

HM Young Offender Institution



HMYO1 Werrington

Summary of Questionnaires and Interviews
28 May 2009





HMYOI Werrington

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 28 May 2009, the population of young people at HMYOI Werrington was 146. Questionnaires were offered to 78 young people.

Completion of the questionnaire was voluntary. Refusals were noted and no attempts were made to replace them.

Interviews were carried out with any respondents with literacy difficulties. In total, two 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, 75 respondents completed and returned their questionnaires. This represented 51% of children and young people in the establishment at the time. The response rate from the sample was 96%.

One respondent refused to complete a questionnaire and two 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 children and young people surveyed in young offender institutions. This comparator is based on all responses from surveys carried out in all 16 male establishments since 2006.

An additional document shows significant differences between the responses of young people from black and minority ethnic backgrounds and young people from white 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 demographic background details.

Summary





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

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

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

Survey responses from children and young people: HMYOI Werrington 2009

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

Key to tables		HMYOI Werrington 2009	Young people's comparator
	Any percentage highlighted in green is significantly better than the comparator.		
	Any percentage highlighted in blue is significantly worse than the comparator.		
	Any percentage highlighted in orange shows a significant difference in demographic details.		
	Percentages which are not highlighted show there is no significant difference.		
Number of completed questionnaires returned		75	1134
SECTION 1: ABOUT YOU (Not tested for significance)			
1.1	Are you 18 years of age?	12%	9%
1.2	Are you a foreign national?	3%	2%
1.3	Is English your first language?	93%	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)?	28%	34%
1.5	Are you Muslim?	7%	9%
1.6	Do you have any children?	20%	11%
SECTION 2: ABOUT YOUR SENTENCE (Not tested for significance)			
2.2	Are you sentenced?	100%	77%
2.3	Is your sentence 12 months or less?	56%	37%
2.4	Do you have less than six months to serve?	80%	52%
2.5	Have you been in this prison less than a month?	28%	23%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	46%	44%
2.7	Have you been to any other YOI during this sentence?	49%	27%
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?	46%	46%
3.2	Was the van comfortable?	15%	10%
3.3	Did you feel safe?	69%	77%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	33%	32%

3.5	Did you spend more than four hours in the van?	4%	6%
For those who spent two hours or more in the escort van:			
3.6	Were you offered a toilet break if you needed it?	10%	18%
3.7	Were you offered anything to eat or drink?	36%	35%
3.8	Were you treated well/very well by the escort staff?	51%	60%
3.9	Did someone tell you where you were going when you left court?	72%	92%
3.10	Did you receive written information about where you were going when you left court?	10%	34%
SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than two hours?	68%	79%
4.2	Were you seen by a member of healthcare staff in reception?	90%	88%
4.3	When you were searched was this carried out in an understanding way?	80%	81%
4.4	Were you treated well/very well in reception?	85%	67%
When you first arrived, did staff ask if you needed help or support with any of the following:			
4.5a	Not being able to smoke?	40%	68%
4.5b	Loss of property?	27%	21%
4.5c	Housing problems?	23%	16%
4.5d	Needing protection from other young people?	13%	22%
4.5e	Letting family know where you were?	63%	57%
4.5f	Money worries?	14%	17%
4.5g	Feeling low/upset/needing someone to talk to?	43%	42%
4.5h	Health problems?	53%	52%
4.5i	Getting phone numbers?	33%	44%
4.6	Did you have any problems when you first arrived?	70%	74%
When you first arrived, did you have problems with any of the following:			
4.6a	Not being able to smoke?	49%	35%
4.6b	Loss of property?	18%	33%
4.6c	Housing problems?	16%	9%
4.6d	Needing protection from other young people?	0%	11%
4.6e	Letting family know where you were?	17%	11%
4.6f	Money worries?	18%	16%
4.6g	Feeling low/upset/needing someone to talk to?	7%	19%
4.6h	Health problems?	4%	17%
4.6i	Getting phone numbers?	10%	16%

When you first arrived, were you given any of the following:			
4.7a	A reception pack?	80%	82%
4.7b	The opportunity to have a shower?	33%	20%
4.7c	Something to eat?	81%	82%
4.7d	A free phone call to friends/family?	87%	83%
4.7e	Information about the PIN telephone system?	51%	62%
4.7f	Information about feeling low/upset?	33%	35%
Within your first 24 hours, did you have access to the following people or services:			
4.8a	The chaplain or religious leader?	36%	41%
4.8b	Someone from healthcare?	72%	54%
4.8c	A peer mentor, Listener or the Samaritans?	17%	15%
4.8d	The prison shop/canteen?	12%	16%
4.9	Did you feel safe on your first night here?	90%	82%
For those who had an induction:			
4.10	Did you go on an induction course within your first week?	73%	55%
4.11	Did the induction course cover everything you needed to know about the establishment?	67%	67%
SECTION 5: DAILY LIFE HERE			
5.1	Can you normally have a shower every day if you want to?	50%	59%
5.2	Is your cell call bell normally answered within five minutes?	26%	31%
5.3	Do you find the food here good/very good?	38%	20%
5.4	Does the shop/canteen sell a wide enough variety of products?	45%	38%
5.5	Is it easy/very easy for you to attend religious services?	49%	55%
5.6a	Do you feel your religious beliefs are respected?	44%	49%
5.6b	Can you speak to a religious leader in private if you want to?	59%	65%
5.7a	Is there a member of staff you can turn to with a problem?	80%	68%
5.7b	Do most staff treat you with respect?	74%	72%
SECTION 6: HEALTHCARE			
6.1	Do you think the overall quality of the healthcare is good/very good?	74%	57%
6.2a	Is it easy for you to see the doctor?	63%	47%
6.2b	Is it easy for you to see the nurse?	91%	67%
6.2c	Is it easy for you to see the dentist?	33%	25%
6.2d	Is it easy for you to see the optician?	25%	20%
6.2e	Is it easy for you to see the pharmacist?	25%	26%

For those on medication:			
6.3	Have you had any problems getting your medication?	36%	34%
6.4a	Did you have any problems with alcohol when you first arrived?	10%	16%
6.4b	Do you have any problems with alcohol now?	4%	6%
6.4c	Have you received any help with any alcohol problems here?	7%	61%
6.5a	Did you have any problems with drugs when you first arrived?	29%	24%
6.5b	Do you have any problems with drugs now?	8%	11%
6.5c	Have you received any help with any drug problems here?	29%	56%
6.6	Is it easy/very easy to get illegal drugs here?	12%	31%
6.7	Do you feel you have any emotional or mental health problems?	18%	31%
If you feel you have emotional or mental health problems, are you being helped by any of the following:			
6.8a	Do not have any/not getting any help	36%	32%
6.8b	Doctor?	10%	28%
6.8c	Nurse?	55%	25%
6.8d	Psychiatrist/psychologist?	36%	28%
6.8e	Counsellor?	10%	16%
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	86%	89%
7.2	Is it easy to make an application?	87%	78%
For those who have made an application:			
7.3a	Do you feel applications are sorted out fairly?	72%	68%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	60%	59%
7.4	Do you know how to make a complaint?	88%	78%
7.5	Is it easy to make a complaint?	76%	56%
For those who have made a complaint:			
7.6a	Do you feel complaints are sorted out fairly?	54%	34%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	57%	42%
7.6c	Have you ever been encouraged to withdraw a complaint?	15%	25%
Can you speak to the following people when you need to:			
7.7a	A peer mentor or listener?	41%	35%
7.7b	A member of the IMB (Independent Monitoring Board)?	29%	28%
7.7c	An advocate (an outside person to help you)?	41%	40%

SECTION 8: REWARDS, SANCTIONS AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	32%	25%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	69%	59%
8.3	Do the different levels make you change your behaviour?	81%	54%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	51%	58%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	92%	88%
8.6	Have you been physically restrained (C and R) since you have been here?	19%	28%
For those who have spent a night in the segregation/CSU:			
8.7	Did the staff treat you well/very well?	75%	41%
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	17%	31%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	20%	25%
If you have felt victimised by another young person/group of young people, did the incident involve:			
9.4a	Insulting remarks?	10%	14%
9.4b	Physical abuse?	8%	9%
9.4c	Sexual abuse?	2%	1%
9.4d	Racial or ethnic abuse?	0%	4%
9.4e	Your religious beliefs?	0%	3%
9.4f	Your disability?	2%	1%
9.4g	Drugs?	5%	2%
9.4h	Having your canteen/property taken?	2%	4%
9.4i	Because you were new here?	5%	7%
9.4j	Being from a different part of the country than others?	3%	5%
9.4k	Gang related issues?	3%	7%
9.4l	Your offence/crime?	0%	3%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	13%	21%
If you have felt victimised by a member of staff/group of staff, did the incident involve:			
9.5a	Insulting remarks?	6%	12%
9.5b	Physical abuse?	3%	3%
9.5c	Sexual abuse?	0%	1%
9.5d	Racial or ethnic abuse?	3%	3%
9.5e	Your religious beliefs?	0%	2%
9.5f	Your disability?	2%	1%

9.5g	Drugs?	2%	1%
9.5h	Having your canteen/property taken?	0%	2%
9.5i	Because you were new here?	2%	3%
9.5j	Being from a different part of the country than others?	2%	2%
9.5k	Gang related issues?	0%	3%
9.5l	Your offence/crime?	0%	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?	75%	61%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	52%	37%
9.11	Is shouting through the windows a problem here?	26%	44%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	34%	35%
SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	39%	39%
10.2a	Have you ever been excluded from school?	88%	88%
10.2b	Have you ever truanted from school?	70%	70%
Do you take part in any of the following:			
10.3a	Education?	40%	80%
10.3b	A job in this establishment?	22%	26%
10.3c	Vocational or skills training?	17%	43%
10.3d	Offending behaviour programmes?	13%	30%
For those taking part in any of the following activities, do you think that they will help you when you leave prison?			
10.4a	Education	84%	69%
10.4b	A job in this establishment	80%	65%
10.4c	Vocational or skills training	62%	71%
10.4d	Offending behaviour programmes	54%	64%
10.5	Do you usually have association every day?	33%	49%
10.6	Do you go to the gym more than five times each week?	9%	8%
10.7	Can you usually go outside for exercise every day?	9%	23%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	40%	53%
11.2	Have you had any problems with sending or receiving letters or parcels?	27%	33%
11.3	Is it easy/very easy for your family and friends to visit you here?	64%	38%
11.4	Have you had two or more visits in the last month?	38%	48%





11.5	Do your visits start on time?	63%	43%
11.6	Are you and your visitors treated well/very well by visits staff?	56%	55%
SECTION 12: PREPARATION FOR RELEASE			
For those who have met their personal officer:			
12.1	Did you meet your personal officer within the first week?	35%	71%
12.2	Do you see your personal officer at least once a week?	54%	65%
12.3	Do you feel helped by your personal officer?	57%	60%
12.4	Do you have a training plan?	44%	49%
For those with a training plan:			
12.5a	Were you involved in the development of your training plan?	41%	59%
12.5b	Do you understand the targets set in your training plan?	68%	75%
12.5c	Can you see your training plan when you want to?	28%	38%
12.6	Has your YOT worker been in touch since you arrived here?	73%	85%
12.7	Do you know how to get in touch with your YOT worker?	55%	61%
Please answer the following questions about your preparation for release:			
12.8a	Have you had a say in what will happen to you when you are released?	49%	52%
12.8b	Are you going to school or college on release?	74%	48%
12.8c	Do you have a job to go to on release?	25%	23%
Do you know who to contact for help with the following, in preparation for your release:			
12.9a	Finding accommodation?	38%	45%
12.9b	Getting into school or college?	68%	51%
12.9c	Getting a job?	62%	52%
12.9d	Help with money/finances?	44%	41%
12.9e	Help with claiming benefits?	39%	37%
12.9f	Continuing health services?	29%	31%
12.9g	Opening a bank account?	52%	36%
12.9h	Avoiding bad relationships?	29%	29%
Do you think you will have a problem with the following when you are released:			
12.10a	Finding accommodation?	16%	25%
12.10b	Getting into school or college?	16%	28%
12.10c	Getting a job?	40%	49%
12.10d	Help with money/finances?	21%	36%
12.10e	Help with claiming benefits?	18%	26%
12.10f	Continuing health services?	6%	13%

12.10g	Opening a bank account?	9%	15%
12.10h	Avoiding bad relationships?	12%	21%
12.11	Is there anything you would still like help with before you are released?	37%	39%
For those who are sentenced:			
12.13	Do you want to stop offending?	88%	91%
12.14	Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?	53%	50%

Diversity comparator: ethnicity

HMYOI Werrington 2009

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

Key to tables		Black and minority ethnic young people	White young people
	Any percentage highlighted in green is significantly better than the comparator.		
	Any percentage highlighted in blue is significantly worse than the comparator.		
	Any percentage highlighted in orange shows a significant difference in demographic details.		
	Percentages which are not highlighted show there is no significant difference.		
Number of completed questionnaires returned		21	54
SECTION 1: ABOUT YOU (Not tested for significance)			
1.2	Are you a foreign national?	5%	2%
1.3	Is English your first language?	84%	96%
1.4	Are you from a minority ethnic group (including all those who did not tick White British, White Irish or White Other category)?		
1.5	Are you Muslim?	24%	0%
SECTION 2: ABOUT YOUR SENTENCE (Not tested for significance)			
2.2	Are you sentenced?	100%	100%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	58%	42%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court, or between prisons, we want to know:			
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	29%	34%
3.8	Were you treated well/very well by the escort staff?	43%	54%
3.9	Did someone tell you where you were going when you left court?	58%	79%
SECTION 4: YOUR FIRST FEW DAYS HERE			
4.3	When you were searched was this carried out in an understanding way?	74%	81%
4.4	Were you treated well/very well in reception?	71%	90%
When you first arrived, were you given any of the following:			
4.7a	A reception pack?	80%	79%
4.7b	The opportunity to have a shower?	31%	34%
4.7c	Something to eat?	80%	81%
4.7d	A free phone call to friends/family?	90%	85%
4.9	Did you feel safe on your first night here?	90%	90%
4.11	Did the induction course cover everything you needed to know about the establishment?	54%	72%

SECTION 5: DAILY LIFE HERE			
5.6a	Do you feel your religious beliefs are respected?	59%	37%
5.6b	Can you speak to a religious leader in private if you want to?	55%	60%
5.7a	Is there a member of staff you can turn to with a problem?	66%	86%
5.7b	Do most staff treat you with respect?	38%	87%
SECTION 6: HEALTHCARE			
6.2a	Is it easy for you to see the doctor?	53%	67%
6.2b	Is it easy for you to see the nurse?	89%	92%
6.2e	Is it easy for you to see the pharmacist?	6%	33%
6.3	Have you had any problems getting your medication?	40%	34%
6.6	Is it easy/very easy to get illegal drugs here?	6%	15%
6.7	Do you feel you have any emotional or mental health problems?	27%	16%
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.2	Is it easy to make an application?	89%	86%
7.3a	Do you feel applications are sorted out fairly?	59%	77%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	50%	64%
7.5	Is it easy to make a complaint?	62%	81%
7.6a	Do you feel complaints are sorted out fairly?	40%	60%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	40%	65%
SECTION 8: REWARDS, SANCTIONS AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	21%	36%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	47%	78%
8.3	Do the different levels make you change your behaviour?	83%	80%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	43%	54%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	89%	93%
8.6	Have you been physically restrained (C and R) since you have been here?	12%	22%
8.7	Did the staff treat you well/very well?	100%	67%
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	15%	17%
If you have felt victimised by another young person/group of young people, did the incident involve:			
9.4b	Physical abuse?	6%	8%
9.4d	Racial or ethnic abuse?	0%	0%
9.4e	Your religious beliefs?	0%	0%
9.4f	Your disability?	0%	2%
9.4k	Gang related issues?	0%	4%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	24%	11%

If you have felt victimised by a member of staff/group of staff, did the incident involve:			
9.5b	Physical abuse?	0%	2%
9.5d	Racial or ethnic abuse?	12%	0%
9.5e	Your religious beliefs?	0%	0%
9.5f	Your disability?	0%	2%
9.5k	Gang related issues?	0%	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?	70%	76%
SECTION 10: ACTIVITIES			
Do you take part in any of the following:			
10.3a	Education?	54%	33%
10.3b	A job in this establishment?	23%	21%
10.3c	Vocational or skills training?	6%	21%
10.3d	Offending behaviour programmes?	11%	13%
10.5	Do you usually have association every day?	30%	33%
10.6	Do you go to the gym more than five times each week?	6%	10%
10.7	Can you usually go outside for exercise every day?	5%	10%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	34%	43%
11.2	Have you had any problems with sending or receiving letters or parcels?	34%	24%
11.3	Is it easy/very easy for your family and friends to visit you here?	60%	65%
SECTION 12: PREPARATION FOR RELEASE			
12.3	Do you feel helped by your personal officer?	54%	59%
12.4	Do you have a training plan?	52%	41%
12.5b	Do you understand the targets set in your training plan?	74%	66%
12.6	Has your YOT worker been in touch since you arrived here?	66%	76%
12.11	Is there anything you would still like help with before you are released?	39%	37%
12.13	Do you want to stop offending?	87%	88%
12.14	Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?	45%	56%

Summary of survey results: HMYOI Werrington 2009

SECTION 1: ABOUT YOU

Q1 How old are you?

15	11%
16	24%
17	53%
18	12%

Q2 Are you a British citizen?

Yes	97%
No	3%

Q3 Is English your first language?

Yes	93%
No	7%

Q4 What is your ethnic origin?

White – British	72%
White – Irish	0%
White – Other	0%
Black or Black British – Caribbean	7%
Black or Black British – African	3%
Black or Black British – Other	1%
Asian or Asian British – Indian	0%
Asian or Asian British – Pakistani	4%
Asian or Asian British – Bangladeshi	0%
Asian or Asian British – Other	1%
Mixed Race – White and Black Caribbean	11%
Mixed Race – White and Black African	0%
Mixed Race – White and Asian	1%
Mixed Race – Other	0%
Chinese	0%
Other ethnic group	0%

Q5 What is your religion?

None	57%
Church of England	21%
Catholic	11%
Protestant	0%
Other Christian denomination	3%
Buddhist	1%
Hindu	0%
Jewish	0%
Muslim	7%
Sikh	0%

Q6 Do you have any children?

Yes	20%
No	80%

SECTION 2: ABOUT YOUR SENTENCE**Q2 Are you sentenced?**

Yes	100%
No – unsentenced/on remand	0%

Q3 What is the length of your sentence?

Not sentenced	0%
Four months	19%
Six months	11%
Eight months	9%
12 months	17%
18 months	13%
Two years	9%
Two to four years	14%
Four years or more	7%
Indeterminate sentence for public protection (IPP/DPP)	1%

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

Not sentenced	0%
Less than two months	57%
Two to six months	22%
Six months to one year	10%
One year or more	11%

Q5 How long have you been in this establishment?

Less than one month	27%
One to six months	53%
Six to 12 months	18%
One to two years	1%
Two years or more	0%

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

None	46%
Once	14%
Two to five	34%
More than five	7%

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

None	51%
One	34%
Two	14%
Three	0%
More than three	1%

SECTION 3: COURTS, TRANSFERS AND ESCORTS

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

Yes	46%
No	39%
Don't remember	12%
Not applicable	3%

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

Yes	15%
No	78%
Don't remember	4%
Not applicable	3%

Q3 Did you feel safe on your most recent journey?

Yes	69%
No	19%
Don't remember	12%

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

Yes	32%
No	58%
Don't remember	9%

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

Less than one hour	16%
One to two hours	53%
Two to four hours	23%
More than four hours	4%
Don't remember	4%

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

My journey was less than two hours	71%
Yes	3%
No	22%
Don't remember	4%

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

My journey was less than two hours	72%
Yes	10%
No	18%
Don't remember	0%

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

Very well	12%
Well	39%
Neither	31%
Badly	7%
Very badly	4%
Don't remember	7%

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

Yes, someone told me	72%
Yes, I received written information	10%
No, I was not told anything	18%
Don't remember	1%

SECTION 4: YOUR FIRST FEW DAYS HERE

Q1 How long were you in reception?

Less than two hours	68%
Two hours or longer	16%
Don't remember	15%

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

Yes	90%
No	7%
Don't remember	3%

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

Yes	79%
No	14%
Don't remember	7%

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

Very well	35%
Well	50%
Neither	11%
Badly	1%
Very badly	0%
Don't remember	3%

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

Not being able to smoke	40%	Money worries	14%
Loss of property	27%	Feeling low/upset/needing someone to talk to	43%
Housing problems	23%	Health problems	53%
Needing protection from other young people	13%	Getting phone numbers	33%
Letting family know where you were	63%	Staff did not ask me about any of these	9%

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

Not being able to smoke	49%	Money worries	19%
Loss of property	19%	Feeling low/upset/needing someone to talk to	7%
Housing problems	16%	Health problems	4%
Needing protection from other young people	0%	Getting phone numbers	10%
Letting family know where you were	17%	I did not have any problems	30%

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

A reception pack	79%
The opportunity to have a shower	33%
Something to eat	81%
A free phone call to friends/family	86%
Information about the PIN telephone system	51%
Information about feeling low/upset	33%
Don't remember	3%
I was not given any of these	0%

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

Chaplain or religious leader	36%
Someone from healthcare	72%
Peer support/peer mentor/Listener/Samaritans	17%
The prison shop/canteen	13%
Don't remember	14%
I did not have access to any of these	10%

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

Yes	90%
No	6%
Don't remember	4%

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

I have not been on an induction course	9%
Within the first week	67%
More than a week	14%
Don't remember	10%

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

I have not been on an induction course	9%
Yes	61%
No	21%
Don't remember	9%

SECTION 5: DAILY LIFE AND RESPECT

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

Yes	50%
No	46%
Don't know	4%

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

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

Q3 What is the food like here?

Very good	7%
Good	31%
Neither	24%
Bad	17%
Very bad	21%

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

I have not bought anything yet	6%
Yes	45%
No	48%
Don't know	1%

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

I don't want to attend religious services	21%
Very easy	27%
Easy	21%
Neither	10%
Difficult	3%
Very difficult	0%
Don't know	17%

Q6 Please answer the following questions about religion:

	Yes	No	Don't know/ not applicable
Do you feel your religious beliefs are respected?	44%	8%	48%
Can you speak to a religious leader in private if you want to?	59%	0%	41%

Q7 Please answer the following questions about staff here:

	Yes	No
Is there a member of staff you feel you can turn to for help if you have a problem?	80%	20%
Do most staff treat you with respect?	74%	26%

SECTION 6: HEALTHCARE

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

I have not been to healthcare	10%
Very good	32%
Good	42%
Neither	5%
Bad	10%
Very bad	1%

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

	Yes	No	Don't know
The doctor	63%	18%	19%
The nurse	91%	4%	4%
The dentist	33%	36%	31%
The optician	25%	31%	45%
The pharmacist	25%	27%	48%

Q3 Have you had any problems getting your medication?

I am not taking any medication	49%
Yes	18%
No	32%

Q4 Please answer the following questions about alcohol:

	Yes	No
Did you have problems with alcohol when you first arrived here?	10%	90%
Do you have problems with alcohol now?	4%	96%
Have you received any help with alcohol problems in this prison?	6%	94%

Q5 Please answer the following questions about drugs:

	Yes	No
Did you have problems with drugs when you first arrived here?	29%	71%
Do you have problems with drugs now?	7%	93%
Have you received any help with drug problems in this prison?	29%	71%

Q6 How easy is it to get illegal drugs here?

Very easy	6%
Easy	6%
Neither	6%
Difficult	10%
Very difficult	13%
Don't know	58%

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

Yes	18%
No	82%

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

I am not getting any help	6%
Doctor	1%
Nurse	9%
Psychiatrist/psychologist	6%
Counsellor	1%
Other	1%

SECTION 7: APPLICATIONS AND COMPLAINTS

Q1 Do you know how to make an application?

Yes	86%
No	14%

Q2 Is it easy to make an application?

Yes	87%
No	3%
Don't know	10%

Q3 Please answer the following questions about applications:

	I have not made an application	Yes	No
Do you feel applications are sorted out fairly?	24%	54%	21%
Do you feel applications are sorted out promptly (within seven days)?	25%	45%	30%

Q4 Do you know how to make a complaint?

Yes	89%
No	11%

Q5 Is it easy to make a complaint?

Yes	76%
No	3%
Don't know	21%

Q6 Please answer the following questions about complaints:

	I have not made a complaint	Yes	No
Do you feel complaints are sorted out fairly?	51%	27%	23%
Do you feel complaints are sorted out promptly (within seven days)?	51%	28%	21%
Have you ever been encouraged to withdraw a complaint?	51%	7%	42%

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

	Yes	No	Don't know
A peer mentor/peer support/Listener	41%	17%	42%
A member of the IMB (Independent Monitoring Board)	28%	13%	58%
An advocate (an outside person to help you)	41%	16%	43%

SECTION 8: REWARDS, SANCTIONS AND DISCIPLINE

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

Don't know what the rewards and sanctions scheme is	3%
Enhanced (top)	31%
Standard (middle)	59%
Basic (bottom)	1%
Don't know	6%

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

Don't know what the rewards and sanctions scheme is	3%
Yes	69%
No	28%

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

Don't know what the rewards and sanctions scheme is	3%
Yes	81%
No	16%

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

Yes	51%
No	48%
Don't know	1%

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

I have not had an adjudication	46%
Yes	50%
No	4%

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

I have not been restrained	81%
Once	13%
Twice	4%
Three times	0%
More than three times	1%

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

I have not been to the segregation unit	94%
Very well	2%
Well	3%
Neither	2%
Badly	0%
Very badly	0%

SECTION 9: SAFETY

Q1 Have you ever felt unsafe in this establishment?

Yes	17%
No	83%

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

Never felt unsafe	86%	At meal times	9%
Everywhere	3%	At healthcare	0%
Segregation unit	1%	Visit's area	1%
Association areas	7%	In wing showers	4%
Reception area	1%	In gym showers	1%
At the gym	6%	In corridors/stairwells	3%
In an exercise yard	1%	On your landing/wing	6%
At work	1%	In your cell	4%
At education	6%		

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

Yes	20%	If no, go to question 6
No	80%	

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

Insulting remarks (about you, your family or friends)	10%	Because of drugs	4%
Physical abuse (being hit, kicked or assaulted)	7%	Having your canteen/property taken	1%
Sexual abuse	1%	Because you were new here	4%
Because of your race or ethnic origin	0%	Because you are from a different part of the country	3%
Because of your religious beliefs	0%	Because of gang related issues	3%
Because you have a disability	1%	Because of your offence/crime	0%

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

Yes	14%	If no, go to question 9
No	86%	

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

Insulting remarks (about you, your family or friends)	6%	Because of drugs	2%
Physical abuse (being hit, kicked or assaulted)	2%	Having your canteen/property taken	0%
Sexual abuse	0%	Because you were new here	2%
Because of your race or ethnic origin	3%	Because you are from a different part of the country	2%
Because of your religious beliefs	0%	Because of gang related issues	0%
Because you have a disability	2%	Because of your offence/crime	0%

Q9 If you were being victimised who would you tell?

No one	25%	Teacher/education staff	8%
Personal officer	42%	Gym staff	10%
Wing officer	27%	Listener/Samaritan/buddy	8%
Chaplain	10%	Another young person here	17%
Healthcare staff	7%	Family/friends	24%

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

Yes	52%
No	22%
Don't know	25%

Q11 Is shouting through the windows a problem here?

Yes	26%
No	60%
Don't know	14%

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

Yes	33%
No	67%

SECTION 10: ACTIVITIES

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

14 or under	39%
15 or over	61%

Q2 Please answer the following questions about school:

	Yes	No	Not applicable
Have you ever been excluded from school?	88%	10%	1%
Did you used to truant from school?	70%	27%	3%

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

Education	40%
A job in this establishment	22%
Vocational or skills training	17%
Offending behaviour programmes	13%
I am not involved in any of these	8%

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

	Not been involved	Yes	No	Don't know
Education	15%	72%	7%	6%
A job in this establishment	18%	66%	14%	2%
Vocational or skills training	18%	50%	8%	24%
Offending behaviour programmes	28%	39%	14%	19%

Q5 Do you usually have association every day?

Yes	32%
No	63%
Don't know	5%

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

Don't want to go	4%
None	1%
One to two times	22%
Three to five times	59%
More than five times	9%
Don't know	4%

Q7 Can you usually go outside for exercise every day?

Don't want to go	4%
Yes	9%
No	83%
Don't know	4%

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS

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

Yes	41%
No	52%
Don't know	7%

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

Yes	27%
No	67%
Don't know	6%

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

Very easy	19%
Easy	45%
Neither	10%
Difficult	13%
Very difficult	6%
Don't know	6%

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

I don't get visits	14%
Less than one	23%
One	20%
Two	19%
Three	9%
More than three	10%
Don't know	4%

Q5 Do your visits start on time?

I don't get visits	15%
Yes	63%
No	9%
Don't know	12%

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

I don't get visits	15%
Very well	23%
Well	33%
Neither	6%
Badly	2%
Very badly	2%
Don't know	20%

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

I still have not met him/her	17%
In your first week	29%
More than a week	28%
Don't remember	26%

Q2 How often do you see your personal officer?

I still have not met him/her	18%
At least once a week	45%
Less than once a week	37%

Q3 Do you feel your personal officer has helped you?

I still have not met him/her	19%
Yes	47%
No	34%

Q4 Do you have a training plan?

Not sentenced	0%
Yes	44%
No	29%
Don't know	27%

Q5 Please answer the following questions about training plans:

	I don't have a training plan	Yes	No	Don't know
Were you involved in the development of your training plan?	29%	29%	8%	35%
Do you understand the targets that have been set in your training plan?	29%	48%	3%	20%
Can you see your training plan when you want to?	29%	20%	11%	41%

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

Yes	73%
No	27%

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

Yes	54%
No	46%

Q8 Please answer the following questions about your release:

	Yes	No	Don't know
Have you had a say in what will happen to you when you are released?	49%	42%	9%
Are you planning to go to school or college after release?	74%	10%	16%
Do you have a job to go to on release?	25%	62%	14%

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

Finding accommodation	38%
Getting into school or college	68%
Getting a job	62%
Help with money/finances	44%
Help with claiming benefits	39%
Continuing health services	29%
Opening a bank account	52%
Avoiding bad relationships	29%
I don't know who to contact	18%

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

Finding accommodation	16%
Getting into school or college	16%
Getting a job	40%
Money/finances	21%
Claiming benefits	18%
Continuing health services	6%
Opening a bank account	9%
Avoiding bad relationships	12%
I won't have any problems	42%

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

Yes	37%
No	52%
Don't know	11%

Q12 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 I can ask for advice)	11%
Nothing, it is up to me	17%	Having a YOT worker or social worker that I get on with	22%
Making new friends outside	24%	Having children	21%
Going back to live with my family	22%	Having something to do that isn't crime	43%
Getting a place of my own	33%	This sentence	35%
Getting a job	62%	Getting into school/college	48%
Having a partner (girlfriend or boyfriend)	32%	Talking about my offending behaviour with staff	5%
Staying off alcohol/drugs	38%	Anything else	6%

Q13 Do you want to stop offending?

Not sentenced	0%
Yes	88%
No	4%
Don't know	7%

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

Not sentenced	0%
Yes	53%
No	47%