

HM Young Offender Institution



HMYO1 New Hall (Rivendell Unit)

Summary of Questionnaires and Interviews

15 June 2009





HMY01 New Hall (Rivendell Unit)

Survey methodology

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

Choosing the sample size

At the time of the survey on 15 June 2009, the population of young women in the Rivendell Unit was 20. Questionnaires were offered to all 20 young people.

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, one interview was carried out using a translation service.

Methodology

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

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

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

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



Response rates

In total, 18 respondents completed and returned their questionnaires. This represented 90% of children and young people in the establishment at the time, and a 90% response rate from the sample.

One respondent refused to complete a questionnaire, and one had gone to court on the day of the visit.

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 children and young people surveyed in young offender institutions. This comparator is based on all responses from surveys carried out in all four girls' units since 2008.

In all the above documents, statistically significant differences are highlighted. Statistical significance merely indicates whether there is a real difference between the figures; that is the difference is not due to chance alone. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading, and where there is no significant difference there is no shading. Orange shading has been used to show a significant difference in demographic background details.

Summary





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

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

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

Survey responses from children and young people: HMYOI New Hall (Rivendell Unit) 2009

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

| Key to tables | | HMYOI New Hall 2009 | Young people's comparator |
|---|---|------------------------|------------------------------|
|  | Any percentage highlighted in green is significantly better than the comparator. | | |
|  | Any percentage highlighted in blue is significantly worse than the comparator. | | |
|  | Any percentage highlighted in orange shows a significant difference in demographic details. | | |
|  | Percentages which are not highlighted show there is no significant difference. | | |
| Number of completed questionnaires returned | | 18 | 30 |
| SECTION 1: ABOUT YOU (Not tested for significance) | | | |
| 1.1 | Are you 18 years of age? | 5% | 3% |
| 1.2 | Are you a foreign national? | 10% | 0% |
| 1.3 | Is English your first language? | 90% | 90% |
| 1.4 | Are you from a minority ethnic group (including all those who did not tick White British, White Irish or White Other category)? | 10% | 41% |
| 1.5 | Are you Muslim? | 5% | 20% |
| 1.6 | Do you have any children? | 0% | 0% |
| SECTION 2: ABOUT YOUR SENTENCE (Not tested for significance) | | | |
| 2.2 | Are you sentenced? | 95% | 76% |
| 2.3 | Is your sentence 12 months or less? | 40% | 44% |
| 2.4 | Do you have less than six months to serve? | 47% | 48% |
| 2.5 | Have you been in this prison less than a month? | 10% | 32% |
| 2.6 | Is this the first time that you have been in a YOI, secure children's home or secure training centre? | 42% | 65% |
| 2.7 | Have you been to any other YOI during this sentence? | 11% | 58% |
| 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? | 53% | 38% |
| 3.2 | Was the van comfortable? | 11% | 16% |
| 3.3 | Did you feel safe? | 80% | 63% |
| 3.4 | Did you travel with any adults (over 18) or anyone of a different gender? | 50% | 10% |

| | | | |
|--|---|------|------|
| 3.5 | Did you spend more than four hours in the van? | 0% | 9% |
| For those who spent two hours or more in the escort van: | | | |
| 3.6 | Were you offered a toilet break if you needed it? | 18% | 69% |
| 3.7 | Were you offered anything to eat or drink? | 54% | 43% |
| 3.8 | Were you treated well/very well by the escort staff? | 65% | 59% |
| 3.9 | Did someone tell you where you were going when you left court? | 90% | 68% |
| 3.10 | Did you receive written information about where you were going when you left court? | 5% | 10% |
| SECTION 4: YOUR FIRST FEW DAYS HERE | | | |
| 4.1 | Were you in reception for less than two hours? | 90% | 75% |
| 4.2 | Were you seen by a member of healthcare staff in reception? | 84% | 94% |
| 4.3 | When you were searched was this carried out in an understanding way? | 90% | 68% |
| 4.4 | Were you treated well/very well in reception? | 89% | 66% |
| When you first arrived, did staff ask if you needed help or support with any of the following: | | | |
| 4.5a | Not being able to smoke? | 78% | 27% |
| 4.5b | Loss of property? | 11% | 9% |
| 4.5c | Housing problems? | 22% | 0% |
| 4.5d | Needing protection from other young people? | 22% | 0% |
| 4.5e | Letting family know where you were? | 58% | 64% |
| 4.5f | Money worries? | 22% | 9% |
| 4.5g | Feeling low/upset/needing someone to talk to? | 63% | 36% |
| 4.5h | Health problems? | 53% | 18% |
| 4.5i | Getting phone numbers? | 47% | 36% |
| 4.6 | Did you have any problems when you first arrived? | 100% | 100% |
| When you first arrived, did you have problems with any of the following: | | | |
| 4.6a | Not being able to smoke? | 77% | 68% |
| 4.6b | Loss of property? | 18% | 10% |
| 4.6c | Housing problems? | 6% | 36% |
| 4.6d | Needing protection from other young people? | 0% | 3% |
| 4.6e | Letting family know where you were? | 33% | 36% |
| 4.6f | Money worries? | 11% | 16% |
| 4.6g | Feeling low/upset/needing someone to talk to? | 33% | 52% |
| 4.6h | Health problems? | 0% | 23% |
| 4.6i | Getting phone numbers? | 44% | 64% |

| | | | |
|--|---|-----|-----|
| When you first arrived, were you given any of the following: | | | |
| 4.7a | A reception pack? | 55% | 64% |
| 4.7b | The opportunity to have a shower? | 70% | 36% |
| 4.7c | Something to eat? | 80% | 91% |
| 4.7d | A free phone call to friends/family? | 80% | 74% |
| 4.7e | Information about the PIN telephone system? | 60% | 36% |
| 4.7f | Information about feeling low/upset? | 45% | 27% |
| Within your first 24 hours, did you have access to the following people or services: | | | |
| 4.8a | The chaplain or religious leader? | 63% | 33% |
| 4.8b | Someone from healthcare? | 63% | 79% |
| 4.8c | A peer mentor, Listener or the Samaritans? | 11% | 21% |
| 4.8d | The prison shop/canteen? | 11% | 6% |
| 4.9 | Did you feel safe on your first night here? | 89% | 63% |
| For those who had an induction: | | | |
| 4.10 | Did you go on an induction course within your first week? | 89% | 57% |
| 4.11 | Did the induction course cover everything you needed to know about the establishment? | 89% | 63% |
| SECTION 5: DAILY LIFE HERE | | | |
| 5.1 | Can you normally have a shower every day if you want to? | 95% | 97% |
| 5.2 | Is your cell call bell normally answered within five minutes? | 68% | 44% |
| 5.3 | Do you find the food here good/very good? | 40% | 28% |
| 5.4 | Does the shop/canteen sell a wide enough variety of products? | 60% | 39% |
| 5.5 | Is it easy/very easy for you to attend religious services? | 58% | 64% |
| 5.6a | Do you feel your religious beliefs are respected? | 53% | 64% |
| 5.6b | Can you speak to a religious leader in private if you want to? | 53% | 80% |
| 5.7a | Is there a member of staff you can turn to with a problem? | 65% | 73% |
| 5.7b | Do most staff treat you with respect? | 80% | 67% |
| SECTION 6: HEALTHCARE | | | |
| 6.1 | Do you think the overall quality of the healthcare is good/very good? | 80% | 67% |
| 6.2a | Is it easy for you to see the doctor? | 56% | 47% |
| 6.2b | Is it easy for you to see the nurse? | 90% | 69% |
| 6.2c | Is it easy for you to see the dentist? | 37% | 52% |
| 6.2d | Is it easy for you to see the optician? | 22% | 28% |
| 6.2e | Is it easy for you to see the pharmacist? | 32% | 30% |

| | | | |
|---|---|-----|------|
| For those on medication: | | | |
| 6.3 | Have you had any problems getting your medication? | 18% | 52% |
| 6.4a | Did you have any problems with alcohol when you first arrived? | 20% | 18% |
| 6.4b | Do you have any problems with alcohol now? | 15% | 0% |
| 6.4c | Have you received any help with any alcohol problems here? | 32% | 55% |
| 6.5a | Did you have any problems with drugs when you first arrived? | 40% | 36% |
| 6.5b | Do you have any problems with drugs now? | 20% | 9% |
| 6.5c | Have you received any help with any drug problems here? | 32% | 55% |
| 6.6 | Is it easy/very easy to get illegal drugs here? | 11% | 18% |
| 6.7 | Do you feel you have any emotional or mental health problems? | 39% | 27% |
| If you feel you have emotional or mental health problems, are you being helped by any of the following: | | | |
| 6.8a | Do not have any/not getting any help | 14% | 33% |
| 6.8b | Doctor? | 33% | 33% |
| 6.8c | Nurse? | 33% | 0% |
| 6.8d | Psychiatrist/psychologist? | 67% | 33% |
| 6.8e | Counsellor? | 33% | 0% |
| SECTION 7: APPLICATIONS AND COMPLAINTS | | | |
| 7.1 | Do you know how to make an application? | 80% | 73% |
| 7.2 | Is it easy to make an application? | 65% | 64% |
| For those who have made an application: | | | |
| 7.3a | Do you feel applications are sorted out fairly? | 75% | 100% |
| 7.3b | Do you feel applications are sorted out promptly (within seven days)? | 33% | 86% |
| 7.4 | Do you know how to make a complaint? | 95% | 94% |
| 7.5 | Is it easy to make a complaint? | 70% | 63% |
| For those who have made a complaint: | | | |
| 7.6a | Do you feel complaints are sorted out fairly? | 85% | 40% |
| 7.6b | Do you feel complaints are sorted out promptly (within seven days)? | 57% | 75% |
| 7.6c | Have you ever been encouraged to withdraw a complaint? | 31% | 36% |
| Can you speak to the following people when you need to: | | | |
| 7.7a | A peer mentor or listener? | 40% | 64% |
| 7.7b | A member of the IMB (Independent Monitoring Board)? | 15% | 33% |
| 7.7c | An advocate (an outside person to help you)? | 50% | 58% |

| SECTION 8: REWARDS, SANCTIONS AND DISCIPLINE | | | |
|--|--|-----|-----|
| 8.1 | Are you on the enhanced (top) level of the reward scheme? | 40% | 30% |
| 8.2 | Do you feel you have been treated fairly in your experience of the reward scheme? | 65% | 41% |
| 8.3 | Do the different levels make you change your behaviour? | 55% | 41% |
| 8.4 | Have you had a 'nicking' (adjudication) since you have been here? | 40% | 41% |
| 8.5 | Was the 'nicking' (adjudication) process explained clearly to you? | 75% | 0% |
| 8.6 | Have you been physically restrained (C and R) since you have been here? | 20% | 23% |
| For those who have spent a night in the segregation/CSU: | | | |
| 8.7 | Did the staff treat you well/very well? | 0% | 0% |
| SECTION 9: SAFETY | | | |
| 9.1 | Have you ever felt unsafe in this prison? | 20% | 39% |
| 9.3 | Has another young person or group of young people victimised (insulted or assaulted) you here? | 18% | 24% |
| If you have felt victimised by another young person/group of young people, did the incident involve: | | | |
| 9.4a | Insulting remarks? | 6% | 15% |
| 9.4b | Physical abuse? | 0% | 9% |
| 9.4c | Sexual abuse? | 6% | 3% |
| 9.4d | Racial or ethnic abuse? | 0% | 0% |
| 9.4e | Your religious beliefs? | 0% | 0% |
| 9.4f | Your disability? | 0% | 0% |
| 9.4g | Drugs? | 0% | 0% |
| 9.4h | Having your canteen/property taken? | 0% | 0% |
| 9.4i | Because you were new here? | 0% | 9% |
| 9.4j | Being from a different part of the country than others? | 0% | 3% |
| 9.4k | Gang related issues? | 0% | 0% |
| 9.4l | Your offence/crime? | 6% | 0% |
| 9.6 | Has a member of staff or group of staff victimised (insulted or assaulted) you here? | 22% | 23% |
| If you have felt victimised by a member of staff/group of staff, did the incident involve: | | | |
| 9.5a | Insulting remarks? | 11% | 10% |
| 9.5b | Physical abuse? | 5% | 3% |
| 9.5c | Sexual abuse? | 0% | 0% |
| 9.5d | Racial or ethnic abuse? | 5% | 10% |
| 9.5e | Your religious beliefs? | 0% | 0% |
| 9.5f | Your disability? | 0% | 0% |

| | | | |
|---|--|------|-----|
| 9.5g | Drugs? | 5% | 0% |
| 9.5h | Having your canteen/property taken? | 0% | 0% |
| 9.5i | Because you were new here? | 0% | 13% |
| 9.5j | Being from a different part of the country than others? | 11% | 0% |
| 9.5k | Gang related issues? | 5% | 0% |
| 9.5l | Your offence/crime? | 5% | 9% |
| 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? | 81% | 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% | 29% |
| 9.11 | Is shouting through the windows a problem here? | 24% | 18% |
| 9.12 | Have staff checked on you personally in the last week to see how you are getting on? | 56% | 57% |
| SECTION 10: ACTIVITIES | | | |
| 10.1 | Were you 14 or younger when you were last at school? | 44% | 36% |
| 10.2a | Have you ever been excluded from school? | 67% | 87% |
| 10.2b | Have you ever truanted from school? | 82% | 70% |
| Do you take part in any of the following: | | | |
| 10.3a | Education? | 95% | 97% |
| 10.3b | A job in this establishment? | 11% | 26% |
| 10.3c | Vocational or skills training? | 11% | 52% |
| 10.3d | Offending behaviour programmes? | 47% | 36% |
| For those taking part in any of the following activities, do you think that they will help you when you leave prison? | | | |
| 10.4a | Education | 75% | 91% |
| 10.4b | A job in this establishment | 100% | 75% |
| 10.4c | Vocational or skills training | 100% | 88% |
| 10.4d | Offending behaviour programmes | 75% | 78% |
| 10.5 | Do you usually have association every day? | 90% | 69% |
| 10.6 | Do you go to the gym more than five times each week? | 6% | 7% |
| 10.7 | Can you usually go outside for exercise every day? | 77% | 43% |
| SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS | | | |
| 11.1 | Are you able to use the telephone every day? | 82% | 58% |
| 11.2 | Have you had any problems with sending or receiving letters or parcels? | 50% | 42% |
| 11.3 | Is it easy/very easy for your family and friends to visit you here? | 50% | 36% |
| 11.4 | Have you had two or more visits in the last month? | 33% | 39% |

| | | | |
|--|--|-----|-----|
| 11.5 | Do your visits start on time? | 44% | 36% |
| 11.6 | Are you and your visitors treated well/very well by visits staff? | 53% | 43% |
| 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? | 59% | 56% |
| 12.2 | Do you see your personal officer at least once a week? | 87% | 90% |
| 12.3 | Do you feel helped by your personal officer? | 65% | 65% |
| 12.4 | Do you have a training plan? | 68% | 73% |
| For those with a training plan: | | | |
| 12.5a | Were you involved in the development of your training plan? | 77% | 57% |
| 12.5b | Do you understand the targets set in your training plan? | 92% | 75% |
| 12.5c | Can you see your training plan when you want to? | 69% | 36% |
| 12.6 | Has your YOT worker been in touch since you arrived here? | 81% | 86% |
| 12.7 | Do you know how to get in touch with your YOT worker? | 75% | 93% |
| Please answer the following questions about your preparation for release: | | | |
| 12.8a | Have you had a say in what will happen to you when you are released? | 56% | 41% |
| 12.8b | Are you going to school or college on release? | 61% | 73% |
| 12.8c | Do you have a job to go to on release? | 6% | 15% |
| Do you know who to contact for help with the following, in preparation for your release: | | | |
| 12.9a | Finding accommodation? | 53% | 78% |
| 12.9b | Getting into school or college? | 59% | 67% |
| 12.9c | Getting a job? | 65% | 89% |
| 12.9d | Help with money/finances? | 47% | 67% |
| 12.9e | Help with claiming benefits? | 53% | 67% |
| 12.9f | Continuing health services? | 47% | 67% |
| 12.9g | Opening a bank account? | 47% | 50% |
| 12.9h | Avoiding bad relationships? | 53% | 50% |
| Do you think you will have a problem with the following when you are released: | | | |
| 12.10a | Finding accommodation? | 40% | 30% |
| 12.10b | Getting into school or college? | 21% | 20% |
| 12.10c | Getting a job? | 47% | 40% |
| 12.10d | Help with money/finances? | 53% | 70% |
| 12.10e | Help with claiming benefits? | 21% | 30% |
| 12.10f | Continuing health services? | 21% | 20% |

| | | | |
|------------------------------|---|-----|-----|
| 12.10g | Opening a bank account? | 14% | 20% |
| 12.10h | Avoiding bad relationships? | 29% | 20% |
| 12.11 | Is there anything you would still like help with before you are released? | 24% | 54% |
| For those who are sentenced: | | | |
| 12.13 | Do you want to stop offending? | 94% | 91% |
| 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? | 50% | 50% |

Summary of survey results: HMYOI New Hall (Rivendell Unit) 2009

SECTION 1: ABOUT YOU

Q1 How old are you?

| | |
|----|-----|
| 15 | 0% |
| 16 | 0% |
| 17 | 94% |
| 18 | 6% |

Q2 Are you a British citizen?

| | |
|-----|-----|
| Yes | 89% |
| No | 11% |

Q3 Is English your first language?

| | |
|-----|-----|
| Yes | 89% |
| No | 11% |

Q4 What is your ethnic origin?

| | |
|--|-----|
| White – British | 89% |
| White – Irish | 0% |
| White – Other | 0% |
| Black or Black British – Caribbean | 6% |
| Black or Black British – African | 0% |
| Black or Black British – Other | 0% |
| Asian or Asian British – Indian | 0% |
| Asian or Asian British – Pakistani | 0% |
| 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 | 0% |
| Mixed Race – Other | 0% |
| Chinese | 6% |
| Other ethnic group | 0% |

Q5 What is your religion?

| | |
|------------------------------|-----|
| None | 41% |
| Church of England | 18% |
| Catholic | 35% |
| Protestant | 0% |
| Other Christian denomination | 0% |
| Buddhist | 0% |
| Hindu | 0% |
| Jewish | 0% |
| Muslim | 6% |
| Sikh | 0% |

Q6 Do you have any children?

| | |
|-----|------|
| Yes | 0% |
| No | 100% |

SECTION 2: ABOUT YOUR SENTENCE**Q1 What wing or houseblock are you currently living on?**

| | |
|--|------|
| | 100% |
|--|------|

Q2 Are you sentenced?

| | |
|----------------------------|-----|
| Yes | 94% |
| No – unsentenced/on remand | 6% |

Q3 What is the length of your sentence?

| | |
|--|-----|
| Not sentenced | 6% |
| Four months | 17% |
| Six months | 11% |
| Eight months | 6% |
| 12 months | 6% |
| 18 months | 0% |
| Two years | 6% |
| Two to four years | 11% |
| Four years or more | 39% |
| Indeterminate sentence for public protection (IPP/DPP) | 0% |

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 | 6% |
| Less than two months | 24% |
| Two to six months | 24% |
| Six months to one year | 6% |
| One year or more | 41% |

Q5 How long have you been in this establishment?

| | |
|---------------------|-----|
| Less than one month | 11% |
| One to six months | 83% |
| Six to 12 months | 0% |
| One to two years | 0% |
| Two years or more | 6% |

Q6 How many times have you been in a YOI, secure children's home or secure training centre before?

| | |
|----------------|-----|
| None | 41% |
| Once | 29% |
| Two to five | 24% |
| More than five | 6% |

Q7 Have you been to any other YOI during this sentence?

| | |
|-----------------|-----|
| None | 88% |
| One | 0% |
| Two | 0% |
| Three | 6% |
| More than three | 6% |

SECTION 3: COURTS, TRANSFERS AND ESCORTS

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

| | |
|----------------|-----|
| Yes | 53% |
| No | 35% |
| Don't remember | 12% |
| Not applicable | 0% |

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

| | |
|----------------|-----|
| Yes | 12% |
| No | 88% |
| Don't remember | 0% |
| Not applicable | 0% |

Q3 Did you feel safe on your most recent journey?

| | |
|----------------|-----|
| Yes | 78% |
| No | 17% |
| Don't remember | 6% |

Q4 On your most recent journey, were there any adults (over 18), or any young people of a different gender travelling with you?

| | |
|----------------|-----|
| Yes | 50% |
| No | 44% |
| Don't remember | 6% |

Q5 On your most recent journey, how long did you spend in the van?

| | |
|----------------------|-----|
| Less than one hour | 11% |
| One to two hours | 28% |
| Two to four hours | 56% |
| More than four hours | 0% |
| Don't remember | 6% |

Q6 On your most recent journey, were you offered a toilet break if you needed it?

| | |
|------------------------------------|-----|
| My journey was less than two hours | 41% |
| Yes | 12% |
| No | 47% |
| Don't remember | 0% |

Q7 On your most recent journey, were you offered anything to eat or drink?

| | |
|------------------------------------|-----|
| My journey was less than two hours | 39% |
| Yes | 33% |
| No | 28% |
| Don't remember | 0% |

Q8 On your most recent journey, how did you feel you were treated by the escort staff?

| | |
|----------------|-----|
| Very well | 28% |
| Well | 39% |
| Neither | 33% |
| Badly | 0% |
| Very badly | 0% |
| Don't remember | 0% |

**Q9 When you left court, were you told that you would be coming to this establishment?
(Please tick all that apply to you.)**

| | |
|-------------------------------------|-----|
| Yes, someone told me | 89% |
| Yes, I received written information | 6% |
| No, I was not told anything | 11% |
| Don't remember | 0% |

SECTION 4: YOUR FIRST FEW DAYS HERE

Q1 How long were you in reception?

| | |
|---------------------|-----|
| Less than two hours | 89% |
| Two hours or longer | 6% |
| Don't remember | 6% |

Q2 Were you seen by a member of healthcare staff in reception?

| | |
|----------------|-----|
| Yes | 82% |
| No | 6% |
| Don't remember | 12% |

Q3 When you were searched, was this carried out in an understanding way?

| | |
|----------------|-----|
| Yes | 89% |
| No | 11% |
| Don't remember | 0% |

Q4 Overall, how well did you feel you were treated in reception?

| | |
|----------------|-----|
| Very well | 63% |
| Well | 25% |
| Neither | 0% |
| Badly | 6% |
| Very badly | 6% |
| Don't remember | 0% |

**Q5 When you first arrived here, did staff ask if you needed help or support with any of the following things?
(Please tick all that apply to you.)**

| | | | |
|--|-----|--|-----|
| Not being able to smoke | 76% | Money worries | 24% |
| Loss of property | 12% | Feeling low/upset/needing someone to talk to | 65% |
| Housing problems | 24% | Health problems | 53% |
| Needing protection from other young people | 24% | Getting phone numbers | 47% |
| Letting family know where you were | 59% | Staff did not ask me about any of these | 18% |

**Q6 When you first arrived here, did you have any of the following problems?
(Please tick all that apply to you.)**

| | | | |
|--|-----|--|-----|
| Not being able to smoke | 75% | Money worries | 13% |
| Loss of property | 19% | Feeling low/upset/needing someone to talk to | 31% |
| Housing problems | 6% | Health problems | 0% |
| Needing protection from other young people | 0% | Getting phone numbers | 44% |
| Letting family know where you were | 31% | I did not have any problems | 0% |

Q7 When you first arrived here, were you given any of the following? (Please tick all that apply to you.)

| | |
|--|-----|
| A reception pack | 56% |
| The opportunity to have a shower | 72% |
| Something to eat | 78% |
| A free phone call to friends/family | 78% |
| Information about the PIN telephone system | 61% |
| Information about feeling low/upset | 44% |
| Don't remember | 0% |
| I was not given any of these | 11% |

**Q8 Within your first 24 hours here, did you have access to the following people or services?
(Please tick all that apply to you.)**

| | |
|--|-----|
| Chaplain or religious leader | 65% |
| Someone from healthcare | 65% |
| Peer support/peer mentor/Listener/Samaritans | 12% |
| The prison shop/canteen | 12% |
| Don't remember | 12% |
| I did not have access to any of these | 18% |

Q9 Did you feel safe on your first night at this establishment?

| | |
|----------------|-----|
| Yes | 88% |
| No | 13% |
| Don't remember | 0% |

Q10 How soon after your arrival did you go on an induction course?

| | |
|--|-----|
| I have not been on an induction course | 6% |
| Within the first week | 82% |
| More than a week | 12% |
| Don't remember | 0% |

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

| | |
|--|-----|
| I have not been on an induction course | 6% |
| Yes | 82% |
| No | 12% |
| Don't remember | 0% |

SECTION 5: DAILY LIFE AND RESPECT

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

| | |
|------------|-----|
| Yes | 94% |
| No | 6% |
| Don't know | 0% |

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

| | |
|------------|-----|
| Yes | 71% |
| No | 29% |
| Don't know | 0% |

Q3 What is the food like here?

| | |
|-----------|-----|
| Very good | 0% |
| Good | 39% |
| Neither | 39% |
| Bad | 11% |
| Very bad | 11% |

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

| | |
|--------------------------------|-----|
| I have not bought anything yet | 11% |
| Yes | 61% |
| No | 28% |
| Don't know | 0% |

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

| | |
|---|-----|
| I don't want to attend religious services | 24% |
| Very easy | 29% |
| Easy | 29% |
| Neither | 12% |
| Difficult | 0% |
| Very difficult | 6% |
| Don't know | 0% |

Q6 Please answer the following questions about religion:

| | Yes | No | Don't know/ not applicable |
|--|-----|-----|-------------------------------|
| Do you feel your religious beliefs are respected? | 53% | 12% | 35% |
| Can you speak to a religious leader in private if you want to? | 53% | 6% | 41% |

Q7 Please answer the following questions about staff here:

| | Yes | No |
|---|-----|-----|
| Is there a member of staff you feel you can turn to for help if you have a problem? | 67% | 33% |
| Do most staff treat you with respect? | 78% | 22% |

SECTION 6: HEALTHCARE

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

| | |
|-------------------------------|-----|
| I have not been to healthcare | 6% |
| Very good | 22% |
| Good | 56% |
| Neither | 6% |
| Bad | 6% |
| Very bad | 6% |

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

| | Yes | No | Don't know |
|----------------|-----|-----|------------|
| The doctor | 56% | 31% | 13% |
| The nurse | 88% | 6% | 6% |
| The dentist | 35% | 47% | 18% |
| The optician | 24% | 47% | 29% |
| The pharmacist | 29% | 35% | 35% |

Q3 Have you had any problems getting your medication?

| | |
|--------------------------------|-----|
| I am not taking any medication | 38% |
| Yes | 13% |
| No | 50% |

Q4 Please answer the following questions about alcohol:

| | Yes | No |
|--|-----|-----|
| Did you have problems with alcohol when you first arrived here? | 22% | 78% |
| Do you have problems with alcohol now? | 17% | 83% |
| Have you received any help with alcohol problems in this prison? | 29% | 71% |

Q5 Please answer the following questions about drugs:

| | Yes | No |
|---|-----|-----|
| Did you have problems with drugs when you first arrived here? | 39% | 61% |
| Do you have problems with drugs now? | 22% | 78% |
| Have you received any help with drug problems in this prison? | 29% | 71% |

Q6 How easy is it to get illegal drugs here?

| | |
|----------------|-----|
| Very easy | 13% |
| Easy | 0% |
| Neither | 13% |
| Difficult | 6% |
| Very difficult | 13% |
| Don't know | 56% |

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

| | |
|-----|-----|
| Yes | 38% |
| No | 63% |

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

| | |
|---|-----|
| I do not have any/I am not getting any help | 69% |
| Doctor | 13% |
| Nurse | 13% |
| Psychiatrist/psychologist | 25% |
| Counsellor | 13% |
| Other | 0% |

SECTION 7: APPLICATIONS AND COMPLAINTS

Q1 Do you know how to make an application?

| | |
|-----|-----|
| Yes | 78% |
| No | 22% |

Q2 Is it easy to make an application?

| | |
|------------|-----|
| Yes | 67% |
| No | 6% |
| Don't know | 28% |

Q3 Please answer the following questions about applications:

| | I have not made an application | Yes | No |
|---|--------------------------------|-----|-----|
| Do you feel applications are sorted out fairly? | 39% | 44% | 17% |
| Do you feel applications are sorted out promptly (within seven days)? | 39% | 22% | 39% |

Q4 Do you know how to make a complaint?

| | |
|-----|-----|
| Yes | 94% |
| No | 6% |

Q5 Is it easy to make a complaint?

| | |
|------------|-----|
| Yes | 72% |
| No | 6% |
| Don't know | 22% |

Q6 Please answer the following questions about complaints:

| | I have not made a complaint | Yes | No |
|---|-----------------------------|-----|-----|
| Do you feel complaints are sorted out fairly? | 33% | 56% | 11% |
| Do you feel complaints are sorted out promptly (within seven days)? | 33% | 39% | 28% |
| Have you ever been encouraged to withdraw a complaint? | 33% | 22% | 44% |

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

| | Yes | No | Don't know |
|--|-----|-----|------------|
| A peer mentor/peer support/Listener | 39% | 22% | 39% |
| A member of the IMB (Independent Monitoring Board) | 17% | 28% | 56% |
| An advocate (an outside person to help you) | 50% | 17% | 33% |

SECTION 8: REWARDS, SANCTIONS AND DISCIPLINE

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

| | |
|---|-----|
| Don't know what the rewards and sanctions scheme is | 6% |
| Enhanced (top) | 39% |
| Standard (middle) | 44% |
| Basic (bottom) | 6% |
| Don't know | 6% |

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

| | |
|---|-----|
| Don't know what the rewards and sanctions scheme is | 6% |
| Yes | 67% |
| No | 28% |

Q3 Do the different levels of the rewards and sanctions scheme encourage you to change your behaviour?

| | |
|---|-----|
| Don't know what the rewards and sanctions scheme is | 6% |
| Yes | 56% |
| No | 39% |

Q4 Have you had a 'nicking' (adjudication) since you have been in this establishment?

| | |
|------------|-----|
| Yes | 39% |
| No | 61% |
| Don't know | 0% |

Q5 Was the 'nicking' (adjudication) process explained clearly to you?

| | |
|--------------------------------|-----|
| I have not had an adjudication | 61% |
| Yes | 28% |
| No | 11% |

Q6 If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?

| | |
|----------------------------|-----|
| I have not been restrained | 78% |
| Once | 6% |
| Twice | 0% |
| Three times | 0% |
| More than three times | 17% |

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

| | |
|---|-----|
| I have not been to the segregation unit | 94% |
| Very well | 0% |
| Well | 0% |
| Neither | 0% |
| Badly | 0% |
| Very badly | 6% |

SECTION 9: SAFETY

Q1 Have you ever felt unsafe in this establishment?

| | |
|-----|-----|
| Yes | 22% |
| No | 78% |

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

| | | | |
|---------------------|-----|-------------------------|----|
| Never felt unsafe | 78% | At meal times | 0% |
| Everywhere | 6% | At healthcare | 0% |
| Segregation unit | 6% | Visit's area | 0% |
| Association areas | 0% | In wing showers | 0% |
| Reception area | 0% | In gym showers | 0% |
| At the gym | 0% | In corridors/stairwells | 6% |
| In an exercise yard | 6% | On your landing/wing | 6% |
| At work | 0% | In your cell | 6% |
| At education | 6% | | |

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

| | | |
|-----|-----|--------------------------------|
| Yes | 19% | If no, go to question 6 |
| No | 81% | |

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

| | | | |
|---|----|--|----|
| Insulting remarks (about you, your family or friends) | 6% | Because of drugs | 0% |
| Physical abuse (being hit, kicked or assaulted) | 0% | Having your canteen/property taken | 0% |
| Sexual abuse | 6% | Because you were new here | 0% |
| Because of your race or ethnic origin | 0% | Because you are from a different part of the country | 0% |
| Because of your religious beliefs | 0% | Because of gang related issues | 0% |
| Because you have a disability | 0% | Because of your offence/crime | 6% |

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

| | | |
|-----|-----|--------------------------------|
| Yes | 24% | If no, go to question 9 |
| No | 76% | |

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

| | | | |
|---|-----|--|-----|
| Insulting remarks (about you, your family or friends) | 11% | Because of drugs | 5% |
| Physical abuse (being hit, kicked or assaulted) | 5% | Having your canteen/property taken | 0% |
| Sexual abuse | 0% | Because you were new here | 0% |
| Because of your race or ethnic origin | 5% | Because you are from a different part of the country | 11% |
| Because of your religious beliefs | 0% | Because of gang related issues | 5% |
| Because you have a disability | 0% | Because of your offence/crime | 5% |

Q9 If you were being victimised who would you tell?

| | | | |
|------------------|-----|---------------------------|-----|
| No one | 20% | Teacher/education staff | 0% |
| Personal officer | 47% | Gym staff | 0% |
| Wing officer | 13% | Listener/Samaritan/buddy | 13% |
| Chaplain | 0% | Another young person here | 13% |
| Healthcare staff | 0% | Family/friends | 53% |

Q10 Do you think staff would take it seriously if you told them you had been victimised?

| | |
|------------|-----|
| Yes | 50% |
| No | 31% |
| Don't know | 19% |

Q11 Is shouting through the windows a problem here?

| | |
|------------|-----|
| Yes | 25% |
| No | 69% |
| Don't know | 6% |

Q12 Have staff checked on you personally in the last week to see how you are getting on?

| | |
|-----|-----|
| Yes | 56% |
| No | 44% |

SECTION 10: ACTIVITIES

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

| | |
|-------------|-----|
| 14 or under | 44% |
| 15 or over | 56% |

Q2 Please answer the following questions about school:

| | Yes | No | Not applicable |
|--|-----|-----|----------------|
| Have you ever been excluded from school? | 69% | 31% | 0% |
| Did you used to truant from school? | 81% | 19% | 0% |

Q3 Do you take part in any of the following activities? (Please tick all that apply to you.)

| | |
|-----------------------------------|-----|
| Education | 94% |
| A job in this establishment | 12% |
| Vocational or skills training | 12% |
| Offending behaviour programmes | 47% |
| I am not involved in any of these | 6% |

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

| | Not been involved | Yes | No | Don't know |
|--------------------------------|-------------------|-----|-----|------------|
| Education | 6% | 69% | 13% | 13% |
| A job in this establishment | 88% | 12% | 0% | 0% |
| Vocational or skills training | 88% | 12% | 0% | 0% |
| Offending behaviour programmes | 56% | 31% | 6% | 6% |

Q5 Do you usually have association every day?

| | |
|------------|-----|
| Yes | 88% |
| No | 12% |
| Don't know | 0% |

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

| | |
|----------------------|-----|
| Don't want to go | 0% |
| None | 6% |
| One to two times | 6% |
| Three to five times | 75% |
| More than five times | 6% |
| Don't know | 6% |

Q7 Can you usually go outside for exercise every day?

| | |
|------------------|-----|
| Don't want to go | 6% |
| Yes | 75% |
| No | 19% |
| Don't know | 0% |

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS

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

| | |
|------------|-----|
| Yes | 81% |
| No | 19% |
| Don't know | 0% |

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

| | |
|------------|-----|
| Yes | 50% |
| No | 50% |
| Don't know | 0% |

Q3 How easy is it for your family and friends to visit you here?

| | |
|----------------|-----|
| Very easy | 13% |
| Easy | 38% |
| Neither | 6% |
| Difficult | 25% |
| Very difficult | 19% |
| Don't know | 0% |

Q4 How many times have you been visited by family or friends in the last month?

| | |
|--------------------|-----|
| I don't get visits | 25% |
| Less than one | 25% |
| One | 19% |
| Two | 13% |
| Three | 13% |
| More than three | 6% |
| Don't know | 0% |

Q5 Do your visits start on time?

| | |
|--------------------|-----|
| I don't get visits | 25% |
| Yes | 44% |
| No | 19% |
| Don't know | 13% |

Q6 How are you and your family/friends treated by visits staff?

| | |
|--------------------|-----|
| I don't get visits | 27% |
| Very well | 13% |
| Well | 40% |
| Neither | 13% |
| Badly | 0% |
| Very badly | 0% |
| Don't know | 7% |

SECTION 12: PREPARATION FOR RELEASE**Q1 When did you first meet your personal officer?**

| | |
|------------------------------|-----|
| I still have not met him/her | 6% |
| In your first week | 56% |
| More than a week | 25% |
| Don't remember | 13% |

Q2 How often do you see your personal officer?

| | |
|------------------------------|-----|
| I still have not met him/her | 7% |
| At least once a week | 80% |
| Less than once a week | 13% |

Q3 Do you feel your personal officer has helped you?

| | |
|------------------------------|-----|
| I still have not met him/her | 6% |
| Yes | 63% |
| No | 31% |

Q4 Do you have a training plan?

| | |
|---------------|-----|
| Not sentenced | 6% |
| Yes | 71% |
| No | 24% |
| Don't know | 0% |

Q5 Please answer the following questions about training plans:

| | I don't have a training plan | Yes | No | Don't know |
|---|------------------------------|-----|-----|------------|
| Were you involved in the development of your training plan? | 29% | 53% | 6% | 12% |
| Do you understand the targets that have been set in your training plan? | 29% | 65% | 6% | 0% |
| Can you see your training plan when you want to? | 29% | 47% | 12% | 12% |

Q6 Has your YOT worker been in touch since you arrived at this establishment?

| | |
|-----|-----|
| Yes | 80% |
| No | 20% |

Q7 Do you know how to get in touch with your YOT worker?

| | |
|-----|-----|
| Yes | 73% |
| No | 27% |

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? | 56% | 38% | 6% |
| Are you planning to go to school or college after release? | 63% | 25% | 13% |
| Do you have a job to go to on release? | 6% | 94% | 0% |

Q9 Do you know who to contact to get help with any of the following for when you leave? (Please tick all that apply to you.)

| | |
|--------------------------------|-----|
| Finding accommodation | 53% |
| Getting into school or college | 60% |
| Getting a job | 67% |
| Help with money/finances | 47% |
| Help with claiming benefits | 53% |
| Continuing health services | 47% |
| Opening a bank account | 47% |
| Avoiding bad relationships | 53% |
| I don't know who to contact | 20% |

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

| | |
|--------------------------------|-----|
| Finding accommodation | 38% |
| Getting into school or college | 23% |
| Getting a job | 46% |
| Money/finances | 54% |
| Claiming benefits | 23% |
| Continuing health services | 23% |
| Opening a bank account | 15% |
| Avoiding bad relationships | 31% |
| I won't have any problems | 23% |

Q11 Is there anything you would still like help with before you are released?

| | |
|------------|-----|
| Yes | 25% |
| No | 63% |
| Don't know | 13% |

Q12 What is most likely to stop you offending in the future? (Please tick all that apply to you.)

| | | | |
|--|-----|---|-----|
| Not sentenced | 6% | Having a mentor (someone I can ask for advice) | 0% |
| Nothing, it is up to me | 18% | Having a YOT worker or social worker that I get on with | 29% |
| Making new friends outside | 24% | Having children | 12% |
| Going back to live with my family | 47% | Having something to do that isn't crime | 41% |
| Getting a place of my own | 24% | This sentence | 29% |
| Getting a job | 47% | Getting into school/college | 24% |
| Having a partner (girlfriend or boyfriend) | 29% | Talking about my offending behaviour with staff | 0% |
| Staying off alcohol/drugs | 41% | Anything else | 0% |

Q13 Do you want to stop offending?

| | |
|---------------|-----|
| Not sentenced | 6% |
| Yes | 88% |
| No | 6% |
| Don't know | 0% |

Q14 Have you done anything, or has anything happened to you in this establishment, that you think will make you less likely to offend in the future?

| | |
|---------------|-----|
| Not sentenced | 6% |
| Yes | 47% |
| No | 47% |