

HM Young Offender Institution



HMYO1 Lancaster Farms

Summary of Questionnaires and Interviews

2 September 2008





HMYOI Lancaster Farms

Juvenile survey methodology

A voluntary, confidential and anonymous survey of a representative proportion of the juvenile population was carried out by HM Inspectorate of Prisons as part of an annual report on the juvenile estate.

Choosing the sample size

At the time of the survey on 2 September 2008, the juvenile population at HMYOI Lancaster Farms was 214. Questionnaires were offered to 101 juveniles.

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

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

Methodology

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

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

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

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



Response rates

In total, 89 respondents completed and returned their questionnaires. This represented 42% of the juvenile population. The response rate from the sample size was 88%. In addition to the four respondents who refused to complete a questionnaire, two questionnaires were not returned and six were returned blank.

Comparisons

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

Presented alongside the results from this survey are the comparator figures for all juveniles surveyed in young offender institutions. This comparator is based on all responses from juvenile surveys carried out in all 15 prisons/units since 2005.

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 juveniles' background details.

Summary





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

Juvenile survey responses: HMYOI Lancaster Farms 2008

Juvenile survey responses (missing data has been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance. NB: this document shows a comparison between the responses from all juveniles surveyed in this establishment with all those surveyed for the juvenile comparator.

Key to tables		HMYOI Lancaster Farms	Juvenile comparator
	Any percent highlighted in green is significantly better than the juvenile comparator.		
	Any percent highlighted in blue is significantly worse than the juvenile comparator.		
	Any percent highlighted in orange shows a significant difference in prisoners' background details.		
	Percentages which are not highlighted show there is no significant difference between the Lancaster Farms 2008 survey and the juvenile comparator.		
Number of completed questionnaires returned		89	1010
SECTION 1: ABOUT YOU (Not tested for significance)			
1.1	Are you 18 years of age?	8%	14%
1.2	Do you usually live in this country?	99%	97%
1.3	Is English your first language?	100%	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)?	8%	35%
1.5	Do you have any children?	8%	8%
1.6	Have you ever been in care (either foster care or children's home)?	33%	28%
1.7	Are you on a care order now?	17%	12%
SECTION 2: ABOUT YOUR SENTENCE (Not tested for significance)			
2.2	Are you sentenced?	82%	81%
2.3	Is your sentence 12 months or less?	45%	38%
2.4	Do you have less than six months to serve?	67%	55%
2.5	Have you been in this prison less than a month?	19%	22%
2.6	Have you been to any other YOI during this sentence?	17%	34%
2.7	Is this the first time that you have been in a YOI, secure children's home or secure training centre before, either sentenced or on remand?	34%	40%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court, or between prisons, we want to know:			
3.1	Was the van clean?	47%	47%
3.2	Was the van comfortable?	10%	13%
3.3	Did you feel safe?	89%	67%

3.4	Did you have enough comfort breaks?	16%	14%
3.5	Were your health needs looked after?	46%	49%
3.6	Did you spend more than four hours in the van?	6%	10%
3.7	Were you treated well/very well by the escort staff?	60%	64%
3.8	Did you know where you were going when you left court or when transferred from another establishment?	91%	81%
3.9	Did you receive written information about what would happen to you before you arrived?	19%	25%
SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Did you have any problems when you first arrived?	74%	71%
4.2	When you first arrived here did your property arrive at the same time as you?	79%	81%
4.3	Were you told what you needed to know by the staff when you first arrived?	79%	72%
4.4	Were you in reception for less than two hours?	75%	74%
4.5	Were you seen by a member of the healthcare staff in reception?	89%	80%
4.6	When you were searched was this carried out in an understanding way?	91%	89%
4.7	Were you treated well/very well in reception?	82%	81%
4.8	Were you able to make a telephone call to your family/friends on your first day here?	80%	81%
	Did you meet/have access to any of the following people within your first 24 hours?		
4.9a	The chaplain?	25%	40%
4.9b	Someone from healthcare?	39%	57%
4.9c	A Listener or The Samaritans?	6%	15%
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of your arrival?	11%	17%
4.10	Did you feel safe on your first night here?	90%	84%
4.11	Did you go on an induction course within your first week?	61%	65%
4.12	Did the induction course cover everything you needed to know about the prison?	58%	52%
SECTION 5: DAILY LIFE HERE			
5.1	Is it easy/very easy for you to attend religious services?	40%	53%
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	40%	48%
5.3	Do you find the food here good/very good?	13%	27%
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	43%	32%
5.5	Are you normally able to shower every day if you want to?	61%	53%
5.6	Is your cell call bell normally answered within five minutes?	34%	31%

SECTION 6: HEALTH SERVICES			
6.1	Do you think the overall quality of the healthcare is good/very good?	54%	60%
	Is it easy for you to see the following people:		
6.2a	The doctor?	43%	51%
6.2b	The nurse?	62%	70%
6.2c	The dentist?	18%	24%
6.2d	The optician?	18%	19%
6.3	Have you had any problems getting your medication?	9%	15%
6.4	Have you received any help with any alcohol problems?	19%	22%
6.5	Have you received any help with any drugs problems?	26%	32%
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS			
7.1	Are you on the enhanced (top) level of the reward scheme?	37%	24%
7.2	Do the different levels make you change your behaviour?	61%	62%
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	64%	55%
7.4	Do you know how to make a complaint?	50%	80%
7.5	Is it easy to make a complaint?	48%	40%
7.6	Do you feel complaints are sorted out fairly?	24%	16%
7.7	Have you ever been made to or encouraged to withdraw a complaint?	11%	9%
SECTION 8: DISCIPLINE AND RESPECT			
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	76%	57%
8.2	Have you been physically restrained (C and R) since you have been here?	27%	27%
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	16%	13%
8.4	Do most staff treat you with respect?	86%	75%
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	22%	25%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	20%	23%
	If you have felt victimised by another young person/group of young people, did the incident involve:		
9.4a	Insulting remarks?	12%	12%
9.4b	Physical abuse?	2%	9%
9.4c	Sexual abuse?	1%	1%
9.4d	Racial or ethnic abuse?	2%	3%
9.4e	Drugs?	0%	1%

9.4d	Having your canteen/property taken?	0%	5%
9.4e	Because you were new here?	1%	7%
9.4f	Being from a different part of the country than others?	9%	6%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	17%	19%
	If you have felt victimised by a member of staff/group of staff, did the incident involve:		
9.7a	Insulting remarks?	7%	11%
9.7b	Physical abuse?	5%	4%
9.7c	Sexual abuse?	1%	1%
9.7d	Racial or ethnic abuse?	0%	3%
9.7e	Drugs?	0%	1%
9.7f	Having your canteen/property taken?	0%	2%
9.7g	Because you were new here?	0%	3%
9.7h	Being from a different part of the country than others?	0%	2%
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	57%	61%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	44%	41%
9.11	When you first arrived here did other young people shout through the windows at you?	40%	35%
9.12	Did you find this shouting threatening?	8%	11%
9.13	Do other young people shout through the windows at you now?	23%	26%
9.14	Do you find this threatening now?	3%	5%
9.15	Do you shout through the windows at others?	28%	27%
9.16	Have staff checked on you personally in the last week to see how you are getting on?	38%	35%
SECTION 10: ACTIVITIES			
10.1	Were you under the age of 14 when you were last at school?	43%	41%
10.2a	Have you ever been excluded from school?	90%	87%
10.2b	Have you ever truanted from school?	81%	73%
10.3	Are you doing any education here?	83%	82%
10.4	Is education helping you?	58%	56%
10.5	Do you feel you need help with reading, writing or maths?	23%	32%
10.6	Were the teachers understanding with any school problems when you first arrived?	51%	48%
10.7a	Are you learning a skill or trade?	57%	54%
10.7b	Are you in a job here?	23%	35%
10.8	Do you go to the gym more than five times each week?	0%	11%

10.9 Do you go on association more than five times each week?	66%	47%
10.10 Can you go outside for exercise every day?	25%	33%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS		
11.1 Are you able to use the telephone to speak to someone in your family every day?	58%	51%
11.2 Have you had any problems getting access to the telephones?	30%	33%
11.3 Have you had any problems with sending or receiving mail?	26%	29%
11.4 It is easy/very easy for your family and friends to get here to visit you?	37%	37%
11.5 Do you get two or more visits each month?	53%	45%
11.6 Do you arrive on time for a visit?	75%	66%
11.7 Are you and your family/friends treated well/very well by visits staff?	56%	61%
SECTION 12: RESETTLEMENT		
12.1 Did you meet your personal officer within your first week here?	59%	42%
12.2 Do you feel helped by your personal officer?	57%	50%
12.3 Do you know what targets you have been set in your training/sentence plan?	59%	60%
12.4 If you want, can you see your training/sentence plan?	31%	37%
12.5 Has your YOT/social worker/probation officer been in touch since you arrived here?	66%	81%
12.6 Do you know how to get in touch with your YOT/social worker/probation officer?	56%	60%
12.7 Do you want to stop offending?	75%	71%
12.9 Have you had a say in what will happen to you when you are released?	40%	45%
12.10 When you are released will you be living with a family member?	74%	67%
12.11 Have you had help with finding accommodation?	20%	26%
12.12 Are you going to school or college on release?	41%	39%
12.13 Has anyone spoken to you about going to college on release?	40%	39%
12.14 Do you have a job to go to on release?	13%	29%
12.15 Have you done anything during your time here that you think will help you to get a job on release?	52%	46%
12.16 Has anyone from here spoken to you about getting a job on release or about New Deal?	21%	25%
12.17 Do you have a Connexions personal adviser?	49%	35%
12.18 Is there anything you would still like help with before you are released?	31%	37%
12.19 Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	34%	42%

Summary of survey results HMYOI Lancaster Farms 2008

SECTION 1: ABOUT YOU

Q1 What is your age?

14 or under	0%
15	13%
16	25%
17	54%
18	8%

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

Yes	99%
No	1%

Q3 Is English your first language?

Yes	100%
No	0%

Q4 What is your ethnic origin?

White – British	91%
White – Irish	1%
White – Other	0%
Black or Black British – Caribbean	2%
Black or Black British – African	0%
Black or Black British – Other	1%
Asian or Asian British – Indian	0%
Asian or Asian British – Pakistani	2%
Asian or Asian British – Bangladeshi	0%
Asian or Asian British – Other	0%
Mixed Race – White and Black Caribbean	0%
Mixed Race – White and Black African	0%
Mixed Race – White and Asian	1%
Mixed Race – Other	0%
Chinese	1%
Other ethnic group	0%

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

Yes	8%
No	92%

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

Yes	33%
No	67%

Q7 Are you on a care order now?

Yes	17%
No	83%

SECTION 2: ABOUT YOUR SENTENCE

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

See front sheet

Q2 Are you sentenced?

Yes	82%
No – awaiting trial	8%
No – awaiting sentence	10%
No – awaiting deportation	0%

Q3 What is the length of your sentence?

Not sentenced	19%
Four months	10%
Six months	10%
Eight months	9%
12 months	15%
18 months	20%
Two years	8%
Two to four years	7%
Four years or more	1%

Q4 Approximately, how long do you have left to serve (if you are serving life, please use the date of your next parole board)?

Not sentenced	18%
Less than two months	38%
Two to six months	29%
Six months to one year	8%
One year or more	7%

Q5 How long have you been in this establishment?

Less than one month	19%
One to six months	62%
Six to 12 months	17%
One to two years	1%
Two years or more	1%

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

None	83%
One	12%
Two	3%
Three	0%
More than three	1%

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

None	34%
Once	17%
Two to five	39%
More than five	10%

SECTION 3: COURTS, TRANSFERS AND ESCORTS

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

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

Yes	47%
No	33%
Don't remember	20%
Not applicable	0%

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

Yes	10%
No	85%
Don't remember	2%
Not applicable	2%

Q3 Did you feel safe on your most recent journey?

Yes	89%
No	4%
Don't remember	4%
Not applicable	2%

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

Yes	16%
No	70%
Don't remember	7%
Not applicable	7%

Q5 Were your health needs looked after on your most recent journey?

Yes	46%
No	28%
Don't remember	15%
Not applicable	11%

Q6 How long did you spend in the van?

Less than one hour	16%
One to two hours	56%
Two to four hours	18%
More than four hours	6%
Don't remember	5%

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

Very well	17%
Well	43%
Neither	28%
Badly	3%
Very badly	1%
Don't remember	8%

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

Yes	91%
No	8%
Don't remember	1%

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

Yes	19%
No	67%
Don't remember	14%

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

Examples of comments include:

“They (the escort staff) were very nice and polite to talk to, but the van was a mess.”

“The van’s rooms are too small. They smell and the seats are made of plastic.”

“They should get better vans and make sure they are clean.”

“You should be given advice about where you are going.”

SECTION 4: YOUR FIRST FEW DAYS HERE

Q1 Did you have any of the following problems when you first arrived at this establishment?
(Please tick all that apply to you.)

Not had any problems	26%	Needing protection from other prisoners	1%
Coming off drugs	25%	Letting family know where you are	19%
Alcohol problems	17%	Money worries	13%
Had no tobacco	51%	Feeling low/upset/needing someone to talk to	12%
Loss of transferred property	9%	Getting your property	8%
Housing problems	6%	Health problems	13%

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

Yes	79%
No	13%
Don't remember	8%

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

Yes	75%
No	17%
Don't remember	8%

Q4 How long were you in reception?

Less than two hours	89%
Two hours or longer	3%
Don't remember	8%

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

Yes	91%
No	4%
Don't remember	4%

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

Yes	82%
No	11%
Don't remember	7%

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

Very well	12%
Well	62%
Neither	22%
Badly	2%
Very badly	0%
Don't remember	1%

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

Yes	80%
No	17%
Don't remember	3%

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

Chaplain	25%
Someone from healthcare	39%
A Listener/Samaritans	6%
The prison shop/canteen	11%
Don't remember	25%
Did not have access to any of these services	28%

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

Yes	90%
No	8%
Don't remember	2%

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

Have not been on an induction course	9%
Within two days	34%
Within the first week	27%
More than a week	21%
Don't remember	9%

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

Have not been on an induction course	9%
Yes	58%
No	22%
Don't remember	10%

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

Examples of comments include:

“The cell was a mess.”

“You need to be able to get in contact with your mum, dad or family.”

“I can never get to sleep at night because of people shouting to each other.”

“The pad was scruffy and smelt.”

“I was stuck in my pad for three weeks without education or any courses.”

“The induction course took too long to complete. My first lesson wasn’t until six or seven days after I arrived.”

SECTION 5: DAILY LIFE HERE

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

Do not want to attend	31%
Very easy	24%
Easy	16%
Neither	7%
Difficult	3%
Very difficult	1%
Don't know	17%

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

Have not bought anything yet	7%
Yes	40%
No	53%

Q3 What is the food like at this establishment?

Very good	0%
Good	13%
Neither	16%
Bad	37%
Very bad	34%

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

Yes	43%
No	35%
Don't know what an advocate is	22%

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

Yes	61%
No	35%
Don't know	4%

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

Yes	34%
No	49%
Don't know	17%

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

Examples of comments include:

“Daily life here is simple, structured and you know what you’re doing every day, so it’s good.”

“We don’t get enough food and are always hungry.”

“The breakfast packs are too small.”

“The staff should answer the cell bell a lot quicker in an emergency situation.”

“The officers gave me a nicking for walking on the grass which means a five day loss of everything, including showers.”

“I wasn’t allowed to do any courses last time I was here and they are still not letting me. I haven’t learnt anything since I have been here and it’s making me worse and worse.”

“There is not enough association. It is always cut short.”

“You’re supposed to have a daily routine but I’m always in my pad.”

“We should be able to make a phone call and have a shower every day.”

“I don’t think we get enough fresh air.”

“All Muslims need to have a shower and be clean before Friday prayers but we don’t get showers.”

“The food is horrible.”

“I think if you are 18 and smoke then you should be allowed.”

SECTION 6: HEALTHCARE

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

Have not been to healthcare	18%
Very good	28%
Good	25%
Neither	13%
Bad	13%
Very bad	3%

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

	Yes	No	Don't know
The doctor	43%	18%	39%
The nurse	62%	10%	28%
The dentist	17%	43%	40%
The optician	18%	26%	56%

Q3 Have you had any problems getting your medication?

Not taking any medication	61%
Yes	9%
No	30%

Q4 Have you received any help with any alcohol problems?

Not had any alcohol problems	63%
Yes	19%
No	18%

Q5 Have you received any help with any drugs problems?

Not had any drugs problems	54%
Yes	26%
No	20%

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

Examples of comments include:

“You have to be dying to get something. You can ask for paracetamol at 12 and have to keep asking staff to phone over to healthcare. They say they will be over soon but won’t get here until about half past eight.”

“When I ask for paracetamol, the nurses take a day or two.”

“The time keeping could be a lot better.”

“It takes a long time to see the doctor and the dentist.”

“You don’t get to see the nurse when you really need to.”

“I put in an application for an STI test in the first two weeks and haven’t been seen yet.”

“They should be quicker at dealing with problems. I didn’t have my glasses for two weeks.”

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

Don't know what the reward scheme is	13%
Enhanced (top)	36%
Standard (middle)	45%
Basic (bottom)	2%
Don't know	3%

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

Don't know what the reward scheme is	13%
Yes	61%
No	26%

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

Don't know what the reward scheme is	13%
Yes	64%
No	23%

Q4 Do you know how to make a complaint?

Yes	50%
No	50%

Q5 Is it easy to make a complaint?

Not made a complaint	51%
Yes	48%
No	1%

Q6 Do you feel complaints are sorted out fairly?

Not made a complaint	52%
Yes	24%
No	25%

Q7 Have you ever been encouraged to withdraw a complaint?

Not made a complaint	51%
Yes	10%
No	38%

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

Examples of comments include:

“They don’t do anything about our complaints.”

“When we are on gold we don’t always get what we are entitled to.”

“There should be more rewards for being on gold.”

“If you are on enhanced there should be more access to gold rooms.”

“Complaints should be dealt with quicker.”

“Complaints get you nowhere. Staff just tell you to talk to someone you can’t possibly get in touch with.”

SECTION 8: DISCIPLINE AND RESPECT

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

Yes	76%
No	23%
Don't know	1%

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

Not been restrained	73%
Once	10%
Twice	6%
Three times	2%
More than three times	9%

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

Not been to the segregation unit	70%
Very well	6%
Well	10%
Neither	11%
Badly	1%
Very badly	1%

Q4 Do most staff treat you with respect?

Yes	86%
No	14%

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

Examples of comments include:

“The staff in this jail are respectful and care about their prisoners.”

“The pads down the block are dirty.”

“I get treated unfairly at times.”

“If it’s coloured skin or white, the staff need to treat you properly and talk to you properly.”

SECTION 9: SAFETY

Q1 Have you ever felt unsafe in this establishment?

Yes	21%
No	79%

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	80%	At meal times	3%
Everywhere	2%	At healthcare	0%
Segregation unit	0%	Visits area	1%
Association areas	8%	In wing showers	0%
Reception area	1%	In gym showers	1%
At the gym	5%	In corridors/stairwells	1%
In an exercise yard	3%	On your landing/wing	3%
At work	0%	In your cell	3%
At education	6%		

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

Yes	20%
No	80%

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

Insulting remarks (about you or your family or friends)	12%	Drugs	0%
Physical abuse (being hit, kicked or assaulted)	2%	Having your canteen/property taken	0%
Sexual abuse	1%	Because you were new here	1%
Your race or ethnic origin	2%	Being from a different part of the country than others	9%

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

Yes	17%
No	83%

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

Insulting remarks (about you or your family or friends)	7%	Drugs	0%
Physical abuse (being hit, kicked or assaulted)	5%	Having your canteen/property taken	0%
Sexual abuse	1%	Because you were new here	0%
Your race or ethnic origin	0%	Being from a different part of the country than others	0%

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

No-one	43%	Teacher/education staff	8%
Personal officer	36%	Gym staff	3%
Wing officer	9%	Listener/Samaritan/buddy	6%
Chaplain	10%	Another trainee	11%
Healthcare staff	3%	Family/friends	25%

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

Yes	44%
No	26%
Don't know	30%

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

Yes	40%
No	60%

Q12 Did you find this shouting threatening?

Yes	8%
No	33%
Not been shouted at	60%

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

Yes	23%
No	77%

Q14 Do you find this threatening?

Yes	3%
No	20%
Do not get shouted at now	76%

Q15 Do you shout through the windows at others?

Yes	28%
No	72%

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

Yes	38%
No	62%

SECTION 10: ACTIVITIES

Q1 How old were you when you were last at school?

14 or under	43%
Over 14	57%

Q2 Please answer the following questions about school:

	Yes	No	Not applicable
Have you ever been excluded from school?	90%	8%	2%
Did you used to truant from school?	81%	16%	3%

Q3 Are you doing education in this establishment?

Yes	83%
No	17%

Q4 Is education helping you?

Yes	58%
No	24%
Not doing education	17%

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

Yes	23%
No	77%

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

Yes	51%
No	20%
Not applicable	28%

Q7 Please answer the following questions about work or training:

	Yes	No	Not applicable
Are you learning a skill or trade?	57%	40%	3%
Are you in a job here?	23%	73%	4%

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

Don't want to go	9%
None	23%
One to two times	57%
Three to five times	6%
More than five times	0%
Don't know	5%

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

Don't want to go	2%
None	5%
One to two times	7%
Three to five times	9%
More than five times	66%
Don't know	11%

Q10 Can you go outside for exercise every day?

Don't want to go	7%
Yes	25%
No	58%
Don't know	10%

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

Examples of comments include:

“The YOs get more gym access than us.”

“The gym is not regular enough. You have to put your name down and if you’re not in the first eight then you don’t get to go which causes conflict.”

“There is nothing to do on association now that the pool table is gone.”

“There should be longer associations with more to do than play ping pong, shower and use the phone. Weekend associations should be at night because you only get thirty minutes in the morning.”

“I don’t get to go to the gym as VTC is a full time course.”

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS

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

Yes	58%
No	39%
Don't know	3%

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

Yes	30%
No	70%
Don't know	0%

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

Yes	26%
No	69%
Don't know	5%

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

Very easy	13%
Easy	24%
Neither	14%
Difficult	29%
Very difficult	13%
Don't know	8%

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

Don't get visits	15%
Less than one	9%
One	17%
Two	26%
Three	19%
More than three	9%
Don't know	5%

Q6 Do you arrive on time for a visit?

Don't get visits	16%
Yes	75%
No	10%

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

Don't get visits	15%
Very well	14%
Well	42%
Neither	27%
Badly	2%
Very badly	0%

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

Examples of comments include:

“There should be more time on visits.”

“I would like to phone my mum but she works 12 hour shifts every day.”

“My mum arrived at 3pm but they did not ring over until 4:45pm when visiting hours had finished.”

SECTION 12: RESETTLEMENT

Q1 When did you first meet your personal officer?

Still have not met him/her	13%
In first week	59%
More than a week	19%
Don't remember	9%

Q2 Do you feel helped by your personal officer?

Still have not met him/her	13%
Yes	56%
No	31%

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

Yes	59%
No	18%
Don't know	13%
Have not got a plan	10%

Q4 If you want can you see your plan?

Yes	31%
No	5%
Don't know	54%
Have not got a plan	10%

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

Yes	86%
No	14%

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

Yes	56%
No	44%

Q7 Do you want to stop offending?

Yes	75%
No	1%
Don't know	6%
Not sentenced	18%

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

Not sentenced	18%	Having a mentor (someone you can ask for advice)	6%
Nothing, it is up to me	16%	Having a YOT/social worker that you get on with	14%
Making new friends outside	13%	Having children	15%
Going back to live with my family	17%	Having something to do that isn't crime	33%
Getting a place of my own	15%	This sentence	16%
Getting a job	58%	Getting into school/college	30%
Having a partner (girlfriend or boyfriend)	26%	Talking about my offending behaviour with staff	6%
Staying off alcohol/drugs	32%	Anything else	5%

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

Yes	40%
No	41%
Don't know	18%

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

Yes	74%
No	13%
Don't know	14%

Q11 Have you had any help with finding accommodation?

Yes	20%
No	24%
Don't know	5%
Not needed any help	51%

Q12 Are you going to school or college on release?

Yes	41%
No	36%
Don't know	23%

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

Yes	40%
No	51%
Don't know	5%
Have not needed any help	5%

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

Yes	13%
No	74%
Don't know	13%

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

Yes	52%
No	43%
Don't know	6%

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

Yes	21%
No	64%
Don't know	10%
Have not needed any help	5%

Q17 Do you have a Connexions personal adviser?

Yes	49%
No	30%
Don't know	21%

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

Yes	31%
No	55%
Don't know	14%

Q19 Have you done anything, or has anything happened to you in this establishment that you think will make you less likely to offend in the future?

Not sentenced	18%
Yes	34%
No	47%

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

Examples of comments include:

“I would like to get some job options that are available in my area so I can get into work.”

“I still need help with my reading and writing before I leave.”

SECTION 13: OVERALL IMPRESSIONS

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

Examples of comments include:

"The food is better than in most jails and so is the cleanliness."

"The alcohol course."

"The vocational training courses and school."

"I could not read before I came in here but now I can. Education."

"Being on gold and having an X-Box."

"The canteen is good."

"The different types of courses."

"I can get qualifications and certificates."

"The staff are friendly."

"The wing is clean."

"The staff because they are always there if you need any help or have got any worries."

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

Examples of comments include:

"The pads are not up to standard and they are not clean."

"My pad needs painting and the bed is not comfortable."

"Family members work during the day and we are banged up during the best time to call."

"I would like the cells to be cleaned properly and to have clean bedding with no blood stains on it."

"I have been wearing the same clothes for two weeks."

"I would like to be allowed your own towels."

"We should get a proper breakfast like toast or bacon, or a bigger portion."

"The staff should be more organised and we should get a faster response from them."

"They keep all the lads from Liverpool on a separate wing. They are so annoying."

"I would like a hot meal for dinner on the weekend instead of sandwich."

"There should be longer periods of exercise where we should maybe be allowed to play football."

"The amount of time you are in your room for."

"I don't have any shelves and I have a tiny table that can only fit my TV on."

"The cells' heating needs to be put on."

"The people who are 18 and on DTOs should be able to be moved to the YO's side."

"We should get more hair cuts."

"There should be a better canteen selection."

"We should be guaranteed a shower every day."

"There should be a better complaints procedure."

"I would like the gold room to be opened."

"Both landings should be allowed out at the same time."