

HM Young Offender Institution



# HMY01 Stoke Heath

Summary of Questionnaires and Interviews

15 September 2008





# HMYOI Stoke Heath

## 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 15 September 2008, the juvenile population at HMYOI Stoke Heath was 189. Questionnaires were offered to 91 juveniles.

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

Interviews were carried out with any respondents with literacy difficulties. In total, four respondents were interviewed.

## Methodology

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

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

- have their questionnaire ready to hand back to a member of the research team at a specified time
- 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, 84 respondents completed and returned their questionnaires. This represented 44% of the juvenile population. The response rate from the sample size was 92%. Three questionnaires were not returned and four 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 14 prisons/units since 2005. In addition, this document shows statistically significant differences between the responses of juveniles surveyed at HMYOI Stoke Heath in 2007 and the responses of this 2008 survey.

A further comparative document is also included, which shows statistically significant differences between the responses of white juveniles and those from black and minority ethnic groups.

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.

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. However, both percentages are true of the populations they were taken from, and the statistical significance is correct.

## 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 Stoke Heath 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.

<b>Key to tables</b>		HMYOI Stoke Heath	Juvenile comparator	HMYOI Stoke Heath 2008	HMYOI Stoke Heath 2007
<span style="background-color: #d9ead3; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Any percent highlighted in green is significantly better than the juvenile comparator.				
<span style="background-color: #d9ead3; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Any percent highlighted in blue is significantly worse than the juvenile comparator.				
<span style="background-color: #d9ead3; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Any percent highlighted in orange shows a significant difference in prisoners' background details.				
<span style="background-color: #d9ead3; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Percentages which are not highlighted show there is no significant difference.				
Number of completed questionnaires returned		84	1028	84	82
<b>SECTION 1: ABOUT YOU</b> (Not tested for significance)					
1.1	Are you 18 years of age?	6%	13%	6%	12%
1.2	Do you usually live in this country?	95%	97%	95%	98%
1.3	Is English your first language?	94%	92%	94%	95%
1.4	Are you from a minority ethnic group (including all those who did not tick White British, White Irish or White Other category)?	23%	33%	23%	29%
1.5	Do you have any children?	10%	9%	10%	17%
1.6	Have you ever been in care (either foster care or children's home)?	24%	28%	24%	31%
1.7	Are you on a care order now?	14%	13%	14%	12%
<b>SECTION 2: ABOUT YOUR SENTENCE</b> (Not tested for significance)					
2.2	Are you sentenced?	80%	79%	80%	80%
2.3	Is your sentence 12 months or less?	45%	39%	45%	44%
2.4	Do you have less than six months to serve?	53%	55%	53%	59%
2.5	Have you been in this prison less than a month?	25%	22%	25%	10%
2.6	Have you been to any other YOI during this sentence?	18%	31%	18%	31%
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?	48%	40%	48%	42%
<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?	44%	47%	44%	35%
3.2	Was the van comfortable?	6%	13%	6%	8%
3.3	Did you feel safe?	74%	69%	74%	64%

3.4	Did you have enough comfort breaks?	16%	14%	16%	12%
3.5	Were your health needs looked after?	47%	49%	47%	54%
3.6	Did you spend more than four hours in the van?	6%	10%	6%	7%
3.7	Were you treated well/very well by the escort staff?	63%	63%	63%	65%
3.8	Did you know where you were going when you left court or when transferred from another establishment?	79%	82%	79%	71%
3.9	Did you receive written information about what would happen to you before you arrived?	20%	25%	20%	25%

#### SECTION 4: YOUR FIRST FEW DAYS HERE

4.1	Did you have any problems when you first arrived?	76%	71%	76%	80%
4.2	When you first arrived here did your property arrive at the same time as you?	77%	80%	77%	82%
4.3	Were you told what you needed to know by the staff when you first arrived?	73%	74%	73%	54%
4.4	Were you in reception for less than two hours?	44%	82%	44%	41%
4.5	Were you seen by a member of the healthcare staff in reception?	87%	89%	87%	94%
4.6	When you were searched was this carried out in an understanding way?	80%	80%	80%	77%
4.7	Were you treated well/very well in reception?	54%	70%	54%	43%
4.8	Were you able to make a telephone call to your family/friends on your first day here?	87%	81%	87%	76%

Did you meet/have access to any of the following people within your first 24 hours?

4.9a	The chaplain?	39%	39%	39%	33%
4.9b	Someone from healthcare?	51%	54%	51%	61%
4.9c	A Listener or The Samaritans?	12%	14%	12%	11%
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of your arrival?	9%	19%	9%	18%
4.10	Did you feel safe on your first night here?	79%	84%	78%	70%
4.11	Did you go on an induction course within your first week?	54%	65%	54%	58%
4.12	Did the induction course cover everything you needed to know about the prison?	62%	54%	62%	50%

#### SECTION 5: DAILY LIFE HERE

5.1	Is it easy/very easy for you to attend religious services?	65%	52%	65%	55%
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	57%	47%	57%	49%
5.3	Do you find the food here good/very good?	20%	26%	20%	9%
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	32%	33%	32%	36%
5.5	Are you normally able to shower every day if you want to?	89%	55%	89%	34%
5.6	Is your cell call bell normally answered within five minutes?	30%	31%	30%	29%

SECTION 6: HEALTHCARE					
6.1	Do you think the overall quality of the healthcare is good/very good?	69%	58%	69%	61%
Is it easy for you to see the following people:					
6.2a	The doctor?	46%	48%	46%	50%
6.2b	The nurse?	69%	68%	69%	83%
6.2c	The dentist?	19%	23%	19%	18%
6.2d	The optician?	19%	19%	19%	12%
6.3	Have you had any problems getting your medication?	20%	15%	20%	11%
6.4	Have you received any help with any alcohol problems?	24%	21%	24%	28%
6.5	Have you received any help with any drugs problems?	32%	32%	32%	33%
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS					
7.1	Are you on the enhanced (top) level of the reward scheme?	24%	24%	24%	14%
7.2	Do the different levels make you change your behaviour?	72%	61%	72%	56%
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	59%	56%	59%	44%
7.4	Do you know how to make a complaint?	45%	81%	45%	82%
7.5	Is it easy to make a complaint?	39%	40%	39%	36%
7.6	Do you feel complaints are sorted out fairly?	12%	17%	12%	15%
7.7	Have you ever been made to or encouraged to withdraw a complaint?	10%	9%	10%	9%
SECTION 8: DISCIPLINE AND RESPECT					
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	58%	59%	58%	58%
8.2	Have you been physically restrained (C and R) since you have been here?	25%	27%	25%	27%
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	10%	13%	10%	6%
8.4	Do most staff treat you with respect?	76%	75%	76%	60%
SECTION 9: SAFETY					
9.1	Have you ever felt unsafe in this prison?	42%	25%	42%	36%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	29%	22%	29%	29%
If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4a	Insulting remarks?	21%	12%	21%	23%
9.4b	Physical abuse?	9%	9%	9%	10%
9.4c	Sexual abuse?	1%	1%	1%	3%
9.4d	Racial or ethnic abuse?	4%	3%	4%	8%

9.4e	Drugs?	0%	1%	0%	1%
9.4d	Having your canteen/property taken?	3%	4%	3%	5%
9.4e	Because you were new here?	9%	6%	9%	11%
9.4f	Being from a different part of the country than others?	8%	6%	8%	11%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	14%	19%	14%	33%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:					
9.7a	Insulting remarks?	9%	11%	9%	23%
9.7b	Physical abuse?	0%	4%	0%	6%
9.7c	Sexual abuse?	0%	1%	0%	0%
9.7d	Racial or ethnic abuse?	3%	2%	3%	1%
9.7e	Drugs?	1%	1%	1%	3%
9.7f	Having your canteen/property taken?	1%	2%	1%	3%
9.7g	Because you were new here?	1%	3%	1%	3%
9.7h	Being from a different part of the country than others?	1%	2%	1%	3%
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	61%	62%	61%	77%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	38%	40%	38%	41%
9.11	When you first arrived here did other young people shout through the windows at you?	58%	35%	58%	56%
9.12	Did you find this shouting threatening?	17%	11%	17%	23%
9.13	Do other young people shout through the windows at you now?	42%	26%	42%	41%
9.14	Do you find this threatening now?	9%	5%	9%	13%
9.15	Do you shout through the windows at others?	35%	27%	35%	38%
9.16	Have staff checked on you personally in the last week to see how you are getting on?	32%	36%	32%	36%
<b>SECTION 10: ACTIVITIES</b>					
10.1	Were you under the age of 14 when you were last at school?	37%	40%	37%	36%
10.2a	Have you ever been excluded from school?	92%	88%	92%	91%
10.2b	Have you ever truanted from school?	68%	73%	68%	78%
10.3	Are you doing any education here?	90%	83%	90%	95%
10.4	Is education helping you?	67%	58%	67%	77%
10.5	Do you feel you need help with reading, writing or maths?	23%	30%	23%	36%
10.6	Were the teachers understanding with any school problems when you first arrived?	45%	49%	45%	67%
10.7a	Are you learning a skill or trade?	49%	54%	49%	47%

10.7b Are you in a job here?	13%	33%	13%	4%
10.8 Do you go to the gym more than five times each week?	8%	10%	8%	1%
10.9 Do you go on association more than five times each week?	81%	50%	81%	14%
10.10 Can you go outside for exercise every day?	6%	34%	6%	3%
<b>SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>				
11.1 Are you able to use the telephone to speak to someone in your family every day?	84%	54%	84%	30%
11.2 Have you had any problems getting access to the telephones?	16%	32%	16%	27%
11.3 Have you had any problems with sending or receiving mail?	33%	29%	33%	43%
11.4 It is easy/very easy for your family and friends to get here to visit you?	32%	37%	32%	30%
11.5 Do you get two or more visits each month?	51%	46%	51%	49%
11.6 Do you arrive on time for a visit?	52%	67%	52%	56%
11.7 Are you and your family/friends treated well/very well by visits staff?	55%	60%	55%	53%
<b>SECTION 12: RESETTLEMENT</b>				
12.1 Did you meet your personal officer within your first week here?	58%	45%	58%	48%
12.2 Do you feel helped by your personal officer?	59%	51%	59%	51%
12.3 Do you know what targets you have been set in your training/sentence plan?	57%	59%	57%	59%
12.4 If you want, can you see your training/sentence plan?	39%	37%	39%	40%
12.5 Has your YOT/social worker/probation officer been in touch since you arrived here?	82%	82%	82%	74%
12.6 Do you know how to get in touch with your YOT/social worker/probation officer?	52%	60%	52%	57%
12.7 Do you want to stop offending?	72%	71%	72%	69%
12.9 Have you had a say in what will happen to you when you are released?	38%	45%	38%	36%
12.10 When you are released will you be living with a family member?	69%	67%	69%	73%
12.11 Have you had help with finding accommodation?	19%	25%	19%	27%
12.12 Are you going to school or college on release?	39%	40%	39%	36%
12.13 Has anyone spoken to you about going to college on release?	31%	38%	31%	28%
12.14 Do you have a job to go to on release?	28%	28%	28%	31%
12.15 Have you done anything during your time here that you think will help you to get a job on release?	47%	46%	47%	38%
12.16 Has anyone from here spoken to you about getting a job on release or about New Deal?	21%	24%	21%	16%
12.17 Do you have a Connexions personal adviser?	32%	36%	32%	36%
12.18 Is there anything you would still like help with before you are released?	36%	36%	36%	46%
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?	44%	41%	44%	36%



# Key question responses (ethnicity): HMYOI Stoke Heath 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.

## Key to tables

	Any percent highlighted in green is significantly better than the responses from white juveniles.
	Any percent highlighted in blue is significantly worse than the responses from white juveniles.
	Percentages which are not highlighted show there is no significant difference.

	BME juveniles	White juveniles
Number of completed questionnaires returned	20	64
2.2 Are you sentenced? <b>Not tested for significance</b>	74%	82%
2.6 Have you been to any other YOI during this sentence? <b>Not tested for significance</b>	26%	16%
1.6 Have you ever been in care (foster care/children's home)? <b>Not tested for significance</b>	21%	25%
1.7 Are you on a care order now? <b>Not tested for significance</b>	16%	13%
3.7 Were you treated well/very well by the escort staff?	66%	63%
4.2 When you first arrived here did your property arrive at the same time as you?	61%	82%
4.6 When you were searched was this carried out in an understanding way?	63%	84%
4.7 Were you treated well/very well in reception?	53%	54%
4.10 Did you feel safe on your first night here?	84%	77%
4.11 Did you go on an induction course within your first week?	31%	60%
5.1 Is it easy/very easy for you to attend religious services?	83%	59%
5.2 Does the shop/canteen sell a wide enough range of goods to meet your needs?	56%	58%
5.3 Do you find the food here good/very good?	37%	14%
6.1 Do you think the overall quality of the healthcare is good/very good?	58%	72%
8.1 Have you had a 'nicking' (adjudication or minor report) since you have been here?	59%	57%
8.2 Have you been physically restrained (C and R) since you have been here?	37%	22%
8.3 If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	16%	8%
5.4 Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	34%	32%
7.1 Are you on the enhanced (top) level of the reward scheme?	28%	24%
7.3 Do you feel you have been treated fairly in your experience of the reward scheme?	53%	61%
7.6 Do you feel complaints are sorted out fairly?	12%	13%
5.5 Are you normally able to shower every day if you want to?	88%	89%
5.6 Is your cell call bell normally answered within five minutes?	28%	31%
8.4 Do most staff treat you with respect?	66%	79%

9.1	Have you ever felt unsafe in this prison?	36%	43%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	19%	31%
9.4d	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: racial or ethnic abuse?	6%	4%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	13%	15%
9.7d	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: racial or ethnic abuse?	0%	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?	38%	67%
9.16	Have staff checked on you personally in the last week to see how you are getting on?	36%	31%
10.3	Are you doing any education here?	100%	87%
10.4	Is education helping you?	75%	65%
10.7	Are you learning a skill or trade?	62%	45%
10.7	Are you in a job here?	16%	13%
10.8	Do you go to the gym more than five times each week?	28%	1%
10.9	Do you go on association more than five times each week?	84%	80%
10.10	Can you go outside for exercise every day?	12%	5%
11.2	Have you had any problems getting access to the telephones?	12%	18%
11.3	Have you had any problems with sending or receiving mail?	16%	39%
11.5	Do you get two or more visits each month?	61%	48%
11.7	Are you and your family/friends treated well/very well by visits staff?	59%	54%
12.1	Did you meet your personal officer within your first week here?	50%	60%
12.2	Do you feel helped by your personal officer?	59%	59%
12.3	Do you know what targets you have been set in your training/sentence plan?	56%	57%
12.9	Have you had a say in what will happen to you when you are released?	28%	41%
12.14	Do you have a job to go to on release?	29%	28%
12.15	Have you done anything during your time here that you think will help you to get a job on release?	59%	44%
12.18	Is there anything you would still like help with before you are released?	53%	32%
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?	53%	41%

# Summary of survey results: HMYOI Stoke Heath 2008

## SECTION 1: ABOUT YOU

### Q1 What is your age?

14 or under	0%
15	7%
16	25%
17	62%
18	6%

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

Yes	99%
No	5%

### Q3 Is English your first language?

Yes	94%
No	6%

### Q4 What is your ethnic origin?

White – British	76%
White – Irish	0%
White – Other	1%
Black or Black British – Caribbean	5%
Black or Black British – African	0%
Black or Black British – Other	0%
Asian or Asian British – Indian	2%
Asian or Asian British – Pakistani	4%
Asian or Asian British – Bangladeshi	0%
Asian or Asian British – Other	1%
Mixed Race – White and Black Caribbean	6%
Mixed Race – White and Black African	2%
Mixed Race – White and Asian	1%
Mixed Race – Other	0%
Chinese	0%
Other ethnic group	1%

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

Yes	10%
No	90%

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

Yes	24%
No	76%

**Q7 Are you on a care order now?**

Yes	14%
No	86%

## SECTION 2: ABOUT YOUR SENTENCE

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

See front sheet

**Q2 Are you sentenced?**

Yes	80%
No – awaiting trial	11%
No – awaiting sentence	10%
No – awaiting deportation	0%

**Q3 What is the length of your sentence?**

Not sentenced	21%
Four months	12%
Six months	10%
Eight months	9%
12 months	15%
18 months	13%
Two years	13%
Two to four years	4%
Four years or more	4%

**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	22%
Less than two months	31%
Two to six months	22%
Six months to one year	17%
One year or more	9%

**Q5 How long have you been in this establishment?**

Less than one month	25%
One to six months	55%
Six to 12 months	18%
One to two years	2%
Two years or more	0%

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

None	82%
One	10%
Two	5%
Three	4%
More than three	0%

**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	48%
Once	23%
Two to five	25%
More than five	5%

**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	44%
No	44%
Don't remember	11%
Not applicable	1%

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

Yes	6%
No	88%
Don't remember	6%
Not applicable	0%

**Q3 Did you feel safe on your most recent journey?**

Yes	74%
No	17%
Don't remember	7%
Not applicable	1%

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

Yes	16%
No	63%
Don't remember	11%
Not applicable	10%

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

Yes	47%
No	33%
Don't remember	15%
Not applicable	5%

**Q6 How long did you spend in the van?**

Less than one hour	9%
One to two hours	61%
Two to four hours	23%
More than four hours	6%
Don't remember	1%

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

Very well	23%
Well	40%
Neither	23%
Badly	5%
Very badly	2%
Don't remember	6%

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

Yes	79%
No	21%
Don't remember	0%

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

Yes	20%
No	70%
Don't remember	11%

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

Examples of comments include:

*“The seats are hard and plastic.”*

*“The escort service lost my belongings on one trip to court.”*

*“In court we did not get to say goodbye or tell our family where we were 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	24%	Needing protection from other prisoners	9%
Coming off drugs	23%	Letting family know where you are	19%
Alcohol problems	14%	Money worries	13%
Had no tobacco	55%	Feeling low/upset/needing someone to talk to	23%
Loss of transferred property	6%	Getting your property	8%
Housing problems	4%	Health problems	15%

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

Yes	77%
No	14%
Don't remember	8%

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

Yes	73%
No	25%
Don't remember	2%

**Q4 How long were you in reception?**

Less than two hours	45%
Two hours or longer	51%
Don't remember	5%

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

Yes	87%
No	13%
Don't remember	0%

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

Yes	80%
No	15%
Don't remember	5%

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

Very well	10%
Well	44%
Neither	32%
Badly	13%
Very badly	1%
Don't remember	0%

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

Yes	87%
No	13%
Don't remember	0%

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

Chaplain	39%
Someone from healthcare	51%
A Listener/Samaritans	12%
The prison shop/canteen	9%
Don't remember	16%
Did not have access to any of these services	21%

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

Yes	79%
No	21%
Don't remember	0%

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

Have not been on an induction course	24%
Within two days	28%
Within the first week	27%
More than a week	17%
Don't remember	5%

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

Have not been on an induction course	25%
Yes	62%
No	7%
Don't remember	6%

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

Examples of comments include:

*“I didn’t have TV for the first few days, it was really hard to settle in and there was a lot of bullying.”*



## SECTION 5: DAILY LIFE HERE

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

Do not want to attend	21%
Very easy	44%
Easy	21%
Neither	6%
Difficult	0%
Very difficult	0%
Don't know	9%

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

Have not bought anything yet	5%
Yes	57%
No	38%

### Q3 What is the food like at this establishment?

Very good	0%
Good	20%
Neither	25%
Bad	27%
Very bad	28%

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

Yes	32%
No	42%
Don't know what an advocate is	26%

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

Yes	89%
No	11%
Don't know	0%

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

Yes	30%
No	60%
Don't know	10%

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

Examples of comments include:

*“Everything is fine except the food here.”*

*“It’s horrible, we need more food.”*

*“The prison is dirty and staff don’t help us a lot.”*

*“It’s disgusting. I get spots and sores – the pad always stinks no matter what...”*

*“Night staff take their time when you press the call bell.”*

*“The officers are slow and sometimes don’t care about simple things. One day I needed a book because I had no TV but it took days to get a book out of the store room...”*

**SECTION 6: HEALTHCARE**

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

Have not been to healthcare	7%
Very good	31%
Good	38%
Neither	13%
Bad	7%
Very bad	4%

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

	Yes	No	Don't know
The doctor	46%	26%	28%
The nurse	68%	15%	16%
The dentist	19%	34%	48%
The optician	19%	26%	55%

**Q3 Have you had any problems getting your medication?**

Not taking any medication	48%
Yes	20%
No	33%

**Q4 Have you received any help with any alcohol problems?**

Not had any alcohol problems	56%
Yes	24%
No	20%

**Q5 Have you received any help with any drugs problems?**

Not had any drugs problems	52%
Yes	32%
No	16%

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

Examples of comments include:

*“Healthcare staff are kind and respectful, but they kept forgetting to bring my medication over, so I started refusing to go and see them.”*

*“I’m in pain but I’ve not been to healthcare. I was coughing up blood – I asked to see the nurse, but haven’t been able to.”*

*“They take you up there and you’re waiting for about two hours before seeing anyone, and another half hour before going back... and you have to try to catch the nurse at 7am.”*

*“They put you in big rooms with other inmates... it’s not secure in there and would be hard for the officers to come and help with any problems.”*

*“I’ve been smoking lots of cannabis, but I don’t have a massive problem.”*

**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	4%
Enhanced (top)	24%
Standard (middle)	59%
Basic (bottom)	11%
Don't know	2%

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

Don't know what the reward scheme is	4%
Yes	72%
No	24%

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

Don't know what the reward scheme is	4%
Yes	59%
No	37%

**Q4 Do you know how to make a complaint?**

Yes	45%
No	55%

**Q5 Is it easy to make a complaint?**

Not made a complaint	55%
Yes	39%
No	6%

**Q6 Do you feel complaints are sorted out fairly?**

Not made a complaint	56%
Yes	12%
No	32%

**Q7 Have you ever been encouraged to withdraw a complaint?**

Not made a complaint	56%
Yes	10%
No	34%

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

Examples of comments include:

*“It is extremely hard to achieve a merit, whereas it’s easy to receive a de-merit.”*

*“The reward scheme is good but you don’t get many chances to go up the ladder.”*

*“It’s easy to make a complaint but they never get followed through.”*

**SECTION 8: DISCIPLINE AND RESPECT****Q1 Have you had a 'nicking' (adjudication or minor report) since you have been in this establishment?**

Yes	57%
No	39%
Don't know	4%

**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	75%
Once	18%
Twice	1%
Three times	2%
More than three times	4%

**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	68%
Very well	1%
Well	9%
Neither	7%
Badly	4%
Very badly	11%

**Q4 Do most staff treat you with respect?**

Yes	76%
No	24%

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

Examples of comments include:

*“I get panic attacks in the holding cells.”*

*“They talk to me like shit; they don’t treat me fairly.”*

*“They are harder on me because of the colour of my skin.”*

*“You are issued de-merits way too easily and it makes people give up on being good.”*

*“I have witnessed complaints and merits shredded up without officers reading them.”*

*“I feel I am well respected but if the staff have a bad day, they make your life hell for that day.”*

*“Two officers treat everyone with respect, but some make comments such as ‘keep your hair on batty boy’ and ‘clean your pad you dirty rat.’”*

**SECTION 9: SAFETY****Q1 Have you ever felt unsafe in this establishment?**

Yes	41%
No	59%

**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	61%	At meal times	10%
Everywhere	6%	At healthcare	5%
Segregation unit	4%	Visits area	8%
Association areas	10%	In wing showers	23%
Reception area	5%	In gym showers	19%
At the gym	22%	In corridors/stairwells	9%
In an exercise yard	11%	On your landing/wing	11%
At work	6%	In your cell	5%
At education	16%		

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

Yes	29%
No	71%

**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)	21%	Drugs	0%
Physical abuse (being hit, kicked or assaulted)	9%	Having your canteen/property taken	3%
Sexual abuse	0%	Because you were new here	9%
Your race or ethnic origin	3%	Being from a different part of the country than others	8%

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

Yes	14%
No	86%

**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)	9%	Drugs	1%
Physical abuse (being hit, kicked or assaulted)	0%	Having your canteen/property taken	1%
Sexual abuse	0%	Because you were new here	1%
Your race or ethnic origin	3%	Being from a different part of the country than others	1%

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

No-one	39%	Teacher/education staff	5%
Personal officer	41%	Gym staff	3%
Wing officer	19%	Listener/Samaritan/buddy	7%
Chaplain	9%	Another trainee	7%
Healthcare staff	7%	Family/friends	26%

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

Yes	38%
No	35%
Don't know	27%

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

Yes	57%
No	43%

**Q12 Did you find this shouting threatening?**

Yes	17%
No	40%
Not been shouted at	44%

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

Yes	42%
No	58%

**Q14 Do you find this threatening?**

Yes	9%
No	32%
Do not get shouted at now	59%

**Q15 Do you shout through the windows at others?**

Yes	35%
No	65%

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

Yes	32%
No	68%

**Q17 Do you have any comments you wish to make about any aspect of safety?**

Examples of comments include:

*“You should believe people when they tell you stuff.”*

*“Staff could do more to help. I’ve heard people complaining to staff that they don’t want to go to the gym or education because of trouble, but then I hear staff saying ‘either go or we’ll take your TV’.”*

**SECTION 10: ACTIVITIES****Q1 How old were you when you were last at school?**

14 or under	37%
Over 14	63%

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

	Yes	No	Not applicable
Have you ever been excluded from school?	92%	5%	3%
Did you used to truant from school?	68%	26%	6%

**Q3 Are you doing education in this establishment?**

Yes	90%
No	10%

**Q4 Is education helping you?**

Yes	67%
No	23%
Not doing education	11%

**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	45%
No	26%
Not applicable	29%

**Q7 Please answer the following questions about work or training:**

	Yes	No	Not applicable
Are you learning a skill or trade?	49%	46%	5%
Are you in a job here?	13%	79%	9%

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

Don't want to go	9%
None	13%
One to two times	11%
Three to five times	53%
More than five times	8%
Don't know	8%

**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	6%
One to two times	5%
Three to five times	4%
More than five times	80%
Don't know	2%

**Q10 Can you go outside for exercise every day?**

Don't want to go	5%
Yes	6%
No	79%
Don't know	10%

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

Examples of comments include:

*“More exercise outside.”*

*“I wish you could go on exercise every day, but you only get let out on exercise on the weekend.”*

*“I’d like to go to the gym more.”*

*“Association sessions are relatively boring and people sometimes skip them because of the lack of activities.”*

*“I don’t want to go to the gym and the staff make me go and when I don’t go I get a de-merit.”*



## 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	84%
No	15%
Don't know	1%

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

Yes	16%
No	81%
Don't know	2%

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

Yes	33%
No	63%
Don't know	4%

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

Very easy	6%
Easy	26%
Neither	15%
Difficult	23%
Very difficult	22%
Don't know	7%

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

Don't get visits	20%
Less than one	6%
One	20%
Two	19%
Three	11%
More than three	21%
Don't know	4%

**Q6 Do you arrive on time for a visit?**

Don't get visits	22%
Yes	51%
No	27%

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

Don't get visits	21%
Very well	21%
Well	35%
Neither	21%
Badly	4%
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:

*“They always let family and friends in late so it cuts the visit short.”*

*“It takes ages for your visitors to get in.”*

*“I’m on time, but my family and friends are usually kept waiting and come at least half an hour late.”*

*“When you’re on losses you only get one phone call a week and one shower a week.”*

## SECTION 12: RESETTLEMENT

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

Still have not met him/her	21%
In first week	57%
More than a week	14%
Don't remember	8%

**Q2 Do you feel helped by your personal officer?**

Still have not met him/her	22%
Yes	59%
No	19%

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

Yes	57%
No	24%
Don't know	11%
Have not got a plan	8%

**Q4 If you want can you see your plan?**

Yes	38%
No	6%
Don't know	47%
Have not got a plan	8%

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

Yes	82%
No	18%

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

Yes	52%
No	48%

**Q7 Do you want to stop offending?**

Yes	72%
No	3%
Don't know	4%
Not sentenced	22%

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

Not sentenced	22%	Having a mentor (someone you can ask for advice)	1%
Nothing, it is up to me	18%	Having a YOT/social worker that you get on with	9%
Making new friends outside	10%	Having children	12%
Going back to live with my family	17%	Having something to do that isn't crime	29%
Getting a place of my own	21%	This sentence	25%
Getting a job	64%	Getting into school/college	31%
Having a partner (girlfriend or boyfriend)	25%	Talking about my offending behaviour with staff	4%
Staying off alcohol/drugs	27%	Anything else	6%

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

Yes	38%
No	42%
Don't know	20%

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

Yes	69%
No	17%
Don't know	14%

**Q11 Have you had any help with finding accommodation?**

Yes	19%
No	31%
Don't know	4%
Not needed any help	46%

**Q12 Are you going to school or college on release?**

Yes	38%
No	33%
Don't know	28%

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

Yes	31%
No	58%
Don't know	6%
Have not needed any help	5%

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

Yes	28%
No	58%
Don't know	14%

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

Yes	47%
No	45%
Don't know	8%

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

Yes	21%
No	67%
Don't know	7%
Have not needed any help	5%

**Q17 Do you have a Connexions personal adviser?**

Yes	32%
No	42%
Don't know	26%

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

Yes	36%
No	48%
Don't know	16%

**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	23%
Yes	44%
No	33%

## SECTION 13: OVERALL IMPRESSIONS

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

Examples of comments include:

*“Education and gym.”*

*“Association; anything to get me out of my pad!!! Gym.”*

*“The gym and also my cooking course.”*

*“Gym is best here because we get it every day, and extra association because I’m on enhanced.”*

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

Examples of comments include:

*“More things to do...”*

*“More time out of cell on the weekend.”*

*“The food needs to be changed such as the sandwiches need more filling. They make them look packed but when you open them, they are virtually empty inside.”*

*“The food, the rewards scheme and association activities.”*

*“A clean cell when you get in, and not having to clean it yourself, and having everything you need in cell rather than having to chase after everything.”*

*“Graffiti all over my cell.”*

*“1) the way officers treat you, 2) better food, 3) clean the place up a bit, 4) make life better in prison for those who are victims in prison.”*

*“Food, for staff to listen when a problem occurs, and more time out of pad.”*

*“I would like to see more information points on the wing about all the help available to trainees in prisons, and help available on the out.”*

*“Bullying.”*

*“Home visits, and longer visits here.”*