

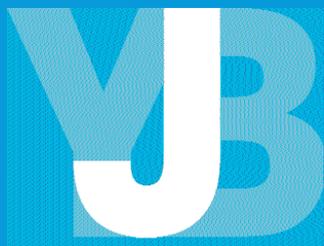
HM Young Offender Institution



HMYO1 Warren Hill and Carlford Unit

Summary of Questionnaires and Interviews

20 October 2008





HMYOI Warren Hill and Carlford 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 20 October 2008, the population of young people at HMYOI Warren Hill was 170 and in the Carlford Unit was 28. The Carlford Unit was surveyed separately as a discreet population. Questionnaires were offered to 84 young people on the main site and all the young people in the Carlford Unit.

Completion of the questionnaire was voluntary. Refusals were noted and no attempts were made to replace them. Two 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, 106 young people completed and returned their questionnaires, including 27 from the Carlford Unit. This represented 54% of all the young people at HMYOI Warren Hill and the Carlford Unit, with a response rate of 95%. In addition to two respondents who refused to complete a questionnaire, 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 young people surveyed in young offender institutions. This comparator is based on all responses from surveys carried out in all 15 young people's establishments since 2005.

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

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 background details.

Summary

In addition, two summaries of the survey results have been included; one for the young people at Warren Hill and one for the young people in the Carlford Unit. These show a breakdown of responses for each question, as well as examples of comments made by young people. 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 Warren Hill 2008

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 Warren Hill 2008	Young people's comparator	Carlford Unit	Warren Hill
	Any percent highlighted in green is significantly better than the comparator.				
	Any percent highlighted in blue is significantly worse than the comparator.				
	Any percent highlighted in orange shows a significant difference in background details.				
	Percentages which are not highlighted show there is no significant difference.				
Number of completed questionnaires returned		79	1072	27	79
SECTION 1: ABOUT YOU (Not tested for significance)					
1.1	Are you 18 years of age?	3%	12%	4%	3%
1.2	Do you usually live in this country?	100%	97%	100%	100%
1.3	Is English your first language?	93%	92%	100%	93%
1.4	Are you from a minority ethnic group (including all those who did not tick White British, White Irish or White Other category)?	39%	33%	30%	39%
1.5	Do you have any children?	9%	9%	7%	9%
1.6	Have you ever been in care (either foster care or children's home)?	27%	26%	27%	27%
1.7	Are you on a care order now?	15%	12%	19%	15%
SECTION 2: ABOUT YOUR SENTENCE (Not tested for significance)					
2.2	Are you sentenced?	81%	79%	100%	81%
2.3	Is your sentence 12 months or less?	52%	38%	0%	52%
2.4	Do you have less than six months to serve?	63%	54%	15%	63%
2.5	Have you been in this prison less than a month?	17%	23%	4%	17%
2.6	Have you been to any other YOI during this sentence?	24%	31%	39%	24%
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?	47%	41%	46%	47%
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?	58%	46%	48%	58%
3.2	Was the van comfortable?	3%	13%	30%	3%
3.3	Did you feel safe?	77%	70%	85%	77%

3.4	Did you have enough comfort breaks?	18%	15%	33%	18%
3.5	Were your health needs looked after?	50%	49%	67%	50%
3.6	Did you spend more than four hours in the van?	8%	10%	15%	8%
3.7	Were you treated well/very well by the escort staff?	60%	63%	89%	60%
3.8	Did you know where you were going when you left court or when transferred from another establishment?	78%	82%	82%	78%
3.9	Did you receive written information about what would happen to you before you arrived?	18%	25%	48%	18%
SECTION 4: YOUR FIRST FEW DAYS HERE					
4.1	Did you have any problems when you first arrived?	80%	72%	48%	80%
4.2	When you first arrived here did your property arrive at the same time as you?	84%	81%	89%	84%
4.3	Were you told what you needed to know by the staff when you first arrived?	64%	74%	85%	64%
4.4	Were you in reception for less than two hours?	87%	79%	62%	87%
4.5	Were you seen by a member of the healthcare staff in reception?	81%	89%	100%	81%
4.6	When you were searched was this carried out in an understanding way?	86%	79%	85%	86%
4.7	Were you treated well/very well in reception?	69%	69%	78%	69%
4.8	Were you able to make a telephone call to your family/friends on your first day here?	85%	81%	78%	85%
	Did you meet/have access to any of the following people within your first 24 hours?				
4.9a	The chaplain?	47%	38%	67%	47%
4.9b	Someone from healthcare?	65%	53%	59%	65%
4.9c	A Listener or The Samaritans?	14%	15%	19%	14%
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of your arrival?	14%	17%	11%	14%
4.10	Did you feel safe on your first night here?	81%	84%	89%	81%
4.11	Did you go on an induction course within your first week?	82%	64%	56%	82%
4.12	Did the induction course cover everything you needed to know about the prison?	59%	55%	67%	59%
SECTION 5: DAILY LIFE HERE					
5.1	Is it easy/very easy for you to attend religious services?	60%	53%	63%	60%
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	37%	49%	63%	37%
5.3	Do you find the food here good/very good?	12%	25%	26%	12%
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	34%	35%	44%	34%
5.5	Are you normally able to shower every day if you want to?	96%	58%	100%	96%
5.6	Is your cell call bell normally answered within five minutes?	20%	32%	44%	20%

SECTION 6: HEALTHCARE					
6.1	Do you think the overall quality of the healthcare is good/very good?	52%	59%	56%	52%
	Is it easy for you to see the following people:				
6.2a	The doctor?	48%	49%	82%	48%
6.2b	The nurse?	70%	69%	100%	70%
6.2c	The dentist?	22%	24%	31%	22%
6.2d	The optician?	19%	19%	27%	19%
6.3	Have you had any problems getting your medication?	4%	15%	4%	4%
6.4	Have you received any help with any alcohol problems?	24%	21%	33%	24%
6.5	Have you received any help with any drugs problems?	47%	31%	30%	47%
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS					
7.1	Are you on the enhanced (top) level of the reward scheme?	26%	24%	59%	26%
7.2	Do the different levels make you change your behaviour?	69%	62%	56%	69%
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	50%	55%	52%	50%
7.4	Do you know how to make a complaint?	89%	78%	89%	89%
7.5	Is it easy to make a complaint?	60%	40%	44%	60%
7.6	Do you feel complaints are sorted out fairly?	25%	16%	27%	25%
7.7	Have you ever been made to or encouraged to withdraw a complaint?	12%	9%	4%	12%
SECTION 8: DISCIPLINE AND RESPECT					
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	65%	59%	59%	65%
8.2	Have you been physically restrained (C and R) since you have been here?	38%	27%	15%	38%
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	11%	13%	11%	11%
8.4	Do most staff treat you with respect?	77%	75%	82%	77%
SECTION 9: SAFETY					
9.1	Have you ever felt unsafe in this prison?	40%	26%	19%	40%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	36%	22%	27%	36%
	If you have felt victimised by another young person/group of young people, did the incident involve:				
9.4a	Insulting remarks?	18%	13%	19%	18%
9.4b	Physical abuse?	14%	8%	12%	14%
9.4c	Sexual abuse?	0%	1%	0%	0%
9.4d	Racial or ethnic abuse?	3%	3%	0%	3%

9.4e	Drugs?	1%	1%	0%	1%
9.4d	Having your canteen/property taken?	14%	4%	4%	14%
9.4e	Because you were new here?	20%	6%	4%	20%
9.4f	Being from a different part of the country than others?	9%	7%	4%	9%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	27%	19%	4%	27%
	If you have felt victimised by a member of staff/group of staff members, did the incident involve:				
9.7a	Insulting remarks?	20%	11%	4%	20%
9.7b	Physical abuse?	0%	3%	4%	0%
9.7c	Sexual abuse?	1%	1%	0%	1%
9.7d	Racial or ethnic abuse?	7%	2%	0%	7%
9.7e	Drugs?	0%	1%	0%	0%
9.7f	Having your canteen/property taken?	2%	3%	0%	2%
9.7g	Because you were new here?	4%	2%	0%	4%
9.7h	Being from a different part of the country than others?	1%	2%	0%	1%
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?	51%	61%	81%	51%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	38%	39%	48%	38%
9.11	When you first arrived here did other young people shout through the windows at you?	56%	33%	17%	56%
9.12	Did you find this shouting threatening?	22%	10%	4%	22%
9.13	Do other young people shout through the windows at you now?	46%	26%	26%	46%
9.14	Do you find this threatening now?	8%	4%	0%	8%
9.15	Do you shout through the windows at others?	32%	27%	26%	32%
9.16	Have staff checked on you personally in the last week to see how you are getting on?	48%	37%	46%	48%
SECTION 10: ACTIVITIES					
10.1	Were you under the age of 14 when you were last at school?	44%	39%	48%	44%
10.2a	Have you ever been excluded from school?	91%	87%	81%	91%
10.2b	Have you ever truanted from school?	77%	72%	70%	77%
10.3	Are you doing any education here?	92%	84%	100%	92%
10.4	Is education helping you?	64%	58%	84%	64%
10.5	Do you feel you need help with reading, writing or maths?	27%	29%	20%	27%
10.6	Were the teachers understanding with any school problems when you first arrived?	41%	48%	68%	41%
10.7a	Are you learning a skill or trade?	50%	53%	46%	50%

10.7b Are you in a job here?	19%	32%	40%	19%
10.8 Do you go to the gym more than five times each week?	1%	9%	4%	1%
10.9 Do you go on association more than five times each week?	74%	51%	96%	74%
10.10 Can you go outside for exercise every day?	11%	35%	68%	11%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS				
11.1 Are you able to use the telephone to speak to someone in your family every day?	78%	54%	92%	78%
11.2 Have you had any problems getting access to the telephones?	32%	32%	24%	32%
11.3 Have you had any problems with sending or receiving mail?	29%	30%	20%	29%
11.4 It is easy/very easy for your family and friends to get here to visit you?	23%	38%	40%	23%
11.5 Do you get two or more visits each month?	39%	47%	46%	39%
11.6 Do you arrive on time for a visit?	48%	66%	79%	48%
11.7 Are you and your family/friends treated well/very well by visits staff?	51%	60%	65%	51%
SECTION 12: RESETTLEMENT				
12.1 Did you meet your personal officer within your first week here?	27%	47%	64%	27%
12.2 Do you feel helped by your personal officer?	50%	52%	79%	50%
12.3 Do you know what targets you have been set in your training/sentence plan?	55%	60%	84%	55%
12.4 If you want, can you see your training/sentence plan?	27%	38%	64%	27%
12.5 Has your YOT/social worker/probation officer been in touch since you arrived here?	84%	82%	100%	84%
12.6 Do you know how to get in touch with your YOT/social worker/probation officer?	59%	59%	83%	59%
12.7 Do you want to stop offending?	73%	70%	96%	73%
12.9 Have you had a say in what will happen to you when you are released?	53%	44%	52%	53%
12.10 When you are released will you be living with a family member?	63%	68%	44%	63%
12.11 Have you had help with finding accommodation?	27%	24%	24%	27%
12.12 Are you going to school or college on release?	51%	40%	64%	51%
12.13 Has anyone spoken to you about going to college on release?	46%	38%	40%	46%
12.14 Do you have a job to go to on release?	12%	28%	16%	12%
12.15 Have you done anything during your time here that you think will help you to get a job on release?	54%	46%	75%	54%
12.16 Has anyone from here spoken to you about getting a job on release or about New Deal?	28%	25%	36%	28%
12.17 Do you have a Connexions personal adviser?	38%	36%	44%	38%
12.18 Is there anything you would still like help with before you are released?	47%	37%	24%	47%
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?	41%	41%	64%	41%

Key question responses (ethnicity): HMYOI Warren Hill 2008

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

	BME young people	White young people
Number of completed questionnaires returned	31	48
2.2 Are you sentenced? Not tested for significance	78%	82%
2.6 Have you been to any other YOI during this sentence? Not tested for significance	45%	11%
1.6 Have you ever been in care (foster care/children's home)? Not tested for significance	23%	29%
1.7 Are you on a care order now? Not tested for significance	13%	17%
3.7 Were you treated well/very well by the escort staff?	62%	58%
4.2 When you first arrived here did your property arrive at the same time as you?	72%	92%
4.6 When you were searched was this carried out in an understanding way?	80%	92%
4.7 Were you treated well/very well in reception?	70%	70%
4.10 Did you feel safe on your first night here?	73%	86%
4.11 Did you go on an induction course within your first week?	72%	87%
5.1 Is it easy/very easy for you to attend religious services?	80%	47%
5.2 Does the shop/canteen sell a wide enough range of goods to meet your needs?	23%	44%
5.3 Do you find the food here good/very good?	13%	12%
6.1 Do you think the overall quality of the healthcare is good/very good?	44%	57%
8.1 Have you had a 'nicking' (adjudication or minor report) since you have been here?	77%	58%
8.2 Have you been physically restrained (C and R) since you have been here?	44%	35%
8.3 If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	18%	7%
5.4 Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	45%	28%
7.1 Are you on the enhanced (top) level of the reward scheme?	27%	26%
7.3 Do you feel you have been treated fairly in your experience of the reward scheme?	35%	59%
7.6 Do you feel complaints are sorted out fairly?	8%	36%
5.5 Are you normally able to shower every day if you want to?	98%	95%
5.6 Is your cell call bell normally answered within five minutes?	13%	25%
8.4 Do most staff treat you with respect?	66%	85%

9.1	Have you ever felt unsafe in this prison?	23%	50%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	24%	43%
9.4d	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: racial or ethnic abuse?	3%	2%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	30%	25%
9.7d	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: racial or ethnic abuse?	17%	0%
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	56%	48%
9.16	Have staff checked on you personally in the last week to see how you are getting on?	42%	51%
10.3	Are you doing any education here?	97%	89%
10.4	Is education helping you?	63%	64%
10.7	Are you learning a skill or trade?	44%	53%
10.7	Are you in a job here?	24%	15%
10.8	Do you go to the gym more than five times each week?	3%	0%
10.9	Do you go on association more than five times each week?	87%	67%
10.10	Can you go outside for exercise every day?	10%	11%
11.2	Have you had any problems getting access to the telephones?	25%	36%
11.3	Have you had any problems with sending or receiving mail?	21%	34%
11.5	Do you get two or more visits each month?	42%	36%
11.7	Are you and your family/friends treated well/very well by visits staff?	51%	50%
12.1	Did you meet your personal officer within your first week here?	21%	31%
12.2	Do you feel helped by your personal officer?	47%	51%
12.3	Do you know what targets you have been set in your training/sentence plan?	60%	52%
12.9	Have you had a say in what will happen to you when you are released?	56%	51%
12.14	Do you have a job to go to on release?	11%	12%
12.15	Have you done anything during your time here that you think will help you to get a job on release?	51%	56%
12.18	Is there anything you would still like help with before you are released?	60%	40%
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?	20%	53%

Summary of survey results: HMYOI Warren Hill 2008

SECTION 1: ABOUT YOU

Q1 What is your age?

14 or under	0%
15	10%
16	38%
17	49%
18	3%

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

Yes	100%
No	0%

Q3 Is English your first language?

Yes	94%
No	6%

Q4 What is your ethnic origin?

White – British	57%
White – Irish	3%
White – Other	1%
Black or Black British – Caribbean	14%
Black or Black British – African	10%
Black or Black British – Other	0%
Asian or Asian British – Indian	0%
Asian or Asian British – Pakistani	1%
Asian or Asian British – Bangladeshi	0%
Asian or Asian British – Other	3%
Mixed Race – White and Black Caribbean	6%
Mixed Race – White and Black African	1%
Mixed Race – White and Asian	0%
Mixed Race – Other	3%
Chinese	0%
Other ethnic group	1%

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

Yes	9%
No	91%

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

Yes	27%
No	73%

Q7 Are you on a care order now?

Yes	16%
No	84%

SECTION 2: ABOUT YOUR SENTENCE

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

See front sheet

Q2 Are you sentenced?

Yes	81%
No – awaiting trial	10%
No – awaiting sentence	9%
No – awaiting deportation	0%

Q3 What is the length of your sentence?

Not sentenced	20%
Four months	18%
Six months	9%
Eight months	9%
12 months	16%
18 months	11%
Two years	5%
Two to four years	5%
Four years or more	7%

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	21%
Less than two months	43%
Two to six months	19%
Six months to one year	7%
One year or more	10%

Q5 How long have you been in this establishment?

Less than one month	16%
One to six months	71%
Six to 12 months	10%
One to two years	1%
Two years or more	1%

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

None	76%
One	16%
Two	4%
Three	3%
More than three	1%

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

None	47%
Once	18%
Two to five	33%
More than five	3%

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	58%
No	30%
Don't remember	12%
Not applicable	0%

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

Yes	3%
No	96%
Don't remember	0%
Not applicable	1%

Q3 Did you feel safe on your most recent journey?

Yes	77%
No	19%
Don't remember	1%
Not applicable	3%

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

Yes	17%
No	79%
Don't remember	3%
Not applicable	1%

Q5 Were your health needs looked after on your most recent journey, either from court or between establishments?

Yes	49%
No	35%
Don't remember	5%
Not applicable	11%

Q6 How long did you spend in the van?

Less than one hour	8%
One to two hours	24%
Two to four hours	59%
More than four hours	8%
Don't remember	1%

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

Very well	19%
Well	41%
Neither	33%
Badly	3%
Very badly	3%
Don't remember	1%

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

Yes	79%
No	20%
Don't remember	1%

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

Yes	17%
No	76%
Don't remember	7%

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

Examples of comments include:

“The van was not well ventilated and was hot, and as I have asthma, it was hard to breath.”

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	20%	Needing protection from other prisoners	6%
Coming off drugs	20%	Letting family know where you are	22%
Alcohol problems	12%	Money worries	30%
Had no tobacco	48%	Feeling low/upset/needing someone to talk to	28%
Loss of transferred property	6%	Getting your property	7%
Housing problems	22%	Health problems	6%

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

Yes	84%
No	11%
Don't remember	5%

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

Yes	64%
No	32%
Don't remember	4%

Q4 How long were you in reception?

Less than two hours	89%
Two hours or longer	5%
Don't remember	5%

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

Yes	81%
No	16%
Don't remember	3%

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

Yes	86%
No	12%
Don't remember	1%

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

Very well	16%
Well	53%
Neither	24%
Badly	5%
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	85%
No	12%
Don't remember	3%

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

Chaplain	47%
Someone from healthcare	65%
A Listener/Samaritans	14%
The prison shop/canteen	14%
Don't remember	8%
Did not have access to any of these services	19%

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

Yes	81%
No	18%
Don't remember	1%

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

Have not been on an induction course	14%
Within two days	57%
Within the first week	25%
More than a week	3%
Don't remember	1%

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

Have not been on an induction course	15%
Yes	59%
No	23%
Don't remember	3%

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

Examples of comments include:

"I felt violated when I was searched."

"I spent six days on the induction wing, and important things were missed out of my induction course."

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	30%
Easy	30%
Neither	10%
Difficult	3%
Very difficult	0%
Don't know	6%

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

Have not bought anything yet	6%
Yes	36%
No	57%

Q3 What is the food like at this establishment?

Very good	0%
Good	12%
Neither	27%
Bad	35%
Very bad	27%

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

Yes	34%
No	45%
Don't know what an advocate is	21%

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

Yes	96%
No	4%
Don't know	0%

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

Yes	20%
No	70%
Don't know	9%

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

Examples of comments include:

“The heaters need to go on, it’s freezing.”

“Too much favouritism.”

“I rang my cell ball once because I couldn’t breath and it took them an hour and a half to come and see me.”

“Sometimes I am so hungry I could eat dirt.”

SECTION 6: HEALTHCARE

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

Have not been to healthcare	10%
Very good	22%
Good	30%
Neither	13%
Bad	13%
Very bad	12%

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

	Yes	No	Don't know
The doctor	47%	38%	14%
The nurse	70%	22%	8%
The dentist	22%	51%	26%
The optician	19%	37%	44%

Q3 Have you had any problems getting your medication?

Not taking any medication	66%
Yes	4%
No	30%

Q4 Have you received any help with any alcohol problems?

Not had any alcohol problems	67%
Yes	24%
No	9%

Q5 Have you received any help with any drugs problems?

Not had any drugs problems	44%
Yes	47%
No	9%

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

Examples of comments include:

“Sometimes they treat you and give you pills or prescribe things without opening the door, which is a joke.”

“You have to stay in your room to see healthcare, so people don’t bother.”

“They took a blood test to see if I was ill and I’ve not heard anything back from them.”

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	5%
Enhanced (top)	26%
Standard (middle)	53%
Basic (bottom)	14%
Don't know	1%

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

Don't know what the reward scheme is	5%
Yes	68%
No	26%

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

Don't know what the reward scheme is	5%
Yes	49%
No	45%

Q4 Do you know how to make a complaint?

Yes	89%
No	11%

Q5 Is it easy to make a complaint?

Not made a complaint	33%
Yes	61%
No	7%

Q6 Do you feel complaints are sorted out fairly?

Not made a complaint	34%
Yes	25%
No	41%

Q7 Have you ever been encouraged to withdraw a complaint?

Not made a complaint	33%
Yes	12%
No	55%

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

Examples of comments include:

“I asked to go on gold [enhanced] and they said I would have to go on route to education, but I have problems with people so I think it’s a bit unfair for me.”

“There are rarely spaces on enhanced. I have been eligible for three weeks and haven’t been rewarded.”

“I was given four days basic and on my last day they said they were changing it to seven days.”

“Complaints are a waste of time if they’re against a member of staff.”

“I wanted to make a complaint, but when I asked for his name he turned on my lights and turned off the lights in the hall so I could not see him, and he wouldn’t tell me his name.”

“The complaints system is a shambles because nothing ever happens. I was forcefully encouraged to withdraw a complaint.”

SECTION 8: DISCIPLINE AND RESPECT

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

Yes	65%
No	32%
Don't know	3%

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	62%
Once	26%
Twice	8%
Three times	0%
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	65%
Very well	4%
Well	7%
Neither	15%
Badly	4%
Very badly	5%

Q4 Do most staff treat you with respect?

Yes	77%
No	23%

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

Examples of comments include:

“Discipline is biased, and a lot of governors don’t show respect and abuse their position of authority.”

“When they restrain you, the force they use is unnecessary. They nearly broke my wrist...”

SECTION 9: SAFETY

Q1 Have you ever felt unsafe in this establishment?

Yes	40%
No	60%

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	62%	At meal times	14%
Everywhere	1%	At healthcare	1%
Segregation unit	1%	Visits area	1%
Association areas	19%	In wing showers	30%
Reception area	1%	In gym showers	19%
At the gym	18%	In corridors/stairwells	18%
In an exercise yard	12%	On your landing/wing	14%
At work	1%	In your cell	4%
At education	16%		

Q3 Has another trainee or group of trainees victimised (insulted or assaulted) you in this establishment?

Yes	36%
No	64%

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

Insulting remarks (about you or your family or friends)	18%	Drugs	1%
Physical abuse (being hit, kicked or assaulted)	13%	Having your canteen/property taken	13%
Sexual abuse	0%	Because you were new here	20%
Your race or ethnic origin	3%	Being from a different part of the country than others	9%

Q5 If you have ticked any of the above please give details:

No details given.

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

Yes	27%
No	73%

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

Insulting remarks (about you or your family or friends)	20%	Drugs	0%
Physical abuse (being hit, kicked or assaulted)	0%	Having your canteen/property taken	3%
Sexual abuse	1%	Because you were new here	4%
Your race or ethnic origin	7%	Being from a different part of the country than others	1%

Q8 If you have ticked any of the above please give details:

No details given.

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

No-one	49%	Teacher/education staff	1%
Personal officer	29%	Gym staff	3%
Wing officer	15%	Listener/Samaritan/buddy	4%
Chaplain	12%	Another trainee	10%
Healthcare staff	3%	Family/friends	22%

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

Yes	38%
No	43%
Don't know	19%

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	22%
No	34%
Not been shouted at	45%

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

Yes	45%
No	55%

Q14 Do you find this threatening?

Yes	8%
No	35%
Do not get shouted at now	56%

Q15 Do you shout through the windows at others?

Yes	32%
No	68%

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

Yes	48%
No	52%

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

Examples of comments include:

“It’s normal for people to be attacked for the slightest thing, you just have to deal with it and adapt how you are to other people.”

“Some of the staff talk to me like I’m dirt, and they do it to all the blacks and Asian people and it really hurts. Also, I don’t like my personal officer; he doesn’t do anything for me, he brings me down a lot.”

“One member of staff said he raped my mum and my sister.”

SECTION 10: ACTIVITIES

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

14 or under	43%
Over 14	57%

Q2 Please answer the following questions about school:

	Yes	No	Not applicable
Have you ever been excluded from school?	91%	8%	1%
Did you used to truant from school?	77%	19%	4%

Q3 Are you doing education in this establishment?

Yes	92%
No	8%

Q4 Is education helping you?

Yes	64%
No	27%
Not doing education	8%

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

Yes	27%
No	73%

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

Yes	41%
No	21%
Not applicable	38%

Q7 Please answer the following questions about work or training:

	Yes	No	Not applicable
Are you learning a skill or trade?	50%	45%	5%
Are you in a job here?	19%	77%	4%

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

Don't want to go	7%
None	13%
One to two times	54%
Three to five times	22%
More than five times	1%
Don't know	3%

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

Don't want to go	3%
None	7%
One to two times	3%
Three to five times	8%
More than five times	74%
Don't know	5%

Q10 Can you go outside for exercise every day?

Don't want to go	8%
Yes	11%
No	77%
Don't know	4%

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

Examples of comments include:

“Activities should be more interactive. We do the same thing every day.”

“They don’t let us go to the gym often enough and we don’t get enough exercise.”

“If you have completed compulsory education legally, you should not have to do education here as it’s too easy and boring. I would rather do a workshop.”

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	79%
No	21%
Don't know	0%

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

Yes	32%
No	68%
Don't know	0%

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

Yes	29%
No	67%
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	7%
Easy	16%
Neither	11%
Difficult	34%
Very difficult	30%
Don't know	3%

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

Don't get visits	25%
Less than one	12%
One	24%
Two	24%
Three	5%
More than three	9%
Don't know	0%

Q6 Do you arrive on time for a visit?

Don't get visits	28%
Yes	48%
No	24%

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

Don't get visits	27%
Very well	21%
Well	30%
Neither	17%
Badly	6%
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:

“The pin phones cost too much credit.”

“I’m from south London and it’s too far to receive visits. My YOT worker didn’t even turn up to my last review meeting due to the distance.”

“Sometimes my family get my letters with no letter – just an empty envelope! And the phone calls are very expensive.”

“We want to go to our visits on time.”

SECTION 12: RESETTLEMENT

Q1 When did you first meet your personal officer?

Still have not met him/her	18%
In first week	27%
More than a week	46%
Don't remember	9%

Q2 Do you feel helped by your personal officer?

Still have not met him/her	17%
Yes	49%
No	33%

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

Yes	55%
No	32%
Don't know	4%
Have not got a plan	10%

Q4 If you want can you see your plan?

Yes	27%
No	1%
Don't know	62%
Have not got a plan	10%

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

Yes	84%
No	16%

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

Yes	59%
No	41%

Q7 Do you want to stop offending?

Yes	73%
No	1%
Don't know	4%
Not sentenced	21%

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

Not sentenced	21%	Having a mentor (someone you can ask for advice)	7%
Nothing, it is up to me	16%	Having a YOT/social worker that you get on with	25%
Making new friends outside	19%	Having children	22%
Going back to live with my family	12%	Having something to do that isn't crime	40%
Getting a place of my own	34%	This sentence	29%
Getting a job	63%	Getting into school/college	33%
Having a partner (girlfriend or boyfriend)	29%	Talking about my offending behaviour with staff	7%
Staying off alcohol/drugs	32%	Anything else	7%

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

Yes	53%
No	36%
Don't know	11%

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

Yes	63%
No	26%
Don't know	11%

Q11 Have you had any help with finding accommodation?

Yes	27%
No	34%
Don't know	7%
Not needed any help	32%

Q12 Are you going to school or college on release?

Yes	51%
No	27%
Don't know	22%

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

Yes	46%
No	47%
Don't know	1%
Have not needed any help	5%

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

Yes	11%
No	84%
Don't know	4%

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

Yes	54%
No	43%
Don't know	3%

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

Yes	29%
No	64%
Don't know	4%
Have not needed any help	3%

Q17 Do you have a Connexions personal adviser?

Yes	38%
No	51%
Don't know	11%

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

Yes	47%
No	43%
Don't know	10%

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	21%
Yes	41%
No	38%

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

Examples of comments include:

"I have nowhere to go on my release as my mum won't have me. I'm out in less than a month and they still don't have a clue where I'm living. I offend for the money."

SECTION 13: OVERALL IMPRESSIONS

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

Examples of comments include:

“Money, support, friends, easy education, discipline.”

“Healthcare, range of courses.”

“Education and gym.”

“Being enhanced, and football at the weekends.”

“Getting a TV in your cell every day, loads of canteen, good courses, carpentry, cooking.”

“Rewards on enhanced and long association.”

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

Examples of comments include:

“Heating and quilts for all trainees. More items to buy on the canteen sheet.”

“Better food, better things to do on association.”

“I want to see all the govs changed, along with the bad sheets and the rules stopping your people from sending in a CD player, trainers and underwear.”

“Visits area is too small, more time out of my cell.”

“Cleaner, warmer cells, (you should get duvets), better food and more options of food.”

“Staff dealing with the bullying, and taking things more seriously.”

“Go to visits on time, better food and hot breakfasts, TVs on earlier and longer, to be treated fairly no matter what race or colour you are, to be able to change your personal officer, and to be warm; the classrooms are below working temperature but they still force us to work which is against the law.”

Summary of survey results: Carlford Unit 2008

SECTION 1: ABOUT YOU

Q1 What is your age?

14 or under	0%
15	15%
16	48%
17	33%
18	4%

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

Yes	100%
No	0%

Q3 Is English your first language?

Yes	100%
No	0%

Q4 What is your ethnic origin?

White – British	59%
White – Irish	7%
White – Other	4%
Black or Black British – Caribbean	22%
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	7%
Mixed Race – White and Black African	0%
Mixed Race – White and Asian	0%
Mixed Race – Other	0%
Chinese	0%
Other ethnic group	0%

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

Yes	7%
No	93%

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

Yes	27%
No	73%

Q7 Are you on a care order now?

Yes	19%
No	81%

SECTION 2: ABOUT YOUR SENTENCE

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

Carlford Unit

Q2 Are you sentenced?

Yes	100%
No – awaiting trial	0%
No – awaiting sentence	0%
No – awaiting deportation	0%

Q3 What is the length of your sentence?

Not sentenced	0%
Four months	0%
Six months	0%
Eight months	0%
12 months	0%
18 months	4%
Two years	15%
Two to four years	23%
Four years or more	58%

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	0%
Less than two months	12%
Two to six months	4%
Six months to one year	23%
One year or more	62%

Q5 How long have you been in this establishment?

Less than one month	4%
One to six months	36%
Six to 12 months	32%
One to two years	20%
Two years or more	8%

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

None	62%
One	35%
Two	4%
Three	0%
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	46%
Once	38%
Two to five	15%
More than five	0%

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	48%
No	41%
Don't remember	7%
Not applicable	4%

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

Yes	30%
No	52%
Don't remember	15%
Not applicable	4%

Q3 Did you feel safe on your most recent journey?

Yes	85%
No	12%
Don't remember	4%
Not applicable	0%

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

Yes	33%
No	33%
Don't remember	15%
Not applicable	19%

Q5 Were your health needs looked after on your most recent journey, either from court or between establishments?

Yes	67%
No	7%
Don't remember	15%
Not applicable	11%

Q6 How long did you spend in the van?

Less than one hour	22%
One to two hours	22%
Two to four hours	33%
More than four hours	15%
Don't remember	7%

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

Very well	37%
Well	52%
Neither	7%
Badly	0%
Very badly	0%
Don't remember	4%

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

Yes	81%
No	15%
Don't remember	4%

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

Yes	48%
No	33%
Don't remember	19%

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

No comments given.

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	52%	Needing protection from other prisoners	9%
Coming off drugs	13%	Letting family know where you are	13%
Alcohol problems	9%	Money worries	17%
Had no tobacco	17%	Feeling low/upset/needing someone to talk to	9%
Loss of transferred property	4%	Getting your property	9%
Housing problems	0%	Health problems	4%

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

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

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

Yes	85%
No	4%
Don't remember	11%

Q4 How long were you in reception?

Less than two hours	62%
Two hours or longer	35%
Don't remember	4%

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

Yes	100%
No	0%
Don't remember	0%

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

Yes	85%
No	8%
Don't remember	8%

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

Very well	19%
Well	59%
Neither	11%
Badly	4%
Very badly	4%
Don't remember	4%

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

Yes	78%
No	19%
Don't remember	4%

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

Chaplain	67%
Someone from healthcare	59%
A Listener/Samaritans	19%
The prison shop/canteen	11%
Don't remember	19%
Did not have access to any of these services	7%

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

Yes	89%
No	4%
Don't remember	7%

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

Have not been on an induction course	15%
Within two days	19%
Within the first week	37%
More than a week	7%
Don't remember	22%

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

Have not been on an induction course	15%
Yes	67%
No	4%
Don't remember	15%

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

No comments given.

SECTION 5: DAILY LIFE HERE

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

Do not want to attend	37%
Very easy	44%
Easy	19%
Neither	0%
Difficult	0%
Very difficult	0%
Don't know	0%

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

Have not bought anything yet	4%
Yes	63%
No	33%

Q3 What is the food like at this establishment?

Very good	7%
Good	19%
Neither	44%
Bad	22%
Very bad	7%

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

Yes	44%
No	30%
Don't know what an advocate is	26%

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

Yes	100%
No	0%
Don't know	0%

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

Yes	44%
No	11%
Don't know	44%

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

No comments given.

SECTION 6: HEALTHCARE

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

Have not been to healthcare	15%
Very good	22%
Good	33%
Neither	19%
Bad	11%
Very bad	0%

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

	Yes	No	Don't know
The doctor	81%	7%	11%
The nurse	100%	0%	0%
The dentist	31%	42%	27%
The optician	27%	38%	35%

Q3 Have you had any problems getting your medication?

Not taking any medication	54%
Yes	2%
No	42%

Q4 Have you received any help with any alcohol problems?

Not had any alcohol problems	59%
Yes	33%
No	7%

Q5 Have you received any help with any drugs problems?

Not had any drugs problems	63%
Yes	30%
No	7%

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

No comments given.

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	30%
Enhanced (top)	59%
Standard (middle)	11%
Basic (bottom)	0%
Don't know	0%

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

Don't know what the reward scheme is	30%
Yes	56%
No	15%

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

Don't know what the reward scheme is	30%
Yes	52%
No	19%

Q4 Do you know how to make a complaint?

Yes	89%
No	11%

Q5 Is it easy to make a complaint?

Not made a complaint	52%
Yes	44%
No	4%

Q6 Do you feel complaints are sorted out fairly?

Not made a complaint	54%
Yes	27%
No	19%

Q7 Have you ever been encouraged to withdraw a complaint?

Not made a complaint	52%
Yes	4%
No	44%

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

No comments given.

SECTION 8: DISCIPLINE AND RESPECT

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

Yes	59%
No	41%
Don't know	0%

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	85%
Once	11%
Twice	4%
Three times	0%
More than three times	0%

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	81%
Very well	7%
Well	4%
Neither	4%
Badly	0%
Very badly	4%

Q4 Do most staff treat you with respect?

Yes	81%
No	19%

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

No comments given.

SECTION 9: SAFETY

Q1 Have you ever felt unsafe in this establishment?

Yes	19%
No	81%

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	85%	At meal times	4%
Everywhere	8%	At healthcare	0%
Segregation unit	4%	Visits area	4%
Association areas	4%	In wing showers	12%
Reception area	0%	In gym showers	0%
At the gym	4%	In corridors/stairwells	4%
In an exercise yard	4%	On your landing/wing	4%
At work	4%	In your cell	4%
At education	4%		

Q3 Has another trainee or group of trainees victimised (insulted or assaulted) you in this establishment?

Yes	27%
No	73%

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

Insulting remarks (about you or your family or friends)	19%	Drugs	0%
Physical abuse (being hit, kicked or assaulted)	12%	Having your canteen/property taken	4%
Sexual abuse	0%	Because you were new here	4%
Your race or ethnic origin	0%	Being from a different part of the country than others	4%

Q5 If you have ticked any of the above please give details:

No details given.

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

Yes	4%
No	96%

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

Insulting remarks (about you or your family or friends)	4%	Drugs	0%
Physical abuse (being hit, kicked or assaulted)	4%	Having your canteen/property taken	0%
Sexual abuse	0%	Because you were new here	0%
Your race or ethnic origin	0%	Being from a different part of the country than others	0%

Q8 If you have ticked any of the above please give details:

No comments given.

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

No-one	19%	Teacher/education staff	19%
Personal officer	62%	Gym staff	19%
Wing officer	10%	Listener/Samaritan/buddy	14%
Chaplain	19%	Another trainee	19%
Healthcare staff	10%	Family/friends	38%

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

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

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

Yes	17%
No	83%

Q12 Did you find this shouting threatening?

Yes	4%
No	13%
Not been shouted at	83%

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

Yes	26%
No	74%

Q14 Do you find this threatening?

Yes	0%
No	20%
Do not get shouted at now	80%

Q15 Do you shout through the windows at others?

Yes	26%
No	74%

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

Yes	46%
No	54%

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

<p>Examples of comments include:</p> <p><i>“When I first arrived I had my canteen taken off me and got bullied a lot. I used to be bullied by an officer over my weight and hygiene.”</i></p> <p><i>“I was bullied for being Welsh.”</i></p>
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SECTION 10: ACTIVITIES

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

14 or under	48%
Over 14	52%

Q2 Please answer the following questions about school:

	Yes	No	Not applicable
Have you ever been excluded from school?	81%	15%	4%
Did you used to truant from school?	70%	26%	4%

Q3 Are you doing education in this establishment?

Yes	100%
No	0%

Q4 Is education helping you?

Yes	84%
No	16%
Not doing education	0%

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

Yes	20%
No	80%

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

Yes	68%
No	12%
Not applicable	20%

Q7 Please answer the following questions about work or training:

	Yes	No	Not applicable
Are you learning a skill or trade?	46%	54%	0%
Are you in a job here?	40%	60%	0%

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

Don't want to go	4%
None	16%
One to two times	36%
Three to five times	36%
More than five times	4%
Don't know	4%

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

Don't want to go	0%
None	0%
One to two times	0%
Three to five times	0%
More than five times	96%
Don't know	4%

Q10 Can you go outside for exercise every day?

Don't want to go	0%
Yes	68%
No	24%
Don't know	8%

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

Examples of comments include:

“We don’t have exercise here.”

“Too much education and you don’t get a choice in what you want to do.”

“[I’d like] vocational activities to be brought back.”

“More workshops, like bricklaying and painting.”

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	92%
No	8%
Don't know	0%

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

Yes	24%
No	76%
Don't know	0%

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

Yes	20%
No	72%
Don't know	8%

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

Very easy	8%
Easy	32%
Neither	8%
Difficult	28%
Very difficult	20%
Don't know	4%

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

Don't get visits	21%
Less than one	4%
One	21%
Two	17%
Three	13%
More than three	17%
Don't know	8%

Q6 Do you arrive on time for a visit?

Don't get visits	21%
Yes	79%
No	0%

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

Don't get visits	22%
Very well	30%
Well	35%
Neither	13%
Badly	0%
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?

No comments given.

SECTION 12: RESETTLEMENT

Q1 When did you first meet your personal officer?

Still have not met him/her	0%
In first week	64%
More than a week	12%
Don't remember	24%

Q2 Do you feel helped by your personal officer?

Still have not met him/her	0%
Yes	79%
No	21%

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

Yes	84%
No	4%
Don't know	12%
Have not got a plan	0%

Q4 If you want can you see your plan?

Yes	64%
No	0%
Don't know	36%
Have not got a plan	0%

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

Yes	100%
No	0%

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

Yes	83%
No	17%

Q7 Do you want to stop offending?

Yes	96%
No	0%
Don't know	4%
Not sentenced	0%

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

Not sentenced	0%	Having a mentor (someone you can ask for advice)	14%
Nothing, it is up to me	23%	Having a YOT/social worker that you get on with	32%
Making new friends outside	36%	Having children	23%
Going back to live with my family	36%	Having something to do that isn't crime	45%
Getting a place of my own	36%	This sentence	50%
Getting a job	64%	Getting into school/college	50%
Having a partner (girlfriend or boyfriend)	32%	Talking about my offending behaviour with staff	18%
Staying off alcohol/drugs	18%	Anything else	5%

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

Yes	52%
No	36%
Don't know	12%

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

Yes	44%
No	24%
Don't know	32%

Q11 Have you had any help with finding accommodation?

Yes	24%
No	32%
Don't know	0%
Not needed any help	44%

Q12 Are you going to school or college on release?

Yes	64%
No	8%
Don't know	28%

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

Yes	40%
No	48%
Don't know	8%
Have not needed any help	4%

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

Yes	16%
No	76%
Don't know	8%

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

Yes	75%
No	25%
Don't know	0%

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

Yes	36%
No	52%
Don't know	4%
Have not needed any help	8%

Q17 Do you have a Connexions personal adviser?

Yes	44%
No	40%
Don't know	16%

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

Yes	24%
No	44%
Don't know	32%

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	0%
Yes	64%
No	36%

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

No comments given.

SECTION 13: OVERALL IMPRESSIONS

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

Examples of comments include:

“Being able to go out on town visits and home leave.”

“It’s more relaxed, and easier to do your time, and education.”

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

No comments given.