

# HM Young Offender Institution

## HMYO1 Parc

Summary of questionnaires and interviews  
6 – 7 July 2010





# HMYOI Parc

## 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 6 July 2010, the population of young people at HMYOI Parc was 61. Questionnaires were offered to all 61 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, three 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, 57 respondents completed and returned their questionnaires. This represented 93% of children and young people in the establishment at the time. The response rate from the sample was 93%.

Three questionnaires were not returned and one was 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 children and young people surveyed in young offender institutions. This comparator is based on all responses from surveys carried out in all eight male establishments since 2009.

Also included are statistically significant differences between the responses of young people surveyed at HMYOI Parc in 2009 and the responses of this 2010 survey. 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.



## 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 Parc 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		HMYOI Parc 2010	Young people's comparator	HMYOI Parc 2010	HMYOI Parc 2009
<div>Any percentage highlighted in green is significantly better than the comparator.</div> <div>Any percentage highlighted in blue is significantly worse than the comparator.</div> <div>Any percentage highlighted in orange shows a significant difference in demographic details.</div> <div>Percentages which are not highlighted show there is no significant difference.</div>					
Number of completed questionnaires returned		57	847	57	53
<b>SECTION 1: ABOUT YOU</b>					
1.1	Are you 18 years of age?	10%	12%	10%	2%
1.2	Are you a foreign national?	0%	4%	0%	6%
1.3	Is English your first language?	98%	92%	98%	92%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	12%	30%	12%	19%
1.5	Are you Muslim?	15%	10%	15%	13%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	3%	6%	3%	
1.7	Do you have any children?	7%	13%	7%	15%
1.8	Do you consider yourself to have a disability	7%	11%	7%	
1.9	Have you ever been in local authority care?	25%	24%	25%	
<b>SECTION 2: ABOUT YOUR SENTENCE</b>					
2.1	Are you sentenced?	80%	72%	80%	77%
2.2	Is your sentence 12 months or less?	33%	31%	33%	
2.3	Have you been in this establishment for one month or less?	31%	21%	31%	31%
2.4	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	57%	44%	57%	40%
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>					
For your most recent journey, either to or from court or between prisons, we want to know:					
3.1	Was the van clean?	34%	49%	34%	53%
3.2	Did you feel safe?	84%	78%	84%	83%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	16%	30%	16%	24%
3.4	Did you spend more than four hours in the van?	3%	3%	3%	2%

For those who spent two or more hours in the escort van:					
3.5	Were you offered a toilet break if you needed it?	15%	15%	15%	38%
3.6	Were you offered anything to eat or drink?	21%	33%	21%	29%
3.7	Were you treated well/very well by the escort staff?	56%	56%	56%	66%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	77%	77%	77%	
3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	2%	4%	2%	
<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>					
4.1	Were you in reception for less than two hours?	84%	77%	84%	78%
4.2	When you were searched was this carried out in an understanding way?	70%	81%	70%	87%
4.3	Were you treated well/very well in reception?	61%	73%	61%	83%
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?	58%	56%	58%	59%
4.4b	Loss of property?	19%	21%	19%	22%
4.4c	Housing problems?	26%	19%	26%	22%
4.4d	Needing protection from other young people?	25%	23%	25%	22%
4.4e	Letting family know where you were?	66%	64%	66%	70%
4.4f	Money worries?	19%	17%	19%	24%
4.4g	Feeling low/upset/needing someone to talk to?	51%	43%	51%	44%
4.4h	Health problems?	56%	57%	56%	57%
4.4i	Getting phone numbers?	44%	41%	44%	61%
4.5	Did you have any problems when you first arrived?	83%	76%	83%	83%
When you first arrived, did you have problems with any of the following:					
4.5a	Not being able to smoke?	74%	50%	74%	60%
4.5b	Loss of property?	21%	15%	21%	12%
4.5c	Housing problems?	7%	13%	7%	12%
4.5d	Needing protection from other young people?	7%	4%	7%	5%
4.5e	Letting family know where you were?	21%	23%	21%	24%
4.5f	Money worries?	11%	16%	11%	21%
4.5g	Feeling low/upset/needing someone to talk to?	21%	16%	21%	17%
4.5h	Health problems?	11%	11%	11%	19%
4.5i	Getting phone numbers?	21%	27%	21%	36%

When you first arrived, were you given any of the following:					
4.6a	A reception pack?	66%	75%	66%	76%
4.6b	The opportunity to have a shower?	49%	35%	49%	61%
4.6c	Something to eat?	75%	83%	75%	85%
4.6d	A free phone call to friends/family?	80%	81%	80%	85%
4.6e	Information about the PIN telephone system?	46%	65%	46%	57%
4.6f	Information about feeling low/upset?	34%	36%	34%	52%
Within your first 24 hours, did you have access to the following people or services:					
4.7a	The chaplain or religious leader?	43%	49%	43%	61%
4.7b	A peer mentor, Listener or the Samaritans?	11%	25%	11%	13%
4.7c	Did you have access to the prison shop/canteen?	11%	16%	11%	15%
4.8	Before you were locked up on your first night, were you seen by a member of healthcare staff?	31%	69%	31%	
4.9	Did you feel safe on your first night here?	80%	82%	80%	84%
4.10	For those who have been on an induction course: Did it cover everything you needed to know about the establishment?	70%	69%	70%	81%
SECTION 5: DAILY LIFE AND RESPECT					
5.1	Can you normally have a shower every day if you want to?	98%	72%	98%	98%
5.2	Is your cell call bell normally answered within five minutes?	66%	32%	66%	64%
5.3	Do you find the food here good/very good?	5%	21%	5%	26%
5.4	Does the shop/canteen sell a wide enough variety of products?	57%	51%	57%	67%
5.5	Is it easy/very easy for you to attend religious services?	34%	61%	34%	62%
5.6a	Do you feel your religious beliefs are respected?	35%	55%	35%	57%
5.6b	Can you speak to a religious leader in private if you want to?	69%	68%	69%	67%
5.7	Is there a member of staff you can turn to with a problem?	68%	72%	68%	86%
5.8	Do you feel that most of the staff here treat you with respect?	67%	68%	67%	90%
SECTION 6: HEALTH SERVICES					
6.1	Did you have a full health assessment the day after your arrival?	53%	61%	53%	
For those who have been to healthcare:					
6.2	Do you think the overall quality is good/very good?	43%	65%	43%	73%
6.3a	Is it easy for you to see the doctor?	42%	55%	42%	52%
6.3b	Is it easy for you to see the nurse?	58%	77%	58%	77%
6.3c	Is it easy for you to see the dentist?	32%	33%	32%	35%
6.3d	Is it easy for you to see the optician?	24%	27%	24%	24%
6.3e	Is it easy for you to see the pharmacist?	27%	31%	27%	34%



6.4	If you are taking medication, are you allowed to keep it in your cell?	33%	32%	33%	
6.5a	Did you have any problems with alcohol when you first arrived?	25%	16%	25%	33%
6.5b	Have you received any help with any alcohol problems here?	15%	13%	15%	24%
6.6a	Did you have any problems with drugs when you first arrived?	60%	36%	60%	44%
6.6b	Do you have any problems with drugs now?	17%	7%	17%	10%
6.6c	Have you received any help with any drug problems here?	43%	27%	43%	38%
6.7	Is it easy/very easy to get illegal drugs here?	20%	18%	20%	19%
6.8	Do you feel you have any emotional or mental health problems?	18%	21%	18%	31%
6.9	If you feel you have emotional or mental health problems, are you being helped by anyone here?	40%	58%	40%	
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>					
7.1	Do you know how to make an application?	93%	90%	93%	80%
7.2	Is it easy to make an application?	75%	83%	75%	74%
For those who have made an application:					
7.3a	Do you feel applications are sorted out fairly?	55%	68%	55%	84%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	42%	59%	42%	76%
7.4	Do you know how to make a complaint?	92%	86%	92%	78%
7.5	Is it easy to make a complaint?	78%	68%	78%	72%
For those who have made a complaint:					
7.6a	Do you feel complaints are sorted out fairly?	35%	39%	35%	46%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	21%	47%	21%	50%
7.7	Have you ever been prevented from making a complaint when you wanted to?	24%	19%	24%	
Can you speak to the following people when you need to:					
7.8a	A peer mentor or Listener?	22%	36%	22%	47%
7.8b	A member of the IMB (Independent Monitoring Board)?	12%	33%	12%	24%
7.8c	An advocate (an outside person to help you)?	41%	40%	41%	34%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>					
8.1	Are you on the enhanced (top) level of the reward scheme?	37%	28%	37%	38%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	56%	54%	56%	64%
8.3	Do the different levels make you change your behaviour?	53%	60%	53%	62%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	56%	54%	56%	53%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	91%	86%	91%	96%



8.6	Have you been physically restrained (C and R) since you have been here?	28%	32%	28%	28%
8.7	For those who had spent a night in the segregation/care and separation unit: did the staff treat you well/very well?	50%	46%	50%	100%
SECTION 9: SAFETY					
9.1	Have you ever felt unsafe in this prison?	10%	29%	10%	16%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	19%	25%	19%	18%
If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4a	Insulting remarks?	16%	14%	16%	8%
9.4b	Physical abuse?	3%	11%	3%	4%
9.4c	Sexual abuse?	2%	1%	2%	0%
9.4d	Racial or ethnic abuse?	0%	2%	0%	0%
9.4e	Your religious beliefs?	0%	1%	0%	0%
9.4f	Your disability?	2%	2%	2%	2%
9.4g	Drugs?	0%	3%	0%	0%
9.4h	Having your canteen/property taken?	2%	5%	2%	0%
9.4i	Because you were new here?	5%	9%	5%	2%
9.4j	Being from a different part of the country than others?	3%	6%	3%	6%
9.4k	Gang related issues?	0%	6%	0%	6%
9.4l	Your offence/crime?	2%	3%	2%	4%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	16%	26%	16%	10%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:					
9.7a	Insulting remarks?	5%	16%	5%	4%
9.7b	Physical abuse?	3%	6%	3%	0%
9.7c	Sexual abuse?	0%	1%	0%	0%
9.7d	Racial or ethnic abuse?	0%	4%	0%	0%
9.7e	Your religious beliefs?	0%	2%	0%	0%
9.7f	Your disability?	2%	2%	2%	0%
9.7g	Drugs?	0%	2%	0%	0%
9.7h	Having your canteen/property taken?	2%	3%	2%	0%
9.7i	Because you were new here?	2%	4%	2%	0%
9.7j	Being from a different part of the country than others?	3%	2%	3%	4%
9.7k	Gang related issues?	0%	3%	0%	2%
9.7l	Your offence/crime?	2%	3%	2%	4%

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?	59%	65%	59%	76%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	49%	40%	49%	57%
9.11	Is shouting through the windows a problem here?	37%	43%	37%	29%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	54%	41%	54%	66%
<b>SECTION 10: ACTIVITIES</b>					
10.1	Were you 14 or younger when you were last at school?	38%	41%	38%	60%
10.2a	Have you ever been excluded from school?	88%	88%	88%	87%
10.2b	Have you ever truanted from school?	89%	71%	89%	83%
Do you currently take part in any of the following:					
10.3a	Education?	88%	73%	88%	81%
10.3b	A job in this establishment?	9%	34%	9%	10%
10.3c	Vocational or skills training?	3%	24%	3%	10%
10.3d	Offending behaviour programmes?	9%	21%	9%	42%
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?	67%	71%	67%	67%
10.4b	A job in this establishment?	39%	63%	39%	43%
10.4c	Vocational or skills training?	28%	60%	28%	53%
10.4d	Offending behaviour programmes?	41%	51%	41%	54%
10.5	Do you usually have association every day?	89%	69%	89%	78%
10.6	Do you go to the gym more than five times each week?	3%	9%	3%	8%
10.7	Can you usually go outside for exercise every day?	89%	42%	89%	88%
<b>SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>					
11.1	Are you able to use the telephone every day?	95%	64%	95%	94%
11.2	Have you had any problems with sending or receiving letters or parcels?	21%	39%	21%	31%
11.3	Is it easy/very easy for your family and friends to visit you here?	55%	49%	55%	67%
11.4	Do you usually have one or more visits per week from family and friends?	54%	38%	54%	
11.5	Do your visits start on time?	52%	49%	52%	54%
11.6	Are you and your visitors treated well/very well by visits staff?	46%	52%	46%	61%

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?	53%	49%	53%	74%
12.2	Do you see your personal officer at least once a week?	73%	66%	73%	76%
12.3	Do you feel your personal officer has helped you?	67%	60%	67%	70%
12.4	Do you have a training plan, sentence plan or remand plan?	49%	58%	49%	
For those with a training plan, sentence plan or remand plan:					
12.5a	Were you involved in the development of your training plan?	55%	58%	55%	
12.5b	Do you understand the targets set in your training plan?	65%	71%	65%	
12.6	Has your YOT worker been in touch since you arrived here?	89%	81%	89%	89%
12.7	Do you know how to get in touch with your YOT worker?	79%	59%	79%	80%
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?	55%	41%	55%	56%
12.8	Are you going to school or college on release?	57%	66%	57%	50%
12.8	Do you have a job to go to on release?	25%	22%	25%	26%
Do you know who to contact for help with the following, in preparation for your release:					
12.9	Finding accommodation?	41%	42%	41%	45%
12.9	Getting into school or college?	35%	57%	35%	55%
12.9	Getting a job?	41%	52%	41%	55%
12.9	Help with money/finances?	29%	40%	29%	41%
12.9	Help with claiming benefits?	25%	36%	25%	48%
12.9	Continuing health services?	25%	28%	25%	24%
12.9	Opening a bank account?	27%	39%	27%	36%
12.9	Avoiding bad relationships?	25%	31%	25%	29%
Do you think you will have a problem with the following, when you are released:					
12.10	Finding accommodation?	23%	25%	23%	22%
12.10	Getting into school or college?	19%	23%	19%	22%
12.10	Getting a job?	43%	47%	43%	51%
12.10	Help with money/finances?	35%	36%	35%	39%
12.10	Help with claiming benefits?	35%	25%	35%	29%
12.10	Continuing health services?	17%	11%	17%	12%

12.10	Opening a bank account?	17%	13%	17%	17%
12.10	Avoiding bad relationships?	28%	19%	28%	15%
For those who were sentenced:					
12.12	Do you want to stop offending?	95%	93%	95%	83%
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?	73%	48%	73%	49%

# Summary of survey results: HMYOI Parc 2010

## SECTION 1: ABOUT YOU

<b>Q1</b>	<b>How old are you?</b>	
	15	2 (4%)
	16	19 (33%)
	17	30 (53%)
	18	6 (11%)
<b>Q2</b>	<b>Are you a British citizen?</b>	
	Yes	56 (100%)
	No	0 (0%)
<b>Q3</b>	<b>Is English your first language?</b>	
	Yes	53 (98%)
	No	1 (2%)
<b>Q4</b>	<b>What is your ethnic origin?</b>	
	White – British	49 (86%)
	White – Irish	0 (0%)
	White – other	1 (2%)
	Black or black British – Caribbean	2 (4%)
	Black or black British – African	1 (2%)
	Black or black British – other	0 (0%)
	Asian or Asian British – Indian	0 (0%)
	Asian or Asian British – Pakistani	0 (0%)
	Asian or Asian British – Bangladeshi	0 (0%)
	Asian or Asian British – other	0 (0%)
	Mixed heritage – white and black Caribbean	3 (5%)
	Mixed heritage – white and black African	0 (0%)
	Mixed heritage – white and Asian	1 (2%)
	Mixed heritage – other	0 (0%)
	Chinese	0 (0%)
	Other ethnic group	0 (0%)

<b>Q5</b>	<b>What is your religion?</b>	
	None	31 (55%)
	Church of England	1 (2%)
	Catholic	12 (21%)
	Protestant	0 (0%)
	Other Christian denomination	3 (5%)
	Buddhist	1 (2%)
	Hindu	0 (0%)
	Jewish	0 (0%)
	Muslim	8 (14%)
	Sikh	0 (0%)
<b>Q6</b>	<b>Do you consider yourself to be Gypsy/Romany/Traveller?</b>	
	Yes	2 (4%)
	No	47 (87%)
	Don't know	5 (9%)
<b>Q7</b>	<b>Do you have any children?</b>	
	Yes	4 (7%)
	No	52 (93%)
<b>Q8</b>	<b>Do you consider yourself to have a disability?</b>	
	Yes	4 (7%)
	No	52 (93%)
<b>Q10</b>	<b>Have you ever been in local authority care?</b>	
	Yes	14 (25%)
	No	42 (75%)
<b>SECTION 2: ABOUT YOUR SENTENCE</b>		
<b>Q1</b>	<b>Are you sentenced?</b>	
	Yes	46 (81%)
	No – unsentenced/on remand	11 (19%)
<b>Q2</b>	<b>How long is your sentence (the full DTO sentence)?</b>	
	Not sentenced	11 (20%)
	Less than six months	8 (14%)
	Six to 12 months	11 (20%)
	More than 12 months, up to two years	17 (30%)
	More than two years	6 (11%)
	Indeterminate sentence for public protection (IPP)	3 (5%)

<b>Q3</b>	<b>How long have you been in this establishment?</b>	
	Less than one month	18 (32%)
	One to six months	27 (47%)
	More than six months, but less than 12 months	8 (14%)
	12 months to two years	4 (7%)
	More than two years	0 (0%)
<b>Q4</b>	<b>Is this your first time in custody in a YOI, secure children's home or secure training centre?</b>	
	Yes	33 (58%)
	No	24 (42%)
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>		
<b>Q1</b>	<b>On your most recent journey here, was the van clean?</b>	
	Yes	20 (35%)
	No	28 (49%)
	Don't remember	9 (16%)
	Not applicable	0 (0%)
<b>Q2</b>	<b>On your most recent journey here, did you feel safe?</b>	
	Yes	48 (84%)
	No	6 (11%)
	Don't remember	3 (5%)
<b>Q3</b>	<b>On your most recent journey here, were there any adults (over 18) or people of a different gender, travelling with you?</b>	
	Yes	9 (16%)
	No	45 (79%)
	Don't remember	3 (5%)
<b>Q4</b>	<b>On your most recent journey here, how long did you spend in the van?</b>	
	Less than two hours	44 (77%)
	Two to four hours	9 (16%)
	More than four hours	2 (4%)
	Don't remember	2 (4%)
<b>Q5</b>	<b>On your most recent journey here, were you offered a toilet break?</b>	
	My journey was less than two hours	44 (79%)
	Yes	2 (4%)
	No	9 (16%)
	Don't remember	1 (2%)



<b>Q6</b>	<b>On your most recent journey here, were you offered anything to eat or drink?</b>	
	My journey was less than two hours	44 (77%)
	Yes	3 (5%)
	No	9 (16%)
	Don't remember	1 (2%)
<b>Q7</b>	<b>On your most recent journey here, how did you feel you were treated by the escort staff?</b>	
	Very well	9 (16%)
	Well	23 (40%)
	Neither	15 (26%)
	Badly	2 (4%)
	Very badly	3 (5%)
	Don't remember	5 (9%)
<b>Q8</b>	<b>Before you arrived, from court or another establishment, were you told that you would be coming here? (Please tick all that apply to you.)</b>	
	Yes, someone told me	44 (77%)
	Yes, I received written information	1 (2%)
	No, I was not told anything	12 (21%)
	Don't remember	2 (4%)
<b>SECTION 4: FIRST DAYS</b>		
<b>Q1</b>	<b>How long were you in reception?</b>	
	Less than two hours	48 (84%)
	Two hours or longer	5 (9%)
	Don't remember	4 (7%)
<b>Q2</b>	<b>When you were searched, was this carried out in an understanding way?</b>	
	Yes	39 (70%)
	No	12 (21%)
	Don't remember	5 (9%)
<b>Q3</b>	<b>Overall, how well did you feel you were treated in reception?</b>	
	Very well	9 (16%)
	Well	26 (46%)
	Neither	15 (26%)
	Badly	3 (5%)
	Very badly	3 (5%)
	Don't remember	1 (2%)

<b>Q4</b>	<b>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.)</b>	
	Not being able to smoke	31 (58%)
	Money worries	10 (19%)
	Loss of property	10 (19%)
	Feeling low/upset/needing someone to talk to	27 (51%)
	Housing problems	14 (26%)
	Health problems	30 (57%)
	Needing protection from other young people	13 (25%)
	Getting phone numbers	23 (43%)
	Letting family know where you were	35 (66%)
	Staff did not ask me about any of these	7 (13%)
<b>Q5</b>	<b>When you first arrived here, did you have any of the following problems? (Please tick all that apply to you.)</b>	
	Not being able to smoke	39 (74%)
	Money worries	6 (11%)
	Loss of property	11 (21%)
	Feeling low/upset/needing someone to talk to	11 (21%)
	Housing problems	4 (8%)
	Health problems	6 (11%)
	Needing protection from other young people	4 (8%)
	Getting phone numbers	11 (21%)
	Letting family know where you were	11 (21%)
	I did not have any problems	9 (17%)
<b>Q6</b>	<b>When you first arrived here, were you given any of the following? (Please tick all that apply.)</b>	
	A reception pack	37 (65%)
	The opportunity to have a shower	28 (49%)
	Something to eat	43 (75%)
	A free phone call to friends/family	46 (81%)
	Information about the PIN telephone system	26 (46%)
	Information about feeling low/upset	20 (35%)
	Don't remember	5 (9%)
	I was not given any of these	4 (7%)

<b>Q7</b>	<b>Within your first 24 hours here, did you have access to the following people or services? (Please tick all that apply.)</b>	
	Chaplain or religious leader	23 (43%)
	Peer support/peer mentor/Listener/Samaritans	6 (11%)
	The prison shop/canteen	6 (11%)
	Don't remember	12 (22%)
	I did not have access to any of these	19 (35%)
<b>Q8</b>	<b>Before you were locked up on your first night, were you seen by a member of health care staff?</b>	
	Yes	18 (32%)
	No	33 (58%)
	Don't remember	6 (11%)
<b>Q9</b>	<b>Did you feel safe on your first night at this establishment?</b>	
	Yes	46 (81%)
	No	8 (14%)
	Don't remember	3 (5%)
<b>Q10</b>	<b>Did the induction course cover everything you needed to know about the establishment?</b>	
	I have not been on an induction course	4 (7%)
	Yes	37 (65%)
	No	9 (16%)
	Don't remember	7 (12%)
<b>SECTION 5: DAILY LIFE AND RESPECT</b>		
<b>Q1</b>	<b>Can you normally have a shower every day if you want to?</b>	
	Yes	56 (98%)
	No	1 (2%)
	Don't know	0 (0%)
<b>Q2</b>	<b>Is your cell call bell normally answered within five minutes?</b>	
	Yes	36 (65%)
	No	15 (27%)
	Don't know	4 (7%)
<b>Q3</b>	<b>What is the food like here?</b>	
	Very good	0 (0%)
	Good	3 (5%)
	Neither	9 (16%)
	Bad	18 (32%)
	Very bad	27 (47%)

<b>Q4</b>	<b>Does the shop/canteen sell a wide enough variety of products?</b>			
	I have not bought anything yet			5 (9%)
	Yes			33 (58%)
	No			18 (32%)
	Don't know			1 (2%)
<b>Q5</b>	<b>How easy is it for you to attend religious services?</b>			
	I don't want to attend religious services			19 (33%)
	Very easy			8 (14%)
	Easy			12 (21%)
	Neither			5 (9%)
	Difficult			3 (5%)
	Very difficult			3 (5%)
	Don't know			7 (12%)
<b>Q6</b>	<b>Please answer the following questions about religion:</b>			
		Yes	No	Don't know/ Not applicable
	Do you feel your religious beliefs are respected?	19 (35%)	13 (24%)	22 (41%)
	Can you speak to a religious leader in private if you want to?	35 (69%)	6 (12%)	10 (20%)
<b>Q7</b>	<b>Please answer the following about staff here:</b>			
		Yes	No	
	Is there a member of staff you feel you can turn to for help if you have a problem?	37 (67%)	18 (33%)	
	Do most staff treat you with respect?	36 (67%)	18 (33%)	
<b>SECTION 6: HEALTH SERVICES</b>				
<b>Q1</b>	<b>Did you have a full health assessment the day after your arrival?</b>			
	Yes			30 (54%)
	No			11 (20%)
	Don't know			15 (27%)
<b>Q2</b>	<b>What do you think of the overall quality of the health care?</b>			
	I have not been to health care			16 (29%)
	Very good			4 (7%)
	Good			13 (24%)
	Neither			7 (13%)
	Bad			10 (18%)
	Very bad			5 (9%)

**Q3 Is it easy to see the following people if you need to?**

	Yes	No	Don't know
The doctor	23 (42%)	29 (53%)	3 (5%)
The nurse	33 (59%)	19 (34%)	4 (7%)
The dentist	18 (33%)	33 (60%)	4 (7%)
The optician	13 (24%)	29 (53%)	13 (24%)
The pharmacist	15 (27%)	27 (49%)	13 (24%)

**Q4 If you are taking medication, are you allowed to keep it in your cell?**

I am not taking any medication	28 (53%)
Yes	8 (15%)
No	13 (25%)
Don't know	4 (8%)

**Q5 Please answer the following questions about alcohol:**

	Yes	No
Did you have problems with alcohol when you first arrived here?	14 (25%)	43 (75%)
Have you received any help with alcohol problems in this prison?	8 (14%)	48 (86%)

**Q6 Please answer the following questions about drugs:**

	Yes	No
Did you have problems with drugs when you first arrived here?	34 (61%)	22 (39%)
Do you have problems with drugs now?	9 (16%)	46 (84%)
Have you received any help with drug problems in this prison?	24 (43%)	32 (57%)

**Q7 How easy is it to get illegal drugs here?**

Very easy	4 (7%)
Easy	7 (13%)
Neither	6 (11%)
Difficult	4 (7%)
Very difficult	14 (25%)
Don't know	21 (38%)

**Q8 Do you feel you have any emotional or mental health problems?**

Yes	10 (18%)
No	46 (82%)

<b>Q9</b>	<b>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)?</b>	
	I do not have any emotional or mental health problems	46 (82%)
	Yes	4 (7%)
	No	6 (11%)

## SECTION 7: APPLICATIONS AND COMPLAINTS

Q1	Do you know how to make an application?			
	Yes			51 (93%)
	No			4 (7%)
Q2	Is it easy to make an application?			
	Yes			41 (75%)
	No			5 (9%)
	Don't know			9 (16%)
Q3	Please answer the following questions about applications:			
		I have not made an application	Yes	No
	Do you feel applications are sorted out fairly?	19 (35%)	20 (36%)	16 (29%)
	Do you feel applications are sorted out promptly (within seven days)?	19 (35%)	15 (27%)	21 (38%)
Q4	Do you know how to make a complaint?			
	Yes			51 (91%)
	No			5 (9%)
Q5	Is it easy to make a complaint?			
	Yes			43 (78%)
	No			5 (9%)
	Don't know			7 (13%)
Q6	Please answer the following questions about complaints:			
		I have not made a complaint	Yes	No
	Do you feel complaints are sorted out fairly?	24 (43%)	11 (20%)	21 (38%)
	Do you feel complaints are sorted out promptly (within seven days)?	24 (43%)	7 (13%)	25 (45%)
Q7	Have you ever been prevented from making a complaint when you wanted to?			
	Yes			13 (24%)
	No			42 (76%)

**Q8 Can you speak to the following people when you need to?**

		Yes	No	Don't know
	A peer mentor/peer support/Listener	12 (22%)	12 (22%)	30 (56%)
	A member of the IMB (Independent Monitoring Board)	7 (13%)	13 (24%)	34 (63%)
	An advocate (an outside person to help you)	22 (41%)	4 (7%)	28 (52%)

## SECTION 8: REWARDS AND 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	1 (2%)
	Enhanced (top)	21 (38%)
	Standard (middle)	24 (43%)
	Basic (bottom)	9 (16%)
	Don't know	1 (2%)

**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	1 (2%)
	Yes	31 (56%)
	No	19 (35%)
	Don't know	4 (7%)

**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	1 (2%)
	Yes	28 (53%)
	No	23 (43%)
	Don't know	1 (2%)

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

	Yes	31 (56%)
	No	23 (42%)
	Don't know	1 (2%)

**Q5 If you have had a 'nicking' (adjudication), was the process explained clearly to you?**

	I have not had an adjudication	23 (43%)
	Yes	27 (51%)
	No	3 (6%)



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		39 (72%)
	Once		10 (19%)
	Twice		1 (2%)
	Three times		2 (4%)
	More than three times		2 (4%)
Q7	If you have spent a night in the care and separation unit (CSU), how were you treated by staff?		
	I have not been to the care and separation unit		47 (92%)
	Very well		1 (2%)
	Well		1 (2%)
	Neither		1 (2%)
	Badly		0 (0%)
	Very badly		1 (2%)
SECTION 9: SAFETY			
Q1	Have you ever felt unsafe in this establishment?		
	Yes		6 (11%)
	No		49 (89%)
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	49 (89%)	At meal times 2 (4%)
	Everywhere	3 (5%)	At health care 1 (2%)
	Care and separation unit	1 (2%)	Visits area 1 (2%)
	Association areas	1 (2%)	In wing showers 2 (4%)
	Reception area	1 (2%)	In gym showers 0 (0%)
	At the gym	1 (2%)	In corridors/stairwells 2 (4%)
	In an exercise yard	2 (4%)	On your landing/wing 1 (2%)
	At work	1 (2%)	In your cell 1 (2%)
	At education	3 (5%)	
Q3	Has another young person or group of young people victimised you in this establishment (e.g. insulted or assaulted you)?		
	Yes		10 (19%)
	No		44 (81%)

<b>Q4</b>	<b>If yes, what did the incidents involve/what were they about? (Please tick all that apply to you.)</b>			
	Insulting remarks (about you, your family or friends)	8 (15%)	Because of drugs	0 (0%)
	Physical abuse (being hit, kicked or assaulted)	2 (4%)	Having your canteen/property taken	1 (2%)
	Sexual abuse	1 (2%)	Because you were new here	3 (6%)
	Because of your race or ethnic origin	0 (0%)	Because you are from a different part of the country	2 (4%)
	Because of your religious beliefs	0 (0%)	Because of gang related issues	0 (0%)
	Because you have a disability	1 (2%)	Because of my offence/crime	1 (2%)
<b>Q6</b>	<b>Has a member of staff or group of staff victimised you in this establishment (e.g. insulted or assaulted you)?</b>			
	Yes			8 (15%)
	No			46 (85%)
<b>Q7</b>	<b>If yes, what did the incidents involve/what were they about? (Please tick all that apply to you.)</b>			
	Insulting remarks (about you, your family or friends)	3 (6%)	Because of drugs	0 (0%)
	Physical abuse (being hit, kicked or assaulted)	2 (4%)	Having your canteen/property taken	1 (2%)
	Sexual abuse	0 (0%)	Because you were new here	1 (2%)
	Because of your race or ethnic origin	0 (0%)	Because you are from a different part of the country	2 (4%)
	Because of your religious beliefs	0 (0%)	Because of gang related issues	0 (0%)
	Because you have a disability	1 (2%)	Because of my offence/crime	1 (2%)
<b>Q9</b>	<b>If you were being victimised who would you tell?</b>			
	No one	21 (41%)	Teacher/education staff	1 (2%)
	Personal officer	19 (37%)	Gym staff	1 (2%)
	Wing officer	9 (18%)	Listener/Samaritan/Buddy	3 (6%)
	Chaplain	4 (8%)	Another young person here	5 (10%)
	Health care staff	1 (2%)	Family/friends	18 (35%)
<b>Q10</b>	<b>Do you think staff would take it seriously if you told them you had been victimised?</b>			
	Yes			27 (49%)
	No			15 (27%)
	Don't know			13 (24%)
<b>Q11</b>	<b>Is shouting through the windows a problem here?</b>			
	Yes			20 (37%)
	No			31 (57%)
	Don't know			3 (6%)

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

Yes	30 (55%)
No	25 (45%)

## SECTION 10: ACTIVITIES

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

14 or under	21 (38%)
15 or over	34 (62%)

**Q2** Please answer the following questions about school:

	Yes	No	Not applicable
Have you ever been excluded from school?	48 (87%)	6 (11%)	1 (2%)
Did you used to truant from school?	47 (89%)	6 (11%)	0 (0%)

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

Education	47 (85%)
A job in this establishment	5 (9%)
Vocational or skills training	3 (5%)
Offending behaviour programmes	5 (9%)
I am not currently involved in any of these	7 (13%)

**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	6 (12%)	30 (59%)	10 (20%)	5 (10%)
A job in this establishment	9 (35%)	7 (27%)	6 (23%)	4 (15%)
Vocational or skills training	10 (37%)	5 (19%)	7 (26%)	5 (19%)
Offending behaviour programmes	10 (38%)	7 (27%)	4 (15%)	5 (19%)

**Q5** Do you usually have association every day?

Yes	47 (89%)
No	2 (4%)
Don't know	4 (8%)

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

Don't want to go	4 (7%)
None	7 (13%)
One to two times	26 (48%)
Three to five times	10 (19%)
More than five times	2 (4%)
Don't know	5 (9%)

**Q7** Can you usually go outside for exercise every day?

Don't want to go	2 (4%)
Yes	47 (89%)
No	3 (6%)
Don't know	1 (2%)

## SECTION 11: FAMILY AND FRIENDS

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

Yes	49 (94%)
No	3 (6%)
Don't know	0 (0%)

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

Yes	11 (21%)
No	37 (70%)
Don't know	5 (9%)

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

Very easy	12 (23%)
Easy	17 (33%)
Neither	6 (12%)
Difficult	7 (13%)
Very difficult	7 (13%)
Don't know	3 (6%)

**Q4** How many visits do you usually have each week, from family or friends?

Not been here a week yet	3 (6%)
I don't get visits	6 (12%)
Less than one a week	10 (19%)
About one a week	15 (29%)
More than one a week	13 (25%)
Don't know	5 (10%)

**Q5** Do your visits usually start on time?

I don't get visits	6 (12%)
Yes	27 (52%)
No	12 (23%)
Don't know	7 (13%)

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

	I don't get visits	6 (12%)
	Very well	11 (22%)
	Well	12 (24%)
	Neither	8 (16%)
	Badly	2 (4%)
	Very badly	3 (6%)
	Don't know	9 (18%)

## SECTION 12: PREPARATION FOR RELEASE

**Q1 When did you first meet your personal officer?**

	I still have not met him/her	8 (15%)
	In your first week	23 (44%)
	After your first week	11 (21%)
	Don't remember	10 (19%)

**Q2 How often do you see your personal officer?**

	I still have not met him/her	8 (16%)
	At least once a week	31 (62%)
	Less than once a week	11 (22%)

**Q3 Do you feel your personal officer has helped you?**

	I still have not met him/her	8 (16%)
	Yes	28 (56%)
	No	14 (28%)

**Q4 Do you have a training plan, sentence plan or remand plan?**

	Yes	25 (49%)
	No	19 (37%)
	Don't know	7 (14%)

**Q5 Please answer the following questions about training plans, sentence plans or remand plans:**

	I don't have a plan	Yes	No	Don't know
Were you involved in the development of your plan?	19 (38%)	17 (34%)	2 (4%)	12 (24%)
Do you understand the targets that have been set in your plan?	19 (37%)	21 (41%)	3 (6%)	8 (16%)

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

	Yes	46 (88%)
	No	6 (12%)

Q7	Do you know how to get in touch with your YOT worker?			
	Yes			41 (79%)
	No			11 (21%)
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?	29 (56%)	19 (37%)	4 (8%)
	Are you planning on going to school or college after release?	30 (58%)	16 (31%)	6 (12%)
	Do you have a job to go to on release?	13 (25%)	34 (65%)	5 (10%)
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.)			
	Finding accommodation	19 (41%)		
	Getting into school or college	16 (35%)		
	Getting a job	19 (41%)		
	Help with money/finances	13 (28%)		
	Help with claiming benefits	11 (24%)		
	Continuing health services	11 (24%)		
	Opening a bank account	12 (26%)		
	Avoiding bad relationships	11 (24%)		
	I don't know who to contact	21 (46%)		
Q10	Do you think you will have a problem with any of the following things, when you are released? (Please tick all that apply to you.)			
	Finding accommodation	11 (23%)		
	Getting into school or college	9 (19%)		
	Getting a job	21 (44%)		
	Money/finances	17 (35%)		
	Claiming benefits	17 (35%)		
	Continuing health services	8 (17%)		
	Opening a bank account	8 (17%)		
	Avoiding bad relationships	13 (27%)		
	I won't have any problems	19 (40%)		

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

Not sentenced	11 (22%)	Having a mentor (someone you can ask for advice)	5 (10%)
Nothing, it is up to me	11 (22%)	Having a YOT worker or social worker that I get on with	9 (18%)
Making new friends outside	10 (20%)	Having children	11 (22%)
Going back to live with my family	10 (20%)	Having something to do that isn't crime	15 (30%)
Getting a place of my own	5 (10%)	This sentence	12 (24%)
Getting a job	19 (38%)	Getting into school/college	10 (20%)
Having a partner (girlfriend or boyfriend)	17 (34%)	Talking about my offending behaviour with staff	5 (10%)
Staying off alcohol/drugs	19 (38%)	Anything else	3 (6%)

**Q12** Do you want to stop offending?

Not sentenced	11 (22%)
Yes	38 (75%)
No	1 (2%)
Don't know	1 (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?

Not sentenced	11 (22%)
Yes	28 (57%)
No	10 (20%)