

Report on an unannounced short follow-up inspection of

HMYOI Hindley

6 - 8 September 2011

by HM Chief Inspector of Prisons

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Printed and published by:
Her Majesty's Inspectorate of Prisons
1st Floor, Ashley House
Monck Street
London SW1P 2BQ
England

Contents

1	Introduction	5
2	Fact page	7
3	Summary	9
4	Progress since the last report	15
5	Summary of recommendations	41
6	Appendices	
	I Inspection team	44
	II Prison population profile	45
	III Summary of young people's questionnaires and interviews	48

Introduction

This follow-up inspection was carried out almost two years after an inspection which reported that Hindley was performing reasonably well against our healthy prison tests of safety and respect, and well against the tests of purposeful activity and resettlement. It was pleasing to find that progress continued to be made in all four areas.

There were a number of problems confronting the establishment which were not necessarily within its control. Lengthy waits at court and late arrivals at the establishment were still experienced by some young people. The lack of a national directive requiring staff to wear name badges meant that some staff refused to wear them. Both issues had implications for the safety of young people and need intervention from the Youth Justice Board and/or National Offender Management Service to ensure a resolution.

Hindley had, on the whole, coped well with the influx of young people following civil unrest in August 2011, some of whom found themselves considerable distances from home. Allocation to activities had been carried out well but we were concerned by the decision, seemingly based solely on operational pressures, to shorten initial vulnerability assessments, although the majority of young people said that they had felt safe on their first night.

Safeguarding procedures, and a well-resourced safeguarding team, continued to identify the most vulnerable young people quickly and there were good multidisciplinary arrangements to plan for their care. However, the newly introduced behaviour intervention plans, designed to address a wide range of problematic behaviour, as well as support vulnerable young people, had yet to be implemented to a sufficient standard. We were confident, despite this, that procedures were in place to help drive up standards. Robust quality assurance had helped to improve suicide and self-harm monitoring documentation.

Comprehensive behaviour management and violence reduction strategies had been published a week before the inspection but there was still work to do to develop the associated incentives and earned privileges scheme, as well as the instant rewards and sanctions scheme. In particular we were not assured that either scheme yet had the full confidence of young people in terms of the fairness of their application. This was especially true of young people from a black and minority ethnic background. Governance of the use of force was good and arrangements to debrief young people following an incident were now more consistent. In our survey, however, young people suggested concerns at how staff dealt with bullying – but revised anti-bullying procedures and a new system looked promising. The segregation unit now provided a better environment. A new policy promised intensive support for young people with behaviour problems rather than mere segregation, although more work needed to be done to achieve that aim.

Personal officer work had improved following a comprehensive review which had resulted in clear staff guidance, as well as information for young people telling them what they could expect from their personal officer. Consultation arrangements were very good and had included an event with the local Safeguarding Children Board which had addressed safety issues, complaints and relationships with staff.

There had been considerable improvement in the area of diversity, particularly in relation to young people with disabilities. There was more work to do with young people who were foreign nationals but individuals were generally well cared for.

Health care was excellent and the specialist provision delivered in the Willow Unit for young people with mental health needs continued to develop well.

There was still not enough time out of cell for young people at the weekends and time in the open air remained inadequate. However, significant progress had been made since the previous inspection in providing a planned programme of activities to supplement the education and vocational training programme. Considerable progress had been made to reduce the number of young people returned to residential units for poor behaviour using the findings of research commissioned from Liverpool University, and staff had been trained to deal more effectively with poor behaviour. Attendance at education and training had improved greatly. Achievement of vocational qualifications had increased, with a high success rate of 96%. More young people were attending PE and accredited courses had been introduced.

A good deal of progress had been made in the area of resettlement. The use of release on temporary licence had increased considerably. Attendance at training planning meetings had improved and targets in training plans were more applicable to the individual. A needs analysis had been carried out in order to deliver more relevant programmes and a high number of young people attended programmes as a consequence. Resettlement pathways were well addressed and particularly good efforts were being made to improve contact with families through a new strategy to promote positive links.

Much of the progress we have reported was based on recent reviews and revisions of policies and procedures. To that extent they still needed to be embedded and tested. However, we were impressed with the range of quality assurance procedures in place, which we hope will ensure that the intended outcomes are achieved.

Nick Hardwick
HM Chief Inspector of Prisons

October 2011

Fact page

Task of the establishment

HMYOI Hindley is a closed juvenile site holding young males between the ages of 15 and 18 serving the Northwest and Wales area.

Prison status (public or private, with name of contractor if private)

Public

Region/Department

North West

Number held

378

Certified normal accommodation

440

Operational capacity

506

Date of last full inspection

October 2009

Brief history

Hindley opened as a Borstal in 1961 and, following the establishment of the young people's estate in July 2001, became a combined site establishment, with up to 192 young people and 324 young adults.

Hindley was awarded a service level agreement in April 2005 to ensure that the regime became focused on the individual young person, delivering skills and offending behaviour programmes to enable a reduction in re-offending.

In July 2008, a scoping exercise was commissioned to determine whether Hindley could change function and become a single site for all young people in the Northwest, with all young adults transferring to HMP/YOI Lancaster Farms. Ministerial approval was gained and on 1 April 2009 Hindley re-roled to become a fully juvenile prison.

Short description of residential units

Hindley has nine residential units as follows:

A wing: built in 1961 and fully refurbished in 2011. The wing is a standard wing holding up to 66 sentenced 15 year olds on all incentives and earned privileges (IEP) levels.

B wing: built in 1961 and currently closed for refurbishment.

C Wing: built in 1961 and fully refurbished in 2010. The wing is a standard wing holding up to 66 sentenced young people aged 16-18 on all IEP levels.

D wing: built in 1961 and fully refurbished in 2010. The wing is a standard wing holding up to 66 sentenced young people aged 16-18 on all IEP levels.

E wing: built in 1989, this wing is primarily a remand wing holding up to 96 young people aged 16-18 on all IEP levels.

F wing: built in 1989, this wing is a standard wing holding up to 96 young people aged 16-18 on all IEP levels.

Sycamore unit: behavioural management unit holding up to nine young people who require additional support and more intensive interventions.

Willow unit: complex needs unit holding up to 11 young people with complex needs, with two designated health care beds.

J wing: a temporary custodial module built in 2008, this wing is the first night centre and holds a few young people on enhanced regime who act as mentors to new arrivals. It can hold up to 40 young people, including two in designated health care beds.

Escort contractor

GeoAmey

Health service commissioner and providers

Ashton, Leigh and Wigan Primary Care Trust
Bridgewater Community Healthcare NHS Trust

Learning and skills providers

The Manchester College

Section 1: Summary

Introduction

- 1.1 The purpose of this inspection was to follow up the recommendations made in our last full inspection of 2009 and examine the progress achieved. All full inspection reports include a summary of outcomes for children and young people against the model of a healthy prison. The four criteria of a healthy prison are:

Safety	young people, even the most vulnerable, are held safely
Respect	young people are treated with respect for their human dignity
Purposeful activity	young people are able, and expected, to engage in activity that is likely to benefit them
Resettlement	young people are prepared for their release into the community and helped to reduce the likelihood of reoffending.

- 1.2 Follow-up inspections are proportionate to risk. Short follow-up inspections are conducted where the previous full inspection and our intelligence systems suggest that there are comparatively fewer concerns. Sufficient inspector time is allocated to enable inspection of progress. Inspectors draw up a brief healthy prison summary setting out the progress of the establishment in the areas inspected and giving an overall assessment against the following definitions:

Making insufficient progress

Overall progress against our recommendations has been slow or negligible and/or there is little evidence of improvements in outcomes for children and young people.

Making sufficient progress

Overall there is evidence that efforts have been made to respond to our recommendations in a way that is having a discernible positive impact on outcomes for children and young people.

Safety

- 1.3 At our inspection in October 2009 we found that outcomes for children and young people against this healthy prison test were reasonably good. We made 27 recommendations in this area, of which 12 had been achieved, nine partially achieved and five had not been achieved. One recommendation was no longer applicable. We have made a further two recommendations.
- 1.4 Young people still experienced lengthy waits in court cells before they arrived and still sometimes travelled with adult prisoners. Effective monitoring of escort concerns had begun and there were links with the safeguarding committee to report problems. An informative booklet to prepare young people prior to their arrival had been produced by the establishment and good efforts had been made to ensure that young people received it before they arrived.

- 1.5 Searching procedures had been reviewed and some strip-searching, which had previously been routine, was now risk assessed and required the authority of a governor. However, it was still routine in some areas, including for all new arrivals.
- 1.6 Eighty-five per cent of young people said that they felt safe on their first night against the national comparator of 77%. Initial vulnerability assessments completed on the first night unit were now properly reviewed and there was a thorough quality assurance process in place. Due to the high number of young people who had been transferred from other establishments as a result of the recent disturbances and the resulting operational pressures, they had not been fully assessed on arrival: their existing vulnerability assessments were reviewed and the sample which we examined was inadequate to take account of changed risks and potentially increased vulnerability.
- 1.7 The safeguarding team continued to work effectively with a good level of social work support having been retained, despite a lack of central funding. The national arrangements to secure funding for social workers in prisons for the next three years would provide some welcome stability.
- 1.8 In our survey, young people expressed a lack of confidence in the anti-bullying procedures, comparatively worse than at the previous inspection. There had recently been a comprehensive review and revision of anti-bullying procedures and staff had been trained to use the new procedures. The new system looked promising.
- 1.9 Behaviour intervention plans had also been introduced and they were used to address a range of behaviour, including perpetrators and victims of bullying and young people who behaved badly and needed to be temporarily separated from others. The behaviour intervention plans were not yet being implemented to a consistently high standard but the violence reduction coordinator had developed a robust quality assurance system and was working hard to drive up standards.
- 1.10 Attendance at suicide and self-harm prevention meetings had improved but there were still problems getting full attendance regularly. Robust quality assurance procedures had been put in place as well as useful regular meetings with ACCT (assessment, care in custody and teamwork) assessors and care managers to improve the quality of the work, in particular documentation such as initial assessments, staff observations and care maps. The quality had improved as a result. Attendance by and the consistency of specific case managers as they related to an individual had improved as a consequence of better planning.
- 1.11 Young people were motivated by the instant rewards that they could receive through the rewards and sanctions scheme. However, the system was still not being monitored for fairness and in our small group discussion with young people from black and minority ethnic groups they raised unfairness in this system as one of their main complaints.
- 1.12 Young people were told they could have an advocate present at their adjudication and adjudications were adjourned to facilitate a request for an advocate if necessary. In our small sample of use of force documentation we came across no inappropriate use of force. The weekly use of force meeting monitored every incident efficiently. Debriefing sessions for young people who had been restrained were carried out consistently by one person but in the sample of documentation we examined it was not clear that a good level of discussion had taken place with the young person.
- 1.13 In our groups young people said that Hindley was generally a safe place.

- 1.14 On the basis of this short follow-up inspection, we considered that the establishment was making sufficient progress against our recommendations.

Respect

- 1.15 At our inspection in October 2009 we found that outcomes for children and young people against this healthy prison test were reasonably good. We made 52 recommendations in this area, of which 33 had been achieved, 13 partially achieved and six had not been achieved. We have made one further recommendation.
- 1.16 A good range of new kit was being issued at the time of the inspection and outdoor jackets had been provided for some time. The majority of young people were still not permitted to wear their own clothes.
- 1.17 Consultation arrangements were impressive and included annual events with a focus on safety and relationships with staff. The majority of young people we spoke to said that most staff treated them decently. However, in our survey young people reported less favourably than at the previous inspection about being treated with respect by staff and having a member of staff to turn to with a problem. Many staff still did not display their names on their uniforms. Managers had gone to great lengths to try to persuade staff to display their names but the majority had decided to reserve their right not to.
- 1.18 Staff had been trained in the use of e-Asset and used the system more, encouraged by a robust quality assurance system. Entries in wing files were of a high quality.
- 1.19 Our survey indicated that young people now met their personal officer more quickly. Responses in our survey were better than the national comparator in relation to the frequency and helpfulness of meetings with personal officers. Initial entries by personal officers in wing files confirmed that early introductions were generally made and personal targets for the young person were set. Personal officers made contributions to relevant meetings either in writing or in person. Good efforts had been made to improve collaborative working between key workers and personal officers. The information leaflet which had been produced for young people explaining the difference between the two roles and their responsibilities towards young people was very useful.
- 1.20 Some young people waited up to two weeks for their first canteen order depending on the day they arrived. Reception packs were not sufficient to last two weeks and this had implications for bullying. Our survey confirmed that bullying for canteen was a problem for some.
- 1.21 The majority of staff had been trained in diversity and there was an ongoing training programme. There was a good deal of celebration of diversity with involvement of community organisations. External quality assurance of racist incident report forms was in place and there was an ongoing programme of impact assessments. Ethnic monitoring data were now analysed but there were some gaps. The equalities officer carried out one-to-one work with young people who had been racially abusive and an intervention for addressing racist behaviour had been successfully introduced. The high-risk equality database which covered other hate crime was used well.
- 1.22 Young people with disabilities who needed specific attention with their day-to-day care had care plans which were appropriately shared with staff and entered on individual wing records. Young people with communication difficulties were well catered for. Important information had been produced with the help of the speech and language therapist and learning disability nurse

which was age appropriate and very helpful. The foreign nationals policy was out of date but generally individual work with young people who were foreign nationals ensured that their needs were met. Staff supported foreign nationals with particular vulnerabilities well. Big Word was used freely and an established part of day-to-day work. Good links had recently been established with the UK Border Agency.

- 1.23 The multi-faith room had been decorated and facilities for chaplains to carry out their extensive counselling work had improved.
- 1.24 There had been a number of improvements in the management of complaints but young people were negative about the way complaints were handled. However, in the sample that we examined we did not find any unfairness and the complaints had been dealt with in a timely fashion. There were robust quality assurance arrangements in place and complaints were analysed monthly. A consultation exercise had been undertaken as part of a safeguarding event organised by Wigan Safeguarding Children Board and young people had been asked specifically about their views on the management of complaints. In house youth offending team (YOT) workers liaised with community YOT workers to assist young people with their legal rights, but there was a gap in internal specialist knowledge. Young people were not able to make a telephone call to their solicitor without making an application and legal visits were heavily oversubscribed which could lead to a delay in young people obtaining external legal advice.
- 1.25 Overall, health care provided an excellent service. The staff skill mix was good and staff were well trained and committed to the provision of a high standard of care for young people. The Willow unit provided a high standard of specialist care. The supervision of out-patients, with dedicated support from Willow staff, had improved considerably. A dedicated patient forum had been established and was working well. The rate of failed appointments had improved but was still about 20%. Information sharing between health care and other departments was good. Health promotion was excellent. The health care team was fully integrated with other departments in the establishment.
- 1.26 On the basis of this short follow-up inspection, we considered that the establishment was making sufficient progress against our recommendations.

Purposeful activity

- 1.27 At our inspection in October 2009 we found that outcomes for children and young people against this healthy prison test were good. We made 12 recommendations in this area, of which seven had been achieved, three partially achieved and two had not been achieved.
- 1.28 The majority of young people spent a good deal of their day out of their cell but our recommendation of 10 hours a day was not being met. We estimated that most young people had an average of nine hours out of cell during the week with less at the weekend. Young people on basic, of whom there were 35 at the time of the inspection, fared worse since they had no evening association. Association was scheduled daily and in our survey young people reported more favourably against the national comparator with regard to having association every day. There had been some improvement in access to time in the open air but it was often less than an hour each day and could not be relied on.
- 1.29 Significant progress had been made in providing a planned programme of activities to supplement the education and vocational training programme. A good range of vocational subjects had been maintained and improved and there was more accredited training.

Achievement of vocational qualifications had increased since the previous inspection, with a high success rate of 96%. The recent significant increase in the number of new arrivals due to civil unrest had placed a significant strain on maintaining well coordinated and planned access to activities but the establishment had responded well.

- 1.30 Additional classes had been provided by the Manchester College to increase short-term capacity. Good use was being made of the useful skills young people had acquired in vocational training to develop new workshops. The quality of workshops was high and young people were developing employability skills. Literacy and numeracy was well integrated into vocational subject areas. Good use was made of learning support practitioners to help young people with their literacy and numeracy in classroom sessions.
- 1.31 Staff training had taken place, with effective support from the special educational needs coordinator, to help staff to deal with inappropriate behaviour supported by additional learning support assistants who were used more effectively in classrooms. Good links had been developed between education and the speech and language therapist. Information sharing across the establishment about young people who displayed challenging behaviour was effective.
- 1.32 Significant progress had been made in improving attendance in education and vocational training and there were fewer disruptions to classes. Refusal to attend activities was monitored efficiently and the overall number of refusals was low
- 1.33 Good progress had been made to ensure that young people were able to use computers in the library and the library stock generally reflected the needs of the population.
- 1.34 The amount of timetabled PE had improved and access to recreational PE was good with a variety of courses and programmes to meet the needs of young people. Accredited PE courses had been introduced. There were good links with health care. Courses focused on helping young people to develop their personal skills were valuable.
- 1.35 On the basis of this short follow-up inspection, we considered that the establishment was making sufficient progress against our recommendations.

Resettlement

- 1.36 At our inspection in October 2009 we found that outcomes for children and young people against this healthy prison test were good. We made 23 recommendations in this area, of which 18 had been achieved, three partially achieved and two had not been achieved.. We have made a further two recommendations.
- 1.37 Attendance at reducing reoffending meetings had improved and they were attended by prison based staff and some key figures from the community. Release on temporary licence (ROTL) was more widely promoted and all eligible young people were considered. The use of ROTL had increased considerably and there had been some improvement in the range of ROTL opportunities.
- 1.38 Attendance at training planning meetings had improved. Written contributions from key staff were supplied regularly. The quality assurance procedures were impressive and targets were specific and relevant to the individual. A wide range of programmes based on a needs analysis was available and many young people had completed a programme.

- 1.39 Very good efforts were being made to try to improve the limited contact young people had with their family and friends based on a new strategy specifically to promote positive family links. Entitlements to free letters had increased and email contact had been introduced which was popular with young people. Efficient booking arrangements had coped well with the increase in demand for visits arising out of the influx of new arrivals. The visitors' centre was an excellent resource, staff were friendly and helpful and visitors were able to make comments on their visiting experience and the comments they made were usually positive. Young people with accommodation problems were well served at an early stage by the NACRO worker. She also provided advice on access to state benefits and help with practical arrangements such as making appointments in preparation for release.
- 1.40 Significant progress had been made since the previous inspection in developing the information and guidance service. A greater emphasis had been placed on ensuring that education and training courses reflected the needs of employers and linked with mainstream college courses to provide good progression opportunities on release. The education support service provided good support for young people prior to their release and had developed links with a variety of agencies, such as Connexions, to support young people after release. A dedicated substance use team was now in place, with a sufficient number of suitably trained staff to deliver the required substance use interventions, and young people had timely access to their services. Few young people had a need for high-level services but specialist provision was available when the need arose. Prison intelligence pointed to low availability of illegal substances and our survey confirmed this. Voluntary drug testing had been introduced but few young people took it up.
- 1.41 On the basis of this short follow-up inspection, we considered that the establishment was making sufficient progress against our recommendations.

Section 2: Progress since the last report

The paragraph reference number at the end of each recommendation below refers to its location in the previous inspection report.

Main recommendations (from the previous report)

2.1 Long-term funding arrangements for social workers should be agreed. (HP45)

Achieved. Funding for four social work posts for three years had been secured. Hindley was the only juvenile establishment which had previously managed to retain social work provision in the absence of central funding and was in a good position to make full use of the new funding.

2.2 The procedures for the care and management of young people who are perpetrators or victims of bullying should be reviewed and revised so that they are clear to staff. (HP46)

Achieved. The new procedures for care and management of young people who were perpetrators or victims of bullying had been introduced approximately three months prior to the inspection and all staff had received training in their delivery. Behaviour intervention plans had also been introduced and were completed for all young people who were victims or perpetrators of bullying, as well as young people who had been identified as vulnerable. The small sample of plans that we examined indicated a need for improvement, particularly with regard to assessments, but quality assurance procedures were extremely robust and the new process looked promising.

2.3 Effective governance arrangements for the rewards and sanctions scheme should be introduced to ensure that sanctions are not being overused and that implementation is consistent across the establishment. (HP47)

Not achieved. Red tickets for poor behaviour leading to sanctions were no longer issued. However, the issue of green tickets leading to rewards was still not being monitored to ensure fairness and consistency of application across the establishment. Young people told us that they were motivated to behave well by the prospect of a reward, such as a chocolate bar. However in our small group discussion with young people from black and minority ethnic groups, they raised discrimination and unfair treatment in relation to the distribution of rewards as one of their main complaints about Hindley. The incentives and earned privileges scheme (IEP) and accompanying system of instant rewards and sanctions was under review and a new overarching behaviour management and incentives scheme was in development.

Further recommendation

2.4 The incentives and earned privileges scheme (IEP) and accompanying rewards and sanctions scheme should be subject to robust monitoring to ensure that it is applied fairly and consistently.

Recommendations

Courts, escorts and transfers

2.5 Young people should not be transported with adult prisoners. (1.8)

Not achieved. We received anecdotal accounts from reception staff that young people sometimes continued to share transport with adult prisoners. The escort contract had changed to a new provider the week before the inspection started. The guidance for the new escort service, provided by GeoAmey, stated that their vehicles had been designed to carry 'multi-category prisoners in order to achieve more efficient scheduling and bring significant savings'. Staff said that, as a result of the change in the contract, they had been told to expect more sharing.

We repeat the recommendation.

2.6 Age-appropriate written information about Hindley should be developed by the establishment and provided to young people at court by youth offending team court officers. (1.9)

Achieved. A straightforward, informative booklet based on expert advice from the establishment's learning disability nurse had been produced to explain to young people what to expect at Hindley. This had been sent to 36 youth offending teams to pass to the appropriate courts. Arrangements had also been made to issue it to the new escort provider, so that copies could be kept on the vans. Our survey indicated a significant improvement against the national comparator in the number of young people who reported that they had been given written information about the establishment before they arrived, although it was still low at 17%.

2.7 Young people should not have lengthy waits in court after their case has been dealt with. (1.10)

Not achieved. Staff told us that they frequently received complaints from young people who had spent unnecessarily long periods of time at court. The manager responsible for the first night centre had started to investigate such cases to raise issues that emerged at the safeguarding committee meetings.

We repeat the recommendation.

2.8 Young people who are transferred for discipline reasons should be given adequate notice to prepare for their departure, including the opportunity to make a telephone call to their family and check their property for onward transfer. (1.11)

Achieved. Young people transferred for disciplinary reasons were notified of any planned move, but we were told they were not given information about the timing or the location for security reasons. They were thus able to sort out their property and make a telephone call to their family to tell them that they were being transferred, but could not tell them where they were going prior to departure.

First days in custody

- 2.9 **Young people should not be routinely strip-searched. Strip-searching should only be carried out after a thorough risk assessment has identified serious risk of harm to the young person or others, and on the authorisation of a duty governor. (1.35)**

Partially achieved. There had been some adaptation of the searching procedures. Strip-searching was no longer routinely carried out on transfer in from another establishment, on returns from prison escorts and on final discharge and discharge for release on temporary licence (ROTL). Intelligence-led strip-searching required the authorisation of a duty governor. Strip-searching continued to take place routinely on all new arrivals, return from ROTL and non-prison escorts, as well as on all transfers out to other prisons.

We repeat the recommendation.

- 2.10 **Initial vulnerability assessments should be reviewed after new arrivals transfer from the first night centre and thereafter at training planning meetings. (1.36)**

Achieved. Reviews were carried out whenever a young person changed location, including transfer from the first night centre, or whenever their circumstances altered significantly. Vulnerability assessments were also reviewed at each training planning meeting. Quality assurance of initial vulnerability assessments had been improved and was now thorough.

Additional information

- 2.11 Eighty-five per cent of young people said that they felt safe on their first night which was significantly better than the national comparator of 77%.
- 2.12 As a result of the recent disturbances, a high number of young people had transferred from other establishments to make space available in establishments where they were needed, mainly in the south. Over a seven-day period 44 young people had been transferred to Hindley. Many young people arrived without their medical records and other important information. Nine young people arrived without any information.
- 2.13 As a response to the high volume of work associated with settling in newly transferred young people, a temporary local decision had been made to update existing vulnerability assessments rather than complete a full assessment on young people who had transferred in from other establishments. We examined a small sample of updated assessments. Insufficient attention had been paid to the new risks and increase in levels of vulnerability as a result of the transfer.

Further recommendation

- 2.14 Comprehensive initial vulnerability assessments, based on all necessary information, should be completed for each new arrival, including those transferred from other establishments.

Residential units

- 2.15 **All cells should be suitably furnished and include a table and chair. (2.16)**

Partially achieved. Cells were adequately equipped and young people generally kept them clean and tidy. We were told that young people were given the option of having a table and chair but not all wanted them. It was not clear why they declined the furniture although some of the cells were small.

We repeat the recommendation.

2.16 Toilets should be properly screened. (2.17)

Partially achieved. Toilets in single cells were not screened and were clearly visible from observation panels. Toilets in double cells were properly screened.

We repeat the recommendation.

2.17 Flasks or kettles should be provided for young people overnight. (2.18)

Achieved. Flasks had been purchased but some staff had objected to issuing them to young people on safety grounds and they had not been issued. Staff concerns had been addressed and the issue of flasks was imminent.

2.18 The policy on offensive displays should be applied consistently. (2.19)

Achieved. The policy on offensive displays was familiar to young people and staff and was applied consistently. Daily checks were undertaken by staff, and managers checked for material that contravened the policy during their cell checks. Young people were able to personalise their cells with pictures that did not contravene the policy.

2.19 Young people should be permitted to wear their own clothes. (2.20)

Not achieved. This recommendation had been rejected on the grounds of bullying issues and the potential for reinforcing gang identities. Only young people on the enhanced level of the incentives and earned privileges (IEP) scheme were permitted to wear their own clothes, and only on association. All young people were allowed to wear their own underwear, socks and trainers.

We repeat the recommendation.

2.20 Kit issued to young people should be of good quality and in a sufficient range of sizes to meet the needs of the population. (2.21)

Achieved. New kit was being issued to young people at the time of the inspection. The system for kit issue had changed and each young person was issued with clothes for education, workshops and work and different clothes to wear on their wing which they retained. They were also given a numbered wash bag in which to place their clothes for the wing laundries. Not all wings had published rotas for access to the laundry and some young people told us of clothes previously going missing from the washing machines and driers. It was essential for access to wing laundry facilities to be organised and managed properly in the light of the new arrangements for young people to retain their own kit.

2.21 Young people should be issued with outdoor jackets. (2.22)

Achieved. All young people had been provided with a suitable jacket to wear outdoors.

Additional information

- 2.22 Young people had good access to showers and telephones. In our survey 90% of young people against a comparator of 64% at similar establishments reported having daily access to showers. Access to telephones was similarly good with 84% reporting daily access against a comparator of 61%.

Relationships between staff and children and young people

- 2.23 **Staff should display their name as well as their staff number on their uniform. (2.30)**

Not achieved. The majority of staff had exercised their right to refuse to wear name badges despite the best efforts of managers to persuade them otherwise. Staff were being issued with new sweatshirts with their names printed on them but in the absence of a national directive cooperation was unlikely.

Further recommendation (to the YJB and NOMS)

- 2.24 There should be a national directive requiring staff to display their names on their uniforms.

- 2.25 **Entries in individual wing files should demonstrate good interaction between staff and young people and contain clear individual assessments to build up a comprehensive picture of the young person. (2.31)**

Achieved. Overall, the quality of the entries in C-Nomis was high. They indicated a good level of staff interaction with the young person, comments were balanced and useful information was recorded. A robust quality assurance system was in place with senior officers conducting monthly checks of all files and a further tier of monitoring carried out by the residential governor. Managers drew attention to file entries that did not meet the required standard. In the sample we examined it was evident that staff were using the system regularly.

- 2.26 **Residential staff should be trained to use the e-Asset system. (2.32)**

Achieved. In-house training in the use of e-Asset had been delivered for residential staff and a useful written quick guide had been produced for reference. Local monitoring indicated that there had been an increase in the use of the system following the implementation of the training programme. In the sample we examined there was no indication that staff were unable or unwilling to use the system as had been the case previously.

- 2.27 **The establishment should conduct a series of focus groups with young people to discuss how staff/young people relationships might be improved. (2.33)**

Achieved. There were extensive arrangements to consult young people on a variety of issues. There were monthly consultation meetings with wing representatives known as Voices in Prison meetings. The meetings were well attended by unit staff and were a useful forum to develop good relationships and for young people to raise concerns with staff. There had also been two annual consultation events since the previous inspection with a specific focus on safety. Relationships with staff had been an agenda item at both meetings and young people had made some useful suggestions for improvement. Focus groups had also been held for

specific groups such as foreign nationals and Welsh young people, and young people were asked their views on equality of treatment by staff. No concerns had been raised.

Additional information

- 2.28 In the focus groups that we conducted during the inspection, the majority of young people said that most staff treated them decently. Several young people commented that staff were quick to respond to altercations between young people, which helped them to feel safe. However, in our most recent survey, responses were significantly worse than responses in the survey carried out in 2009 in relation to being treated with respect and having a member of staff to talk to with a problem.

Personal officers

- 2.29 **All young people should meet their personal officer and designated substitute within 24 hours of arrival on their residential unit. (2.42)**

Achieved. There was an efficient system in place to allocate a personal officer as soon as a new arrival transferred from the first night unit to a residential unit, and timeliness of allocation had improved. In our survey, 50% of young people said they had met their personal officer within the first week against the comparator of 34% at the previous inspection. C-Nomis entries showed early contact, usually within the first 24 hours of the young person's arrival on the unit. Personal officers worked in colour-coded teams and young people were told that if their personal officer was not available they could speak to any other officer in that team.

- 2.30 **Monthly contact forms should be used consistently and managers should ensure that all personal officers conduct a monthly review with the young people they are responsible for. (2.43)**

Achieved. The personal officer scheme had been reviewed and revised and staff guidance had been produced setting out personal officer responsibilities. Personal officers were now required to make fortnightly entries, set targets for the young person and provide a summary of his progress. The frequency and quality of entries on C-Nomis had improved overall following staff training, and personal officer work was another area where robust quality assurance by managers seemed to be effective. In our survey, 67% of young people said they saw their personal officer at least once a week against the national comparator of 58%, and 64% said they were helped by their personal officer against a national comparator of 53%. In our focus groups, there was some difference of opinion about how helpful personal officers were, but the majority of young people were positive about their relationship with their personal officer.

- 2.31 **Personal officers should attend all relevant meetings and reviews relating to the care and management of the young people for whom they are responsible. (2.44)**

Partially achieved. A helpful information leaflet had been produced for young people explaining the role of their personal officer, including their attendance at meetings involving them. Although attendance at meetings by personal officers had improved since the previous inspection, they still missed more meetings than they attended. However, they now usually submitted a written contribution if they could not attend. Through effective quality assurance, managers had commented on different practices on the wings. A traffic light system was used to highlight cases where personal officers needed to make improvements. Regular personal officer work was not carried out with the same enthusiasm on some wings, notably E and F, but managers were taking appropriate action.

- 2.32 **There should be a process for formal exchange between key workers and personal officers concerning the young people they have joint responsibility for, particularly prior to and after their reviews. (2.45)**

Achieved. A consultation exercise had recently been carried out with personal officers and key workers seeking suggestions on how to improve communication and collaborative working. This had resulted in a number of changes, including procedures to improve written contributions to the training planning process. It was too early for the suggested changes to have been fully embedded but there was some evidence of improvement. The information leaflet produced for young people explained clearly the role of social workers in the safeguarding team, key workers and personal officers and this had helped to provide clarity for staff as well as young people. C-Nomis entries included contributions from key workers, guidance workers and members of the safeguarding team, which was a useful way to share information.

Safeguarding children

- 2.33 **The whistle-blowing policy should be revised to ensure that it states clearly that concerns about young people should be reported through the agreed child protection procedures and not through the reporting wrong-doing helpline. (3.14)**

Achieved. The reporting wrongdoing (whistle-blowing) policy stated clearly that any concern about young people should be reported using the safeguards referrals procedure.

- 2.34 **Young people who have been identified as particularly vulnerable or with specific needs, or who have been displaying challenging behaviour, should have an individual care plan to meet their assessed needs. (3.15)**

Partially achieved. Young people who were particularly vulnerable or challenging or who had specific needs continued to be managed effectively through the well attended multidisciplinary weekly safer regimes meeting. Some, but not all, vulnerable young people had behaviour intervention plans but the plans were not sufficiently comprehensive (see paragraph 2.2 and section on bullying) and needed further development in order to be used to effectively assess, plan and review the individual needs of young people with a variety of complex needs. **We repeat the recommendation.**

Self-harm and suicide prevention

- 2.35 **Designated members of the suicide and self-harm prevention committee should attend meetings as required. (3.35)**

Not achieved. The suicide and self-harm committee now met monthly and continued to be chaired by the head of admissions and safety. At the previous inspection we reported that only about half the designated participants attended the meeting. This had improved but there continued to be poor attendance by representatives from the residential units and escort services and only occasional attendance by other departments, such as security and reducing re-offending. Efforts had been made by the chair of the meeting and the suicide and self-harm coordinator to remind internal staff and the escort provider of the importance of these meetings. **We repeat the recommendation.**

- 2.36 **Initial assessments should include consideration of all available information about the young person and be of good quality. (3.36)**

Partially achieved. The quality of assessments had improved and now concluded with action points agreed with the young person. However, it was acknowledged by the suicide and self-harm coordinator that these were not always helpful and realistic and consideration of all existing information about the young person was not always evident. There was good quality assurance in place, including a monthly assessors' meeting so that common concerns could be discussed with a view to improving the standard of documentation overall. This was a useful initiative.

- 2.37 Care maps should address the young person's particular difficulties and demonstrate that all sources of help and support have been explored. There should be clear lines of accountability for all agreed actions. (3.37)**

Partially achieved. Care maps had improved and lines of accountability for actions agreed were usually, but not always, assigned to a named member of staff. Care maps were now updated more regularly, although targets set did not always relate to the initial assessment, and ongoing assessment was not always evident. The suicide and self-harm coordinator had identified similar shortcomings in the documentation and the recently introduced quality assurance arrangements were addressing the issues.

- 2.38 Staff participation at ACCT reviews should be planned, so that it is known who should attend and who should provide written contributions. (3.38)**

Achieved. There was an effective system to ensure that all departments were notified of reviews and they continued to be well attended. We were told that it was not always possible to get all staff who had a contribution to make to attend the reviews. This was simply a scheduling problem. In cases when it was not possible for a member of staff to attend a review, a written contribution was requested. Family members had continued to be invited, with some attending.

- 2.39 The ACCT case manager should be consistent throughout the time an ACCT is opened. (3.39)**

Partially achieved. This recommendation was only partially accepted by the establishment as it was not considered practical to have the same case manager at each review. However, there was greater consistency in the attendance of case managers at reviews and work had been done to try to enable case managers to attend the reviews of the same young person or provide handovers between case managers when they were unable to attend.

- 2.40 Staff observations at night should take place with agreed frequency, but should not be too predictable. (3.40)**

Achieved. There was less predictability in the carrying out of night observations. Work had been undertaken by the suicide and self-harm coordinator to address this issue and clear guidance had been written for staff. In the case of one member of staff who consistently failed to change their practice, robust action had been taken to address the issue.

Bullying

- 2.41 All staff should be trained in procedures and subsequent revisions relating to the care and management of young people who are perpetrators or victims of bullying. (3.51)**

Achieved. All staff had received training in the new anti-bullying procedures and in completing the related behaviour intervention plans. There was a need to build the trust of young people in the new system since our survey responses to some questions relating to bullying indicated a

reduction in young people's confidence that staff would take appropriate action if they reported bullying and therefore a reticence to report it.

- 2.42 **The procedures for managing young people who are perpetrators or victims of bullying should include a robust system of quality assurance to ensure that the procedures are implemented consistently. (3.52)**

Achieved. All behaviour intervention plans for perpetrators or victims of bullying were quality assured by the violence reduction coordinator. Comprehensive written feedback was given to all staff who had completed a plan, including recommendations on how the officer completing the plan could improve their practice. The detail and insight in the feedback documents provided by the violence reduction coordinator was very good. Young people who had been identified as victims or perpetrators of bullying were discussed at the weekly multidisciplinary safer regimes meetings (see also section on safeguarding children).

Applications and complaints

- 2.43 **Complaints boxes should be opened by the complaints clerk so that confidentiality is not compromised (3.141)**

Achieved. The complaint boxes were opened by a member of the safeguarding team, who was also the complaints clerk, to ensure confidentiality.

- 2.44 **There should be a monthly analysis of complaints to identify patterns and trends. This management information should be used appropriately to identify areas for improvement. (3.142)**

Achieved. A monthly analysis of complaints was considered by the safeguarding committee. There had not been any discernible patterns and trends in the subject of complaints or the location from month to month.

- 2.45 **Young people should be consulted about the management of the complaints system, specifically with regard to the procedure for making a complaint and to ascertain if any aspect of the procedure may be interpreted as encouragement to withdraw a complaint (3.143)**

Achieved. Young people were consulted about complaints as part of the annual Staying Safe event organised by Wigan Safeguarding Children Board, a consultation exercise to find out what young people thought needed to be done to keep them safe in Hindley. In the 2010 Staying Safe consultation event complaints had emerged as one of the top priorities for attention and the establishment had responded to this well by making a number of effective changes, including more robust quality assurance arrangements. Early indications from the 2011 consultation showed that it was no longer in the top-ten concerns. Young people were also consulted about complaints at their Voices in Prison consultative meetings (see also relationships section). Young people had reported at these meetings that some were reluctant to make complaints for fear of being moved to another unit. The principal officer who had chaired the meeting undertook to follow it up and report back to the next meeting which he duly did having spoken to staff as well as young people to reassure them about their right to make a complaint without fear of reprisals. Young people were also regularly reminded that the complaints boxes were opened by a member of the safeguarding team to ensure confidentiality.

- 2.46 **All complaints should be discussed with young people to ensure that they understand the response. Personal officers should be involved in this process. (3.144)**

Achieved. Effective quality assurance was in place. Many replies referred to the discussion that the young person and the respondent had had about the complaint before the reply was written. Replies were courteous and indicated appropriate remedial action when necessary. Personal officers were involved when replies came back to young people who provided written acknowledgement of receipt.

Additional information

- 2.47 Complaints were managed efficiently and, although less than half the respondents in our survey were satisfied with the timeliness of responses to complaints, in a sample of complaints submitted in the previous two months that we examined, all had been replied to in line with the published timescales. Young people also reported less favourably about the fairness of responses, but this was not borne out in the random sample of complaints that we examined.
- 2.48 Survey responses regarding applications were much more favourable. Ninety-four per cent of young people said they knew how to make an application and 89% said it was easy against the respective national comparators of 85% and 74%. Eighty-four per cent of young people said that applications were sorted out promptly, which was a significant improvement on 69% at the previous inspection.

Legal rights

- 2.49 **All young people should have ready access to effective advice from trained legal services staff, including bail information and support schemes for those who are unconvicted and services for appellants. (3.151)**

Partially achieved. One member of the casework team, which specialised in dealing with young people on remand, had received specialist training in legal services, but this was of limited value as the course had been designed for adults. All young people were interviewed on the first working day after arrival by a member of the casework team and were given general advice and guidance so that they understood their legal status. The principal role of the prison-based YOT remand caseworker was to liaise with the community YOT worker and the young person's solicitor about bail issues.

- 2.50 Young people were not able to make a telephone call to their solicitor without making an application. In addition legal visits were often oversubscribed (see section on resettlement pathways), resulting in obvious difficulties for young people needing legal advice.
We repeat the recommendation.

Faith and religious activity

- 2.51 **The multi-faith room should be redecorated to make it a more suitable environment. (5.45)**

Achieved. The multi-faith room had been redecorated to the satisfaction of the Muslim chaplain who was the primary user of the room.

- 2.52 **There should be adequate facilities for the chaplaincy to provide counselling services. (5.46)**

Achieved. The chapel had a number of areas with soft seating which enabled chaplains to talk to young people in confidence.

Substance use

- 2.53 **The establishment should ensure that young people can access targeted interventions and structured support to address their drug/alcohol problems. Staff should be suitably qualified and competent to deliver these interventions and there should be appropriate casework supervision. (8.42)**

Achieved. All young people were seen and assessed on arrival to identify their need for support in relation to drug and alcohol use and to be allocated to a dedicated key worker. Three senior practitioners led individual teams within the service, all of whom had received specialist training from the substance misuse nurse who had completed Royal College of General Practitioners 2 in substance use. Each team had six key workers who were responsible for individual young people. The key workers were given appropriate training and a recent needs analysis had been completed to provide direction for future training needs. Prison intelligence pointed to low availability of drugs and this was confirmed by our survey.

- 2.54 **Comprehensive assessments and care plans should be completed consistently and within the required time frame. (8.43)**

Achieved. Young people underwent an initial assessment on admission and subsequently by their individual key worker. Care plans were initiated and reviewed at regular intervals and within the nominated time frame. Few young people had a high level of need for tier 3 or 4 services but the skill mix between the health care team and the substance use team enabled this level of need to be met when required.

- 2.55 **All young people should have timely access to substance awareness and education programmes. (8.44)**

Achieved. The intervention team provided three workers and the Manchester College another three seconded workers. One of the intervention workers was a qualified teacher and all had received the necessary training to provide support. The substance misuse awareness programme was delivered fortnightly. Additional information on alcohol awareness, harm reduction, cannabis, methadone and cocaine misuse was also offered.

- 2.56 **Young people should be able to undertake voluntary drug testing if they wish to do so. (8.45)**

Achieved. During the health care reception screening all young people were asked if they wished to undertake a voluntary drug test at the same time as chlamydia screening. The vast majority agreed to the test on reception and, if found positive, appropriate support was provided.

Diversity

- 2.57 **Important information should be provided for young people in a format and language they can easily understand. (3.57)**

Achieved. The diversity team had consulted with the establishment learning disability nurse to develop information in formats that could be easily understood by all young people. All

information was now written in the Comic Sans font and produced on cream paper to help young people with learning disabilities. Information on prison life was available in an easily accessible information pod situated in the unit association rooms. Notice boards were uncluttered and presented simple messages. All information could be translated by Big Word and there were accessible notices in a variety of languages informing young people of this. The interpretation service was frequently used for young people who were unable to speak English.

Race equality

2.58 All staff should receive up-to-date diversity training. (3.69)

Achieved. At the time of the inspection, 90% of staff had taken part in the diversity training programme 'Challenge it, Change it'. The outstanding members of staff would be trained by the end of 2011.

2.59 Non-mandatory areas of service provision of particular significance to the establishment should be subject to regular ethnic monitoring. This should include the ticket system which underpins the rewards and sanctions scheme. (3.70)

Not achieved. Minutes of the diversity and race equality action team (DREAT) meetings showed that monitoring data were usually within scope and that there were no concerning patterns and trends. However, ethnic monitoring was restricted to mandatory areas only and the ticket system was not subject to ethnic monitoring (see also paragraph 2.3).

We repeat the recommendation.

2.60 There should be external quality assurance of RIRFs. (3.71)

Achieved. Ten per cent of RIRFs (racist incident report forms, now known as diversity investigation referral forms) were quality assured by the external organisation Diversity in Yorkshire. Minutes of the DREAT meetings indicated that no concerns had arisen from the external quality assurance process.

2.61 Impact assessments of areas of service provision of particular significance to the establishment should be undertaken. (3.72)

Achieved. A number of impact assessments had been conducted and the results of these had been discussed at DREAT meetings. There was an ongoing programme of impact assessments.

2.62 There should be interventions in place for addressing racist behaviour. (3.73)

Achieved. A high-risk equality database covered all diversity issues and contained the names of young people who had shown discriminatory behaviour in the establishment or by the nature of their offence. These young people could take a course 'Daring to do diversity', which had been delivered three times in the past 12 months by Diversity in Yorkshire, or have individual sessions with the diversity coordinator.

2.63 Regular events should be held to celebrate racial, ethnic and cultural diversity and external organisations should be invited to take part. (3.74)

Achieved. Regular events to celebrate racial, ethnic and cultural diversity were held. Black History month continued to be celebrated with a number of events, which included external organisations. The Football Association's 'Kick it out' programme had been introduced and an

African dance group had held sessions. Religious festivals were celebrated and young people had experienced culturally diverse food from different countries. A number of diversity quizzes had taken place.

2.64 There should be ongoing analysis of ethnic monitoring data to identify patterns and trends. (3.75)

Achieved. At the previous inspection we had found no analysis of RIRFs to identify patterns or trends. This had been rectified and the DREAT meetings now examined RIRFs for this purpose. Minutes showed discussion of issues arising from the data, in particular individual young people who had generated a number of RIRFs or were causing concern.

Foreign nationals

2.65 The foreign nationals policy should include comprehensive information relevant to the support of foreign national young people. (3.83)

Not achieved. The foreign nationals policy was out of date and was due to be replaced by an overarching equality policy which was still in draft. This contained a suitable section about how foreign national young people should be looked after.

We repeat the recommendation.

2.66 Foreign national young people should have the opportunity to meet as a group with the foreign nationals coordinator at least monthly. Areas of concern should be raised directly at DREAT meetings. (3.84)

Not achieved. There were 22 young people who were foreign nationals at the time of the inspection. There was no regular forum for young people from a foreign national background to meet, although a support group had been held recently. There was a standing agenda item at the DREAT to discuss foreign national issues. The most recent discussion had related to the introduction of a regular surgery by the UK Border Agency starting in September 2011. During the inspection we interviewed two Vietnamese young people, neither of whom could communicate easily in English. Considerable efforts were made by staff to ensure that they were receiving the help they needed and staff used the Big Word translation service every day to speak to them. They told us they were being treated well and that they found staff helpful

Disability

2.67 An action plan, based on a needs analysis, should be developed to ensure that all aspects of the disability policy are implemented. Implementation of the action plan should be monitored routinely by the DREAT. (3.92)

Not achieved. The establishment equality action plan included actions relating to disability but these were not informed by a needs analysis. There was good initial assessment of individual young people's disability needs during induction which had the potential to inform a needs analysis.

We repeat the recommendation.

2.68 Disability should be an agenda item at all bi-monthly diversity and race equality action team meetings. (3.93)

Achieved. Disability had been added to the DREAT meeting agenda and was discussed at each meeting. Minutes of the two most recent meetings showed discussion of the number of young people with disabilities, including learning difficulties, and policy issues, for example a request for a font to be used that was easier for young people with learning disabilities to recognise.

2.69 All young people with a disability should have an individual care plan, which is subject to frequent review to ensure that their needs are met. (3.94)

Achieved. All young people with an identified disability who needed adjustments to access the full regime had care plans. Good examples included one plan which recognised that a young person might move slowly because of a previous leg injury and needed remedial gym sessions. Another plan allocated a young person with a hearing impairment to small education classes in quiet locations.

2.70 Information relating to the care of young people with disabilities should be entered on relevant personal records and regularly updated, and managers should ensure that residential staff are fully briefed about these issues. (3.95)

Achieved. Information about disability was recorded on Nomis. Personal officers and key workers were informed if a disability was identified and observation books were updated when personal emergency evacuation plans were opened. Staff we spoke to during the inspection knew about young people in their care who had a disability.

2.71 Young people with disabilities who need help in an emergency should have a personal emergency evacuation plan. (3.96)

Achieved. All young people who required help in an emergency had a personal emergency evacuation plan (PEEP) which was reviewed monthly. These were kept in envelopes on the wall in wing offices and staff we spoke to knew about the plans and the young people they related to. A database of young people on PEEPs was maintained.

2.72 Some cells on normal location should be adapted for young people who use a wheelchair and they should have access to all services (3.97)

Not achieved. Adapted cells were available on the health care unit but not on the main residential units. There was good access to services around the establishment. Although there had been young people with reduced mobility at Hindley, none had been a wheelchair user.

Religion

2.73 There should be a policy or action plan describing how diverse religious needs of all young people will be met. (3.101)

Achieved. The chaplaincy had produced a document outlining their role and responsibilities in the establishment, and the services that they provided were widely published. There was a service level agreement between the chaplaincy team and the establishment, which usefully set out how the chaplaincy would meet their commitments.

2.74 The establishment should monitor equality of treatment by religion and take steps to address any inequalities. (3.102)

Not achieved. The establishment recorded the religions that young people reported to be and worked with the chaplaincy to ensure that this information was accurate. There was no system for monitoring equality of treatment by religion.
We repeat the recommendation.

Sexual orientation

- 2.75 **There should be a policy or action plan to meet the needs of young people who are gay or bisexual. (3.105)**

Achieved. The needs of young people who were gay or bisexual were included in the equalities policy and there was an accompanying action plan covering sexual orientation. Young people were asked about sexual orientation during their induction interview with the equalities officer and information on community support groups was available for any young person who required it.

Health services

- 2.76 **Discipline officers should be allocated to health care to supervise waiting patients. (4.66)**

Achieved. Discipline staff from the Willow unit provided officers to support health care during clinics. Funding had been secured from the King's Fund to improve the waiting area in health care, which remained sparse and unwelcoming. Plans were well advanced to implement a new health care reception and waiting area which would improve the experience for young people.

- 2.77 **The main pharmacy room should be refurbished to provide a suitable environment for the storage and handling of medicines. (4.67)**

Partially achieved. The pharmacy had been moved to a spacious room in the main prison corridor as there was no spare accommodation in health care, and it was adequate for the storage of medicines. However, the room was shabby and the floor was stained and torn in some areas. There was limited shelving and clinical items were kept on the floor.
We repeat the recommendation.

- 2.78 **A decontamination unit should be provided without delay. (4.68)**

Partially achieved. Funding had been identified for a new decontamination room. Senior health care managers had been moved to another location so that their office could become the decontamination room. The start date for the refurbishment of the room had slipped but we were assured work would be completed in the current financial year.
We repeat the recommendation.

- 2.79 **There should be a dedicated patient forum for young people to routinely raise healthcare issues with a senior healthcare manager. (4.69)**

Achieved. A senior nurse specialising in health promotion was responsible for the management of a patient forum. Representatives from residential units met the nurse to discuss concerns and the forum was used as a platform to discuss health promotion issues. External community health trainers also attended the forum and overall health promotion was excellent.

2.80 The high rate of failed appointments should be investigated and steps taken to ensure that young people attend their healthcare appointments. (4.70)

Partially achieved. The rate of failed appointments had improved since our last inspection but approximately 20% of young people still failed to attend health care appointments. Up to a thousand interactions between health care services and young people took place each month. Nurses made health care appointments on SystmOne for young people at the time of their assessment and wing staff were given a list of health care appointments on the previous day, which was the earliest practicable opportunity. Information sharing in general between health care and other departments in the establishment was good. Discussions were under way to provide health care with a dedicated discipline officer to escort young people to and from health care and supervise them in the department. This would have a positive effect on reducing non-attendance at health care appointments.

We repeat the recommendation.

2.81 The special sick policy should be reviewed regularly by the medicines and therapeutics committee to ensure that all appropriate medicines can be supplied. (4.71)

Achieved. The special sick policy had been reviewed and a number of appropriate medicines had been added to the list to be administered by nurses. The policy was reviewed quarterly and the system was working well and there was no abuse of such medicines.

2.82 In-possession packs for some special sick medicines should be introduced to avoid the need for unnecessary consultations. (4.72)

Achieved. Young people were able to request and obtain certain medications under the special sick policy which they could keep in their possession, such as ibuprofen and certain antibiotics. An experienced pharmacy technician worked for 30 hours a week. She made herself available to see any young person on request, although young people rarely asked for this facility. The pharmacy was well organised and the service was efficient.

2.83 The expertise of the learning disability team should be fully utilised to provide an appropriate level of formal training for staff in relation to learning disability and speech and language needs. (4.73)

Achieved. The learning disability nurse had delivered a comprehensive module on learning disability and how to manage it as part of the staff induction programme over the last 18 months. The training included the differences between learning disability and mental health diagnoses and was available to all staff. All governor grades and senior officers had completed the training. The provision of an updated module for existing staff was being discussed with the governor who provided excellent support in facilitating this training for all staff.

Additional information

2.84 The recently refurbished Willow unit provided residential accommodation for young people with significant mental health problems and was developing well. Staff we met were dedicated and showed a high level of knowledge about the young people in their care. The unit manager was a senior officer who had been in the unit since it opened. Staff were supported by the psychology team who were fully integrated and pivotal to the management of young people. All discipline officers had received mental health awareness training in addition to training on attention deficit hyperactivity disorder, depression and personality disorder, all of which were regularly updated. Every child was seen by the unit manager and the psychology team on admission to the unit and care plans implemented. Weekly reviews were in place and chaired

by the unit manager with input from the senior clinical psychologist. The meetings included representatives from the unit, mental health team, key workers and safeguarding and it was a good model of effective multidisciplinary working.

Time out of cell

2.85 All young people should spend a minimum of 10 hours each day out of their cell. (5.55)

Not achieved. The published core day allowed up to 11 hours out of cell each weekday. There was less time out of cell for all young people at weekends, with no evening association, and at most eight hours out of cell during the day.

2.86 Young people reported being unlocked late for association and sometimes being hurried to finish their tea so that they could be locked up early. We observed some slippage with lock and unlock times during the inspection but estimated that young people experienced approximately nine hours out of their cells on weekdays on average. There were variations for a significant number of young people. For example, young people on the basic level of the incentives and earned privileges scheme did not have evening association and spent at least two hours less than their peers out of cell each day. At the time of the inspection there were 35 young people on basic regime.

2.87 Association was scheduled every day of the week and young people continued to associate with others on their landing in their designated area in smaller groups. Association was rarely cancelled and in our survey 85% of young people said they usually had association every day against 63% at comparator establishments.

We repeat the recommendation.

2.88 All young people should have an hour's exercise in the open air which does not coincide with other activities. (5.56)

Not achieved. Time in the open air was scheduled for 30 minutes each morning and young people told us that they were sometimes but not always able to go outside again on evening association. Survey results were worse than at comparator establishments and at the previous inspection, with only 37% of young people reporting that they could usually have time outside each day. Young people on E and F wings fared worst in terms of opportunities for scheduled time outside. They had to share outside facilities and went outside in the mornings on alternate days. A bid had been made to the Youth Justice Board to provide an outside exercise area for each of these two units.

We repeat the recommendation.

Learning and skills

2.89 A properly planned and coordinated programme of activities should be provided to supplement the education and vocational training programme to ensure that all young people have a full and purposeful day. (5.16)

Achieved. Significant progress had been made since the previous inspection in providing a planned programme of activities to supplement the education and vocational training programme. In addition to the focus in the core curriculum on literacy, numeracy and information and communication technology, a good range of vocational subjects such as art, plastering, brickwork, painting and decorating, kitchen fitting, fork-lift truck driving,

warehousing, cleaning and catering had been maintained and improved. Prison work such as recycling, stores, laundry and gardens now provided accredited training.

2.90 A comprehensive assessment of young people's needs took place at induction and was used to allocate them to the most appropriate activity. Allocation was fair and enabled young people to access activities promptly. Young people's needs were reviewed throughout their sentence.

2.91 The prison had responded well to the recent significant increase in the population as a result of the civil disturbances which had placed a strain on sustaining coordinated and planned access to activities. All young people were timetabled for education and an activity each day. Additional classes had been provided by the Manchester College to increase short-term capacity. Courses such as music, pre-release and pre-apprenticeship were at an advanced stage of development. Good use was being made of the skills that young people acquired in vocational training to develop new workshops, such as the kitchen fitting required for the independent living classroom and the new painting and decorating workshop. The standard of workshops was good and young people were developing employability skills. Good standards of health and safety were in place.

2.92 **There should be adequate time allocated to literacy and numeracy support for young people working in vocational areas to enable them to gain the maximum benefit from a properly integrated approach. (5.18)**

Achieved. Literacy and numeracy were well integrated into vocational areas and support from the Manchester College staff for young people in workshops had improved. Two three-hour sessions for both literacy and numeracy were allocated each week. Good use was made of learning support practitioners to help young people with their literacy and numeracy in class. Young people made good progress in improving their literacy and numeracy skills. Achievement of vocational qualifications had increased since the previous inspection, with a high success rate of 96%.

2.93 **A strategy should be devised to reduce the number of young people returned to their residential unit for poor behaviour. This should include the role of a time-out facility. (5.19)**

Achieved. Considerable progress had been made to reduce the number of young people returned to residential units for poor behaviour using the findings of research commissioned from Liverpool University. Some initial analysis of data indicated that the number of young people returned to residential units for poor behaviour had reduced from 17 per day to 30 per month, although this had increased to 60 during July 2011 in line with the significant increase in the population.

2.94 Staff training had taken place to help staff to deal with inappropriate behaviour and record personal development. The special educational needs coordinator (SENCO) helped tutors develop strategies to support disruptive young people in class. Additional learning support assistants were used to better effect in classrooms to modify behaviour. Young people sent back to residential units for poor behaviour were offered additional individual support to enable them to rejoin classes. Good links had been developed between education and the speech and language therapist who took referrals if behaviour was a concern. Valuable information was provided to the SENCO on strategies to help modify difficult behaviour, which was discussed with the relevant teachers and shared appropriately with staff across the prison.

2.95 **Attendance at education classes and vocational training workshops should be improved. (5.20)**

Achieved. Significant progress had been made in improving attendance in education and vocational training, which stood at about 85%. Closer working among different departments through the education, training and performance development group had led to improvements in the sequencing of interventions to help reduce disruptions. Nine dedicated education officers had focused on improving attendance. Refusal to attend activities was monitored and followed up by the development group. The overall number of refusals was low and a small number of young people accounted for most of the refusals.

2.96 The library stock should include CDs and DVDs. (5.21)

Achieved. Following consultation with young people, a range of CDs and DVDs had recently been purchased and they were being catalogued for introduction into the library at the time of the inspection. The range of library stock generally reflected the needs of the population.

2.97 Young people should be able to use the computer in the library. (5.22)

Achieved. Good progress had been made to ensure that young people were able to use computers in the library and laptops were available on request from the librarians. The introduction of the 'virtual campus' had not yet taken place (a computer system with restricted internet access which offered access to online learning and job search activities). Accommodation had been adapted and the server was in place but no date had been agreed for the installation of the computer hardware.

Physical education and health promotion

2.98 All young people should have access to three hours of timetabled PE each week (in addition to recreational PE), which includes a range of indoor and outdoor activities. (5.31)

Partially achieved. About two-thirds of young people had three hours of timetabled PE each week which was an improvement on the previous inspection when less than half had timetabled sessions. Access to recreational PE was good with a variety of courses and programmes to meet the needs of young people. In our survey, 20% of young people said that they had access to the gym more than five times each week against the national comparator of 8%. There was no analysis to identify young people who were not using the gym.

2.99 Efforts should be made to establish links with the local community to facilitate sports fixtures with visiting teams. (5.32)

Not achieved. Insufficient progress had been made in establishing links with the local community to facilitate competition with external teams.

2.100 The PE showers should be refurbished to include the installation of modesty boards and to ensure that staff are able to supervise young people effectively. (5.33)

Achieved. Since the previous inspection modesty boards had been installed in the PE showers but they were not being used because a risk assessment had concluded that they could not be sufficiently well supervised to ensure the safety of young people. Young people using the PE facilities did not use the PE showers and instead used the showers on the residential units.

2.101 Young people should be able to gain accreditation for their achievements in PE.(5.34)

Achieved. Productive links between the prison and the education provider had facilitated the introduction of accredited PE courses which included communication in the workplace level 1, developing customer service levels 1 and 2, and understanding personal physical fitness level 2. Literacy and numeracy support was good. Plans were at an advanced stage to introduce understanding sports coaching skills level 3. There were good links with health care and remedial PE and programmes to promote healthy living such as weight reduction were available. Courses had been introduced to help young people develop their personal skills and engage in group activities.

Behaviour management

- 2.102 A clear behaviour management strategy linked to the safeguarding and violence reduction strategies should be published and implemented. (6.51)**

Partially achieved. The comprehensive behaviour management and violence reduction strategies had been published a week before the inspection. The behaviour management strategy was very good and provided a clear overview of all areas of engagement with young people which had an impact on their behaviour, including the management of bad behaviour, reducing reoffending and the work of personal officers. Links between the behaviour management strategy and the safeguarding and child protection strategies were explained. However some important elements of the behaviour management strategy, such as the incentives scheme, remained to be implemented and the behaviour intervention plan process was not yet working as intended (see also safeguarding and bullying sections).

- 2.103 Guidelines for the use of sanctions should ensure that no young person is subject to consecutive periods without association. (6.52)**

No longer relevant. This recommendation related to the issue of red tickets as part of the rewards and sanctions policy which were no longer part of the scheme.

- 2.104 The use of rewards and sanctions should be monitored by ethnicity. (6.53)**

Not achieved. The incentives and earned privileges scheme was monitored by ethnicity but the separate rewards and sanctions part of the scheme was not (see also paragraph 2.3).
We repeat the recommendation.

- 2.105 All young people who have lost association through the rewards and sanctions scheme or because they are on the basic level of the IEP scheme should have daily access to the telephone at a time when their family and friends are available. (6.54)**

Partially achieved. Young people who had lost association or were on the basic level of the IEP scheme were routinely offered a telephone call during the day. If they were not able to make contact, young people told us that staff sometimes offered them another opportunity later in the day, although sometimes they were told this was not possible due to inadequate staffing levels. In our survey, 84% of young people said they could use the telephone every day against the national comparator of 61%.

- 2.106 At the beginning of any hearing, the adjudicators should ask young people if they would like assistance from an advocate and, if necessary, adjourn the hearing to enable them to attend. (6.55)**

Achieved. Adjudicators were clear about their responsibility to ensure that a young person had an advocate with him if he wished and gave examples of when adjudications had been adjourned so that they were able to attend.

2.107 Force should not be used to secure compliance. (6.56)

Partially achieved. During the six months prior to the inspection, there had been 82 incidents of the use of force recorded as non-compliance, a decline since the previous inspection. We examined several records of non-compliance and found that all incidents had started with a refusal to comply with an instruction, which had escalated to violence or potential violence which had led to the restraint. We came across no examples of unnecessary use of force.

2.108 Incidents of the use of force were examined on a weekly basis and we found reasonably detailed comments on each incident which had then been followed up. The monthly restraint minimisation meeting took an overview of the incidents and examined general patterns and trends.

We repeat the recommendation.

2.109 All young people who have been involved in use of force incidents should be given the opportunity to talk about the incident with a trusted and impartial member of staff when they have calmed down and as soon as possible after the use of force. (6.57)

Achieved. Debriefs were undertaken by one person, which provided valuable consistency. However, in the debriefing forms that we examined there was no recorded discussion of the lead up to the incident or consideration of how the young person might have behaved differently.

2.110 Young people who need to be temporarily separated from others should be located in a suitable environment where their individual needs can be met. (6.58)

Partially achieved. At the previous inspection, the Rowan unit had been in a poor state of repair with inadequate facilities. The unit had been painted and refurbished and renamed the Sycamore unit. On the day that we visited the unit it was in an untidy state following a disturbance the previous night and the young people who usually cleaned the unit had been kept in their cells. Since the new unit had opened three months before the inspection, nine young people had been located there, four of whom had remained there.

2.111 A new policy stated that the unit was not intended to be for segregation, but for young people with behavioural issues to benefit from intensive work and interventions on an individual basis, with the aim of reintegration to a mainstream residential unit as soon as possible. Young people located on Sycamore had access each day to education on the unit or in the education department with other young people, but it was unclear if any other interventions were taking place. All young people were subject to a behaviour intervention plan and regular multidisciplinary reviews. However, the records that we examined showed limited assessments and the quality of behaviour intervention plans was generally inadequate (see also section on bullying).

Catering

2.112 Young people should have the opportunity to eat all their meals out of their cells. (7.6)

Not achieved. There had been no change to the dining out arrangements. Young people ate breakfast and tea communally. They still ate their lunch, which was a cold meal, in their cells.

We repeat the recommendation.

2.113 Staff should be encouraged to eat meals with young people. (7.7)

Achieved. Additional portions of food were provided so that staff could eat with young people at tea. The meals that we observed had a relaxed atmosphere and young people were able to sit and eat with friends on their landing.

Prison shop

2.114 Young people should have the opportunity to order purchases from the canteen within 24 hours of arrival and receive all items ordered the following day. (7.11)

Not achieved. Young people were only able to place an order on a particular day of the week and for some this meant that they could not place their first order for up to two weeks after they had arrived. New arrivals were provided with a reception pack but for most young people this was insufficient to last until they received delivery of their first order. Some staff described how they advised young people not to borrow from others during their early days and said they could arrange an additional reception pack if necessary.

We repeat the recommendation.

2.115 The canteen system should be effectively managed to ensure that young people are safe from bullying. (7.12)

Not achieved. Seven per cent of young people in our survey who reported having been victimised said that this had involved their canteen or property being taken. While staff observed during cell checks when a young person had an excessive quantity of canteen goods or other property in his cell, there was no system for checking in-cell possessions against canteen orders.

We repeat the recommendation.

Strategic management of resettlement

2.116 Attendance at reducing re-offending meetings should be extended to include representatives from all residential areas of the establishment and community-based agencies. (8.13)

Achieved. Reducing re-offending meetings were now well attended by prison staff and, if a designated person was not able to attend, a substitute usually attended. Attendance by community organisations had also improved and representatives for particular resettlement pathways were invited and usually attended each meeting.

2.117 Release on temporary licence should be a key part of the reducing re-offending strategy and used to good effect in individual training plans for young people who are eligible. (8.14)

Achieved. The profile of release on temporary licence (ROTL) had been raised considerably since the previous inspection. All young people who were eligible to be considered for ROTL were identified on arrival and it was considered routinely at training planning meetings. The number and range of placements had increased and over the most recent quarter there had been over 200 uses of ROTL involving 36 young people. Most placements consisted of

community work but attempts were being made to increase the number of placements for young people to attend college and housing interviews.

Training planning and remand management

- 2.118 Arrangements to prepare for training planning meetings should include invitations to all staff who have a relevant contribution to make. Those who are unable to attend should provide a written report. (8.24)**

Achieved. Invitations to attend training planning meetings were sent out electronically to appropriate departments and attendance had improved with a range of departments generally represented. If a member of staff was unable to attend, written contributions were increasingly made through e-Asset.

- 2.119 Training plans should be of good quality and targets should be based on a comprehensive assessment of risk and need and consultations with the young person. (8.25)**

Achieved. Quality assurance of targets carried out by the internal YOT manager was much more rigorous. Staff responsible for setting targets had received training by a professor from the local university on linking risk and need with targets. Young people were properly consulted about their plans. High professional standards were set and the overall quality of the plans was good.

- 2.120 There should be a range of offending behaviour programmes designed to meet the assessed needs of convicted young people. (8.26)**

Achieved. A wide range of programmes was delivered, including emotional awareness, short-term offending behaviour, anger management and safer driving. The content of these courses had been informed by the results of a recent needs analysis. Young people had completed over 200 courses during the previous year. Unusually, young people spoke well of the programmes they had been involved in.

- 2.121 There should be appropriate specialist provision to meet the distinct needs of young people serving long sentences and the recommendations in the establishment-wide needs analysis should be implemented. (8.27)**

Achieved. The recent needs analysis had not specified the needs of young people serving long sentences but the wide range of programmes based on the needs assessment of the whole population and learning and skills provision was sufficient to meet their needs. Young people serving life sentences were allocated a lifer-trained key worker. A monthly lifers meeting had recently been introduced for staff, which was principally concerned with ensuring that appropriate documentation was completed and that young people were prepared for transfer to adult establishments. The psychologist carried out one-to-one work with young people who were deemed high risk.

- 2.122 A representative from the establishment should attend the first post-release review following the young person's return to the community. (8.28)**

Not achieved. Attendance at the first post-release review in the community was no longer a Youth Justice Board national standard and, as a consequence and in the light of scarce resources, the establishment did not send a representative to post-release reviews.

Resettlement pathways

- 2.123 All young people should be routinely informed about the services of the accommodation officer as part of their induction and as part of the training planning process. (8.50)**

Achieved. A full-time accommodation officer from NACRO was based at the prison. She saw all new admissions as a group during induction and dealt with individual young people who needed assistance through referrals from other staff, or directly by request when she attended evening association. The accommodation officer helped with practical arrangements relating to finding suitable accommodation such as setting up appointments on release.

- 2.124 All young people should be given advice about how to claim state benefits. (8.67)**

Achieved. Young people were given advice on how to claim state benefit by a member of the education staff as part of the induction programme and more generally by the accommodation officer. All young people completed a module on general finance within the education programme. A new pre-release course containing input on welfare benefits was due to be introduced within the next two weeks.

- 2.125 Funding arrangements to continue to provide an information and guidance service should be agreed. (5.17)**

Achieved. Funding had been arranged to maintain the information and guidance service with a review of the funding arrangements in August 2012. The service was provided by the Manchester College through its education support services. The education support service provided good level of assistance to young people prior to release and had developed links with a variety of agencies, such as Connexions.

- 2.126 The recommendations in the needs analysis in relation to family contact should be implemented. (8.64)**

Achieved. A new strategy had recently been produced to promote positive links between young people and their families. This was based on an up-to-date analysis of the population and identified that approximately 20% of young people were out of area, coming from north or mid Wales, or were foreign nationals. A bimonthly family strategy meeting had been set up to ensure that the aims of the strategy were met and a plan had been produced containing relevant, measurable actions. Staff from the visitors' centre played a prominent role in implementing the strategy. With the increase in the number of young people placed far from home, greater use was being made of video link.

- 2.127 Information in languages other than English should be on display in the visits area. (3.123)**

Achieved. A folder containing details about visits, including the assisted prison visits scheme, was available in the visits area in 12 languages. Information about race relations was also displayed in a number of different languages.

- 2.128 The capacity of the visits hall to meet the demand for visits should be kept under review and additional places provided if necessary. (3.124)**

Partially achieved. In our survey, only 43% of young people said that they had one or more visits a week and most young people in our focus groups reported inadequate family contact.

Family visits were not in great demand during weekdays but busy at the weekend. Most visitors were accommodated at a time which suited them. Booking staff were flexible in responding to the needs of visitors and during the recent influx of young people they had worked hard to make sure that all the additional early visits required took place promptly.

- 2.129 The establishment's capacity to cope with legal visits was much more limited, as there were only three designated interview rooms. This shortcoming had been highlighted recently with the increased population when it had been impossible for prison staff to provide suitably prompt access to their clients for solicitors and youth offending team workers.

Further recommendation

- 2.130 There should be adequate interview facilities for legal visits.

- 2.131 **There should be no upper limit on the number of visits remanded young people are entitled to. (3.125)**

Not achieved. Young people on remand were entitled to receive 12 two-hour visits a month. We repeat the recommendation.

- 2.132 **Family days should be organised at least monthly and available to young people on all levels of the incentives and earned privileges scheme. (3.126)**

Partially achieved. Family visits were now open to young people on all levels of the incentives and earned privileges scheme. We were told of one young person on the basic level who had been given the opportunity to see his son during a family visit and his behaviour had noticeably improved. The number of family days planned each year had not increased. Family days generally took place quarterly and there had been three since the beginning of the year.

Further recommendation

- 2.133 Family days should be organised at least monthly.

- 2.134 **Young people should not be required to wear bibs during their visits. (3.127)**

Achieved. Young people were no longer required to wear bibs during their visits. Security requirements were met by issuing all male visitors with a discreet blue wrist band.

- 2.135 **There should be a comment book for visitors. (3.128)**

Achieved. A comments book had been introduced at the visitors' centre and the majority of the entries we examined were positive.

- 2.136 **The option of supervised visits should be available before a young person is placed on closed visits. (3.129)**

Not achieved. Supervised visits were not provided but there had been an apparent reduction in the use of closed visits. Three young people were subject to closed visits at the time of the inspection compared with 10 at the previous inspection. However, closed visits were not greatly used and young people subject to closed visits were reviewed on a monthly basis.

2.137 Young people should be able to send at least two free letters a week. (3.130)

Achieved. Young people were entitled to send two free letters a week and were told how to do this during induction, although in practice few letters were sent. Young people were now able to take advantage of the 'email a prisoner service', an increasingly popular initiative which enabled family members, friends and agency professionals to send messages to young people.

Additional information

- 2.138** The health promotion nurse delivered parenting courses for young fathers. All health care nurses had been trained to care for looked-after children. Health care staff liaised with community health services and YOT workers of looked-after children so that they could be followed up on release. The health promotion team were developing a pre-release course which would include budgetary management and diet and would involve local NHS public health personnel.
- 2.139** A greater emphasis had been placed on ensuring that courses reflected the needs of employers and linked with mainstream college courses to provide good progression opportunities on release.

Section 3: Summary of recommendations

The following is a list of both repeated and further recommendations included in this report. The reference numbers in brackets refer to the paragraph location in the main report.

Recommendations To the Youth Justice Board and NOMS

Courts, escorts and transfers

- 3.1 Young people should not be transported with adult prisoners. (2.5)
- 3.2 Young people should not have lengthy waits in court after their case has been dealt with. (2.7)

Relationships between staff and children and young people

- 3.3 There should be a national directive requiring staff to display their names on their uniforms. (2.24)

Recommendations To the governor

First days in custody

- 3.4 Young people should not be routinely strip-searched. Strip-searching should only be carried out after a thorough risk assessment has identified serious risk of harm to the young person or others, and on the authorisation of a duty governor. (2.9)
- 3.5 Comprehensive initial vulnerability assessments, based on all necessary information, should be completed for each new arrival, including those transferred from other establishments. (2.14)

Residential units

- 3.6 All cells should be suitably furnished and include a table and chair. (2.15)
- 3.7 Toilets should be properly screened. (2.16)
- 3.8 Young people should be permitted to wear their own clothes. (2.19)

Safeguarding children

- 3.9 Young people who have been identified as particularly vulnerable or with specific needs, or who have been displaying challenging behaviour, should have an individual care plan to meet their assessed needs. (2.34)

Self-harm and suicide prevention

- 3.10 Designated members of the suicide and self-harm prevention committee should attend meetings as required. (2.35)

Legal rights

- 3.11 All young people should have ready access to effective advice from trained legal services staff, including bail information and support schemes for those who are unconvicted and services for appellants. (2.49)

Race equality

- 3.12 Non-mandatory areas of service provision of particular significance to the establishment should be subject to regular ethnic monitoring. This should include the ticket system which underpins the rewards and sanctions scheme. (2.59)

Foreign nationals

- 3.13 The foreign nationals policy should include comprehensive information relevant to the support of foreign national young people. (2.65)

Disability

- 3.14 An action plan, based on a needs analysis, should be developed to ensure that all aspects of the disability policy are implemented. Implementation of the action plan should be monitored routinely by the DREAT. (2.67)

Religion

- 3.15 The establishment should monitor equality of treatment by religion and take steps to address any inequalities. (2.74)

Health services

- 3.16 The main pharmacy room should be refurbished to provide a suitable environment for the storage and handling of medicines. (2.77)
- 3.17 A decontamination unit should be provided without delay. (2.78)
- 3.18 The high rate of failed appointments should be investigated and steps taken to ensure that young people attend their healthcare appointments. (2.80)

Time out of cell

- 3.19 All young people should spend a minimum of 10 hours each day out of their cell. (2.85)

- 3.20 All young people should have an hour's exercise in the open air which does not coincide with other activities. (2.88)

Rewards and sanctions

- 3.21 The incentives and earned privileges scheme (IEP) and accompanying rewards and sanctions scheme should be subject to robust monitoring to ensure that it is applied fairly and consistently. (2.4)
- 3.22 The use of rewards and sanctions should be monitored by ethnicity. (2.104)

Use of force

- 3.23 Force should not be used to secure compliance. (2.107)

Catering

- 3.24 Young people should have the opportunity to eat all their meals out of their cells. (2.112)

Prison shop

- 3.25 Young people should have the opportunity to order purchases from the canteen within 24 hours of arrival and receive all items ordered the following day. (2.114)
- 3.26 The canteen system should be effectively managed to ensure that young people are safe from bullying. (2.115)

Resettlement pathways

- 3.27 There should be adequate interview facilities for legal visits. (2.130)
- 3.28 There should be no upper limit on the number of visits remanded young people are entitled to. (2.131)
- 3.29 Family days should be organised at least monthly. (2.133)

Appendix I: Inspection team

Fay Deadman
Angela Johnson
Ian MacFadyen
Ian Thomson

Team leader
Inspector
Inspector
Inspector

Specialist inspectors

Bridget McEvilly
Stephen Miller

Health services and drugs inspector
Ofsted inspector

Appendix II: Prison population profile

Please note: the following figures were supplied by the establishment and any errors are the establishment's own.

Status	Number of young people	%
Sentenced	298	79.5
Recalls	1	0.3
Convicted unsentenced	11	2.9
Remand	63	16.8
Detainee	0	0
Total	375	100

Age	Number of young people	%
15 years	23	6.1
16 years	84	22.4
17 years	219	58.4
18 years	49	13.1
Total	375	100

Nationality	Number of young people	%
British	351	93.6
Foreign nationals	21	5.6
Total	375	100

Ethnicity	Number of young people	%
White	282	75.2
British	277	98.23
Irish	1	0.35
Other white	4	1.42
Mixed	26	6.9
White and black Caribbean	2	7.69
White and black African	2	7.69
White and Asian	11	42.31
Other mixed	11	42.31
Asian or Asian British	24	6.4
Indian	1	4.17
Pakistani	10	41.67
Bangladeshi	2	8.33
Other Asian	11	45.83
Black or black British	40	10.7
Caribbean	22	55
African	7	17.5
Other black	11	27.5
Chinese or other ethnic group	1	0.3
Chinese	0	0
Other ethnic group	1	100
Not stated	2	0.5
Total	375	100

Religion	Number of young people	%
Baptist	0	0
Church of England	33	8.8
Roman Catholic	47	12.5
Other Christian denominations	25	6.7
Muslim	38	10.1
Sikh	1	0.3
Hindu	0	0
Buddhist	0	0
Jewish	0	0
Other	2	0.5
No religion	225	60
Total	375	100

Sentenced only – length of stay by age

Length of stay	<1 mth	1–3 mths	3–6 mths	6–12 mths	1–2 yrs	2 yrs +	Total
Age							
15 years	9	3	5	2	0	0	19
16 years	22	15	20	7	1	0	65
17 years	48	52	36	22	5	1	164
18 years	10	13	11	12	1	0	47
Total	89	83	72	43	7	1	295

Unsentenced only – length of stay by age

Length of stay	<1 mth	1–3 mths	3–6 mths	6–12 mths	1–2 yrs	2 yrs +	Total
Age							
15 years	4	0	0	0	0	0	4
16 years	14	3	2	0	0	0	19
17 years	34	10	9	2	0	0	55
18 years	1	0	1	0	0	0	2
Total	53	13	12	2	0	0	80

Main offence	Number of young people	%
Violence against the person	59	16.7
Sexual offences	8	2.3
Burglary	87	24.6
Robbery	103	29.1
Theft and handling	27	7.6
Fraud and forgery	0	0
Drugs offences	15	4.2
Other offences	55	15.5
Offence not recorded/holding warrant	0	0
Total	354	100

Number of Section 53 (2)/91s (determinate sentences only) by age and sentence

Sentence	Under 2 yrs	2–3 yrs	3–4 yrs	4–5 yrs	5 yrs +	Total
Age						
15 years	0	2	0	0	1	3
16 years	0	4	2	1	1	8

17 years	0	4	13	10	4	31
18 years	0	0	2	0	1	3
Total	0	10	17	11	7	45

Number of DTOs by age and sentence (full sentence length including the time in the community)

Sentence	4 mths	6 mths	8 mths	10 mths	12 mths	18 mths	24 mths	Total
Age								
15 years	3	0	0	1	3	5	2	14
16 years	7	1	5	3	9	11	15	51
17 years	12	1	14	8	24	18	30	107
18 years	2	0	3	4	11	7	16	43
Total	24	2	22	16	47	41	63	215

Number of extended sentences under Section 228 (extended sentence for public protection)

Sentence	Under 2 yrs	2-3 yrs	3-4 yrs	4-5 yrs	5 yrs +	Total
Age						
15 years	1	0	0	0	0	1
16 years	2	0	0	0	0	2
17 years	3	0	0	0	0	3
18 years	0	0	0	0	0	0
Total	6	0	0	0	0	6

Number of indeterminate sentences by age

Sentence	Section 90	Section 53 (1)	ISPPCJ03	Recall	HMP	Total
Age						
15 years	0	0	0	0	0	0
16 years	0	0	0	0	0	0
17 years	0	0	3	0	0	3
18 years	0	0	0	0	0	0
Total	0	0	3	0	0	3

Appendix III: Summary of young people's questionnaires and interviews

Prisoner 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 1 August 2011, the population of young people at HMYOI Hindley was 323. Questionnaires were offered to 161 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. One respondent was interviewed.

Methodology

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

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

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

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

Response rates

In total, 144 respondents completed and returned their questionnaires. This represented 45% of children and young people in the establishment at the time. The response rate from the sample was 89%.

One young person refused to complete a questionnaire, 10 questionnaires were not returned and six 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 have 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 the other seven male establishments surveyed since 2010.

An additional document shows significant differences between the responses of young people from black and minority ethnic backgrounds and young people from white backgrounds, and significant differences between young Muslims and young non-Muslims.

Also included are statistically significant differences between the responses of young people surveyed at HMYOI Hindley in 2009 and the responses of this 2011 survey. It should be noted that, in order for statistical comparisons to be made between the most recent survey data and that of the previous survey, both sets of data have been coded in the same way. This may result in percentages from previous surveys looking higher or lower as some of our survey questions have changed. However, both percentages are true of the populations they were taken from, and the statistical significance is correct.

In all the above documents, statistically significant differences are highlighted. Statistical significance merely indicates whether there is a real difference between the figures; that is the difference is not due to chance alone. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading, and where there is no significant difference there is no shading. Orange shading has been used to show a significant difference in demographic background details. Some questions have been filtered according to the response to a previous question. Filtered questions are clearly indented and preceded by an explanation as to which respondents are included in the filtered questions. Otherwise, percentages provided refer to the entire sample. All missing responses are excluded from the analysis.

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 are excluded). The actual numbers will match up as the data are 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 have been weighted for comparison purposes.

Survey results

SECTION 1: ABOUT YOU

Q1	How old are you?	
	15.....	7 (5%)
	16.....	30 (21%)
	17.....	80 (56%)
	18.....	25 (18%)
Q2	Are you a British citizen?	
	Yes	137 (96%)
	No	5 (4%)
Q3	Is English your first language?	
	Yes	125 (91%)
	No.....	12 (9%)
Q4	What is your ethnic origin?	
	<i>White - British</i>	111 (79%)
	<i>White - Irish</i>	0 (0%)
	<i>White - other</i>	1 (1%)
	<i>Black or black British - Caribbean</i>	5 (4%)
	<i>Black or black British - African</i>	3 (2%)
	<i>Black or black British - other</i>	0 (0%)
	<i>Asian or Asian British - Indian</i>	1 (1%)
	<i>Asian or Asian British - Pakistani</i>	6 (4%)
	<i>Asian or Asian British - Bangladeshi</i>	1 (1%)
	<i>Asian or Asian British - other</i>	0 (0%)
	<i>Mixed heritage - white and black Caribbean</i>	5 (4%)
	<i>Mixed heritage - white and black African</i>	0 (0%)
	<i>Mixed heritage - white and Asian</i>	2 (1%)
	<i>Mixed heritage - other</i>	1 (1%)
	<i>Chinese</i>	0 (0%)
	<i>Other ethnic group</i>	5 (4%)
Q5	What is your religion?	
	<i>None</i>	67 (50%)
	<i>Church of England</i>	14 (11%)
	<i>Catholic</i>	31 (23%)
	<i>Protestant</i>	4 (3%)
	<i>Other Christian denomination</i>	2 (2%)
	<i>Buddhist</i>	1 (1%)
	<i>Hindu</i>	0 (0%)
	<i>Jewish</i>	0 (0%)
	<i>Muslim</i>	13 (10%)
	<i>Sikh</i>	1 (1%)

Q6	Do you consider yourself to be Gypsy/Romany/Traveller?	
	Yes	5 (4%)
	No.....	126 (91%)
	Don't know.....	7 (5%)
Q7	Do you have any children?	
	Yes	22 (16%)
	No.....	118 (84%)
Q8	Do you consider yourself to have a disability?	
	Yes	12 (9%)
	No.....	128 (91%)
Q10	Have you ever been in local authority care?	
	Yes	45 (32%)
	No.....	94 (68%)

SECTION 2: ABOUT YOUR SENTENCE

Q1	Are you sentenced?	
	Yes	116 (82%)
	No - unsentenced/on remand	26 (18%)
Q2	How long is your sentence (the full DTO sentence)?	
	Not sentenced	26 (19%)
	<i>Less than six months</i>	28 (20%)
	<i>Six to twelve months</i>	34 (24%)
	<i>More than twelve months, up to two years</i>	31 (22%)
	<i>More than two years</i>	18 (13%)
	<i>Indeterminate sentence for public protection (IPP)</i>	2 (1%)
Q3	How long have you been in this establishment?	
	<i>Less than one month</i>	27 (19%)
	<i>One to six months</i>	88 (63%)
	<i>More than six months, but less than twelve months</i>	19 (14%)
	<i>Twelve months to two years</i>	5 (4%)
	<i>More than two years</i>	1 (1%)
Q4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	
	Yes	63 (44%)
	No.....	79 (56%)

SECTION 3: COURTS, TRANSFERS AND ESCORTS

Q1	On your most recent journey here, was the van clean?	
	Yes	45 (32%)
	No.....	76 (54%)
	Don't remember.....	21 (15%)
	Not applicable.....	0 (0%)

Q2	On your most recent journey here, did you feel safe?	
	Yes	119 (84%)
	No	15 (11%)
	Don't remember.....	8 (6%)
Q3	On your most recent journey here, were there any adults (over 18) or people of a different gender, travelling with you?	
	Yes	22 (16%)
	No	90 (64%)
	Don't remember.....	29 (21%)
Q4	On your most recent journey here, how long did you spend in the van?	
	Less than two hours	88 (62%)
	Two to four hours	37 (26%)
	More than four hours.....	10 (7%)
	Don't remember.....	7 (5%)
Q5	On your most recent journey here, were you offered a toilet break?	
	My journey was less than two hours	88 (63%)
	Yes	8 (6%)
	No	40 (29%)
	Don't remember.....	4 (3%)
Q6	On your most recent journey here, were you offered anything to eat or drink?	
	My journey was less than two hours	88 (63%)
	Yes	15 (11%)
	No	34 (24%)
	Don't remember.....	2 (1%)
Q7	On your most recent journey here, how did you feel you were treated by the escort staff?	
	Very well.....	14 (10%)
	Well	47 (34%)
	Neither	54 (39%)
	Badly	7 (5%)
	Very badly	9 (6%)
	Don't remember.....	9 (6%)
Q8	Before you arrived, from court or another establishment, were you told that you would be coming here? (Please tick all that apply to you.)	
	Yes, someone told me	105 (73%)
	Yes, I received written information.....	24 (17%)
	No, I was not told anything.....	36 (25%)
	Don't remember.....	5 (3%)

SECTION 4: FIRST DAYS

Q1	How long were you in reception?	
	Less than two hours	118 (83%)
	Two hours or longer.....	10 (7%)

	<i>Don't remember</i>	15 (10%)
Q2	When you were searched, was this carried out in an understanding way?	
	Yes	116 (81%)
	No	17 (12%)
	<i>Don't remember</i>	10 (7%)
Q3	Overall, how well did you feel you were treated in reception?	
	<i>Very well</i>	18 (13%)
	<i>Well</i>	66 (46%)
	<i>Neither</i>	37 (26%)
	<i>Badly</i>	10 (7%)
	<i>Very badly</i>	6 (4%)
	<i>Don't remember</i>	6 (4%)
Q4	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.)	
	<i>Not being able to smoke</i>	75 (56%)
	<i>Loss of property</i>	24 (18%)
	<i>Housing problems</i>	34 (25%)
	<i>Needing protection from other young people</i>	33 (25%)
	<i>Letting family know where you are</i>	75 (56%)
	<i>Money worries</i>	13 (10%)
	<i>Feeling low/upset/needng someone to talk to</i>	46 (34%)
	<i>Health problems</i>	72 (54%)
	<i>Getting phone numbers</i>	54 (40%)
	Staff did not ask me about any of these	25 (19%)
Q5	When you first arrived here, did you have any of the following problems? (Please tick all that apply to you.)	
	<i>Not being able to smoke</i>	57 (44%)
	<i>Loss of property</i>	19 (15%)
	<i>Housing problems</i>	21 (16%)
	<i>Needing protection from other young people</i>	16 (12%)
	<i>Letting family know where you are</i>	28 (22%)
	<i>Money worries</i>	21 (16%)
	<i>Feeling low/upset/needng someone to talk to</i>	20 (16%)
	<i>Health problems</i>	14 (11%)
	<i>Getting phone numbers</i>	33 (26%)
	I did not have any problems	39 (30%)
Q6	When you first arrived here, were you given any of the following? (Please tick all that apply to you.)	
	<i>A reception pack</i>	100 (71%)
	<i>The opportunity to have a shower</i>	98 (70%)
	<i>Something to eat</i>	114 (81%)
	<i>A free phone call to friends/family</i>	115 (82%)
	<i>Information about the PIN telephone system</i>	94 (67%)
	<i>Information about feeling low/upset</i>	56 (40%)
	<i>Don't remember</i>	4 (3%)
	I was not given any of these	2 (1%)

Q7	Within your first 24 hours here, did you have access to the following people or services? (Please tick all that apply to you.)	
	<i>Chaplain or religious leader</i>	71 (52%)
	<i>Peer support/peer mentor/Listener/Samaritans</i>	43 (31%)
	<i>The prison shop/canteen</i>	13 (9%)
	<i>Don't remember</i>	28 (20%)
	<i>I did not have access to any of these</i>	37 (27%)
Q8	Before you were locked up on your first night, were you seen by a member of health care staff?	
	<i>Yes</i>	99 (71%)
	<i>No</i>	18 (13%)
	<i>Don't remember</i>	22 (16%)
Q9	Did you feel safe on your first night at this establishment?	
	<i>Yes</i>	118 (86%)
	<i>No</i>	12 (9%)
	<i>Don't remember</i>	8 (6%)
Q10	Did the induction course cover everything you needed to know about the establishment?	
	<i>I have not been on an induction course</i>	9 (7%)
	<i>Yes</i>	81 (59%)
	<i>No</i>	29 (21%)
	<i>Don't remember</i>	18 (13%)

SECTION 5: DAILY LIFE AND RESPECT

Q1	Can you normally have a shower every day if you want to?	
	<i>Yes</i>	127 (90%)
	<i>No</i>	14 (10%)
	<i>Don't know</i>	0 (0%)
Q2	Is your cell call bell normally answered within five minutes?	
	<i>Yes</i>	48 (35%)
	<i>No</i>	78 (57%)
	<i>Don't know</i>	12 (9%)
Q3	What is the food like here?	
	<i>Very good</i>	0 (0%)
	<i>Good</i>	18 (13%)
	<i>Neither</i>	53 (38%)
	<i>Bad</i>	40 (29%)
	<i>Very bad</i>	29 (21%)
Q4	Does the shop/canteen sell a wide enough variety of products?	
	<i>I have not bought anything yet</i>	5 (4%)
	<i>Yes</i>	68 (50%)
	<i>No</i>	61 (45%)
	<i>Don't know</i>	3 (2%)

Q5	How easy is it for you to attend religious services?		
	<i>I don't want to attend religious services</i>		37 (27%)
	<i>Very easy</i>		30 (22%)
	<i>Easy</i>		36 (26%)
	<i>Neither</i>		12 (9%)
	<i>Difficult</i>		8 (6%)
	<i>Very difficult</i>		3 (2%)
	<i>Don't know</i>		13 (9%)

Q6	Please answer the following questions about religion:			
		Yes	No	Don't know/ not applicable
	Do you feel your religious beliefs are respected?	57 (42%)	19 (14%)	59 (44%)
	Can you speak to a religious leader in private if you want to?	75 (59%)	5 (4%)	48 (38%)

Q7	Please answer the following about staff here:		
		Yes	No
	Is there a member of staff you feel you can turn to for help if you have a problem?	85 (63%)	51 (38%)
	Do most staff treat you with respect?	75 (59%)	53 (41%)

SECTION 6: HEALTH SERVICES

Q1	Did you have a full health assessment the day after your arrival?	
	<i>Yes</i>	100 (72%)
	<i>No</i>	17 (12%)
	<i>Don't know</i>	21 (15%)

Q2	What do you think of the overall quality of the health care?	
	<i>I have not been to health care</i>	11 (8%)
	<i>Very good</i>	38 (28%)
	<i>Good</i>	52 (38%)
	<i>Neither</i>	29 (21%)
	<i>Bad</i>	4 (3%)
	<i>Very bad</i>	4 (3%)

Q3	Is it easy to see the following people if you need to?			
		Yes	No	Don't know
	The doctor	89 (64%)	31 (22%)	19 (14%)
	The nurse	108 (81%)	15 (11%)	11 (8%)
	The dentist	69 (51%)	44 (33%)	22 (16%)
	The optician	56 (42%)	34 (25%)	44 (33%)
	The pharmacist....	46 (36%)	31 (24%)	52 (40%)

Q4	If you are taking medication, are you allowed to keep it in your cell?	
	<i>I am not taking any medication</i>	67 (49%)

Yes.....	25 (18%)
No.....	28 (20%)
Don't know.....	18 (13%)

Q5 Please answer the following about alcohol:

	Yes	No
Did you have problems with alcohol when you first arrived here?	17 (13%)	118 (87%)
Have you received any help with alcohol problems in this prison?	5 (4%)	131 (96%)

Q6 Please answer the following about drugs:

	Yes	No
Did you have problems with drugs when you first arrived here?	56 (41%)	82 (59%)
Do you have problems with drugs now?	12 (9%)	123 (91%)
Have you received any help with drug problems in this prison?	26 (19%)	109 (81%)

Q7 How easy is it to get illegal drugs here?

Very easy.....	10 (7%)
Easy.....	11 (8%)
Neither.....	16 (12%)
Difficult.....	12 (9%)
Very difficult.....	20 (14%)
Don't know.....	69 (50%)

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

Yes.....	43 (31%)
No.....	95 (69%)

Q9 If you feel you have emotional or mental health problems, are you being helped by anyone here (for example; a psychologist, doctor, counsellor, personal officer or another member of prison staff)?

<i>I do not have any emotional or mental health problems</i>	95 (70%)
Yes.....	24 (18%)
No.....	17 (13%)

SECTION 7: APPLICATIONS AND COMPLAINTS

Q1 Do you know how to make an application?

Yes.....	129 (94%)
No.....	8 (6%)

Q2 Is it easy to make an application?

Yes.....	120 (89%)
No.....	6 (4%)
Don't know.....	9 (7%)

Q3	Please answer the following questions about applications:			
		<i>I have not made one</i>	Yes	No
	Do you feel applications are sorted out fairly?	16 (12%)	86 (64%)	33 (24%)
	Do you feel applications are sorted out promptly? (Within seven days)	16 (12%)	95 (74%)	18 (14%)
Q4	Do you know how to make a complaint?			
	Yes			110 (81%)
	No			26 (19%)
Q5	Is it easy to make a complaint?			
	Yes			74 (55%)
	No			11 (8%)
	Don't know.....			50 (37%)
Q6	Please answer the following questions about complaints:			
		<i>I have not made one</i>	Yes	No
	Do you feel complaints are sorted out fairly?	83 (61%)	16 (12%)	37 (27%)
	Do you feel complaints are sorted out promptly? (Within seven days)	83 (63%)	24 (18%)	25 (19%)
Q7	Have you ever been prevented from making a complaint when you wanted to?			
	Yes			23 (18%)
	No			106 (82%)
Q8	Can you speak to the following people when you need to?			
		Yes	No	Don't know
	A peer mentor/peer support/listener	49 (36%)	19 (14%)	68 (50%)
	A member of the IMB (Independent Monitoring Board)	33 (25%)	16 (12%)	83 (63%)
	An advocate (an outside person to help you)	39 (29%)	22 (16%)	73 (54%)

SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE

Q1	What level of the rewards and sanctions scheme are you on?	
	<i>Don't know what the rewards and sanctions scheme is</i>	9 (6%)
	<i>Enhanced (top)</i>	39 (28%)
	<i>Standard (middle)</i>	65 (46%)
	<i>Basic (bottom)</i>	22 (16%)
	<i>Don't know</i>	5 (4%)
Q2	Do you feel you have been treated fairly in your experience of the rewards and sanctions scheme?	
	<i>Don't know what the rewards and sanctions scheme is</i>	9 (6%)
	Yes	66 (47%)
	No	49 (35%)
	Don't know.....	15 (11%)

Q3	Do the different levels of the rewards and sanctions scheme encourage you to change your behaviour?	
	<i>Don't know what the rewards and sanctions scheme is</i>	9 (6%)
	Yes	70 (50%)
	No	49 (35%)
	<i>Don't know</i>	11 (8%)
Q4	Have you had a 'nicking' (adjudication) since you have been in this establishment?	
	Yes	87 (63%)
	No	46 (33%)
	<i>Don't know</i>	6 (4%)
Q5	If you have had a 'nicking' (adjudication), was the process explained clearly to you?	
	<i>I have not had an adjudication</i>	46 (35%)
	Yes	72 (55%)
	No	14 (11%)
Q6	If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?	
	<i>I have not been restrained</i>	88 (66%)
	Once.....	18 (13%)
	Twice.....	8 (6%)
	Three times.....	2 (1%)
	More than three times	18 (13%)
Q7	If you have spent a night in the care and separation unit (CSU), how were you treated by staff?	
	<i>I have not been to the care and separation unit</i>	114 (86%)
	Very well.....	3 (2%)
	Well	6 (5%)
	Neither	1 (1%)
	Badly	1 (1%)
	Very badly	7 (5%)

SECTION 9: SAFETY

Q1	Have you ever felt unsafe in this establishment?	
	Yes	38 (28%)
	No	96 (72%)
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.)	
	<i>Never felt unsafe</i>	96 (72%)
	Everywhere.....	6 (5%)
	Care and separation unit	5 (4%)
	Association areas.....	15 (11%)
	Reception area	4 (3%)
	At the gym.....	13 (10%)
	At mealtimes.....	13 (10%)
	At healthcare	7 (5%)
	Visits area.....	6 (5%)
	In wing showers.....	3 (2%)
	In gym showers.....	9 (7%)
	In corridors/stairwells.....	14 (11%)

<i>In an exercise yard</i>	12 (9%)	<i>On your landing/wing</i>	16 (12%)
<i>At work</i>	13 (10%)	<i>In your cell</i>	9 (7%)
<i>At education</i>	17 (13%)		

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

Yes 37 (28%)
 No..... 95 (72%)

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

<i>Insulting remarks (about you, your family or friends)</i>	23 (17%)	<i>Because of drugs</i>	3 (2%)
<i>Physical abuse (being hit, kicked or assaulted)</i>	19 (14%)	<i>Having your canteen/property taken</i>	9 (7%)
<i>Sexual abuse</i>	1 (0%)	<i>Because you were new here</i> ..	13 (10%)
<i>Because of your race or ethnic origin</i>	8 (6%)	<i>Because you are from a different part of the country</i>	8 (6%)
<i>Because of your religious beliefs</i>	4 (3%)	<i>Because of gang related issues</i>	6 (5%)
<i>Because you have a disability</i>	0 (0%)	<i>Because of my offence/crime</i> ..	6 (5%)

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

Yes 35 (27%)
 No..... 93 (73%)

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

<i>Insulting remarks (about you, your family or friends)</i>	26 (20%)	<i>Because of drugs</i>	6 (5%)
<i>Physical abuse (being hit, kicked or assaulted)</i>	6 (5%)	<i>Having your canteen/property taken</i>	6 (5%)
<i>Sexual abuse</i>	2 (2%)	<i>Because you were new here</i>	4 (3%)
<i>Because of your race or ethnic origin</i>	4 (3%)	<i>Because you are from a different part of the country</i>	8 (6%)
<i>Because of your religious beliefs</i>	0 (0%)	<i>Because of gang related issues</i>	1 (1%)
<i>Because you have a disability</i> ..	0 (0%)	<i>Because of my offence/crime</i>	4 (3%)

Q9 If you were being victimised who would you tell?

<i>No-one</i>	53 (43%)	<i>Teacher/education staff</i>	0 (0%)
<i>Personal officer</i>	42 (34%)	<i>Gym staff</i>	0 (0%)
<i>Wing officer</i>	25 (20%)	<i>Listener/Samaritan/Buddy</i>	9 (7%)
<i>Chaplain</i>	14 (11%)	<i>Another young person here</i>	7 (6%)
<i>Health care staff</i>	2 (2%)	<i>Family/friends</i>	25 (20%)

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

Yes 36 (27%)

No..... 50 (38%)
 Don't know..... 46 (35%)

Q11 Is shouting through the windows a problem here?
 Yes 59 (45%)
 No..... 60 (45%)
 Don't know..... 13 (10%)

Q12 Have staff checked on you personally in the last week to see how you are getting on?
 Yes 48 (36%)
 No..... 86 (64%)

SECTION 10: ACTIVITIES

Q1 How old were you when you were last at school?
 14 or under..... 55 (41%)
 15 or over..... 79 (59%)

Q2 Please answer the following questions about school:

	Yes	No	Not applicable
Have you ever been excluded from school?	120 (92%)	10 (8%)	1 (1%)
Did you used to truant from school?	98 (78%)	21 (17%)	6 (5%)

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

Education	104 (79%)
A job in this establishment.....	58 (44%)
Vocational or skills training.....	28 (21%)
Offending behaviour programmes.....	32 (24%)
I am not currently involved in any of these	8 (6%)

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

	Not been involved	Yes	No	Don't know
Education	7 (6%)	79 (63%)	25 (20%)	14 (11%)
A job in this establishment	11 (11%)	46 (46%)	26 (26%)	18 (18%)
Vocational or skills training	14 (16%)	36 (40%)	18 (20%)	21 (24%)
Offending behaviour programmes	14 (15%)	42 (45%)	24 (26%)	14 (15%)

Q5 Do you usually have association every day?
 Yes 110 (85%)
 No..... 12 (9%)
 Don't know..... 7 (5%)

Q6	How many times do you usually go to the gym each week?	
	<i>Don't want to go</i>	29 (22%)
	<i>None</i>	13 (10%)
	<i>One to two times</i>	14 (10%)
	<i>Three to five times</i>	39 (29%)
	<i>More than five times</i>	27 (20%)
	<i>Don't know</i>	12 (9%)
Q7	Can you usually go outside for exercise every day?	
	<i>Don't want to go</i>	9 (7%)
	<i>Yes</i>	49 (37%)
	<i>No</i>	64 (48%)
	<i>Don't know</i>	10 (8%)

SECTION 11: FAMILY AND FRIENDS

Q1	Are you able to use the telephone every day, if you want to?	
	<i>Yes</i>	112 (84%)
	<i>No</i>	20 (15%)
	<i>Don't know</i>	2 (1%)
Q2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	<i>Yes</i>	50 (37%)
	<i>No</i>	72 (54%)
	<i>Don't know</i>	12 (9%)
Q3	How easy is it for your family and friends to visit you here?	
	<i>Very easy</i>	28 (21%)
	<i>Easy</i>	40 (30%)
	<i>Neither</i>	17 (13%)
	<i>Difficult</i>	20 (15%)
	<i>Very difficult</i>	22 (16%)
	<i>Don't know</i>	8 (6%)
Q4	How many visits do you usually have each week, from family or friends?	
	<i>Not been here a week yet</i>	3 (2%)
	<i>I don't get visits</i>	33 (24%)
	<i>Less than one a week</i>	35 (26%)
	<i>About one a week</i>	50 (37%)
	<i>More than one a week</i>	9 (7%)
	<i>Don't know</i>	6 (4%)
Q5	Do your visits usually start on time?	
	<i>I don't get visits</i>	33 (25%)
	<i>Yes</i>	76 (58%)
	<i>No</i>	16 (12%)
	<i>Don't know</i>	7 (5%)
Q6	How are you and your family/friends usually treated by visits staff?	
	<i>I don't get visits</i>	33 (25%)

Very well.....	25 (19%)
Well.....	43 (32%)
Neither.....	14 (11%)
Badly.....	0 (0%)
Very badly.....	0 (0%)
Don't know.....	18 (14%)

SECTION 12: PREPARATION FOR RELEASE

Q1	When did you first meet your personal officer?			
	<i>I still have not met him/her</i>	26	(19%)	
	<i>In your first week</i>	54	(40%)	
	<i>After your first week</i>	31	(23%)	
	<i>Don't remember</i>	23	(17%)	
Q2	How often do you see your personal officer?			
	<i>I still have not met him/her</i>	26	(20%)	
	<i>At least once a week</i>	70	(53%)	
	<i>Less than once a week</i>	35	(27%)	
Q3	Do you feel your personal officer has helped you?			
	<i>I still have not met him/her</i>	26	(20%)	
	Yes.....	68	(52%)	
	No.....	38	(29%)	
Q4	Do you have a training plan, sentence plan or remand plan?			
	Yes.....	75	(57%)	
	No.....	28	(21%)	
	Don't know.....	28	(21%)	
Q5	Please answer the following questions about training plans, sentence plans or remand plans:			
		<i>I don't have one</i>	Yes	No
				<i>Don't know</i>
	Were you involved in the development of your plan?	28 (23%)	54 (44%)	9 (7%) 33 (27%)
	Do you understand the targets that have been set in your plan?	28 (23%)	71 (57%)	1 (1%) 24 (19%)
Q6	Has your YOT worker been in touch since you arrived at this establishment?			
	Yes.....	117	(87%)	
	No.....	17	(13%)	
Q7	Do you know how to get in touch with your YOT worker?			
	Yes.....	68	(52%)	
	No.....	63	(48%)	

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?	50 (38%)	61 (46%)	21 (16%)
Are you planning on going to school or college after release?	65 (50%)	38 (29%)	27 (21%)
Do you have a job to go to on release?	19 (15%)	86 (67%)	23 (18%)

Q9 Do you know who to contact for help with any of the following problems, before your release? (Please tick all that apply to you.)

<i>Finding accommodation</i>	42 (35%)
<i>Getting into school or college</i>	49 (41%)
<i>Getting a job</i>	49 (41%)
<i>Help with money/finances</i>	31 (26%)
<i>Help with claiming benefits</i>	32 (27%)
<i>Continuing health services</i>	22 (18%)
<i>Opening a bank account</i>	29 (24%)
<i>Avoiding bad relationships</i>	26 (22%)
<i>I don't know who to contact</i>	51 (43%)

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

<i>Finding accommodation</i>	27 (22%)
<i>Getting into school or college</i>	32 (26%)
<i>Getting a job</i>	62 (51%)
<i>Money/finances</i>	60 (50%)
<i>Claiming benefits</i>	37 (31%)
<i>Continuing health services</i>	13 (11%)
<i>Opening a bank account</i>	28 (23%)
<i>Avoiding bad relationships</i>	28 (23%)
<i>I won't have any problems</i>	36 (30%)

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

<i>Not sentenced</i>	26 (20%)	<i>Having a mentor (someone you can ask for advice)</i>	15 (12%)
<i>Nothing, it is up to me</i>	29 (22%)	<i>Having a YOT worker or social worker that I get on with</i>	21 (16%)
<i>Making new friends outside</i>	25 (19%)	<i>Having children</i>	23 (18%)
<i>Going back to live with my family</i>	29 (22%)	<i>Having something to do that isn't crime</i>	53 (41%)
<i>Getting a place of my own</i>	34 (26%)	<i>This sentence</i>	29 (22%)
<i>Getting a job</i>	60 (46%)	<i>Getting into school/college</i>	34 (26%)
<i>Having a partner (girlfriend or boyfriend)</i>	40 (31%)	<i>Talking about my offending behaviour with staff</i>	7 (5%)
<i>Staying off alcohol/drugs</i>	43 (33%)	<i>Anything else</i>	6 (5%)

Q12 Do you want to stop offending?

<i>Not sentenced</i>	26 (20%)
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Yes.....	96 (73%)
No.....	2 (2%)
Don't know.....	7 (5%)

Q13 Have you done anything, or has anything happened to you in this establishment, that you think will make you less likely to offend in the future?

Not sentenced	26 (20%)
Yes.....	42 (33%)
No.....	61 (47%)

Comparison with young people's comparator and previous survey results.



Survey responses from children and young people: HMYOI Hindley 2011

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

Key to tables

		HMYOI Hindley 2011 (August)	Young people's comparator	HMYOI Hindley 2011 (August)	HMYOI Hindley 2009 (September)
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in young people's background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		144	792	144	97
SECTION 1: ABOUT YOU					
1.1	Are you 18 years of age?	18%	13%	18%	10%
1.2	Are you a foreign national?	4%	6%	4%	1%
1.3	Is English your first language?	91%	89%	91%	97%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	21%	42%	21%	10%
1.5	Are you Muslim?	10%	19%	10%	5%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	4%	5%	4%	7%
1.7	Do you have any children?	16%	13%	16%	11%
1.8	Do you consider yourself to have a disability?	9%	10%	9%	
1.9	Have you ever been in local authority care?	32%	25%	32%	
SECTION 2: ABOUT YOUR SENTENCE					
2.1	Are you sentenced?	82%	72%	82%	74%
2.2	Is your sentence 12 months or less?	45%	32%	45%	
2.3	Have you been in this establishment for one month or less?	19%	19%	19%	25%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	44%	54%	44%	42%
SECTION 3: COURTS, TRANSFERS AND ESCORTS					
For your most recent journey, either to or from court or between prisons, we want to know:					
3.1	Was the van clean?	32%	45%	32%	49%
3.2	Did you feel safe?	84%	81%	84%	80%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	16%	27%	16%	38%
3.4	Did you spend more than four hours in the van?	7%	5%	7%	1%
For those who spent two or more hours in the escort van:					
3.5	Were you offered a toilet break if you needed it?	15%	13%	15%	23%
3.6	Were you offered anything to eat or drink?	30%	31%	30%	31%
3.7	Were you treated well/very well by the escort staff?	44%	55%	44%	62%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	73%	78%	73%	
3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	17%	5%	17%	

Comparison with young people's comparator and previous survey results.

Key to tables

		HMYOI Hindley 2011 (August)	Young people's comparator	HMYOI Hindley 2011 (August)	HMYOI Hindley 2009 (September)
	Any percentage highlighted in green is significantly better				
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	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		144	792	144	97
SECTION 4: YOUR FIRST FEW DAYS HERE					
4.1	Were you in reception for less than two hours?	83%	78%	83%	78%
4.2	When you were searched was this carried out in an understanding way?	81%	77%	81%	83%
4.3	Were you treated well/very well in reception?	59%	70%	59%	77%
When you first arrived, did staff ask if you needed help or support with any of the following:					
4.4a	Not being able to smoke?	56%	54%	56%	63%
4.4b	Loss of property?	18%	20%	18%	19%
4.4c	Housing problems?	25%	18%	25%	19%
4.4d	Needing protection from other young people?	25%	25%	25%	19%
4.4e	Letting family know where you are?	56%	63%	56%	71%
4.4f	Money worries?	10%	17%	10%	18%
4.4g	Feeling low/upset/needing someone to talk to?	34%	40%	34%	42%
4.4h	Health problems?	54%	58%	54%	57%
4.4i	Getting phone numbers?	40%	43%	40%	42%
4.5	Did you have any problems when you first arrived?	70%	76%	70%	78%
When you first arrived, did you have problems with any of the following:					
4.5a	Not being able to smoke?	44%	47%	44%	56%
4.5b	Loss of property?	15%	16%	15%	9%
4.5c	Housing problems?	16%	15%	16%	11%
4.5d	Needing protection from other young people?	13%	8%	13%	5%
4.5e	Letting family know where you are?	22%	22%	22%	30%
4.5f	Money worries?	16%	19%	16%	16%
4.5g	Feeling low/upset/needing someone to talk to?	16%	17%	16%	21%
4.5h	Health problems?	11%	11%	11%	12%
4.5i	Getting phone numbers?	26%	32%	26%	26%
When you first arrived, were you given any of the following:					
4.6a	A reception pack?	71%	71%	71%	59%
4.6b	The opportunity to have a shower?	70%	28%	70%	64%
4.6c	Something to eat?	81%	80%	81%	84%
4.6d	A free phone call to friends/family?	82%	74%	82%	84%
4.6e	Information about the PIN telephone system?	67%	57%	67%	77%
4.6f	Information about feeling low/upset?	40%	29%	40%	44%
Within your first 24 hours, did you have access to the following people or services:					
4.7a	The chaplain or religious leader?	52%	43%	52%	47%
4.7b	A peer mentor, Listener or the Samaritans?	31%	19%	31%	33%
4.7c	Did you have access to the prison shop/canteen?	9%	17%	9%	14%

Comparison with young people's comparator and previous survey results.

Key to tables

		HMYOI Hindley 2011 (August)	Young people's comparator	HMYOI Hindley 2011 (August)	HMYOI Hindley 2009 (September)
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Number of completed questionnaires returned		144	792	144	97
4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	71%	70%	71%	
4.9	Did you feel safe on your first night here?	85%	77%	85%	81%
4.10	For those who have been on an induction course: did it cover everything you needed to know about the establishment	63%	64%	63%	65%
SECTION 5: DAILY LIFE AND RESPECT					
5.1	Can you normally have a shower every day if you want to?	90%	64%	90%	90%
5.2	Is your cell call bell normally answered within five minutes?	35%	35%	35%	28%
5.3	Do you find the food here good/very good?	13%	20%	13%	16%
5.4	Does the shop/canteen sell a wide enough variety of products?	50%	44%	50%	52%
5.5	Is it easy/very easy for you to attend religious services?	47%	60%	47%	45%
5.6a	Do you feel your religious beliefs are respected?	42%	59%	42%	40%
5.6b	Can you speak to a religious leader in private if you want to?	59%	67%	59%	62%
5.7	Is there a member of staff you can turn to with a problem?	63%	67%	63%	78%
5.8	Do you feel that most of the staff here treat you with respect?	59%	63%	59%	78%
SECTION 6: HEALTH SERVICES					
6.1	Did you have a full health assessment the day after your arrival?	73%	57%	73%	
6.2	For those who have been to health care: Do you think the overall quality is good/very good?	71%	61%	71%	73%
6.3a	Is it easy for you to see the doctor?	64%	52%	64%	62%
6.3b	Is it easy for you to see the nurse?	81%	72%	81%	79%
6.3c	Is it easy for you to see the dentist?	51%	28%	51%	49%
6.3d	Is it easy for you to see the optician?	42%	22%	42%	42%
6.3e	Is it easy for you to see the pharmacist?	36%	25%	36%	44%
6.4	If you are taking medication, are you allowed to keep it in your cell?	35%	32%	35%	
6.5a	Did you have any problems with alcohol when you first arrived?	13%	14%	13%	14%
6.5b	Have you received any help with any alcohol problems here?	4%	9%	4%	10%
6.6a	Did you have any problems with drugs when you first arrived?	41%	34%	41%	36%
6.6b	Do you have any problems with drugs now?	9%	9%	9%	4%
6.6c	Have you received any help with any drug problems here?	19%	22%	19%	23%
6.7	Is it easy/very easy to get illegal drugs here?	15%	21%	15%	18%
6.8	Do you feel you have any emotional or mental health problems?	31%	22%	31%	20%
6.9	If you feel you have emotional or mental health problems, are you being helped by anyone here?	59%	47%	59%	

Comparison with young people's comparator and previous survey results.

Key to tables

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Number of completed questionnaires returned		144	792	144	97
SECTION 7: APPLICATIONS AND COMPLAINTS					
7.1	Do you know how to make an application?	94%	85%	94%	94%
7.2	Is it easy to make an application?	89%	74%	89%	90%
For those who have made an application:					
7.3a	Do you feel applications are sorted out fairly?	72%	66%	72%	76%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	84%	58%	84%	69%
7.4	Do you know how to make a complaint?	81%	85%	81%	77%
7.5	Is it easy to make a complaint?	55%	65%	55%	58%
For those who have made a complaint:					
7.6a	Do you feel complaints are sorted out fairly?	30%	34%	30%	53%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	49%	39%	49%	67%
7.7	Have you ever been prevented from making a complaint when you wanted to?	18%	18%	18%	
Can you speak to the following people when you need to:					
7.8a	A peer mentor or Listener?	36%	32%	36%	34%
7.8b	A member of the IMB (Independent Monitoring Board)	25%	30%	25%	35%
7.8c	An advocate (an outside person to help you)	29%	39%	29%	37%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE					
8.1	Are you on the enhanced (top) level of the reward scheme?	28%	27%	28%	26%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	47%	48%	47%	55%
8.3	Do the different levels make you change your behaviour?	50%	52%	50%	59%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	63%	57%	63%	58%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	84%	82%	84%	87%
8.6	Have you been physically restrained (C and R) since you have been here?	34%	35%	34%	32%
8.7	For those who had spent a night in the segregation/care and separation unit: did the staff treat you well/very well	50%	50%	50%	47%

Comparison with young people's comparator and previous survey results.

Key to tables

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	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		144	792	144	97
SECTION 9: SAFETY					
9.1	Have you ever felt unsafe in this prison?	28%	31%	28%	31%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	28%	26%	28%	23%
If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4a	Insulting remarks?	18%	15%	18%	18%
9.4b	Physical abuse?	15%	10%	15%	14%
9.4c	Sexual abuse?	1%	2%	1%	1%
9.4d	Racial or ethnic abuse?	6%	4%	6%	1%
9.4e	Your religious beliefs?	3%	3%	3%	1%
9.4f	Your disability?	0%	2%	0%	1%
9.4g	Drugs?	2%	3%	2%	2%
9.4h	Having your canteen/property taken?	7%	7%	7%	7%
9.4i	Because you were new here?	10%	8%	10%	17%
9.4j	Being from a different part of the country than others?	6%	6%	6%	10%
9.4k	Gang related issues?	4%	7%	4%	5%
9.4l	Your offence/crime?	4%	4%	4%	5%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	27%	27%	27%	27%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:					
9.7a	Insulting remarks?	20%	17%	20%	19%
9.7b	Physical abuse?	5%	6%	5%	7%
9.7c	Sexual abuse?	1%	1%	1%	1%
9.7d	Racial or ethnic abuse?	3%	6%	3%	3%
9.7e	Your religious beliefs?	0%	3%	0%	
9.7f	Your disability?	0%	2%	0%	1%
9.7g	Drugs?	5%	3%	5%	1%
9.7h	Having your canteen/property taken?	5%	3%	5%	1%
9.7i	Because you were new here?	3%	5%	3%	5%
9.7j	Being from a different part of the country than others?	6%	3%	6%	1%
9.7k	Gang related issues?	1%	2%	1%	3%
9.7l	Your offence/crime?	3%	3%	3%	5%
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	57%	58%	57%	76%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	27%	31%	27%	42%
9.11	Is shouting through the windows a problem here?	45%	41%	45%	54%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	36%	37%	36%	43%

Comparison with young people's comparator and previous survey results.

Key to tables

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	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		144	792	144	97
SECTION 10: ACTIVITIES					
10.1	Were you 14 or younger when you were last at school?	41%	39%	41%	37%
10.2a	Have you ever been excluded from school?	92%	87%	92%	89%
10.2b	Have you ever truanted from school?	79%	69%	79%	79%
Do you currently take part in any of the following:					
10.3a	Education?	79%	75%	79%	75%
10.3b	A job in this establishment?	44%	32%	44%	41%
10.3c	Vocational or skills training?	21%	21%	21%	32%
10.3d	Offending behaviour programmes?	24%	26%	24%	13%
For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?					
10.4a	Education?	67%	65%	67%	66%
10.4b	A job in this establishment?	51%	58%	51%	61%
10.4c	Vocational or skills training?	48%	57%	48%	56%
10.4d	Offending behaviour programmes?	53%	52%	53%	47%
10.5	Do you usually have association every day?	85%	63%	85%	89%
10.6	Do you go to the gym more than five times each week?	20%	8%	20%	15%
10.7	Can you usually go outside for exercise every day?	37%	50%	37%	58%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS					
11.1	Are you able to use the telephone every day?	84%	61%	84%	80%
11.2	Have you had any problems with sending or receiving letters or parcels?	37%	38%	37%	45%
11.3	Is it easy/very easy for your family and friends to visit you here?	50%	45%	50%	57%
11.4	Do you usually have one or more visits per week from family and friends?	43%	37%	43%	
11.5	Do your visits start on time?	58%	41%	58%	68%
11.6	Are you and your visitors treated well/very well by visits staff?	51%	47%	51%	60%
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?	50%	53%	50%	34%
12.2	Do you see your personal officer at least once a week?	67%	58%	67%	64%
12.3	Do you feel your personal officer has helped you?	64%	53%	64%	63%
12.4	Do you have a training plan, sentence plan or remand plan?	57%	48%	57%	
For those with a training plan, sentence plan or remand plan:					
12.5a	Were you involved in the development of your plan?	56%	56%	56%	
12.5b	Do you understand the targets set in your plan?	74%	68%	74%	
12.6	Has your YOT worker been in touch with you since your arrival here?	87%	85%	87%	78%
12.7	Do you know how to get in touch with your YOT worker?	52%	60%	52%	48%

Comparison with young people's comparator and previous survey results.

Key to tables

		HMYOI Hindley 2011 (August)	Young people's comparator	HMYOI Hindley 2011 (August)	HMYOI Hindley 2009 (September)
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in young people's background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		144	792	144	97
Please answer the following about your preparation for release:					
12.8	Have you had a say in what will happen to you when you are released?	38%	43%	38%	33%
12.8	Are you going to school or college on release?	50%	63%	50%	59%
12.8	Do you have a job to go to on release?	15%	21%	15%	25%
Do you know who to contact for help with the following in preparation for your release:					
12.9	Finding accommodation	35%	39%	35%	35%
12.9	Getting into school or college	41%	49%	41%	47%
12.9	Getting a job	41%	44%	41%	51%
12.9	Help with money/finances	26%	36%	26%	35%
12.9	Help with claiming benefits	27%	29%	27%	31%
12.9	Continuing health services	18%	24%	18%	26%
12.9	Opening a bank account	24%	32%	24%	35%
12.9	Avoiding bad relationships	22%	27%	22%	30%
Do you think you will have a problem with the following, when you are released:					
12.10	Finding accommodation?	22%	27%	22%	22%
12.10	Getting into school or college?	27%	27%	27%	23%
12.10	Getting a job?	51%	49%	51%	48%
12.10	Help with money/finances?	49%	38%	49%	38%
12.10	Help with claiming benefits?	31%	26%	31%	34%
12.10	Continuing health services?	11%	13%	11%	12%
12.10	Opening a bank account?	23%	16%	23%	13%
12.10	Avoiding bad relationships?	23%	20%	23%	19%
For those who were sentenced:					
12.12	Do you want to stop offending?	92%	91%	92%	93%
12.13	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future	41%	45%	41%	40%

Children and Young People: Diversity Analysis



Diversity comparator (ethnicity/religion) HMYOI Hindley 2011

Survey responses (missing data have 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

		Black and minority ethnic young people	White young people	Muslim young people	Non-Muslim young people
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in young people's background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		29	112	13	120
1.2	Are you a foreign national?	14%	1%	31%	1%
1.3	Is English your first language?	74%	96%	64%	94%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other categories)?			100%	10%
1.5	Are you Muslim?	52%	0%		
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	0%	4%	0%	4%
1.9	Have you ever been in local authority care?	29%	31%	7%	35%
2.1	Are you sentenced?	75%	84%	86%	82%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	45%	45%	45%	45%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	20%	15%	31%	14%
3.7	Were you treated well/very well by the escort staff?	40%	44%	31%	45%
3.8	Before you arrived here, were you told that you would be coming to this establishment?	71%	74%	62%	75%
4.2	When you were searched was this carried out in an understanding way?	83%	80%	100%	80%
4.3	Were you treated well/very well in reception?	52%	61%	62%	60%
4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	83%	69%	76%	71%
4.9	Did you feel safe on your first night here?	83%	86%	76%	89%
4.10	Did the induction course cover everything you needed to know about the establishment?	58%	66%	46%	65%
5.1	Can you normally have a shower every day if you want to?	94%	90%	93%	90%
5.2	Is your cell call bell normally answered within five minutes?	39%	34%	31%	35%
5.3	Do you find the food here good/very good?	20%	11%	24%	12%
5.4	Does the shop/canteen sell a wide enough variety of products?	45%	52%	55%	51%
5.6a	Do you feel your religious beliefs are respected?	52%	40%	62%	41%
5.7	Is there a member of staff you can turn to with a problem?	52%	67%	62%	64%
5.8	Do you feel that most of the staff here treat you with respect?	63%	58%	76%	58%
6.3a	Is it easy for you to see the doctor?	59%	66%	62%	65%
6.3b	Is it easy for you to see the nurse?	83%	80%	86%	79%
6.7	Is it easy/very easy to get illegal drugs here?	11%	16%	7%	15%
6.8	Do you feel you have any emotional or mental health problems?	25%	31%	7%	32%
7.2	Is it easy to make an application?	86%	89%	85%	91%
7.5	Is it easy to make a complaint?	48%	57%	55%	56%

Children and Young People: Diversity Analysis

Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic young people	White young people	Muslim young people	Non-Muslim young people
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in young people's background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		29	112	13	120
8.1	Are you on the enhanced (top) level of the reward scheme?	25%	29%	31%	29%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	34%	52%	38%	51%
8.3	Do the different levels make you change your behaviour?	59%	49%	45%	54%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	59%	64%	76%	61%
8.6	Have you been physically restrained (C and R) since you have been here?	32%	34%	41%	34%
9.1	Have you ever felt unsafe in this prison?	26%	27%	15%	29%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	30%	26%	33%	28%
If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4d	Racial or ethnic abuse?	22%	2%	33%	2%
9.4e	Your religious beliefs?	7%	2%	7%	2%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	30%	27%	36%	27%
If you have felt victimised by a member of staff/group of staff, did the incident involve:					
9.5d	Racial or ethnic abuse?	8%	2%	8%	2%
9.5e	Your religious beliefs?	0%	0%	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?	57%	57%	54%	60%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	16%	31%	15%	30%
Do you currently take part in any of the following:					
10.3a	Education?	88%	78%	85%	79%
10.3b	A job in this establishment?	47%	45%	41%	46%
10.3c	Vocational or skills training?	27%	20%	26%	20%
10.3d	Offending behaviour programmes?	27%	24%	33%	23%
10.5	Do you usually have association everyday?	93%	83%	86%	86%
10.6	Do you go to the gym more than five times each week?	26%	19%	31%	20%
10.7	Can you usually go outside for exercise every day?	37%	38%	24%	39%
11.1	Are you able to use the telephone every day?	93%	82%	86%	82%
11.2	Have you had any problems with sending or receiving letters or parcels?	56%	32%	62%	36%
11.3	Do you usually have one or more visits per week from family and friends?	26%	48%	26%	47%
12.3	Do you feel your personal officer has helped you?	56%	67%	59%	65%
12.4	Do you have a training plan, sentence plan or remand plan?	63%	56%	62%	58%
12.5b	Do you understand the targets set in your plan?	77%	74%	70%	76%
12.6a	Have you had a say in what will happen to you when you are released?	33%	40%	24%	41%
12.6b	Are you going to school or college on release?	56%	48%	38%	51%
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?	37%	41%	45%	42%