
Q7	On your most recent journey here, how did you feel you were treated by the escort staff?	
	<i>Very well</i>	3 (11%)
	<i>Well</i>	16 (59%)
	<i>Neither</i>	5 (19%)
	<i>Badly</i>	0 (0%)
	<i>Very badly</i>	2 (7%)
	<i>Don't remember</i>	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.)	
	<i>Yes, someone told me</i>	20 (74%)
	<i>Yes, I received written information</i>	0 (0%)
	<i>No, I was not told anything</i>	7 (26%)
	<i>Don't remember</i>	0 (0%)

SECTION 4: FIRST DAYS

Q1	How long were you in reception?	
	<i>Less than two hours</i>	21 (78%)
	<i>Two hours or longer</i>	3 (11%)
	<i>Don't remember</i>	3 (11%)
Q2	When you were searched, was this carried out in an understanding way?	
	<i>Yes</i>	23 (85%)
	<i>No</i>	1 (4%)
	<i>Don't remember</i>	3 (11%)
Q3	Overall, how well did you feel you were treated in reception?	
	<i>Very well</i>	1 (4%)
	<i>Well</i>	18 (67%)
	<i>Neither</i>	7 (26%)
	<i>Badly</i>	1 (4%)
	<i>Very badly</i>	0 (0%)
	<i>Don't remember</i>	0 (0%)
Q4	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.)	
	<i>Not being able to smoke</i>	14 (56%)
	<i>Loss of property</i>	4 (16%)
	<i>Housing problems</i>	9 (36%)
	<i>Needing protection from other young people</i>	9 (36%)
	<i>Letting family know where you were</i>	13 (52%)
	<i>Money worries</i>	2 (8%)
	<i>Feeling low/upset/needing someone to talk to</i>	8 (32%)
	<i>Health problems</i>	16 (64%)
	<i>Getting phone numbers</i>	12 (48%)
	<i>Staff did not ask me about any of these</i>	2 (8%)

Q5	When you first arrived here, did you have any of the following problems? (Please tick all that apply to you.)			
	<i>Not being able to smoke</i>	12 (55%)	<i>Money worries</i>	6 (27%)
	<i>Loss of property</i>	4 (18%)	<i>Feeling low/upset/needing someone to talk to</i>	0 (0%)
	<i>Housing problems</i>	7 (32%)	<i>Health problems</i>	2 (9%)
	<i>Needing protection from other young people</i>	0 (0%)	<i>Getting phone numbers</i>	10 (45%)
	<i>Letting family know where you were</i>	2 (9%)	<i>I did not have any problems</i>	5 (23%)
Q6	When you first arrived here, were you given any of the following? (Please tick all that apply to you.)			
	<i>A reception pack</i>			19 (70%)
	<i>The opportunity to have a shower</i>			2 (7%)
	<i>Something to eat</i>			22 (81%)
	<i>A free phone call to friends/family</i>			20 (74%)
	<i>Information about the PIN telephone system</i>			17 (63%)
	<i>Information about feeling low/upset</i>			5 (19%)
	<i>Don't remember</i>			1 (4%)
	<i>I was not given any of these</i>			0 (0%)
Q7	Within your first 24 hours here, did you have access to the following people or services? (Please tick all that apply to you.)			
	<i>Chaplain or religious leader</i>			11 (42%)
	<i>Peer support/peer mentor/Listener/Samaritans</i>			4 (15%)
	<i>The prison shop/canteen</i>			4 (15%)
	<i>Don't remember</i>			4 (15%)
	<i>I did not have access to any of these</i>			7 (27%)
Q8	Before you were locked up on your first night, were you seen by a member of health care staff?			
	<i>Yes</i>			15 (58%)
	<i>No</i>			7 (27%)
	<i>Don't remember</i>			4 (15%)
Q9	Did you feel safe on your first night at this establishment?			
	<i>Yes</i>			21 (81%)
	<i>No</i>			4 (15%)
	<i>Don't remember</i>			1 (4%)

Q10	Did the induction course cover everything you needed to know about the establishment?	
	<i>I have not been on an induction course</i>	5 (19%)
	<i>Yes</i>	13 (48%)
	<i>No</i>	6 (22%)
	<i>Don't remember</i>	3 (11%)

SECTION 5: DAILY LIFE AND RESPECT

Q1	Can you normally have a shower every day if you want to?	
	<i>Yes</i>	21 (78%)
	<i>No</i>	6 (22%)
	<i>Don't know</i>	0 (0%)
Q2	Is your cell call bell normally answered within five minutes?	
	<i>Yes</i>	14 (52%)
	<i>No</i>	7 (26%)
	<i>Don't know</i>	6 (22%)
Q3	What is the food like here?	
	<i>Very good</i>	0 (0%)
	<i>Good</i>	2 (7%)
	<i>Neither</i>	12 (44%)
	<i>Bad</i>	6 (22%)
	<i>Very bad</i>	7 (26%)
Q4	Does the shop/canteen sell a wide enough variety of products?	
	<i>I have not bought anything yet</i>	0 (0%)
	<i>Yes</i>	11 (41%)
	<i>No</i>	16 (59%)
	<i>Don't know</i>	0 (0%)
Q5	How easy is it for you to attend religious services?	
	<i>I don't want to attend religious services</i>	5 (19%)
	<i>Very easy</i>	15 (56%)
	<i>Easy</i>	6 (22%)
	<i>Neither</i>	0 (0%)
	<i>Difficult</i>	0 (0%)
	<i>Very difficult</i>	1 (4%)
	<i>Don't know</i>	0 (0%)

Q6	Please answer the following questions about religion:		
		Yes	No
			Don't know/ Not applicable
	Do you feel your religious beliefs are respected?	19 (73%)	1 (4%)
	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:	
		Yes
		No
	Is there a member of staff you feel you can turn to for help if you have a problem?	15 (60%)
	Do most staff treat you with respect?	18 (75%)
		6 (25%)

SECTION 6: HEALTH SERVICES

Q1	Did you have a full health assessment the day after your arrival?	
	Yes	16 (59%)
	No	6 (22%)
	<i>Don't know</i>	5 (19%)

Q2	What do you think of the overall quality of the health care?	
	<i>I have not been to health care</i>	0 (0%)
	<i>Very good</i>	4 (15%)
	<i>Good</i>	8 (31%)
	<i>Neither</i>	8 (31%)
	<i>Bad</i>	3 (12%)
	<i>Very bad</i>	3 (12%)

Q3	Is it easy to see the following people if you need to?		
		Yes	No
			Don't know
	The doctor	8 (30%)	15 (56%)
	The nurse	21 (78%)	4 (15%)
	The dentist	2 (8%)	16 (62%)
	The optician	1 (4%)	10 (42%)
	The pharmacist	2 (8%)	10 (38%)
			14 (54%)

Q4	If you are taking medication, are you allowed to keep it in your cell?	
	<i>I am not taking any medication</i>	11 (41%)
	Yes	5 (19%)
	No	5 (19%)
	<i>Don't know</i>	6 (22%)

Q5	Please answer the following about alcohol:		
		Yes	No
	Did you have problems with alcohol when you first arrived here?	0 (0%)	27 (100%)
	Have you received any help with alcohol problems in this prison?	0 (0%)	27 (100%)
Q6	Please answer the following about drugs:		
		Yes	No
	Did you have problems with drugs when you first arrived here?	7 (26%)	20 (74%)
	Do you have problems with drugs now?	2 (7%)	25 (93%)
	Have you received any help with drug problems in this prison?	6 (22%)	21 (78%)
Q7	How easy is it to get illegal drugs here?		
	<i>Very easy</i>		1 (4%)
	<i>Easy</i>		2 (7%)
	<i>Neither</i>		1 (4%)
	<i>Difficult</i>		1 (4%)
	<i>Very difficult</i>		5 (19%)
	<i>Don't know</i>		17 (63%)
Q8	Do you feel you have any emotional or mental health problems?		
	<i>Yes</i>		4 (15%)
	<i>No</i>		22 (85%)
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>I do not have any emotional or mental health problems</i>		22 (85%)
	<i>Yes</i>		1 (4%)
	<i>No</i>		3 (12%)

SECTION 7: APPLICATIONS AND COMPLAINTS

Q1	Do you know how to make an application?	
	<i>Yes</i>	12 (44%)
	<i>No</i>	15 (56%)
Q2	Is it easy to make an application?	
	<i>Yes</i>	11 (42%)
	<i>No</i>	1 (4%)
	<i>Don't know</i>	14 (54%)

Q3	Please answer the following questions about applications:			
		<i>I have not made an application</i>	Yes	No
	Do you feel applications are sorted out fairly?	9 (33%)	9 (33%)	9 (33%)
	Do you feel applications are sorted out promptly (within seven days)?	9 (35%)	7 (27%)	10 (38%)
Q4	Do you know how to make a complaint?			
	Yes			23 (88%)
	No			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 about complaints:			
		<i>I have not made a complaint</i>	Yes	No
	Do you feel complaints are sorted out fairly?	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 when you wanted to?			
	Yes			2 (8%)
	No			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	9 (33%)	2 (7%)	16 (59%)
	A member of the IMB (Independent Monitoring Board)	7 (26%)	2 (7%)	18 (67%)
	An advocate (an outside person to help you)	7 (26%)	2 (7%)	18 (67%)

SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE

Q1	What level of the rewards and sanctions scheme are you on?		
	<i>Don't know what the rewards and sanctions scheme is</i>		1 (4%)
	<i>Enhanced (top)</i>		7 (27%)
	<i>Standard (middle)</i>		18 (69%)
	<i>Basic (bottom)</i>		0 (0%)
	<i>Don't know</i>		0 (0%)

Q2	Do you feel you have been treated fairly in your experience of the rewards and sanctions scheme?	
	<i>Don't know what the rewards and sanctions scheme is</i>	1 (4%)
	<i>Yes</i>	13 (48%)
	<i>No</i>	8 (30%)
	<i>Don't know</i>	5 (19%)
Q3	Do the different levels of the rewards and sanctions scheme encourage you to change your behaviour?	
	<i>Don't know what the rewards and sanctions scheme is</i>	1 (4%)
	<i>Yes</i>	14 (52%)
	<i>No</i>	11 (41%)
	<i>Don't know</i>	1 (4%)
Q4	Have you had a 'nicking' (adjudication) since you have been in this establishment?	
	<i>Yes</i>	12 (44%)
	<i>No</i>	15 (56%)
	<i>Don't know</i>	0 (0%)
Q5	If you have had a 'nicking' (adjudication), was the process explained clearly to you?	
	<i>I have not had an adjudication</i>	15 (60%)
	<i>Yes</i>	8 (32%)
	<i>No</i>	2 (8%)
Q6	If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?	
	<i>I have not been restrained</i>	19 (70%)
	<i>Once</i>	3 (11%)
	<i>Twice</i>	1 (4%)
	<i>Three times</i>	3 (11%)
	<i>More than three times</i>	1 (4%)
Q7	If you have spent a night in the care and separation unit (CSU), how were you treated by staff?	
	<i>I have not been to the care and separation unit</i>	20 (74%)
	<i>Very well</i>	1 (4%)
	<i>Well</i>	0 (0%)
	<i>Neither</i>	2 (7%)
	<i>Badly</i>	0 (0%)
	<i>Very badly</i>	4 (15%)

SECTION 9: SAFETY

Q1 Have you ever felt unsafe in this establishment?

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

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	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%)		

Q3 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%)

Q6 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 involve/what were they about? (Please tick all that apply to you.)			
	<i>Insulting remarks (about you, your family or friends)</i>	3 (11%)	<i>Because of drugs</i>	0 (0%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	0 (0%)	<i>Having your canteen/property taken</i>	0 (0%)
	<i>Sexual abuse</i>	0 (0%)	<i>Because you were new here</i>	1 (4%)
	<i>Because of your race or ethnic origin</i>	2 (7%)	<i>Because you are from a different part of the country</i>	0 (0%)
	<i>Because of your religious beliefs</i>	1 (4%)	<i>Because of gang related issues</i>	0 (0%)
	<i>Because you have a disability</i>	1 (4%)	<i>Because of your offence/crime</i>	1 (4%)
Q9	If you were being victimised who would you tell?			
	<i>No-one</i>	8 (35%)	<i>Teacher/education staff</i>	2 (9%)
	<i>Personal officer</i>	6 (26%)	<i>Gym staff</i>	1 (4%)
	<i>Wing officer</i>	2 (9%)	<i>Listener/Samaritan/Buddy</i>	0 (0%)
	<i>Chaplain</i>	2 (9%)	<i>Another young person here</i>	5 (22%)
	<i>Health care staff</i>	0 (0%)	<i>Family/friends</i>	7 (30%)
Q10	Do you think staff would take it seriously if you told them you had been victimised?			
	<i>Yes</i>			13 (50%)
	<i>No</i>			5 (19%)
	<i>Don't know</i>			8 (31%)
Q11	Is shouting through the windows a problem here?			
	<i>Yes</i>			8 (32%)
	<i>No</i>			15 (60%)
	<i>Don't know</i>			2 (8%)
Q12	Have staff checked on you personally in the last week to see how you are getting on?			
	<i>Yes</i>			9 (35%)
	<i>No</i>			17 (65%)

SECTION 10: ACTIVITIES

Q1	How old were you when you were last at school?			
	<i>14 or under</i>			7 (27%)
	<i>15 or over</i>			19 (73%)
Q2	Please answer the following questions about school:			
		<i>Yes</i>	<i>No</i>	<i>Not applicable</i>
	Have you ever been excluded from school?	1 (4%)	17 (63%)	9 (33%)
	Did you used to truant from school?	16 (59%)	2 (7%)	9 (33%)

Q3	Do you CURRENTLY take part in any of the following activities? (Please tick all that apply to you.)				
	<i>Education</i>				17 (65%)
	<i>A job in this establishment</i>				7 (27%)
	<i>Vocational or skills training</i>				5 (19%)
	<i>Offending behaviour programmes</i>				5 (19%)
	<i>I am not currently involved in any of these</i>				0 (0%)
Q4	If you have been involved in any of the following activities, in this establishment, do you think they will help you when you leave prison?				
		<i>Not been involved</i>	<i>Yes</i>	<i>No</i>	<i>Don't know</i>
	Education	2 (8%)	11 (44%)	12 (48%)	0 (0%)
	A job in this establishment	5 (24%)	10 (48%)	4 (19%)	2 (10%)
	Vocational or skills training	7 (33%)	8 (38%)	4 (19%)	2 (10%)
	Offending behaviour programmes	6 (32%)	5 (26%)	6 (32%)	2 (11%)
Q5	Do you usually have association every day?				
	<i>Yes</i>				22 (88%)
	<i>No</i>				1 (4%)
	<i>Don't know</i>				2 (8%)
Q6	How many times do you usually go to the gym each week?				
	<i>Don't want to go</i>				3 (12%)
	<i>None</i>				0 (0%)
	<i>One to two times</i>				11 (42%)
	<i>Three to five times</i>				8 (31%)
	<i>More than five times</i>				4 (15%)
	<i>Don't know</i>				0 (0%)
Q7	Can you usually go outside for exercise every day?				
	<i>Don't want to go</i>				0 (0%)
	<i>Yes</i>				16 (62%)
	<i>No</i>				9 (35%)
	<i>Don't know</i>				1 (4%)

SECTION 11: FAMILY AND FRIENDS

Q1	Are you able to use the telephone every day, if you want to?				
	<i>Yes</i>				20 (77%)
	<i>No</i>				6 (23%)
	<i>Don't know</i>				0 (0%)

Q2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	<i>Yes</i>	11 (42%)
	<i>No</i>	14 (54%)
	<i>Don't know</i>	1 (4%)
Q3	How easy is it for your family and friends to visit you here?	
	<i>Very easy</i>	4 (15%)
	<i>Easy</i>	9 (35%)
	<i>Neither</i>	5 (19%)
	<i>Difficult</i>	6 (23%)
	<i>Very difficult</i>	0 (0%)
	<i>Don't know</i>	2 (8%)
Q4	How many visits do you usually have each week, from family or friends?	
	<i>Not been here a week yet</i>	0 (0%)
	<i>I don't get visits</i>	1 (4%)
	<i>Less than one a week</i>	18 (69%)
	<i>About one a week</i>	3 (12%)
	<i>More than one a week</i>	1 (4%)
	<i>Don't know</i>	3 (12%)
Q5	Do your visits usually start on time?	
	<i>I don't get visits</i>	1 (4%)
	<i>Yes</i>	11 (42%)
	<i>No</i>	8 (31%)
	<i>Don't know</i>	6 (23%)
Q6	How are you and your family/friends usually treated by visits staff?	
	<i>I don't get visits</i>	1 (4%)
	<i>Very well</i>	3 (12%)
	<i>Well</i>	9 (35%)
	<i>Neither</i>	2 (8%)
	<i>Badly</i>	1 (4%)
	<i>Very badly</i>	0 (0%)
	<i>Don't know</i>	10 (38%)

SECTION 12: PREPARATION FOR RELEASE

Q1	When did you first meet your personal officer?	
	<i>I still have not met him/her</i>	1 (4%)
	<i>In your first week</i>	20 (77%)
	<i>After your first week</i>	3 (12%)
	<i>Don't remember</i>	2 (8%)
Q2	How often do you see your personal officer?	
	<i>I still have not met him/her</i>	1 (4%)
	<i>At least once a week</i>	19 (79%)
	<i>Less than once a week</i>	4 (17%)

Q3	Do you feel your personal officer has helped you?				
	<i>I still have not met him/her</i>				1 (4%)
	Yes				17 (71%)
	No				6 (25%)
Q4	Do you have a training plan, sentence plan or remand plan?				
	Yes				11 (42%)
	No				6 (23%)
	Don't know				9 (35%)
Q5	Please answer the following questions about training plans, sentence plans or remand plans:				
		<i>I don't have a plan</i>	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%)	11 (42%)
Q6	Has your YOT worker been in touch since you arrived at this establishment?				
	Yes				21 (81%)
	No				5 (19%)
Q7	Do you know how to get in touch with your YOT worker?				
	Yes				10 (40%)
	No				15 (60%)
Q8	Please answer the following questions about your release:				
		Yes	No	Don't know	
	Have you had a say in what will happen to you when you are released?	10 (38%)	12 (46%)	4 (15%)	
	Are you planning on going to school or college after release?	20 (77%)	6 (23%)	0 (0%)	
	Do you have a job to go to on release?	3 (12%)	21 (81%)	2 (8%)	
Q9	Do you know who to contact for help with any of the following problems, before your release? (Please tick all that apply to you.)				
	<i>Finding accommodation</i>				11 (50%)
	<i>Getting into school or college</i>				10 (45%)
	<i>Getting a job</i>				12 (55%)
	<i>Help with money/finances</i>				5 (23%)
	<i>Help with claiming benefits</i>				3 (14%)
	<i>Continuing health services</i>				4 (18%)
	<i>Opening a bank account</i>				4 (18%)
	<i>Avoiding bad relationships</i>				3 (14%)
	<i>I don't know who to contact</i>				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.)		
	<i>Finding accommodation</i>		7 (29%)
	<i>Getting into school or college</i>		6 (25%)
	<i>Getting a job</i>		14 (58%)
	<i>Money/finances</i>		10 (42%)
	<i>Claiming benefits</i>		4 (17%)
	<i>Continuing health services</i>		2 (8%)
	<i>Opening a bank account</i>		4 (17%)
	<i>Avoiding bad relationships</i>		5 (21%)
	<i>I won't have any problems</i>		6 (25%)
Q11	What is most likely to stop you offending in the future? (Please tick all that apply to you.)		
	<i>Not sentenced</i>	0 (0%)	<i>Having a mentor (someone you can ask for advice)</i> 2 (9%)
	<i>Nothing, it is up to me</i>	9 (39%)	<i>Having a YOT worker or social worker that I get on with</i> 6 (26%)
	<i>Making new friends outside</i>	2 (9%)	<i>Having children</i> 5 (22%)
	<i>Going back to live with my family</i>	3 (13%)	<i>Having something to do that isn't crime</i> 6 (26%)
	<i>Getting a place of my own</i>	9 (39%)	<i>This sentence</i> 4 (17%)
	<i>Getting a job</i>	13 (57%)	<i>Getting into school/college</i> 4 (17%)
	<i>Having a partner (girlfriend or boyfriend)</i>	7 (30%)	<i>Talking about my offending behaviour with staff</i> 1 (4%)
	<i>Staying off alcohol/drugs</i>	3 (13%)	<i>Anything else</i> 0 (0%)
Q12	Do you want to stop offending?		
	<i>Not sentenced</i>		0 (0%)
	<i>Yes</i>		22 (96%)
	<i>No</i>		0 (0%)
	<i>Don't know</i>		1 (4%)
Q13	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?		
	<i>Not sentenced</i>		0 (0%)
	<i>Yes</i>		15 (60%)
	<i>No</i>		10 (40%)