

Report on an unannounced short
follow- up inspection of

HMYOI Huntercombe

9 –12 December 2008

by HM Chief Inspector of Prisons

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Introduction

Huntercombe is a young offender institution holding only sentenced male juveniles. On our last visit, we expressed considerable concern about safety. On our return for this unannounced short follow-up inspection, we remained concerned about aspects of safety, but we also noted a number of areas of progress across the establishment.

There had been some slight improvements in the arrangements for early days in custody, although late arrivals remained a problem. More substantive progress had been made in the strategic management of safeguarding and child protection arrangements remained impressive. However, incidents of self-harm had increased, despite some good care for young people at risk. Units remained too large to be easily and safely supervised and levels of bullying, assaults and fights were high. Use of force by staff was high, although attempts at de-escalation were more in evidence and the intensive support unit was not overused.

The condition of the residential units was much improved, but the continued difficulty of supervising such large numbers of volatile young people meant that access to basic facilities, such as showers, had to be restricted. Relationships between staff and young people were much improved, despite the lack of a functioning personal officer scheme. Previous limits on access to faith services had been removed. The management of race issues and support for foreign nationals had improved. Healthcare remained reasonable.

Time out of cell remained inadequate, but the quality of learning and skills provision was much higher than on our last visit and more accreditation was available. Refusal to attend education was now more robustly dealt with. Access to the library and PE had continued to expand, and the quality of PE provision was impressive.

Resettlement was now well managed and clearly focused on the seven pathways. Training plans remained sound but – as we have pointed out in previous inspections – the use of the visits hall for reviews was inappropriate as it inhibited privacy. Public protection was generally well managed. We were pleased to find that there had been a substantial increase in release on temporary licence to support resettlement. Work on most of the pathways was adequate, although work to maintain links with family and friends was underdeveloped.

Huntercombe has a challenging and volatile population of young people and is ill-served by its large accommodation units, which are difficult to supervise safely. Levels of fights, assaults and bullying remained too high. Nevertheless, we noted a number of areas of improvement, including better relationships between staff and young people, improved education and vocational training, and a proper focus on resettlement. There is much still to do, but this progress must be commended.

Anne Owers
HM Chief Inspector of Prisons

April 2009

Fact page

Task of the establishment

Sentenced juvenile

Area organisation

South Central

Number held

Unlock on 9 December 2008 was 311

Certified normal accommodation

360

Operational capacity

365

Last inspection

8–12 May 2006

Brief history

Opened in 1946, the site was used as an internment camp during the last war. Extensive redevelopment has taken place over the last 10 years and there is little left of the wartime buildings. Since April 2000 the establishment has only held male prisoners under the age of 18 as part of the Prison Service's under-18 estate.

Description of residential units

Howard Unit	Induction – roll of 60
Fry Unit	Mid-term young people – on-wing classes and off-wing activities – roll of 60
Mountbatten A	Mid-term young people – all off-wing activities – roll of 60
Mountbatten B	Mid-term young people – all off-wing activities – roll of 60
Rich Unit	Mid-term young people – on-wing classes and off-wing activities – roll of 60
Patterson Unit	Long-term DTO's and Section 91s – on-wing classes and off-wing activities – roll of 60

Section 1: Healthy prison assessment

Introduction

- HP1 All inspection reports include a summary of an establishment's performance against the model of a healthy prison. The four criteria of a healthy prison are:
- | | |
|----------------------------|---|
| Safety | prisoners, even the most vulnerable, are held safely |
| Respect | prisoners are treated with respect for their human dignity |
| Purposeful activity | prisoners are able, and expected, to engage in activity that is likely to benefit them |
| Resettlement | prisoners are prepared for their release into the community and helped to reduce the likelihood of reoffending. |
- HP2 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by the National Offender Management Service.
- ...performing well against this healthy prison test.**
There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
- ...performing reasonably well against this healthy prison test.**
There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns.
- ...not performing sufficiently well against this healthy prison test.**
There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.
- ...performing poorly against this healthy prison test.**
There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.
- HP3 This Inspectorate conducts unannounced follow-up inspections to assess progress against recommendations made in the previous full inspection. 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 and, where necessary, to note additional areas of concern observed by inspectors. Inspectors draw up a brief healthy prison summary setting out the progress of the establishment in the areas inspected. From the evidence available they also concluded whether this progress confirmed or required

amendment of the healthy prison assessment held by the Inspectorate on all establishments but only published since early 2004.

Safety

- HP4 Following the 2006 inspection, we said that Huntercombe was not performing sufficiently well on our safety test. We expressed concerns about late arrivals and the size of the residential units, as well as the high level of bullying and the use of force.
- HP5 Only one of the four main safety recommendations had been achieved. There were another 51 recommendations of which 25 had been achieved, eight had been partially achieved and 18 had not been achieved. Arising from our findings, we made a further eight safety recommendations.
- HP6 There was still a problem with late arrivals which affected reception and first night procedures. Monitoring of late arrivals was efficient and regular meetings took place with the escort providers to discuss a resolution, but without the involvement of the Youth Justice Board which was a weakness. Caseworkers were available until 10pm to talk to late arrivals.
- HP7 Reception had been redecorated. The induction unit (Howard) was much cleaner and quieter and provided a more suitable environment for new arrivals and for the induction programme. Young people started induction more quickly, but they reported less favourably on the content of the programme and, as previously reported, it did not keep them fully occupied.
- HP8 There had been noticeable improvements to the strategic management of safeguarding. Unexplained injuries, which were few, were routinely monitored, but the use of force, MAPPa and public protection issues were not included within the remit of the safeguarding children committee.
- HP9 Overall, child protection continued to be an area of strength. There was evidence that staff were sufficiently confident of the child protection procedures to make appropriate referrals when they had concerns about the conduct of colleagues. The establishment benefited from a team of seconded social work staff, including two who were dedicated to the needs of looked-after children. Links with the local children and families assessment team were good and there was a high level of scrutiny of child protection by Oxfordshire Safeguarding Children Board.
- HP10 Incidents of self-harm had increased over recent months, particularly the use of ligatures. Day-to-day care for young people who self-harmed remained good. Vulnerable young people were generally managed on mainstream location, but there were indications that Fry Unit was an undesignated unit for vulnerable young people. The Manwaring centre provided a supportive environment for a very small number of vulnerable young people, although there was no individual care planning.
- HP11 Levels of bullying, assaults and fights remained high and incidents of violence were more severe. Bullying was not dealt with effectively and young people did not have confidence in anti-bullying arrangements.
- HP12 The use of force remained high, but monitoring was improving and 'time out' was now used to good effect. Adjudications were conducted well, but less formal procedures

could have been used at times. The use of the intensive support unit remained low. It still operated as a traditional segregation unit and did not offer coordinated individual support.

HP13 Overall, the establishment was still not performing sufficiently well against this healthy prison test.

Respect

HP14 The establishment had previously been assessed as not performing sufficiently well against this healthy prison test. Our main concern had been the very poor condition of the residential units. There were also some frailties in diversity and the care of foreign nationals, and young people were prevented from attending religious services.

HP15 One of the two main recommendations in relation to respect had been achieved and the other partially achieved. There were another 54 recommendations, 22 of which had been achieved, 14 partially achieved and 18 not achieved. Arising from our findings, we made a further 17 respect recommendations.

HP16 There had been considerable improvement in the condition of the residential units, including deep cleaning and replacement of cell windows, and all cells had recently been repainted. Staff and young people worked together to maintain the high standards. Numbers held on the units remained too high for staff to provide a satisfactory level of individual attention and to manage whole units associating safely. Daily showers were not possible as a result. Opportunities to dine out were very limited and young people did not rate the food highly.

HP17 There were much better relationships between staff and young people, but personal officer work had not improved and responses in our survey indicated that young people did not feel well cared for. The complaints system was well organised, with an effective tracking and quality assurance system. The rewards and sanctions scheme was not as effective as it had been previously.

HP18 Young people were no longer prevented from attending religious services, although there were still problems accommodating the number of young people wishing to attend Muslim prayers. Young people were now involved in race equality action team meetings, and this was working well. A foreign national coordinator had been appointed and work with foreign nationals had improved.

HP19 Healthcare services were reasonable, but had deteriorated in some areas due to staff shortages. In our survey, 61% of young people said that they thought that the quality of healthcare was good or very good, which was significantly better than 51% reported in 2006. Nurses attended units each morning, but staff shortages were affecting the delivery of care and there was a lack of primary mental health input. The child and adolescent mental health service (CAMHS) team were filling gaps in provision, but this, in turn, affected their service delivery.

HP20 Overall, the establishment was now performing reasonably well against this healthy prison test.

Purposeful activity

- HP21 Following the previous inspection, we said that the establishment was performing reasonably well with regard to purposeful activity. The one main recommendation in relation to purposeful activity had been partially achieved. There were another 17 recommendations, 11 of which had been achieved, three partially achieved and three had not been achieved. Arising from our findings, we made two further recommendations.
- HP22 Time out of cell remained inadequate, but education and vocational training had improved. Levels of accreditation had improved significantly. The delivery of literacy and numeracy still needed improvement, but some progress had been made in integrating literacy and numeracy in vocational programmes. Refusals to attend education had reduced significantly and there were robust systems to follow up refusals. Access to the library had improved and the PE department had maintained and built on the high standards found at the last inspection.
- HP23 The majority of young people were occupied in education or vocational training during weekdays. Weekend activity was poor. Association was available only every other evening and access to exercise was still not part of the core day.
- HP24 The provision of vocational education and training had increased by 28% since the previous inspection and accreditation achieved by young people had also increased significantly. Young people gained qualifications in a range of subjects and had achieved over 50 GCSE passes, some at higher grades. Attendance was satisfactory and punctuality for education on the wings had improved, but still needed attention.
- HP25 The curriculum was well planned and provided an appropriate mix of academic, practical and vocational subjects. Enrichment activity had improved since the last inspection.
- HP26 The educational psychologist contributed to initial assessments and supported staff in providing for young people's individual needs, with priority given to young people under school leaving age.
- HP27 Managers had set a clear vision for education and training and its continuing improvement. Relationships between the offender and learning skills service (OLASS) contractor and the establishment were outstanding. Quality assurance procedures, including self-assessment and lesson observations, had much improved since the last inspection. The observation of teaching and learning was much more rigorous.
- HP28 Overall, the establishment was still performing reasonably well against this healthy prison test.

Resettlement

- HP29 We had previously judged the establishment to be performing reasonably well with regard to resettlement and little had changed. There were two main recommendations in relation to resettlement, neither of which had been achieved. There were a further 38 recommendations, 20 of which had been achieved, three partially achieved and 15 had not been achieved. We made no further recommendations.

- HP30 A local resettlement policy had been published since the previous inspection and a needs analysis had been carried out. The resettlement committee now functioned well and focussed discussions took place based on the seven pathways. Public protection was generally managed well.
- HP31 Over the past year there had been a three-fold increase in the use of release on temporary licence (ROTL). There were links with a local golf club and fire service to increase the number of ROTL opportunities further. The pre-release course continued to run and was relevant to the needs of the population. Connexions provided an effective service, focused mainly on resettlement.
- HP32 Training planning arrangements remained sound. There was evidence that quality assurance was more rigorous and individual targets had begun to improve. Reviews continued to take place in the open visits hall which was inappropriate and did not allow for any level of privacy. We have commented on this at each inspection for the last six years. Representatives from the establishment attended approximately half of the first reviews in the community, an improvement since the previous inspection and, given competing pressures on staff, a commendable achievement.
- HP33 Insufficient effort was made to help young people maintain contact with their family and friends. Sixty-three per cent of young people lived over 50 miles away, a significant change since 2006 when 62% of the population lived within a 50-mile radius. Accumulated visits were rare and young people were restricted to one visit every two weeks and only at weekends. Visits had not been extended to two-hour sessions as we had recommended and late starts compounded the frustration of young people and their visitors. The establishment was very difficult to reach by public transport and nothing had been done to provide assisted local transport. The visitors centre was a poor facility and visitors were searched in an inappropriate area. The visits hall was a suitable environment which had just been decorated. Family liaison officers provided high quality support for young people who were fathers, including special visits.
- HP34 The alcohol and drug strategy now included a substance misuse action plan and joint care planning had improved. Drug strategy meetings were now attended by drug action team representatives and some local resettlement and aftercare providers. Two structured group work programmes had been developed.
- HP35 Overall, the establishment was still performing reasonably well against this healthy prison test.

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 **There should be a safeguarding strategy, with clear terms of reference and a designated membership, including a staff training programme and setting out the strategic management and coordination of all aspects of safeguarding, including child protection, anti-bullying and suicide and self-harm prevention. (HP11)**

Achieved. There had been significant improvements in the strategic management of safeguarding. There was an up-to-date comprehensive safeguarding children policy which had been agreed with Oxfordshire Safeguarding Children Board (OSCB). Core components of the policy included child protection, suicide and self-harm prevention, violence reduction and anti-bullying, staff recruitment, vetting and training, and information sharing. Implementation of the policy was overseen by a safeguarding committee which met monthly. Attendance at the meetings was good. The designated membership of the committee included all relevant areas within the establishment and representation from OSCB. The policy set out clear terms of reference for the committee and key tasks including agreement, monitoring and review of all related policies and procedures, and dissemination of relevant information across all agencies. Unexplained injuries, which were few, were routinely discussed at safeguarding meetings, but the use of force and public protection were not included in the remit of the safeguarding committee. The policy included detailed guidance about how the committee would undertake its various key tasks. For example, it described a range of operational links to ensure good information sharing, including integrated referral systems, signposting procedures across operational policies and an information-sharing protocol included as an annex. A separate staff training strategy was referred to in the safeguarding children policy and this included relevant OSCB and multi-agency training which was accessible to staff via the safeguarding department.

Further recommendation

- 2.2 The remit of the safeguarding committee should be extended to include oversight of safeguarding issues relating to the use of force and public protection.

- 2.3 **The residential units should be fully refurbished. (HP48)**

Partially achieved. There was considerable improvement in all the residential units, which were clean, tidy and decorated to a high standard. Cell windows had been replaced. All the cells had recently been painted and every effort made to remove graffiti. The cleaning and decoration had, in the main, been a joint enterprise between the young people and residential staff and was, therefore, an even more significant achievement than if it had been carried out by the works department and young people completing vocational training. Deep cleaning had been completed in the required areas and there was a schedule to ensure that standards were maintained. Communal and cell furnishings were adequate, but some needed replacing to match the high standards of maintenance in the residential units.

- 2.4 Although the communal areas were clean and tidy, they could have been improved by additional posters and paintings, including artwork by the young people which was displayed in the link corridors.

Further recommendation

- 2.5 Furnishings in cells and communal areas should be maintained in good condition and replaced when necessary.

- 2.6 **No more than 40 young people should be held together on a single residential unit. (HP49)**

Not achieved. Each residential unit still held up to 60 young people, which continued to have a detrimental effect upon their care. They did not have daily association or showers. The communal areas were too small for all young people to be out of their cells at the same time.

All the units were full, apart from Mountbatten A, where the population had been reduced to allow staff to undertake duties on other units as well. The staff complement for each unit was one senior officer (SO) and four discipline officers. This was rarely achieved. One SO and three officers was the norm, often reducing to one SO and two officers during evenings and weekends. Duty officers invariably had routine tasks to complete and were frustrated by their inability to spend time with individual young people.

Further recommendation

- 2.7 The size and layout of the residential units and staffing ratios should ensure the safety and wellbeing of children and young people.

- 2.8 **Young people should not be transported to Huntercombe via circuitous, lengthy journeys and they should arrive before 7pm so that they are properly cared for and managed on their first night in custody. (HP50)**

Not achieved. Approximately 50 young people a month were admitted to the establishment after 7pm. Although most arrived before 9pm, there were some very late arrivals. All young people admitted to the establishment were offered a telephone call in reception, but those arriving on the residential wings after 9pm did not get a shower and were locked up quickly after a short briefing. Initial assessments were carried out efficiently by specialist caseworkers, but inevitably some elements of safety were compromised when young people arrived late at night. Staff working at the establishment kept up-to-date and clear records about the number of late arrivals. This information was fed into quarterly prisoner escort and custody service (PECS) meetings between establishment-based staff and contractors. As a result, these issues were managed well internally, but the lack of input by a representative from the Youth Justice Board (YJB) was a significant weakness in securing resolutions.

We repeat the recommendation.

Further recommendation

- 2.9 A representative from the YJB should attend the quarterly PECS meeting.

2.10 Children and young people should only be strip searched when a risk assessment deems it necessary to protect them or others from harm, and never using force. (HP 51)

Not achieved. Strip searches were still routinely carried out on admission, on release and randomly in 10% of cases following a visit. Strip searches were no longer being carried out routinely for mandatory drug testing or on admission to the intensive support unit. Targeted strip searches required the consent of the governor or the deputy governor. There were robust management systems requiring staff to seek authority from the duty governor if a young person refused to consent to a strip search. There was evidence that staff were being coached by managers to seek alternative strategies rather than resort to strip searching under restraint. We were told that this had happened on only one occasion in the last 12 months and this was subject to an internal investigation.

We repeat the recommendation.

2.11 Young people should always attend the activities they have been allocated to and arrive on time. (HP52)

Partially achieved. There had been significant improvement in allocation procedures and attendance at daily activities. Movement to activities which we observed appeared to be operating more efficiently. However, young people were not consistently unlocked on time for classes carried out on the residential units (see also recommendation 2.151).

2.12 The arrangements for visits should be revised on the basis of a needs assessment of young people and their visitors, and should include the introduction of weekday visits, an entitlement to at least one visit a week and accumulated visits. (HP54)

Not achieved. The visiting arrangements had not been changed since the previous inspection and family visits were only available at the weekend. Entitlement to visits was too limited at one every two weeks and accumulated visits were rare. We were told that a survey was being carried out into the needs of visitors, but the views of young people had not been taken into account as part of this exercise.

We repeat the recommendation.

2.13 Any decision to prevent a young person from attending a religious service should be based on specific intelligence, and alternative worship arrangements should be made in such cases. (HP55)

Achieved. All decisions to prevent a young person from attending a religious service were made by the deputy governor or, in his absence, a senior manager. Decisions to refuse attendance at a specific service were made on intelligence indicating that it would present a security risk. Such decisions were few. The procedure was supported by the chaplaincy team.

2.14 Training planning meetings should be held in a private area. (HP56)

Not achieved. Training planning meetings continued to be held in public in the visits area, despite recommendations for improvement following the previous three inspections. While we accepted that space for meetings was in short supply in the establishment, the lack of a suitable venue in which sensitive discussions could take place in private was seriously detrimental to effective care planning for young people.

We repeat the recommendation.

Other recommendations

Courts, escorts and transfers

2.15 Young people should be transported separately from adults. (1.7)

Not achieved. It was evident from issues raised at the quarterly prisoner escort and custody services (PECS) meetings that young people continued on occasion to be transported with adults.

We repeat the recommendation.

2.16 The video link facility should be made secure and its use for court appearances should be promoted. (1.8)

Not achieved. The video link had not been modified. It was being used on average twice a week by community-based youth offending team staff as an alternative to visiting young people. There remained scope to promote its use for court purposes.

We repeat the recommendation.

2.17 Prisoner escort records should be completed properly and managers should carry out regular checks. (1.9)

Partially achieved. Prisoner escort records still lacked sufficient detail, but staff working in reception read prisoner escort records to check for any relevant information. However, there was still no formal management check.

Further recommendation

2.18 There should be regular management checks to ensure that prisoner escort records are completed fully and any concerns raised at the quarterly PECS meetings.

First days in custody

2.19 Holding rooms should contain attractive and age-appropriate information about what young people can expect at Huntercombe. (1.34)

Achieved. The holding rooms were clean and brightly decorated. They also contained posters which provided useful information about how the establishment was run.

2.20 Young people should receive information about Huntercombe before their arrival from courts or other establishments. (1.35)

Not achieved. The establishment had not produced any information for distribution at court or by escort staff. In our survey, only 25% of young people said they received written information before they arrived about what would happen to them.

We repeat the recommendation.

2.21 New arrivals received without an ASSET form should not be placed routinely on self-harm monitoring, unless there is a concern about potential self-harm. An alternative support system should be used. (1.36)

Achieved. Missing background information on newly admitted young people continued to be a problem despite the introduction of a national electronic system (e-ASSET). E-ASSET had been designed to transfer essential background information in advance of the young person's arrival. However, in one recent month, records indicated that in almost half the cases information was missing. When this occurred, there was appropriate supervision, facilitated by the maintenance of an 'enhanced baseline supervision log'. The practice of routinely placing young people on self-harm monitoring simply because information was missing had ceased.

Most wing-based officers had received training in e-ASSET, but a number of staff said they found it difficult gaining access to the new electronic system and lacked confidence in its application.

2.22 A vulnerability assessment should always be completed before a young person is locked up on their first night. (1.37)

Achieved. Vulnerability assessments were completed by trained, experienced casework staff. If a young person was admitted after 10pm when the casework staff went off duty, the assessment was carried out by a senior officer, who, although untrained, was experienced and carried out the task competently.

2.23 All young people should arrive in time to associate on their first night to familiarise themselves with the unit and staff (1.38)

Not achieved. It was not unusual for young people to be admitted after evening association had finished, so they could not become familiar with the unit and staff on their first night. **We repeat the recommendation.**

2.24 Basic information should be explained verbally to all new arrivals before they are locked away for their first night. This should include what will happen to them the following day, how to contact staff during the night, basic rules and procedures, and other sources of support. (1.39)

Partially achieved. Staff working on the unit carried this out to the best of their ability. However, we were informed that, because of time pressures, any young people arriving on the wing after 9pm would only receive a very brief account of what they needed to know before they were locked up for the night. **We repeat the recommendation.**

2.25 All young people should be offered the opportunity to take a shower and make a free telephone call on their first night. (1.40)

Partially achieved. Young people could always make a free telephone call when they arrived in reception. In our survey, 92% of young people said that they had been able to make a telephone call on their first night, which was significantly better than the comparator of 83% and the 67% reported in 2006. This was commendable, particularly in the light of many late arrivals. However, young people arriving after the association period had ended would not be able to take a shower on their first night. The cells available for first night occupation which we inspected were in acceptable condition and reasonably well equipped. **We repeat the recommendation.**

2.26 All young people should be kept fully occupied, particularly during their first few days in custody. Time spent locked up should be kept to a minimum. (1.41)

Partially achieved. Most of the induction work took place on Howard unit. This area was much cleaner and quieter than it had been during the previous inspection and provided a more suitable environment for new arrivals to undertake induction. The induction programme had improved, resulting in more programmed activity within the first few days. However, young people still complained that they were locked in their cells during their induction programme and our observations confirmed that there was less activity after initial induction interviews, resulting in young people spending sessions locked up.

We repeat the recommendation.

2.27 All young people should start a full induction programme the day after reception. (1.42)

Achieved. The induction programme continued to take three weeks, but had been modified to enable young people to start on the first working day after they were admitted. However, only half the young people reported that the course covered everything they needed to know, which was significantly worse than the comparator of 57% and not significantly different from the findings in the previous inspection.

2.28 The induction programme should be formally analysed, with input from young people to ascertain any improvements needed. (1.43)

Achieved. Young people were asked to complete a feedback questionnaire on completion of their induction and the results were examined monthly. The induction programme was under review at the time of the inspection.

Additional information

2.29 In our survey, 88% of young people said they were in reception for less than two hours, which was significantly better than the comparator of 79%. However, only 68% said that they were treated well in reception, which was significantly worse than 78% reported in 2006. We found no evidence of poorer treatment, but this should be examined and monitored by managers.

Further recommendation

2.30 Young people should be consulted about their experience of reception procedures and staff treatment.

Residential units

2.31 There should be a schedule for deep cleaning, including areas at all heights, and the maintenance of hygiene in the units should be robustly managed. (2.18)

Achieved. All relevant areas in the residential units had been deep cleaned. This included the upper walls and ceilings of the communal areas, which had previously been in a very poor state. The kitchens and serveries had also been deep cleaned and a schedule was in place for this to be repeated every six months. Residential staff were committed to maintaining high standards of hygiene on the units and there were work plans to achieve this.

2.32 All the cameras in shower and toilet areas should be removed, and staff should supervise showering sessions to ensure that young people have safe and equal access to a daily shower. (2.19)

Not achieved. There were cameras in shower areas in all residential units, apart from Mountbatten. The cameras were intrusive, did not enhance the supervision of the showers and only provided a potential source of evidence if an incident occurred in the area. Apart from the Mountbatten unit, where a member of staff was specifically placed to monitor the showers, the supervision of the shower areas simply formed part of the general supervision of the whole unit. In a survey undertaken by the establishment, 29% of young people said they felt most unsafe in the showers. In our survey, 11% of those who said they felt unsafe at certain times specified the unit showers. This was second only to the gym, where 13% said they felt unsafe. Young people were not allocated a time for showering, which meant that equal access could not be assured.

We repeat the recommendation.

- 2.33 **Cells should be checked daily for graffiti and offensive material, and action taken to remove any. (2.20)**

Achieved. There was a policy concerning the display of offensive material in cells and it was clear that young people were aware of its contents. Staff were committed to enforcing the policy by checking cells each day. We saw little graffiti in cells in contrast to the previous inspection.

- 2.34 **Residential units should display information about the daily routine, and notices should be available in a variety of languages. (2.21)**

Partially achieved. Information about the daily routine was displayed in all the residential units. However, it was not all age-appropriate and much of it was inaccessible to young people with poor reading skills. Notices were not available in other languages. The establishment was working on the translation of materials into other languages and was aware of the range of languages used by young people who were currently, or had recently been, in Huntercombe. They were rightly prioritising the translation of all documentation relating to the needs of foreign nationals.

Further recommendation

- 2.35 Notices should be clearly set out and available in a range of formats and languages so that they are accessible to all young people.

- 2.36 **Units should have a policy, based on a needs assessment, to accommodate young people with disabilities, and there should be a suitably adapted cell for young people with disabilities. (2.22)**

Not achieved. Units responded to individual young people with disabilities, but did not have a formal policy or procedures to ensure that young people with a disability had all the services they required. There was a draft disability strategy. There was no cell in the establishment adapted for a young person with a physical disability.

We repeat the recommendation.

Additional information

- 2.37 A disability liaison officer was developing a three-year disability action plan (2008–2011). A disability strategy had been drafted and was awaiting approval by the senior management team. A policy statement on disability was displayed on residential units. The establishment

had declined to adapt a cell for wheelchair access because they said that young people who needed to use one were diverted to HMYOI Feltham, which had such a facility.

Further recommendation

2.38 There should be a disability policy which meets the requirements of the Disability Discrimination Act (DDA 2005) and specifically the Disability Equality Duty, to ensure that the needs of disabled children and young people are effectively managed.

2.39 Night staff should be properly trained in essential safety procedures. (2.23)

Achieved. Principal officers responsible for residential units and other heads of function advised that they had conducted training for night staff on essential safety procedures, and were satisfied that they were fully conversant with the requirements. However, the training department was unable to provide information on the training profiles of night staff.

2.40 Young people should have daily access to showers, including after all physical activities. (2.24)

Not achieved. Young people did not have access to showers every day. In our survey, only 23% of young people said they could shower every day, which was significantly worse than the comparator of 64% and no improvement on the previous inspection. Access to showers after PE was also poor (see recommendation 2.169).

We repeat the recommendation.

2.41 There should be a clear policy prohibiting the display of offensive material, which should be rigorously enforced. (2.25)

Achieved. The policy prohibiting the display of offensive material was clearly understood by young people and there was evidence that it was being rigorously enforced by staff.

Relationships between staff and young people

2.42 Staff should appropriately challenge all anti-social behaviour. Pro-social modelling should be taught to all staff. (2.33)

Achieved. Interactions between staff and young people were generally good and this was supported by the young people we spoke to. Pro-social modelling had been taught in Part 1 of the juvenile awareness staff programme, which had been completed by a significant number of establishment staff (see recommendation 2.79).

2.43 Staff should address young people by their chosen name. (2.34)

Achieved. Young people reported that staff asked them for their preferred name and used it when addressing them. All the unit files that we examined recorded the first names of young people and we found almost universal use of first names in day-to-day interactions.

2.44 Managers should encourage staff to interact with young people, including the possibility of dining with them. (2.35)

Partially achieved. Managers encouraged their staff to treat young people with respect and give them personal time. Officers said they were keen to interact with young people, but were frustrated that staff shortages meant that time to do this was limited. In particular, they were not able to contribute to important meetings concerning the young people they were responsible for, such as training planning meetings. Young people we spoke to reported that the majority of officers would find the time to talk to them when asked. However, in our survey, only 58% of young people said that staff treated them with respect, which was significantly worse than the comparator of 75% and 77% reported in 2006. Only 22% of young people said that staff had checked on them personally in the previous week to see how they were getting on, which was significantly worse than the comparator and no better than the previous inspection findings. Having consulted staff, managers had decided that they would not be asked to dine with young people.

Further recommendation

- 2.45 There should be consultations with staff and young people to tackle the perceptions of poor treatment by staff expressed by some young people.

Personal officers

- 2.46 Personal officers should receive copies of essential background information. (2.45)

Partially achieved. The introduction of e-ASSET (an electronic information-sharing system)¹ in September 2008 gave all staff access to personal information about young people. However, the internal casework team and residential staff recognised that e-ASSET had not yet been fully implemented and that further work was needed to ensure that the available information was used to its full potential and shared appropriately between departments.

Additional information

- 2.47 All young people were allocated personal officers as soon as they were received on to a unit. There was also a back-up system. All the young people we spoke to said they knew who their personal officers were and had regular and usually helpful contact with them. However, the majority of unit files that we read did not demonstrate a good level of contact between the young person and his personal officer. Some files that did indicate personal officer contact recorded that they had introduced themselves to the young person more than two weeks after they had arrived. In our survey, 44% of young people said they felt helped by their personal officer, which was significantly worse than the comparator of 53% and no better than the previous inspection.

Further recommendations

- 2.48 Personal officers should arrange to meet the young people they are responsible for within 24 hours of their arrival and maintain ongoing records of significant contact.
- 2.49 Personal officers should attend meetings relating to the care and management of the young people they are responsible for.

¹ Youth Justice Board assessment documentation used by youth offending teams.

Safeguarding

- 2.50 The safeguarding committee should scrutinise reports of unexplained injuries and analyse and monitor them for patterns or trends. (3.5)

Achieved. Although the safeguarding children policy made no reference to a remit to monitor unexplained injuries, examination of minutes of the safeguarding children committee showed that unexplained injuries were discussed. These were few in number and it was not possible to identify patterns or trends. Details of unexplained injuries were provided to the child protection committee in the first instance, and then a summary was presented to the safeguarding children committee for comment. There had been some discussion about inaccurate recording of unexplained injuries and it was evident from the minutes that these injuries were investigated and often subsequently explained.

- 2.51 The child protection, anti-bullying and suicide and self-harm prevention committees should report formally to the safeguarding committee. (3.6)

Achieved. The separate committees met regularly and submitted individual reports to the safeguarding children committee in relation to these areas of safeguarding. Minutes of the safeguarding committee demonstrated a good level of discussion, with action points appropriately made and followed through.

- 2.52 The management information that is available on safeguarding concerns should be used to inform and develop a safeguarding strategy. (3.7)

Achieved. The reports of the child protection, violence reduction and suicide and self-harm committees included an overview of the separate management information produced, and there was discussion about patterns or trends and general issues of concern. The safeguarding children policy included regular review in the light of all management information and there was evidence that this was ongoing.

Additional information

- 2.53 Since the last inspection, the safeguarding team had expanded significantly from an operational manager supported by two staff to an operational manager, two principal officers (POs), three senior officers (SOs) and two administrative officers.

- 2.54 There were some gaps in the remit of the safeguarding children committee. Although the use of force was included as a core component in the safeguarding children policy, it was not part of the committee's standing agenda. Governance concerning the use of force had only recently begun to improve through a use of force committee (see recommendation 2.187). Previously, there was no structure to inform the safeguarding children committee about patterns and trends relating to the use of force. The safeguarding children committee did not oversee multi-agency public protection arrangements (MAPPA) or other public protection issues, although public protection cases were monitored by the child protection committee. These important components of safeguarding needed to be added to the remit of the safeguarding children committee (see paragraph 2.2).

Bullying

- 2.55 **All incidents indicating bullying should be referred to the safeguarding team for investigation as a matter of course, and should be considered for action under anti-bullying procedures. (3.19)**
- 2.56 **Partially achieved.** The violence reduction coordinator (who was part of the safeguarding team) was making regular checks in unit observation books, and the security department was cross-referencing to the violence reduction coordinator security information reports which contained information about bullying. The senior officer (SO) currently acting as the violence reduction coordinator was responsible for all anti-bullying issues. He had only recently taken up post, but demonstrated a sound understanding of his role. Bullying investigations were carried out by residential principal officers (POs) or SOs and, despite evidence of more robust monitoring, there were still shortfalls in the investigative process.
- 2.57 **Attendance at the monthly anti-bullying meetings should be multidisciplinary and consistent, with absences followed up. (3.20)**

Achieved. A separate anti-bullying meeting was no longer held, as this now came under the remit of the monthly violence reduction committee. Minutes from the violence reduction committee meetings demonstrated that all anti-bullying issues were regularly discussed and attendance was multidisciplinary and consistent. Levels of bullying, assaults and fights remained high and there had also been an increase in the severity of violence. There was good data collection and analysis and appropriate action was taken when patterns and trends were identified.

- 2.58 **Sanctions used under the anti-bullying scheme should not restrict a young person's access to education or communal worship. (3.21)**

Achieved. The anti-bullying policy continued to use a three-stage process for addressing bullying behaviour, with sanctions imposed at stages 2 and 3. During the inspection we came across young people who had been removed from education for bullying, as the victim was in the same class, but it was evident that alternative classes or workshops had been facilitated at the earliest opportunity. There was no other evidence of removal from activities or communal worship and we were satisfied that access to education, workshops and communal worship was no longer restricted.

- 2.59 **Entries in anti-bullying documentation should be sufficiently detailed to provide suitable information to the review panel. (3.22)**

Not achieved. The quality of entries in monitoring documentation varied greatly, but the majority remained inadequate. Although management checks were carried out at least once a day, they did nothing to challenge the poor entries and managers simply used a rubber stamp to indicate the document had been seen.

We repeat the recommendation.

Further recommendation

- 2.60 **Quality assurance procedures relating to bullying documentation should be improved to ensure that deficits are acted upon.**

- 2.61 Young people should not be placed on any stage of the anti-bullying scheme without a full investigation into the circumstances of their case. (3.23)

Not achieved. The majority of anti-bullying books were still opened as a result of fighting or assaults. There were limited examples of appropriate investigations of bullying which was either suspected by staff or alleged by young people. There had been 464 security information reports (SIRs) submitted in the previous six months under the categories of 'threats to prisoner', 'bully victim' or 'bully taxing'. A considerable number of the SIRs related to name calling and arguing and the establishment had taken the view that all such information should be submitted through the SIR system to contribute to an overall assessment of how young people behaved towards each other. However, it was clearly not possible to carry out an investigation into all reported incidents.

Further recommendation

- 2.62 Clear criteria should be established to ensure that incidents of bullying reported through security information reports are properly considered and investigated where appropriate.

- 2.63 There should be interventions for bullies that challenge the young person's anti-social behaviour. Approaches such as mediation and restorative justice should be included as part of the range of interventions. (3.24)

Not achieved. There had been no change since the last inspection in the way that bullying behaviour was tackled. The whole ethos with regard to bullying was still based on discouraging such behaviour by imposing restrictions on young people. This ethos was shown to be ineffective by the high number of young people who had been subject to such restrictions on multiple occasions.

We repeat the recommendation.

- 2.64 Victims of bullying should be supported through formal monitoring and appropriate courses and trained counsellors. (3.25)

Not achieved. Although staff demonstrated an awareness of young people who were vulnerable to bullying, and there was evidence of some good work in this area, no progress had been made in setting up a formal support process for victims of bullying. Young people did not appear to have confidence in anti-bullying arrangements. In our survey, only 31% of young people said that staff would take them seriously if they reported being bullied, which was significantly worse than the comparator of 40% and no improvement since the last inspection.

We repeat the recommendation.

Additional information

- 2.65 Vulnerable young people were generally managed on ordinary location, but there were some indications from staff that Fry unit was an undesignated unit for vulnerable young people. The Manwaring centre provided a supportive environment for a very small number of vulnerable young people, rarely more than four. However, young people located there did not have individual care plans and there was no robust review process.

Further recommendation

- 2.66 There should be a policy for the management of vulnerable young people with wide-ranging needs so that they are all identified, their needs assessed and their care managed consistently within a proper care planning framework.

Self-harm and suicide

- 2.67 All relevant departments should be regularly represented at the monthly suicide prevention meetings. Poor attendance should be followed up by managers. (3.38)

Achieved. Meetings were held monthly with excellent multidisciplinary attendance.

- 2.68 Staff entries in self-harm monitoring (F2052SH) forms should be thorough and demonstrate meaningful interaction with the young person at risk. (3.39)

Partially achieved. There were some good quality entries by staff, but a similar number of poor ones. Management checks were inadequate. Managers needed to acknowledge the often excellent work demonstrated in some entries, while taking constructive action to address deficiencies.

We repeat the recommendation.

Further recommendation

- 2.69 Management checks of self-harm monitoring should identify good and poor practice and make recommendations for improvement.

- 2.70 Support plans should be case specific and should nominate a member of staff responsible for ensuring that the action identified is carried out. (3.40)

Partially achieved. The standard of most of the support plans we sampled was good and they were appropriately updated following reviews, a reflection of the establishment's commitment to training all discipline staff above the rank of SO to be case managers. However, in some cases action points were not addressed directly to a nominated member of staff.

We repeat the recommendation.

- 2.71 Information such as the vulnerability assessment and pre- and post-court reports should be made available to residential staff and others involved in supporting a young person at risk so that they are aware of all pertinent issues. (3.41)

Partially achieved. The e-ASSET system launched at the establishment in September 2008 ensured that all staff had access to all relevant information about each young person, including vulnerability assessments and pre- and post-court reports. However, the quality of information and staff understanding of the application of the system were both poor (see also paragraph 2.21).

- 2.72 Staff training in suicide and self-harm prevention should be a priority, particularly for those on night duties and the induction unit. (3.42)

Achieved. The establishment had made impressive progress in this area – all uniformed staff had received training in suicide and self-harm prevention, and all night staff had at least received refresher training in the last year.

- 2.73 **There should be effective support systems and services (including counselling and well-managed peer support) to meet the range of needs of young people at risk of self-harm or suicide. (3.43)**

Achieved. We observed good work by staff in their day-to-day care of young people at risk of self-harm or suicide. Reviews were generally well attended, with representatives from healthcare and education often attending, as well as the case manager, personal officer and caseworker. The challenges of implementing a peer support scheme for this age group had been well thought through and innovative work was being carried out in conjunction with Childline in Partnerships (CHIPS).

- 2.74 **Young people should have free access to Childline. (3.44)**

Achieved. The Childline number was clearly displayed on residential units and free to use.

- 2.75 **All serious cases of self-harm or attempted suicide should be fully investigated to review and develop policy and practice. (3.45)**

Achieved. Incidents of suicide and self-harm had been increasing over recent months, particularly the use of ligatures. The safeguarding principal officer carried out investigations following all serious cases of self-harm or attempted suicide. The establishment used both the YJB's definition of a serious case (life threatening) and the Prison Service's (unconsciousness/needing outside hospital) to determine when to conduct such an investigation, and took appropriate action on the findings of each investigation. For instance, following the last such investigation, a notice to staff was issued reinforcing triggers to look for in young people identified as being at risk.

- 2.76 **Staff conducting quality checks of F2052SHs should comment on the overall quality of the completion of the forms and highlight any areas for improvement. (3.46)**

Not achieved. Rubber stamps were commonly used by managers to indicate that the document had been checked and, in the sample that we examined, managers had failed to make any additional comment on the quality of the entries and the support that these demonstrated, with one notable exception from the head of safeguarding.

We repeat the recommendation.

Child protection

- 2.77 **The child protection committee should always discuss the monthly data on child protection referrals and consider what action to take if any patterns or trends are identified. (3.67)**

Achieved. Data relating to child protection referrals were collected and analysed and discussed each month at the child protection committee meetings. The highest category of child protection referrals related to control and restraint. Lessons to be learned were linked with the new monitoring arrangements for the use of force. There was evidence of action being taken as a result of scrutiny by the child protection committee. One member of staff had been subject to management action following identification of a pattern of behaviour involving the use of force. The child protection committee had a broad remit which included welfare, staff

training, and monitoring of young people subject to public protection measures, although this was not fed into the safeguarding committee (see paragraph 2.54).

2.78 All staff who come into contact with young people should receive training in child protection. (3.68)

Not achieved. The majority of staff (90%) had received some child protection awareness training through level one JASP (juvenile awareness staff programme). Sixty per cent of staff had been trained in JASP level 2. We were told that 103 members of staff did not require training due to their rank and/or role within the establishment. By these criteria, education and healthcare staff were not required to undertake child protection training. Not all duty managers had been trained and there were eight senior officers awaiting training. OSCB had offered child protection training as part of their multidisciplinary programme and some staff, mostly managers, had taken this up. This was a good opportunity to access training from experts in child protection which would more than compensate for the limitations of JASP.

We repeat the recommendation.

2.79 All staff who come into contact with young people should have enhanced Criminal Records Bureau clearance. (3.69)

Achieved. The head of safeguarding informed us that all staff working in the establishment had been Criminal Records Bureau cleared. This included retrospective checks.

2.80 Specialist counselling should be available to young people who have suffered any form of abuse. (3.70)

Not achieved. There was no specialist counselling available for young people who had disclosed experience of abuse. The healthcare manager, who was trained in sexual abuse counselling, was able to provide a limited service, but significant gaps remained in the range of counselling services provided.

We repeat the recommendation.

Additional information

2.81 Overall, child protection continued to be an area of strength. There was evidence that staff had sufficient confidence in child protection procedures to make referrals concerning the treatment of young people by managers.

2.82 The establishment benefited from a team of seconded social work staff, including two who were dedicated to the needs of looked-after children, which enhanced both the quality and quantity of service provision. At the time of the inspection, there were 61 young people on the caseload of looked-after children or care leavers, of whom 22 were on full care orders. Sixteen of the 61 young people had been referred to the mental health team for assessment. In the previous nine months, a further 123 young people had been provided with some form of social work service. In the previous six months, 36 looked-after children reviews had been conducted.

2.83 Links with the local children and families assessment team were good and there was a high level of engagement with, and scrutiny of, child protection by OSCB. The local authority designated officer (LADO), who was responsible for allegations made against members of staff, had attended the safeguarding children committee to explain his role. It had been agreed that all allegations against members of staff would be referred to the LADO. This was an unusually low, but appropriate, threshold and OSCB and the LADO were examining full reports

on all referrals. The establishment welcomed this approach and had offered easy access for the LADO who was able to pick up keys and make unannounced visits. This demonstrated a transparent approach by the establishment to child protection and child welfare and was a good example of collaborative working.

Race relations

- 2.84 **The role of the young people's race relations representatives should be developed. Young people from black and minority ethnic groups should be involved in their election, they should be offered guidance in carrying out their role, and their role should be advertised on residential units. (3.80)**

Achieved. The involvement of young people in the race equality action team (REAT) was well managed. Each unit had representatives on the team and elections took place when a representative left the establishment. The majority of REAT representatives felt well supported by their wing race equality officers (REOs) and the establishment's REO. Pictures of the REAT representatives and details of their role were displayed on the units.

- 2.85 **The meetings of the race relations representatives in advance of the race relations management team meeting should concentrate on race relations issues. They should be recorded at the meeting and decisions and action points publicised on the residential units. (3.81)**

Achieved. The REAT representatives met monthly before each full REAT meeting. The representatives said that they were useful meetings, which enabled them to participate in the full meeting. Notes of the pre-meetings indicated that they focused on the full REAT meetings. Minutes were published and available to young people on the residential units.

- 2.86 **Senior management should be more proactive in engaging and consulting with black and minority ethnic young people to discuss and analyse some of their negative perceptions and to raise the profile of the race relations management team. (3.82)**

Achieved. We held a focus group of REAT representatives who all agreed that senior managers treated race issues seriously and actively supported their involvement in the REAT, which gave them a voice within the establishment. The young people said that race complaints were taken seriously by staff and acted on appropriately. There were posters in the establishment portraying positive images of black and Asian young people. Future initiatives, such as the black self-development programme, were being provided to meet the needs of black and minority ethnic young people.

Foreign national young people

- 2.87 **A robust system should be established to ascertain the nationality of young people as soon as they arrive, and this information should be recorded on LIDS (local inmate database system) accurately. (3.90)**

Achieved. There was a good system for identifying and recording relevant details of all foreign national young people arriving at the establishment. The casework team informed the UK Border Agency (UKBA) of their presence immediately after arrival.

- 2.88 **There should be a full needs assessment of and consultation with the foreign national young people. The results should be used to draw up a foreign nationals policy that meets the needs of young people at Huntercombe. (3.91)**

Not achieved. There was a draft policy on foreign nationals which had yet to be formally approved. There was no evidence of a formal consultation process with young people or a needs analysis, which should have informed the policy.

We repeat the recommendation.

- 2.89 **All staff should familiarise themselves with the content of the foreign nationals policy and ensure that foreign nationals receive their entitlements and the service set out in the policy. (3.92)**

Not achieved. The foreign nationals policy had not yet been completed. Some foreign national young people had not been given their entitlement to telephone contact with their families.

We repeat the recommendation.

- 2.90 **Key local information should be translated into appropriate languages. (3.93)**

Partially achieved. Significant progress had been made in identifying the languages spoken by foreign nationals and many documents relating to immigration issues were now in a variety of languages. Work was in progress to translate key local information into appropriate languages.

We repeat the recommendation.

- 2.91 **A foreign nationals coordinator with a clear job description should be formally appointed, and their role should be publicised around the establishment. (3.94)**

Partially achieved. The foreign nationals coordinator was now in post, but his role was not publicised around the establishment or well known to young people.

Further recommendation

- 2.92 The role of the foreign nationals coordinator should be explained to all foreign national young people and well publicised around the establishment.

- 2.93 **Young people due to be deported or detained at the end of their sentence should be notified of this decision at the earliest possible opportunity, be given the opportunity to contest the decision, and consulted and prepared for their future. (3.95)**

Not achieved. The internal casework team gave the UKBA relevant details of a foreign national young person arriving at the establishment. However, there was often significant delay before the UKBA advised the young person whether or not deportation was a possibility and sent the appropriate questionnaire. The establishment was often not advised for a significant period of decisions to detain or deport, and there had consequently been occasions when a young person had been advised of a decision very near their release date.

We repeat the recommendation.

Family and friends

- 2.94 The anti-bullying coordinator and security staff should develop a policy to deal with incoming anonymous mail that contains cash to ensure that the transaction is not connected to bullying or intimidation. (3.111)

Achieved. While there was no policy relating to the handling of mail, staff working in the censors' office were alert to the issue of bullying and dealt with situations effectively. Suspicious mail which contained money was immediately passed to the security department. We were told of a recent case when money appeared to have been sent in for one young person to pass to another. As soon as the correspondence was intercepted, the money was banked safely and then returned to the sender. Both the young people concerned were spoken to about the incident.

- 2.95 Young people should have access to telephones every day. (3.112)

Not achieved. Young people only had access to telephones when they were on association which did not happen every day. In our survey, only 19% of young people said they were able to use the telephone every day, which was significantly worse than the comparator of 59% and the 32% reported in 2006.

We repeat the recommendation.

- 2.96 There should be sufficient telephones – one for every 20 young people – on each residential unit to meet demand. (3.113)

Not achieved. No additional telephones had been installed and, in our survey, 25% of young people said that they had difficulty accessing the telephones. However, this was significantly better than 44% reported in 2006. Split association arrangements meant that approximately 30 young people were unlocked at a time, giving a ratio of two telephones to 15 young people.

We repeat the recommendation.

- 2.97 The establishment should provide a transport service for visitors at the weekend. (3.114)

Not achieved. Apart from a few cases where the family liaison officers (FLOs) were able to negotiate financial assistance, no practical support was available to family members or friends wishing to visit the establishment, which was extremely difficult to reach by public transport. In our survey, only 28% of young people said that it was easy or very easy for their family and friends to visit them, which was significantly worse than the comparator of 39%.

We repeat the recommendation.

- 2.98 Young people should be able to get their first visit within two days of their arrival. (3.115)

Not achieved. No changes had been made to visiting entitlements. If a young person was admitted on a Monday, he would still have to wait until the following weekend before he could have his first visit.

We repeat the recommendation.

2.99 The visiting sessions should be extended to two hours. (3.116)

Not achieved. The duration of visits had not changed since the previous inspection and not all visits were scheduled to last two hours. This was unsatisfactory, bearing in mind that 63% of young people lived over 50 miles away compared with 38% in 2006.
We repeat the recommendation.

2.100 The visitors centre should be a proper point of contact and information for visitors and there should be a covered shelter for visitors waiting to come into the establishment. (3.117)

Not achieved. The visitors centre remained an inadequate facility. It was little more than a dry, warm waiting area, located a long way from the prison.
We repeat the recommendation.

2.101 Information for visitors should be available in a variety of languages. (3.118)

Not achieved. Apart from one poster explaining the role of the Prisons and Probation Ombudsman, all the material on display for visitors was in English.
We repeat the recommendation.

2.102 Visits staff should inform the unit when a visitor has failed to arrive, and the young person should be told immediately. (3.119)

Achieved. Young people and staff members confirmed that young people were notified sensitively about visitors failing to arrive.

2.103 Young people should not be subject to random strip searches before a visit. (3.120)

Achieved. Intelligence-led strip searches took place, but young people were not routinely searched before visits.

2.104 Visitors should be searched in privacy, and all property entering the establishment should be x-rayed. (3.121)

Not achieved. Visitors continued to be searched outside the entrance to the visits hall in a narrow corridor with toilets leading off. It was no longer permissible to bring property in through visits.
We repeat the recommendation.

2.105 Young people should arrive on time for their visit. (3.122)

Not achieved. Young people we spoke to complained about late starts to visits and only 59% of young people responding to our survey reported arriving on time for a visit. This was significantly worse than the comparator of 67%.
We repeat the recommendation.

2.106 The visits room should be refurbished. (3.123)

Achieved. The visits room had been redecorated shortly before the inspection. The visits area was a large, well-lit facility, which was comfortably furnished.

2.107 There should be a canteen facility and the crèche should be staffed. (3.124)

Not achieved. There was no canteen facility and the crèche was not staffed.
We repeat the recommendation.

2.108 Information in the visits room should be displayed in a variety of languages. (3.125)

Not achieved. There was no information on display. Posters which were due to be displayed following the redecoration were all in English.
We repeat the recommendation.

2.109 The family visits scheme should be extended so that all young people are eligible, and they should take place as frequently as the family liaison team can facilitate them. (3.126)

Achieved. The family liaison team interviewed all young people on induction. They arranged a special visit for any young person with family difficulties and children's visits in a specially equipped private area for young people who were fathers. They also ran monthly parenting courses. We saw some recent feedback forms and it was clear from the comments that young people benefited from the courses.

2.110 There should be clear guidelines about visitors under 18, underpinned by an appropriate risk assessment. (3.127)

Achieved. Clear guidance about the age criteria for visitors was provided in the information packs which were sent to all family members in advance. Risk assessments continued to be dealt with under the public protection arrangements.

Applications and complaints

2.111 Complaints about staff and other young people should be monitored separately (3.138)

Achieved. Complaints about staff and other young people had been monitored separately since August 2008.

2.112 The standard of replies to complaints should be routinely monitored by managers to ensure that they resolve the issue, apologise where appropriate, and are respectful. (3.139)

2.113 Achieved. The random sample of complaints we reviewed showed examples of management checks, some of which commented on the quality and relevance of responses. Responses were generally polite and addressed young people by their first name, or more formally using Mr and their surname. The majority of staff responding to complaints introduced themselves before addressing the young person's complaint. We found one example of a response that had not addressed the complaint, but further documentation in the file showed that this had been noted and the complaint had then been correctly addressed.

Legal rights

2.114 There should be a comprehensive, well publicised legal rights service available to young people. (3.145)

Not achieved. There was still no legal rights service available to young people.
We repeat the recommendation.

- 2.115 **There should be suitable facilities to enable young people to have private interviews with their legal advisers. (3.146)**

Not achieved. Legal visits continued to take place in the main visits area which afforded no privacy.
We repeat the recommendation.

Health services

- 2.116 **A strategy to maintain and further develop the Manwaring centre should be put in place. (4.45)**

Not achieved. There was a brief document describing the aim of the Manwaring centre and how it operated, but there was no strategy document outlining how the service could develop.
We repeat the recommendation.

- 2.117 **Young people managed by the mental health in-reach team should not be transferred to other prisons without reference to the team. (4.46)**

Not achieved. We were told it was unlikely that young people with severe mental health needs would be moved between prisons without consultation with the mental health team, but there did not appear to be any robust system to prevent this. Young people with mild to moderate mental health needs were more likely to be moved than other mental health patients. Decisions regarding a young person's fitness to be transferred were made by the primary care team (usually the night staff), which did not include any mental health nurses.
We repeat the recommendation.

- 2.118 **The healthcare manager should hold regular focus groups with patient representatives to keep young people informed of changes in the service and to discuss their concerns. (4.47)**

Partially achieved. Young people's focus groups had been held as part of the preparation for the health needs assessment. There were no plans to repeat these groups regularly. There were young people's committee meetings, which were scheduled to run regularly, but meetings were sometimes cancelled and healthcare had only been represented twice since April 2008. However, relationships between healthcare staff and young people appeared positive and appropriate. We were told that the local patient advice and liaison service (PALS) was working with the establishment to see how they could support young people, but there were no formal arrangements.
We repeat the recommendation.

- 2.119 **Health promotion should be central to the work of the healthcare department, and this area should be covered during the absence of the lead nurse. (4.48)**

Not achieved. There was a designated lead for health promotion, but, due to the number of vacancies in the nursing team, little health promotion work was being undertaken. There were interesting and ambitious plans to develop a whole-centre approach to health promotion along the same lines as the healthy schools initiative in the community. It had been World AIDS Day the week before our inspection and this had not been marked at the centre. We were told that

this was partly because the promotional materials which had been ordered had not arrived.
We repeat the recommendation.

2.120 The reason for young people's non-attendance at dental sessions should be audited and investigated. (4.49)

Partially achieved. The dental nurse analysed data each quarter on those not attending dental appointments. Known reasons for non-attendance, such as no movements officer on the unit or a young person in court, were noted. However, if young people had simply refused to attend, reasons were not explored. These refusals accounted for a significant number of missed appointments: 419 between December 2007 and November 2008 out of a total of 506 missed appointments. All new arrivals were offered routine dental appointments. Young people who applied to see the dentist were seen at the first available opportunity and usually within a week.

Further recommendation

2.121 Reasons for young people's refusal to attend dental appointments should be investigated.

2.122 Healthcare staff should respond to requests from the units to see young people at night. (4.50)

Achieved. We were told that healthcare staff on duty at night responded to requests to see young people, and we did not receive any reports of young people being refused access to nurses at night.

2.123 Patient information leaflets should be supplied with medications where possible, and notices advising patients of their availability on request should be clearly displayed in every treatment area. (4.51)

Partially achieved. Patient information leaflets were supplied with medication where possible, and copies were kept in a central file in the treatment room in the healthcare centre. However, we did not see any notices advising patients of the availability of this information. Non in-possession medication was administered by nurses visiting individual young people's rooms and the availability of patient information needed to be explained, either at the point of prescribing or by nursing staff at the start of treatment.

Further recommendation

2.124 All young people receiving medication should be informed of the availability of patient information leaflets and told how they can obtain copies.

2.125 Young people should be able to have medical consultations without escort by discipline officers, subject to risk assessment. (4.52)

Achieved. Discipline officers escorted young people to and from the healthcare centre and remained in the waiting area. They did not enter the treatment rooms or wait directly outside the treatment room doors. We observed that consultation room and treatment room doors were closed during consultations.

- 2.126 Caseworkers should be better integrated into the medical management of young people, and appropriate information should be shared between the caseworker and the healthcare team. (4.53)

Partially achieved. Caseworkers and healthcare staff reported a good working relationship. However, this appeared to be fairly informal on a case-by-case basis. Healthcare staff were not routinely invited to young people's training review meetings and only contributed if requested. Pre-release information was not routinely communicated between healthcare and caseworkers, for example caseworkers did not necessarily know if young people had outstanding medical appointments in the community following their release.
We repeat the recommendation.

Further recommendation

- 2.127 Healthcare staff should attend training planning meetings if they are involved in ongoing care of the young person or if post-release healthcare needs to be planned.

- 2.128 The multidisciplinary weekly referral meeting should include the young person's caseworker. (4.54)

Partially achieved. The weekly mental health referral meetings were not attended by all caseworkers with responsibility for the young people discussed. One person represented casework at this meeting.
We repeat the recommendation.

- 2.129 The pharmacist should ensure that pharmacy standard operating procedures are available in the healthcare department and that they are reviewed regularly. (4.55)

Partially achieved. Pharmacy standard operating procedures were available in the healthcare manager's office and the treatment room. All were dated and signed, but they had passed their review date (March 2008).

Further recommendation

- 2.130 The pharmacist should ensure that pharmacy standard operating procedures are reviewed regularly.

- 2.131 The pharmacist should introduce pharmacist-led clinics. (4.56)

Not achieved. There were no pharmacist-led clinics.
We repeat the recommendation.

- 2.132 Prescription and administration charts should be fully completed by all healthcare staff. (4.57)

Partially achieved. We found that some prescription charts did not include review dates for medication. In some cases the patient's name was not written on the inside of the chart, which was the page viewed when administering medication.
We repeat the recommendation.

- 2.133 The medicines and therapeutics committee should meet regularly to develop policies and procedures, including a policy for obtaining urgent medication out of hours. (4.58)

Partially achieved. The medicines and therapeutics committee met quarterly. Policies from the primary care trust were used, and annexes to cover local practice were being developed. There was no policy for obtaining urgent medicine out of hours and we were told that, if a young person required medication urgently, it was likely they would attend the local hospital. **We repeat the recommendation.**

- 2.134 There should be a control of substances hazardous to health assessment. (4.59)

Achieved. We were told that control of substances hazardous to health assessments had been carried out and data sheets were available.

Additional information

- 2.135 In our survey, 61% of young people said they thought that the quality of healthcare was good or very good, which was significantly better than the 51% reported in 2006.
- 2.136 Healthcare services were commissioned by Oxfordshire Primary Care Trust. There were a number of staff vacancies in the primary care team which were affecting delivery of patient care. One of the three band six nurse posts was vacant, and the other two nurses were not available for work at the time of the inspection. There were three vacancies for band five nurses. These posts had been offered and were awaiting security clearance, so staff were not yet in post. Two more band five nurses were leaving (one of whom left the week of the inspection), leaving a further two vacancies. Both the mental health graduate worker posts were vacant, so there was no primary mental health provision. This level of vacancies meant that a full range of healthcare services could not be provided and areas such as health promotion could not progress. There was some use of agency staff, and all agency nurses who covered shifts worked at the establishment regularly.
- 2.137 There was no children's nurse. The head of healthcare was a health visitor, but she was leaving the establishment in the near future. Nurses attended units each morning and visited all young people who had made an application the previous day.
- 2.138 There was a child and adolescent mental health service (CAMHS) nurse and practitioner, at least one of whom was available in the prison each weekday, the remainder of their time being spent in the community. A psychiatrist attended one day each week, and at other times if required, including out of hours. There was no waiting list to see the psychiatrist. The psychologist post was vacant at the time of our inspection.
- 2.139 We were told that it was rare for the out-of-hours service to be needed, but clear information was available to staff to ensure ease of access if it was required.
- 2.140 As the graduate mental health posts had been vacant for some months, the CAMHS team had been providing services for young people with primary mental health needs in addition to their normal case load.
- 2.141 The offices used by the mental health team did not have healthcare locks fitted and could be accessed using a normal suite key. This was unacceptable as clinical records were kept in these rooms.

- 2.142 There was no electronic clinical information system, and all clinical records were kept manually. Some records were difficult to read and it was not always clear who had made the entries.

Further recommendations

- 2.143 Staff vacancies should be filled as a priority.
- 2.144 Staffing levels and skills mix should include appropriately trained staff to reflect patient needs.
- 2.145 All offices where clinical records are stored should only be accessible to healthcare staff.
- 2.146 Clinical records should conform with professional guidelines.

Education, training and library provision

- 2.147 There should be an increase in vocational training courses to meet the needs of the population. (5.23)

Achieved. Provision of vocational training had increased by 28% since the previous inspection. There were opportunities for young people to gain nationally recognised vocational qualifications up to level 2 in subjects such as brickwork, painting and decorating and motor vehicle mechanics. Four-week taster courses gave young people the opportunity to sample vocational subjects before deciding whether to commit themselves to an area of work or training. There were also graphic design and computerised music production courses, which provided young people with work-related skills. The work done by young people in the kitchens was not accredited.

- 2.148 Basic skills provision, including the quality of teaching, should be improved across the curriculum. (5.24)

Not achieved. The provision of literacy and numeracy was still underdeveloped. In some of the lessons observed, teaching was still too heavily dependent on the use of commercially produced printed worksheets which bore little relevance to young people's everyday lives and experiences. Young people did not concentrate well on their work and made insufficient progress. Learning support assistants (LSAs) in some lessons helped young people to stay focused on their work.

We repeat the recommendation.

- 2.149 There should be a strategy to monitor and improve the management of young people who refuse to attend their allocated activity. (5.25)

Achieved. The number of young people refusing to attend education had reduced significantly since the last inspection. One day during the inspection, two young people had refused to attend. There was now a formal system for following up refusals quickly to discover, and act upon, the reasons. The rewards and sanctions system was used to encourage attendance, but usually as a last resort.

2.150 Basic and key skills should be better integrated into vocational training and workshops. (5.26)

Partially achieved. Some progress had been made in integrating literacy and numeracy into motor vehicle and painting and decorating programmes. Basic skills staff had been trained to appropriate levels to support vocational tutors in designing activities which delivered literacy and numeracy outcomes for young people. The work was relatively new and not in place in all areas, so it was too early to judge its effectiveness.

We repeat the recommendation.

2.151 Punctuality at lessons on the residential units should be improved. (5.27)

Partially achieved. A revised system of movements had been implemented. Punctuality was monitored rigorously and the time that lessons started was recorded formally and reported to senior managers weekly. There had been improvements as a consequence, but lessons in classrooms on the residential units still did not always start on time (see also paragraph 2.11).

We repeat the recommendation.

2.152 There should be better use and analysis of management information. (5.28)

Achieved. There was now a very clear focus on analysis of management information. This enabled managers to gain an accurate picture of the strengths and areas for improvement in learning and skills. There was also more emphasis on using data to improve outcomes for young people and to improve provision, rather than purely to comply with contracts and audits.

2.153 The quality of individual target setting and the use of individual learning plans should be improved. (5.29)

Not achieved. Improvement was needed to ensure that all young people had clear and measurable targets in all subjects to aid their personal and social development. The electronic individual learning plans (ILPs) were complex and many of them were records rather than plans of, for example, literacy and numeracy levels. There was little evidence that these were understood by young people and little evidence of ILPs being used during lessons.

We repeat the recommendation

2.154 Links with employers should be developed. (5.30)

Achieved. The establishment had improved its employer engagement through innovations such as annual employment fairs, and the development of partnerships with companies such as motor parts suppliers and business enterprises. Although some of these initiatives were at an early stage, there was a clear strategy and the establishment was involved in a number of local and national projects.

2.155 Quality assurance systems should be improved to monitor and improve the quality of teaching and learning across the curriculum. (5.31)

Achieved. Quality assurance procedures, including self-assessment and lesson observations, were much improved since the last inspection. The observation of teaching and learning was now much more rigorous and, as a result, gave managers a more accurate and realistic view of the quality of teaching and learning. There was a comprehensive programme of staff development resulting from the lesson observation process. Self-assessment procedures were clear and involved all managers and course teams. All reports were evaluated to ensure that

they identified genuine strengths and not just standard practice. As a result, the final report was evaluative and self critical and provided a foundation for further improvement.

2.156 The range of enrichment activities should be increased. (5.32)

Achieved. Two part-time enrichment officers had been appointed and the enrichment programme had been extended and improved. Some of the activities were linked to work done by young people during their core education day on themes from the diversity calendar such as International Youth Day and black history month. There was a number of competitions and quizzes.

2.157 Young people should have regular weekly access to the library and alternative sessions offered if their session is cancelled. (5.33)

Achieved. Library sessions were rarely cancelled. The practice of teachers accompanying young people to the library worked well and enabled young people to see the links between the library and what they were studying. Behaviour in the library was usually satisfactory. The library had a welcoming and relaxed atmosphere and young people enjoyed their time there. The stock was age appropriate and well managed, but there were no magazines.

Further recommendation

2.158 A stock of suitable magazines should be available in the library.

Additional information

2.159 The level of accreditation achieved by young people had increased significantly since the last inspection. Young people had gained qualifications in a range of subjects appropriate for employment or further training. Levels of accreditation in vocational subjects were strong: for example, nearly 200 qualifications were awarded in level 1 motor vehicle practical crafts and over 130 in painting and decorating. Standards of work achieved in vocational subjects such as brickwork were high, with young people successfully completing complex pieces of work. The standard of artwork produced was also high, resulting in the achievement of several Koestler awards. Much of this artwork was displayed in corridors around the establishment. Young people had achieved over 50 GCSE passes, some at higher grades. The standard of some literacy and numeracy portfolios was poor. Attendance was satisfactory and reasons for absence were followed up rigorously.

2.160 The establishment had identified areas with successful teaching and learning and areas which were less effective. Young people concentrated well in vocational and practical subjects and made good, and sometimes very good, progress.

2.161 The curriculum was well planned and provided an appropriate mix of academic, practical and vocational subjects. There was no specific provision for young people under school leaving age, for example there was no science provision. The curriculum was under constant review, and this deficit could easily be resolved. The timetable was planned effectively and flexibly. Level 3 provision was limited to a small number of AS levels studied by distance learning.

2.162 Young people with learning needs received individual support from LSAs. The educational psychologist contributed to initial assessments and supported staff in providing for young

people's individual needs. Connexions provided an effective service, focused mainly on resettlement.

- 2.163 Managers had set a clear vision for education and training and its continuing improvement. The offender learning and skills service contractor and the establishment worked very well together.

Physical education and health promotion

No recommendations were made under this heading at the last inspection.

Additional information

- 2.164 The department had maintained and built upon the high standards reported at the last inspection.
- 2.165 There was good access to physical education (PE) in a safe and appropriately supervised environment. Attendance was excellent at 93%. The atmosphere was purposeful but relaxed, and relationships between young people and staff were professional and friendly. The levels of accreditation were good.
- 2.166 There was an appropriate balance between skills acquisition and coaching, fitness training, remedial and recreational PE, and the gaining of relevant qualifications. The GCSE PE course was particularly innovative. Links with other parts of the establishment were excellent, as was the range of supplementary courses such as remedial PE, weight loss and 'catch-up' sessions for young people unable to attend regular sessions.
- 2.167 Staff met young people monthly to discuss their requests and other issues. The outcomes of these meetings were published on the PE notice board, helping young people to understand why all their requests could not be met.
- 2.168 Use of the facilities in the PE department was monitored thoroughly. There was still some over-representation of black and minority ethnic young people and the department had taken steps to address this by initiatives such as the introduction of new sports and activities.
- 2.169 The showers were inadequate. There were only four functioning showers for, on occasions, over 50 young people. Much of the changing room furniture needed replacing. The siting of cameras in the showers was inappropriate.

Faith and religious activity

- 2.170 **Young people should not be required to make a formal application every week to attend religious services. (5.51)**

Achieved. Young people were no longer required to make a formal application every week if they wished to attend religious services. However, in our survey, 49% of young people said it was easy or very easy to attend religious services, which was significantly worse than the comparator of 55% and no significant improvement on the previous inspection. We found no evidence of any obstruction to access to services (see also recommendation 2.13), but it was difficult to accommodate the high number of young people who wished to attend Muslim prayers. Arrangements to hold Muslim prayers in the gymnasium had started at the time of the inspection and the imam was content with this.

- 2.171 **Any decision to prevent a young person from attending religious services should be explained to them personally in advance by the person taking the decision. (5.52)**

Achieved. All refusals to allow attendance at a religious service were made by the deputy governor or senior manager in his absence and based on security intelligence (see also recommendation 2.13). These decisions were appropriately communicated by unit staff, with reasons given.

- 2.172 **Religious services should not clash with other key regime activities. (5.53)**

Achieved. Efforts had been made to ensure that religious services did not clash with other regime activities. If they did, such as on Sunday mornings, young people who wished to go to the gym were escorted there after the service.

Additional information

- 2.173 As well as leading formal religious services and faith discussion groups, the chaplaincy team performed other important pastoral functions such as bereavement counselling, conflict resolution and supporting vulnerable young people. We regularly observed members of the chaplaincy team on the residential units talking to individual young people.

Time out of cell

- 2.174 **Young people should spend at least 10 hours a day out of their cells. This should include scheduled activities and association. (5.61)**

Not achieved. There had been noticeable improvements in this area since the last inspection, and the core day now provided the opportunity for 10 hours a day out of cell on weekdays. However, the number of young people held on each residential unit prevented this from happening every day. It continued to be deemed unsafe to unlock all 60 young people at the same time. As a consequence, only 30 young people were unlocked together, which meant that they had association every other evening during the week for two and a half hours. When staffing levels dropped, association was reduced further to two sessions of one hour for 15 young people. At the weekend young people were unlocked for six and a half hours each day and there were opportunities for them to attend gym sessions, as well as general association.

- 2.175 **Young people should not be locked in their cells unnecessarily. Those subject to anti-bullying restrictions should be allowed to attend activities and be closely monitored there. Young people who have appointments for only part of a session should be able to attend their allocated activity for the remainder of the session. (5.62)**

Achieved. Anti-bullying restrictions no longer resulted in young people being excluded from activities. Those who had appointments, for example youth offending team visits or medical appointments, were observed being returned to their activity afterwards. We found very few young people locked up during the day, but a small number had been removed from certain activities for security reasons and locked up while their status was reviewed.

- 2.176 **The regime monitoring clerk should be given accurate information about the regime on residential units. (5.63)**

Achieved. Regime monitoring was now entered electronically on to the establishment's shared hard drive and, when we checked, appeared to be accurate, with the data recorded matching our own observations.

- 2.177 A daily routine, including time for showers, the use of telephones, one hour's exercise in the fresh air and one hour's association, should be publicised and adhered to consistently. Young people should be informed of any amendments to the regime as soon as possible. (5.64)**

Partially achieved. The daily routine was clearly publicised on all residential units, but was not consistently adhered to. Association was curtailed regularly due to staff shortages which affected young people's access to daily showers and telephones (see recommendation 2.40).

The absence of any scheduled period of exercise for young people was of particular concern. In our survey, only 4% of young people said they could go outside for exercise every day, which was significantly worse than the comparator of 34% and 35% at the last inspection in 2006.

Further recommendation

- 2.178** The daily routine should include one hour of scheduled outdoor exercise and this should be consistently adhered to.

- 2.179** The association areas should be repaired to provide a safe environment for young people and staff. (5.65)

- 2.180** **Achieved.** Staff and young people had made efforts to improve the residential units and association areas. We observed good interaction between staff and young people during evening association and no young people had chosen to stay in their cells rather than associate with others. There was a significant improvement, not only in the state of the association areas, but also in the attitude of young people who displayed continuing motivation to maintain the improvements. There was a noticeable sense of community in the establishment.

- 2.181** Evening enrichment activities should not curtail association for those young people not taking part. (5.66)

Achieved. The only enrichment activity that clashed with association was bi-weekly bingo held on each unit. It was extremely popular and was only viable during association periods.

Security and rules

- 2.182** There should be a protocol governing the practice of locking young people in their cells for 'time out/cooling off', and the procedures should include management authorisation and oversight. (6.9)

Achieved. A protocol had been implemented since the last inspection which provided sound governance of the 'time out/cooling off' process. It required authorisation by both the orderly officer and the duty governor, which prevented staff using it inappropriately. Records showed that young people were not subject to the process for longer than 15 minutes.

- 2.183 Data relating to the frequency and results of strip searches should be maintained and analysed by the security committee. The data and analysis should be routinely scrutinised by the safeguarding committee for child protection purposes. (6.10)

Not achieved. There was no monitoring or analysis of strip searches and the safeguarding committee had no role in the governance of these procedures.
We repeat the recommendation.

Discipline

- 2.184 Information about adjudications should be available in an easy-to-understand format, and should be fully explained to young people who cannot read. (6.32)

Not achieved. Officers who distributed the documentation in advance of adjudications asked young people if they understood why they had been charged. Young people were not routinely asked if they wished to have advice from an advocate. A number of young people we spoke to said they either found it hard to understand the written information about adjudications or did not bother to read it as it appeared too complicated. In the adjudications we observed, the adjudicator asked the young person if he understood the charges and checked his level of understanding during the process, but, without prior help to understand the process, young people were ill prepared to represent themselves.
We repeat the recommendation.

- 2.185 The language used in adjudications should be simple, and there should be a simple explanation of mitigation to encourage young people to make effective representations. (6.33)

Achieved. Adjudicators were observed using very simple language during the course of the adjudication, ensuring that each young person fully understood what was happening at each stage of the process before continuing.

- 2.186 Adjudication conduct reports should cover as wide a range of information as possible, not just the young person's behaviour on his residential unit. (6.34)

Achieved. We examined a sample of conduct reports. These provided the adjudicator with a comprehensive outline of the young person's general behaviour and placed the offence in context.

- 2.187 There should be detailed managerial oversight of all aspects of the use of force, including quality assurance and trend analysis to identify learning points. (6.35)

Partially achieved. The establishment had not carried out any discernible quality assurance of the use of force. The deputy governor acknowledged this and had formed a use of force committee to address this shortfall and all other issues relating to the use of force. At the time of the inspection, monitoring was restricted to monthly returns of the number of incidents of restraint. There was some limited analysis of trends which had recently been added to the agenda of the safeguarding committee, but oversight of the use of force was not part of the committee's remit. Records indicated that the use of force had averaged 40 incidents a month for the previous seven months, with the lowest at 29 and the highest at 49. There had been a downward trend from April 2008, but this had started to rise gradually over the previous two months.
We repeat the recommendation.

- 2.188 Young people who have been subjected to the use of force should have the opportunity to discuss the incident when they are ready to, and be offered advice and support. (6.36)**

Not achieved. There appeared to be an informal arrangement for the orderly officer to discuss any such incident with the young person involved, but we saw no evidence that this took place. Such an arrangement was highly inappropriate, given that the orderly officer could have been directly involved in overseeing the use of force.

Further recommendation

- 2.189 Young people should always be given the opportunity to talk about their experience with an impartial member of staff when they have calmed down and as soon as possible after the use of force.**

- 2.190 Injuries sustained during the use of control and restraint should be monitored and discussed routinely by the safeguarding committee. (6.37)**

Achieved. Minutes from the safeguarding committee demonstrated that there was appropriate monitoring by the head of safeguarding. However, there was no analysis of the data to identify patterns or trends. Our own crude analysis indicated an increase to 18 instances of injury over the previous two months compared with a total of 17 in the five months prior to that. The majority of injuries sustained were bruises and sprains, and records did not always show whether the injuries had been sustained directly as a result of the restraint or the initial incident such as a fight or a young person damaging his cell.

- 2.191 Managers authorising the use of unfurnished accommodation should record in detail the reasons for their decision. Records should indicate whether normal clothing was removed, and why. (6.38)**

Not achieved. The unfurnished cell had been used three times in the previous eight months. The quality of records remained poor and there was no governance. Records did not show if normal clothing had been removed, although staff confirmed that the use of strip clothing could only be authorised by the duty governor. None of the regular intensive support unit staff could recollect its use for some considerable time.

We repeat the recommendation.

- 2.192 There should be a clear policy setting out the role and function of the intensive support unit (ISU). (6.39)**

Not achieved. A policy outlined the formal processes within the ISU, but did not describe what intensive support would be provided or address in any depth how the needs of each young person located there would be met.

We repeat the recommendation.

- 2.193 Young people located in the ISU should be able to continue to attend courses, work or education off the unit after individual assessment. (6.40)**

Achieved. All young people located in the ISU for more than 24 hours were subject to a risk assessment of their suitability for various activities, such as education or religious services. There was only one young person located in the ISU during our inspection and he was

refusing to leave the unit. Previous risk assessments that we viewed appeared to make appropriate judgements, with none of the young people subject to restrictions.

2.194 The ISU should be decorated and refurbished to make it age-appropriate. (6.41)

Not achieved. The ISU was clean and well maintained, but it continued to resemble a traditional adult segregation unit and was not suitable as an intensive support unit for children and young people.

We repeat the recommendation.

2.195 ISU staff should engage with young people and prepare them for return to normal location. (6.42)

Achieved. We observed good interactions between staff in the ISU and the young person, and our conversations with staff indicated that they were conscientious and professional in their interactions with all young people. Records showed excellent day-to-day work with extremely challenging young people, more often than not culminating in reintegration of the young person, although this was not coordinated through individual care planning.

2.196 Action plans for young people on the ISU should include appropriate interventions and activities provided by unit and specialist staff. (6.43)

Not achieved. There continued to be a deficiency in this area with no formal action plan or care plan process. Targets were set through the Rule 49 reviews, but these were taken from a pre-printed list and demonstrated no individual support. Personal officers rarely visited young people in the ISU and specialist support was not routinely considered. The young person who was located on the unit at the time of the inspection was refusing to go to education and spent the majority of his day in his cell.

We repeat the recommendation.

Rewards and sanctions

No recommendations were made under this heading at the last inspection.

Additional information

2.197 There had been fundamental changes to the rewards and sanctions policy since the previous inspection. It was difficult for young people to achieve enhanced status and this was explicit in the revised policy. While young people on the basic level of the regime generally did not remain there for long, their regime was excessively punitive with even more restricted access to showers and telephones. We found examples of behaviour warnings issued for inappropriate reasons.

2.198 Weekly and monthly reviews, for which the establishment was commended during the last inspection, no longer existed. There were different processes for reviewing the progress of young people who applied for enhanced status and those who were demoted to basic. The latter was little more than an administrative process and there was no discussion with the young person about how his behaviour should be improved and how he could be helped to achieve targets. There was a high number of adjudications and managers agreed that the rewards and sanctions scheme and minor reports were being under used. There was little difference between the regimes and facilities available on standard and enhanced: the majority of young people we spoke to said they were not really interested in achieving enhanced as

there was nothing other than an extra visit to be gained. Given the restricted opportunities for visiting, they saw little benefit in this.

Further recommendation

- 2.199 The rewards and sanctions scheme should be part of a motivational, age-appropriate behaviour management strategy. Routine reviews should be integral to the scheme so that young people are helped to progress.

Catering

- 2.200 Young people should be offered the opportunity to dine out at each meal and staff should be encouraged to dine with them. (7.8)

Not achieved. Opportunities to dine out were much more limited than at the time of the last inspection. Young people were given the opportunity to dine out two or three times a week at most. Managers appeared to be unenthusiastic about encouraging staff to dine with young people.

We repeat the recommendation.

- 2.201 Young people should be given a substantial breakfast that is adequate to meet the needs of growing adolescents. (7.9)

Not achieved. Breakfast consisted of a standard pack of cereal, juice, milk and a muffin which was prepared in advance and issued on the morning. We received numerous complaints from young people that they remained hungry after they had eaten it. Young people received a cooked breakfast at the weekend.

We repeat the recommendation.

- 2.202 Lunch should be served after 12 noon and before 1.30pm. (7.10)

Not achieved. The meals which we observed were all served between 11.45am and noon.

We repeat the recommendation.

- 2.203 Staff supervising meals should be properly trained and ensure all areas where food is served are cleaned before and after meals. A cleaning schedule should be displayed and adhered to. (7.11)

Achieved. Staff responsible for serving meals had all received basic food hygiene training. The servery areas which we observed were clean, and cleaning schedules were on display in each of the serveries.

- 2.204 The main kitchen floor should be replaced. (7.12)

Not achieved. The kitchen floor was unchanged and the intermittent repairs carried out continued to present trip hazards.

We repeat the recommendation.

- 2.205 The outside freezer should be replaced. (7.13)

Not achieved. Funding had been obtained for the freezer to be replaced before the end of the forthcoming financial year.

We repeat the recommendation.

2.206 Out-of-date food should be properly disposed of. (7.14)

Achieved. Stock control procedures ensured that stock was now rotated regularly and out-of-date food properly disposed of.

2.207 All people working with food should be health screened and properly trained. (7.15)

Achieved. All people working with food were health screened and had completed training in hygiene and food awareness. All staff working with food had undertaken accredited catering training.

2.208 Young people working in the kitchen should be encouraged and enabled to gain relevant qualifications. (7.16)

Not achieved. One young person was currently undergoing NVQ training, but no other young people had gained qualifications in catering since the previous inspection.

We repeat the recommendation.

2.209 Residential staff should challenge inappropriate comments by young people in the food comments book. (7.17)

Achieved. Comments made by young people were generally constructive and we saw no need for comments to be challenged.

2.210 The monthly catering meeting should be attended by representatives from all residential units. (7.18)

Achieved. Catering staff attended young people's consultative meetings regularly and a recent food survey had been carried out, with a high return rate. There was little evidence of any action being taken to address complaints. In our survey, only 15% of young people said that they thought the food was good or very good. This was significantly lower than the comparator figure of 26% and no improvement on the response from the previous inspection. In particular, young people we spoke to did not like the cold lunch, which had been introduced some months earlier.

Canteen/shop

2.211 All new arrivals should be able to place a shop order the day following reception. (7.26)

Not achieved. There had been no changes to the canteen arrangements since the previous inspection.

We repeat the recommendation.

Resettlement strategy

2.212 The focus of the resettlement committee should be more strategic. (8.13)

Achieved. There were designated leads for each of the resettlement pathways and an action plan placed a strong emphasis on achieving strategic outcomes. These measures had helped to make the focus of the resettlement committee more strategic.

2.213 There should be stronger resettlement links with the community, in particular with employers. (8.14)

Achieved. Positive links had been established with a local golf club and the fire service. These contacts were being used to extend the range of release on temporary licence (ROTL) placements. Links with employers had also been developed through the education department (see recommendation 2.154).

2.214 There should be an analysis of the resettlement needs of the whole population, with particular attention to the needs of specific groups such as young people serving long sentences. The results of this analysis should be used to inform all developments in resettlement work, including the programmes offered. (8.15)

Achieved. A needs analysis had recently been carried out. The results of this, and feedback received from young people participating on the pre-release course, were being used to inform service development. For example, young people had indicated that they needed help with confidence building which validated the introduction of a teambuilding course and confidence-building workshops delivered by the Geese Theatre Company.

2.215 The use of release on temporary licence should be increased. (8.16)

Achieved. There had been a threefold increase in the use of ROTL since the previous inspection. The number of individual releases had increased from 48 over the previous year to 141 for the last 12 months.

2.216 Allocation to programmes should be based on individual needs assessments. (8.17)

Achieved. Young people were generally referred to programmes following detailed assessments and targets set at training planning meetings.

2.217 Programmes should be subject to accreditation and the staff running them should be properly supervised. (8.18)

Partially achieved. Programmes were not formally accredited. They did, however, appear to be relevant and linked to the needs of the population. Line management arrangements had been strengthened. Team building events had been introduced for staff and external counselling was available.

Additional information

2.218 The resettlement committee now functioned well. Focused discussions based on the seven pathways involved a wide range of staff. An action plan was used to ensure that progress could be monitored. A relevant local policy had been published and a needs analysis had been completed which was discussed at the committee.

2.219 The pre-release course continued to provide appropriate and comprehensive support to up to 60% of the population prior to release.

- 2.220 The range and quality of short programmes had increased since the previous inspection. An anger awareness course and parenting course were run regularly. A sailing course had just started.

Training planning

- 2.221 Training planning targets should meet the needs of the individual and be specific, measurable and achievable during their time to be spent in custody. (8.28)

Partially achieved. Quality assurance checks had been introduced which had improved the quality of the targets. There were still some examples of very general targets and there was scope for further improvement.

We repeat the recommendation.

- 2.222 Caseworkers should attend a young person's first post release review. (8.29)

Partially achieved. Caseworkers attended approximately half the initial reviews in the community. Attendance was determined on the basis of the relative importance of the meeting and distance from the establishment. This level of attendance was commendable given the competing pressures on staff.

- 2.223 There should be a strategy for managing transfers of young people sentenced under section 91 when they reach 18. (8.30)

Achieved. An operating manual had been published and all Section 91 transfers were managed centrally through the placements team. This meant that any transfer of a young person serving a long sentence would be dealt with consistently and systematically.

Substance use

- 2.224 There should be a range of age-appropriate, structured interventions that establishments can implement to meet the needs of problem young drug and alcohol users. (8.54)

Achieved. The establishment had developed two non-accredited group programmes on alcohol and cannabis awareness. Each programme comprised 10 hours of group teaching, consisting of five sessions of two hours each. The maximum group size was six young people. Selection for each group was solely on the basis of assessed need. One-to-one work was continued throughout the programme. Evaluations were completed by each participant, and in-depth exit questionnaires were conducted with approximately 15% of those completing the programme. Since April 2008, there had been 1,013 starts and 969 completions.

- 2.225 Support packages such as resettlement and aftercare provision (RAP) should be consistently available to all young people who require them. (8.55)

Not achieved. The young people's substance misuse service (YPSMS) workers felt that RAP continued to be patchy across the country. Some of the London boroughs were well funded for RAP, often because they were known crime hotspots. However, most rural areas, and many towns away from London, often had no RAP for newly released young people.

We repeat the recommendation.

- 2.226 **The adult-oriented practices and procedures of mandatory drug testing (MDT) are not appropriate for children and should not be applied. (8.56)**

Achieved. Mandatory drug testing no longer involved routine strip searching.

- 2.227 **The membership of the alcohol and drug strategy committee should include external service providers. (8.57)**

Achieved. The head of YPSMS invited local external service providers to bi-monthly drug strategy meetings. The more local providers were the more regular attendees, and there was fairly consistent representation from the local drug and alcohol action team.

- 2.228 **The substance misuse service action plan should be incorporated into the alcohol and drug strategy. (8.58)**

Achieved. The substance misuse service action plan had been incorporated into the alcohol and drug strategy. It contained 20 realistic action targets that were timed and allocated to named managers.

- 2.229 **Young people undergoing detoxification should not be placed automatically on self-harm monitoring, and an alternative system of observation and monitoring should be developed. (8.59)**

Not achieved. The most recent opiate detoxification was in November 2007. Generally, young people requiring either alcohol or opiate detoxification would be transferred to the specialist drugs unit at HMYOI Feltham. However, the previous policy still applied in the unlikely event of a detoxification having to be conducted at Huntercombe.

We repeat the recommendation.

- 2.230 **Joint care planning and care management between the primary and secondary healthcare service and the substance misuse service should be formalised. (8.60)**

Achieved. A protocol had been written since the last inspection to address this issue. It covered: reception screening, care planning, general referrals between healthcare and YPSMS, information sharing and maintaining confidentiality, dual diagnosis, drug strategy team membership, monitoring and audits, staff training and development.

- 2.231 **Officers should be seconded to the substance misuse service. (8.61)**

Achieved. Since February 2007, four officers had been full-time, ring-fenced members of the YPSMS. They received a four-week shadowing induction, followed by a comprehensive training programme, including drug awareness, motivational interviewing and care planning. The inclusion of these officers in the team had been widely welcomed by YPSMS staff and young people.

- 2.232 **There should be outcome monitoring to gauge the effectiveness of substance misuse service interventions. (8.62)**

Achieved. Performance monitoring and reporting measures formed an integral part of the YPSMS delivery plan. Areas to be monitored included the number of assessments conducted, the number of new care plans started, the number of young people requiring each tier of provision, the number of young people engaging in one-to-one and group sessions, and the number of young people released with care plans.

- 2.233 The new mandatory drug testing (MDT) facilities should be re-assessed and risk tested to ensure that they provide an appropriate environment. (8.63)

Not achieved. No changes had been made to the MDT suite since the last inspection and there was no written risk assessment. The MDT holding cell was very small, there were no windows and only a ceiling fan for ventilation. The other MDT rooms were quite small, and there was no separation between MDT and the reception area. We were told that most receptions arrived outside the normal hours of MDT operation so that mixing new arrivals with those undergoing MDT was rare.

We repeat the recommendation.

Public protection

- 2.234 A public protection policy should be published. (8.72)

Not achieved. Although there was a centrally produced document which was available for reference, there was still no local policy.

We repeat the recommendation.

- 2.235 There should be a system in place to obtain timely information about previous convictions of young people subject to public protection arrangements. (8.73)

Achieved. Information about previous convictions was available through the police liaison officer who had direct access to a police computer terminal. Relevant cases were identified early and were subject to monthly review and more detailed consideration six months prior to release. A representative from the establishment attended all MAPPA 3 (multi-agency public protection arrangements) conferences in the community.

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.

Main recommendation (from the previous report)

To the Youth Justice Board, NOMS and the Governor

- 3.1 The size and layout of the residential units and staffing ratios should ensure the safety and wellbeing of children and young people. (2.7)

Main recommendation

To the Youth Justice Board

- 3.2 A representative from the YJB should attend the quarterly PECS meeting. (2.9)

Main recommendation

To NOMS

- 3.3 Young people should not be transported to Huntercombe via circuitous, lengthy journeys and they should arrive before 7pm so that they are properly cared for and managed on their first night in custody. (2.8)

Main recommendations

To the Governor

- 3.4 The remit of the safeguarding committee should be extended to include oversight of safeguarding issues relating to the use of force and public protection. (2.2)
- 3.5 Furnishings in cells and communal areas should be maintained in good condition and replaced when necessary. (2.5)
- 3.6 Children and young people should only be strip searched when a risk assessment deems it necessary to protect them or others from harm, and never using force. (2.10)
- 3.7 The arrangements for visits should be revised on the basis of a needs assessment of young people and their visitors, and should include the introduction of weekday visits, an entitlement to at least one visit a week and accumulated visits. (2.12)
- 3.8 Training planning meetings should be held in a private area. (2.14)

Recommendations

To the Youth Justice Board and NOMS

- 3.9 All young people should arrive in time to associate on their first night to familiarise themselves with the unit and staff (2.23)
- 3.10 Support packages such as resettlement and aftercare provision (RAP) should be consistently available to all young people who require them. (2.225)

Recommendation

To NOMS

- 3.11 Young people should be transported separately from adults. (2.15)

Recommendations

To the Governor

Courts, escorts and transfers

- 3.12 The video link facility should be made secure and its use for court appearances should be promoted. (2.16)
- 3.13 There should be regular management checks to ensure that prisoner escort records are completed fully and any concerns raised at the quarterly PECS meetings. (2.18)

First days in custody

- 3.14 Young people should receive information about Huntercombe before their arrival from courts or other establishments. (2.20)
- 3.15 Basic information should be explained verbally to all new arrivals before they are locked away for their first night. This should include what will happen to them the following day, how to contact staff during the night, basic rules and procedures, and other sources of support. (2.24)
- 3.16 All young people should be offered the opportunity to take a shower and make a free telephone call on their first night. (2.25)
- 3.17 All young people should be kept fully occupied, particularly during their first few days in custody. Time spent locked up should be kept to a minimum. (2.26)
- 3.18 Young people should be consulted about their experience of reception procedures and staff treatment. (2.30)

Residential units

- 3.19 All the cameras in shower and toilet areas should be removed, and staff should supervise showering sessions to ensure that young people have safe and equal access to a daily shower. (2.32)
- 3.20 Notices should be clearly set out and available in a range of formats and languages so that they are accessible to all young people. (2.35)
- 3.21 Units should have a policy, based on a needs assessment, to accommodate young people with disabilities, and there should be a suitably adapted cell for young people with disabilities. (2.36)
- 3.22 There should be a disability policy which meets the requirements of the Disability Discrimination Act (DDA 2005) and specifically the Disability Equality Duty, to ensure that the needs of disabled children and young people are effectively managed. (2.38)
- 3.23 Young people should have daily access to showers, including after all physical activities. (2.40)

Relationships between staff and young people

- 3.24 There should be consultations with staff and young people to tackle the perceptions of poor treatment by staff expressed by some young people. (2.45)

Personal officers

- 3.25 Personal officers should arrange to meet the young people they are responsible for within 24 hours of their arrival and maintain ongoing records of significant contact. (2.48)
- 3.26 Personal officers should attend meetings relating to the care and management of the young people they are responsible for. (2.49)

Bullying

- 3.27 Entries in anti-bullying documentation should be sufficiently detailed to provide suitable information to the review panel. (2.59)
- 3.28 Quality assurance procedures relating to bullying documentation should be improved to ensure that deficits are acted upon. (2.60)
- 3.29 Clear criteria should be established to ensure that incidents of bullying reported through security information reports are properly considered and investigated where appropriate. (2.62)
- 3.30 There should be interventions for bullies that challenge the young person's anti-social behaviour. Approaches such as mediation and restorative justice should be included as part of the range of interventions. (2.63)
- 3.31 Victims of bullying should be supported through formal monitoring and appropriate courses and trained counsellors. (2.64)
- 3.32 There should be a policy for the management of vulnerable young people with wide-ranging needs so that they are all identified, their needs assessed and their care managed consistently within a proper care planning framework. (2.66)

Self-harm and suicide

- 3.33 Staff entries in self-harm monitoring (F2052SH) forms should be thorough and demonstrate meaningful interaction with the young person at risk. (2.68)
- 3.34 Management checks of self-harm monitoring should identify good and poor practice and make recommendations for improvement. (2.69)
- 3.35 Support plans should be case specific and should nominate a member of staff responsible for ensuring that the action identified is carried out. (2.70)
- 3.36 Staff conducting quality checks of F2052SHs should comment on the overall quality of the completion of the forms and highlight any areas for improvement. (2.76)

Child protection

- 3.37 All staff who come into contact with young people should receive training in child protection. (2.78)
- 3.38 Specialist counselling should be available to young people who have suffered any form of abuse. (2.80)

Foreign national young people

- 3.39 There should be a full needs assessment of and consultation with the foreign national young people. The results should be used to draw up a foreign nationals policy that meets the needs of young people at Huntercombe. (2.88)
- 3.40 All staff should familiarise themselves with the content of the foreign nationals policy and ensure that foreign nationals receive their entitlements and the service set out in the policy. (2.89)
- 3.41 Key local information should be translated into appropriate languages. (2.90)
- 3.42 The role of the foreign nationals coordinator should be explained to all foreign national young people and well publicised around the establishment. (2.92)
- 3.43 Young people due to be deported or detained at the end of their sentence should be notified of this decision at the earliest possible opportunity, be given the opportunity to contest the decision, and consulted and prepared for their future. (2.93)

Family and friends

- 3.44 Young people should have access to telephones every day. (2.95)
- 3.45 There should be sufficient telephones – one for every 20 young people – on each residential unit to meet demand. (2.96)
- 3.46 The establishment should provide a transport service for visitors at the weekend. (2.97)
- 3.47 Young people should be able to get their first visit within two days of their arrival. (2.98)
- 3.48 The visiting sessions should be extended to two hours. (2.99)
- 3.49 The visitors centre should be a proper point of contact and information for visitors and there should be a covered shelter for visitors waiting to come into the establishment. (2.100)
- 3.50 Information for visitors should be available in a variety of languages. (2.101)
- 3.51 Visitors should be searched in privacy, and all property entering the establishment should be x-rayed. (2.104)
- 3.52 Young people should arrive on time for their visit. (2.105)
- 3.53 There should be a canteen facility and the crèche should be staffed. (2.107)

3.54 Information in the visits room should be displayed in a variety of languages. (2.108)

Legal rights

3.55 There should be a comprehensive, well publicised legal rights service available to young people. (2.114)

3.56 There should be suitable facilities to enable young people to have private interviews with their legal advisers. (2.115)

Health services

3.57 A strategy to maintain and further develop the Manwaring centre should be put in place. (2.116)

3.58 Young people managed by the mental health in-reach team should not be transferred to other prisons without reference to the team. (2.117)

3.59 The healthcare manager should hold regular focus groups with patient representatives to keep young people informed of changes in the service and to discuss their concerns. (2.118)

3.60 Health promotion should be central to the work of the healthcare department, and this area should be covered during the absence of the lead nurse. (2.119)

3.61 Reasons for young people's refusal to attend dental appointments should be investigated. (2.121)

3.62 All young people receiving medication should be informed of the availability of patient information leaflets and told how they can obtain copies. (2.124)

3.63 Caseworkers should be better integrated into the medical management of young people, and appropriate information should be shared between the caseworker and the healthcare team. (2.126)

3.64 Healthcare staff should attend training planning meetings if they are involved in ongoing care of the young person or if post-release healthcare needs to be planned. (2.127)

3.65 The multidisciplinary weekly referral meeting should include the young person's caseworker. (2.128)

3.66 The pharmacist should ensure that pharmacy standard operating procedures are reviewed regularly. (2.130)

3.67 The pharmacist should introduce pharmacist-led clinics. (2.131)

3.68 Prescription and administration charts should be fully completed by all healthcare staff. (2.132)

3.69 The medicines and therapeutics committee should meet regularly to develop policies and procedures, including a policy for obtaining urgent medication out of hours. (2.133)

3.70 Staff vacancies should be filled as a priority. (2.143)

- 3.71 Staffing levels and skills mix should include appropriately trained staff to reflect patient needs. (2.144)
- 3.72 All offices where clinical records are stored should only be accessible to healthcare staff. (2.145)
- 3.73 Clinical records should conform with professional guidelines. (2.146)

Education, training and library provision

- 3.74 Basic skills provision, including the quality of teaching, should be improved across the curriculum. (2.148)
- 3.75 Basic and key skills should be better integrated into vocational training and workshops. (2.150)
- 3.76 Punctuality at lessons on the residential units should be improved. (2.151)
- 3.77 The quality of individual target setting and the use of individual learning plans should be improved. (2.153)
- 3.78 A stock of suitable magazines should be available in the library. (2.158)

Time out of cell

- 3.79 The daily routine should include one hour of scheduled outdoor exercise and this should be consistently adhered to. (2.178)

Security and rules

- 3.80 Data relating to the frequency and results of strip searches should be maintained and analysed by the security committee. The data and analysis should be routinely scrutinised by the safeguarding committee for child protection purposes. (2.183)

Discipline

- 3.81 Information about adjudications should be available in an easy-to-understand format, and should be fully explained to young people who cannot read. (2.184)
- 3.82 There should be detailed managerial oversight of all aspects of the use of force, including quality assurance and trend analysis to identify learning points. (2.187)
- 3.83 Young people should always be given the opportunity to talk about their experience with an impartial member of staff when they have calmed down and as soon as possible after the use of force. (2.189)
- 3.84 Managers authorising the use of unfurnished accommodation should record in detail the reasons for their decision. Records should indicate whether normal clothing was removed, and why. (2.191)
- 3.85 There should be a clear policy setting out the role and function of the intensive support unit (ISU). (2.192)

- 3.86 The ISU should be decorated and refurbished to make it age-appropriate. (2.194)
- 3.87 Action plans for young people on the ISU should include appropriate interventions and activities provided by unit and specialist staff. (2.196)

Rewards and sanctions

- 3.88 The rewards and sanctions scheme should be part of a motivational, age-appropriate behaviour management strategy. Routine reviews should be integral to the scheme so that young people are helped to progress. (2.199)

Catering

- 3.89 Young people should be offered the opportunity to dine out at each meal and staff should be encouraged to dine with them. (2.200)
- 3.90 Young people should be given a substantial breakfast that is adequate to meet the needs of growing adolescents. (2.201)
- 3.91 Lunch should be served after 12 noon and before 1.30pm. (2.102)
- 3.92 The main kitchen floor should be replaced. (2.204)
- 3.93 The outside freezer should be replaced. (2.205)
- 3.94 Young people working in the kitchen should be encouraged and enabled to gain relevant qualifications. (2.208)

Canteen/shop

- 3.95 All new arrivals should be able to place a shop order the day following reception. (2.211)

Training planning

- 3.96 Training planning targets should meet the needs of the individual and be specific, measurable and achievable during their time to be spent in custody. (2.221)

Substance use

- 3.97 Support packages such as resettlement and aftercare provision (RAP) should be consistently available to all young people who require them. (2.225)
- 3.98 Young people undergoing detoxification should not be placed automatically on self-harm monitoring, and an alternative system of observation and monitoring should be developed. (2.229)
- 3.99 The new mandatory drug testing (MDT) facilities should be re-assessed and risk tested to ensure that they provide an appropriate environment. (2.233)

Public protection

3.100 A public protection policy should be published. (2.234)

Appendix 1: Inspection team

Nigel Newcomen	Deputy Chief Inspector
Fay Deadman	Team leader
Ian Mcfadyen	Inspector
Ian Thomson	Inspector
Martin Owens	Inspector
Mandy Whittingham	Health services inspector
Paul Roberts	Substance use inspector
Martyn Rhowbotham	Ofsted inspector

Appendix 2: Population profile

Population breakdown by:

(i) Status	Number of juveniles	%
Sentenced	304	98
Convicted but unsentenced	0	
Remand	0	
Detainees (single power status)	0	
Detainees (dual power status)	3	2
Total	307	100

(ii) Number of DTOs by age and sentence (full sentence length inc. the time in the community)

Sentence	4 mths	6 mths	8 mths	10 mths	12 mths	18 mths	24 mths	Total
Age								
15 years	5	4	6	2	3	5	2	27
16 years	10	6	9	8	18	18	8	77
17 years	18	18	11	13	19	29	18	126
18 years	0	0	1	1	4	5	6	17
Total	33	28	27	24	44	57	34	247

(iii) 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	0	1	1	1	3
16 years	0	3	8	3	0	14
17 years	0	3	13	5	6	27
18 years	0	0	1	1	1	3
Total	0	6	23	10	8	47

(iv) 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	0	0	0	0	0	0
16 years	0	0	0	0	1	1
17 years	0	1	1	2	0	4
18 years	1	1	0	0	0	2
Total	1	2	1	2	1	7

(v) Number OF INDETERMINATE SENTENCES by age

Sentence	Section 90 (HMP)	Life sentence under section 91	Section 53 (1)	Section 226 (DPP)	Total
Age					
15 years	0	0	0	1	1
16 years	0	0	0	0	0
17 years	3	0	0	0	3
18 years	0	0	0	2	2
Total	3	0	0	3	6

(vi) LENGTH OF STAY for UNSENTENCED 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							
16 years							
17 years							
18 years							
Total							n/a

(vii) Main offence	Number of juveniles	%
Violence against the person	64	20.84
Sexual offences	10	3.25
Burglary	30	9.77
Robbery	99	32.24
Theft and handling	7	2.30
Fraud and forgery	nil	nil
Drugs offences	38	12.37
Driving offences	10	3.25
Other offences	43	14.00
Breach of community part of DTO	6	1.95
Civil offences	nil	nil
Offence not recorded/Holding warrant	nil	nil
Total	307	100

(viii) Age	Number of juveniles	%
15 years	31	10.10
16 years	92	29.97
17 years	160	52.12
18 years	24	7.82
Total	307	100

(ix) Home address	Number of juveniles	%
Within 50 miles of the prison	88	28.66
Between 50 and 100 miles of the prison	193	62.86
Over 100 miles from the prison	20	6.51
Overseas		
NFA	6	1.95
Total	307	100

(x) Nationality	Number of juveniles	%
British	258	84
Foreign nationals	49	16
Total	307	100

(xi) Ethnicity	Number of juveniles	%
<i>White</i>		
British	114	37.13
Irish	2	0.65
Other White	8	2.61
<i>Mixed</i>		
White and Black Caribbean	13	4.23
White and Black African	1	0.33
White and Asian	2	0.65
Other Mixed	2	0.65
<i>Asian or Asian British</i>		
Indian	9	2.93
Pakistani	0	0
Bangladeshi	3	0.98
Other Asian	12	3.91
<i>Black or Black British</i>		
Caribbean	82	26.71
African	46	14.98
Other Black	12	3.91
<i>Chinese or other ethnic group</i>		
Chinese	1	0.33
Other ethnic group	0	0
Total	307	100

(xii) Religion	Number of juveniles	%
Baptist	nil	nil
Church of England	89	28.99
Roman Catholic	43	14.00
Other Christian denominations	9	2.93
Muslim	81	26.38
Sikh	nil	nil
Hindu	nil	nil
Buddhist	1	0.32
Jewish	nil	nil
Other	8	2.60
No religion	76	24.75
Total	307	

Appendix 3: Summary of questionnaires and interviews

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 12 November 2008, the population of young people at HMYOI Huntercombe was 325. Questionnaires were offered to 121 young people.

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

Interviews were carried out with any respondents with literacy difficulties. No respondents were interviewed.

Methodology

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

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

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

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

Response rates

In total, 112 respondents completed and returned their questionnaires. This represented 35% of children and young people in the establishment at the time. The response rate was 93%.

Five respondents refused to complete a questionnaire, and four were returned blank.

Comparisons

The following document details the results from the survey. All missing responses are excluded from the analysis. All data from each establishment 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 all 15 young offender institutions since 2005.

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

Also included are statistically significant differences between the responses of young people surveyed at HMYOI Huntercombe in 2006 and the responses of this 2008 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. However, both percentages are true of the populations they were taken from, and the statistical significance is correct.

In all the above documents, statistically significant differences are highlighted. Statistical significance merely indicates whether there is a real difference between the figures, that is the difference is not due to chance alone. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading, and where there is no significant difference there is no shading. Orange shading has been used to show a significant difference in demographic background details.

Summary

In addition, a summary of the survey results is attached. This shows a breakdown of responses for each question as well as examples of comments made by young people. Percentages have been rounded and therefore may not add up to 100%.

No questions have been filtered within the summary so all percentages refer to responses from the entire sample. The percentages to certain responses within the summary, for example 'Not sentenced' options across questions, may differ slightly. This is due to different response rates across questions, meaning that the percentages have been calculated out of different totals (all missing data 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.

Section One: About You

Q1	What is your age?	
	14 or under.....	0%
	15.....	12%
	16.....	28%
	17.....	49%
	18.....	12%
Q2	Do you usually live in this country? (England, Ireland, Scotland or Wales)	
	Yes.....	99%
	No.....	1%
Q3	Is English your first language?	
	Yes.....	90%
	No.....	10%
Q4	What is your ethnic origin?	
	White - British.....	37%
	White - Irish.....	1%
	White - Other.....	3%
	Black or Black British - Caribbean.....	30%
	Black or Black British - African.....	15%
	Black or Black British - Other.....	0%
	Asian or Asian British - Indian.....	0%
	Asian or Asian British - Pakistani.....	0%
	Asian or Asian British - Bangladeshi.....	4%
	Asian or Asian British - Other.....	1%
	Mixed Race - White and Black Caribbean.....	5%
	Mixed Race - White and Black African.....	3%
	Mixed Race - White and Asian.....	1%
	Mixed Race - Other.....	1%
	Chinese.....	0%
	Other ethnic group.....	1%
Q5	Do you have any children under the age of 18?	
	Yes.....	10%
	No.....	90%
Q6	Have you ever been in either foster care or children's home?	
	Yes.....	19%
	No.....	81%
Q7	Are you on a care order now?	
	Yes.....	11%
	No.....	89%

Section Two: About your sentence

Q1	What wing or houseblock are you currently living on?	
	See front cover sheet	
Q2	Are you sentenced?	
	Yes.....	100%
	No - awaiting trial.....	0%

No - awaiting sentence 0%
 No - awaiting deportation..... 0%

Q3 What is the length of your sentence?
Not sentenced 0%
Four months..... 9%
Six months 15%
Eight months 15%
Twelve months..... 13%
Eighteen months..... 10%
Two years 12%
Two to four years..... 18%
Four years or more 7%

Q4 Approximately, how long do you have left to serve (if you are serving life, please use the date of your next parole board)?
Not sentenced 0%
Less than two months..... 46%
Two to six months..... 28%
Six months to one year..... 14%
One year or more..... 13%

Q5 How long have you been in this establishment?
Less than one month 15%
One to six months..... 64%
Six to twelve months..... 15%
One to two years..... 5%
Two years or more..... 0%

Q6 Have you been to any other YOI during this sentence?
None 61%
One 31%
Two 7%
Three..... 0%
More than three 1%

Q7 How many times have you been in a YOI, secure children's home or secure training centre before either sentenced or on remand?
None 46%
Once 21%
Two to five..... 30%
More than five..... 3%

Section Three: Courts, transfers and escorts
 In questions 1 to 9 please refer to the most recent journey you have made, either from court or between establishments.

Q1 On your most recent journey, was the van clean?
Yes 46%
No..... 38%
Don't remember 15%
Not applicable 2%

Q2 On your most recent journey, was the van comfortable?
Yes 8%
No..... 89%
Don't remember 1%

	<i>Not applicable</i>	2%
Q3	Did you feel safe on your most recent journey?	
	Yes.....	74%
	No.....	21%
	<i>Don't remember</i>	4%
	<i>Not applicable</i>	2%
Q4	Did you have enough comfort breaks on your most recent journey?	
	Yes.....	16%
	No.....	75%
	<i>Don't remember</i>	5%
	<i>Not applicable</i>	5%
Q5	Were your health needs looked after on your most recent journey, either from court or between establishments?	
	Yes.....	46%
	No.....	36%
	<i>Don't remember</i>	11%
	<i>Not applicable</i>	7%
Q6	How long did you spend in the van?	
	<i>Less than one hour</i>	3%
	<i>One to two hours</i>	42%
	<i>Two to four hours</i>	47%
	<i>More than four hours</i>	8%
	<i>Don't remember</i>	0%
Q7	How did you feel you were treated by the escort staff?	
	<i>Very well</i>	17%
	<i>Well</i>	38%
	<i>Neither</i>	34%
	<i>Badly</i>	10%
	<i>Very badly</i>	0%
	<i>Don't remember</i>	1%
Q8	Did you know where you were going before you got to this establishment?	
	Yes.....	75%
	No.....	21%
	<i>Don't remember</i>	5%
Q9	Before you arrived here did you receive any written information about what would happen to you?	
	Yes.....	25%
	No.....	67%
	<i>Don't remember</i>	8%
Q10	Do you have any comments you wish to make any aspect of courts, transfers and escorts?	
	No comments	

Section Four: Your first few days here

Q1	Did you have any of the following problems when you first arrived at this establishment? (Please tick all that apply to you)	
	<i>Not had any problems</i>	26%
	<i>Coming off drugs</i>	16%
	<i>Alcohol problems</i>	9%
	<i>Needing protection from other prisoners</i> ...	5%
	<i>Letting family know where you are</i>	8%
	<i>Money worries</i>	16%

<i>Had no tobacco</i>	41%	<i>Feeling low/upset/needing someone to talk to</i>	20%
<i>Loss of transferred property</i>	15%	<i>Getting your property</i>	17%
<i>Housing problems</i>	15%	<i>Health problems</i>	10%

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

<i>Yes</i>	81%
<i>No</i>	12%
<i>Don't remember</i>	7%

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

<i>Yes</i>	75%
<i>No</i>	16%
<i>Don't remember</i>	8%

Q4 How long were you in reception?

<i>Less than two hours</i>	88%
<i>Two hours or longer</i>	5%
<i>Don't remember</i>	6%

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

<i>Yes</i>	95%
<i>No</i>	2%
<i>Don't remember</i>	3%

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

<i>Yes</i>	79%
<i>No</i>	16%
<i>Don't remember</i>	4%

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

<i>Very well</i>	20%
<i>Well</i>	46%
<i>Neither</i>	25%
<i>Badly</i>	4%
<i>Very badly</i>	3%
<i>Don't remember</i>	3%

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

<i>Yes</i>	92%
<i>No</i>	7%
<i>Don't remember</i>	1%

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

<i>Chaplain</i>	39%
<i>Someone from healthcare</i>	49%
<i>A listener/Samaritans</i>	18%
<i>The prison shop/canteen</i>	31%
<i>Don't remember</i>	25%
<i>Did not have access to any of these services</i>	9%

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

<i>Yes</i>	83%
<i>No</i>	13%
<i>Don't remember</i>	5%

Q11	How soon after your arrival did you go on an induction course?	
	<i>Have not been on an induction course</i>	12%
	<i>Within two days</i>	31%
	<i>Within the first week</i>	32%
	<i>More than a week</i>	21%
	<i>Don't remember</i>	5%

Q12	Did the induction course cover everything you needed to know about the establishment?	
	<i>Have not been on an induction course</i>	12%
	<i>Yes</i>	50%
	<i>No</i>	21%
	<i>Don't remember</i>	17%

Section Five: Daily Life Here

Q1	How easy or difficult is it for you to attend religious services?	
	<i>Do not want to attend</i>	16%
	<i>Very easy</i>	25%
	<i>Easy</i>	23%
	<i>Neither</i>	6%
	<i>Difficult</i>	14%
	<i>Very difficult</i>	6%
	<i>Don't know</i>	9%

Q2	Does the shop/canteen sell a wide enough variety of products?	
	<i>Have not bought anything yet</i>	1%
	<i>Yes</i>	24%
	<i>No</i>	75%

Q3	What is the food like at this establishment?	
	<i>Very good</i>	1%
	<i>Good</i>	14%
	<i>Neither</i>	35%
	<i>Bad</i>	24%
	<i>Very bad</i>	26%

Q4	Have you talked to an advocate since you have been at this establishment (an outside person to help you with the authorities)?	
	<i>Yes</i>	48%
	<i>No</i>	34%
	<i>Don't know what an advocate is</i>	18%

Q5	Are you normally able to have a shower everyday if you want?	
	<i>Yes</i>	23%
	<i>No</i>	77%
	<i>Don't know</i>	1%

Q6	Is your cell call bell normally answered within five minutes?	
	<i>Yes</i>	23%
	<i>No</i>	64%
	<i>Don't know</i>	13%

Section Six: Healthcare

Q1	What do you think of the overall quality of the healthcare?			
	<i>Have not been to healthcare</i>			8%
	<i>Very good</i>			16%
	<i>Good</i>			45%
	<i>Neither</i>			19%
	<i>Bad</i>			5%
	<i>Very bad</i>			7%
Q2	Is it easy to see the following people if you need to?			
		Yes	No	Don't know
	The doctor	42%	34%	24%
	The nurse	52%	20%	28%
	The dentist	50%	28%	22%
	The optician	25%	31%	44%
Q3	Have you had any problems getting your medication?			
	<i>Not taking any medication</i>			57%
	<i>Yes</i>			17%
	<i>No</i>			25%
Q4	Have you received any help with any alcohol problems?			
	<i>Not had any alcohol problems</i>			69%
	<i>Yes</i>			17%
	<i>No</i>			14%
Q5	Have you received any help with any drug problems?			
	<i>Not had any drug problems</i>			54%
	<i>Yes</i>			35%
	<i>No</i>			12%

Section Seven: Rewards, Sanctions and Complaints

Q1	What level of the reward scheme are you now on?			
	<i>Don't know what the reward scheme is</i>			4%
	<i>Enhanced (Top)</i>			18%
	<i>Standard (Middle)</i>			71%
	<i>Basic (Bottom)</i>			6%
	<i>Don't know</i>			2%
Q2	Do the different levels of the reward scheme make you change your behaviour?			
	<i>Don't know what the reward scheme is</i>			4%
	<i>Yes</i>			53%
	<i>No</i>			43%
Q3	Do you feel you have been treated fairly in your experience of the reward scheme?			
	<i>Don't know what the reward scheme is</i>			4%
	<i>Yes</i>			43%
	<i>No</i>			53%
Q4	Do you know how to make a complaint?			
	<i>Yes</i>			85%
	<i>No</i>			15%

Q5	Is it easy to make a complaint?	
	<i>Not made a complaint</i>	48%
	Yes	39%
	No	13%
Q6	Do you feel complaints are sorted out fairly?	
	<i>Not made a complaint</i>	54%
	Yes	8%
	No	38%
Q7	Have you ever been encouraged to withdraw a complaint?	
	<i>Not made a complaint</i>	52%
	Yes	12%
	No	36%

Section Eight: Discipline and Respect

Q1	Have you had a 'nicking' (adjudication or minor report) since you have been in this establishment?	
	Yes	53%
	No	46%
	Don't know	1%
Q2	If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?	
	<i>Not been restrained</i>	75%
	Once	12%
	Twice	6%
	Three times	2%
	More than three times	6%
Q3	If you have spent a night in the segregation/care and separation unit, how were you treated by staff?	
	<i>Not been to the segregation unit</i>	86%
	Very well	0%
	Well	5%
	Neither	1%
	Badly	4%
	Very badly	5%
Q4	Do most staff treat you with respect?	
	Yes	58%
	No	42%

Section Nine: Safety

Q1	Have you ever felt unsafe in this establishment?	
	Yes	30%
	No	70%
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)	
	<i>Never felt unsafe</i>	70%
	Everywhere	4%
	Segregation unit	1%
	Association areas	7%
	Reception area	0%
	At meal times	1%
	At healthcare	2%
	Visit's area	3%
	In wing showers	11%
	In gym showers	8%

<i>At the gym</i>	13%	<i>In corridors/stairwells</i>	6%
<i>In an exercise yard</i>	1%	<i>On your landing/wing</i>	4%
<i>At work</i>	0%	<i>In your cell</i>	3%
<i>At education</i>	7%		

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

Yes.....	24%
No.....	76%

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

<i>Insulting remarks (about you or your family or friends)</i>	11%	<i>Drugs</i>	1%
<i>Physical abuse (being hit, kicked or assaulted)</i>	9%	<i>Having your canteen/property taken</i>	5%
<i>Sexual abuse</i>	0%	<i>Because you were new here</i>	8%
<i>Your race or ethnic origin</i>	6%	<i>Being from a different part of the country than others</i>	2%

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

Yes.....	19%
No.....	81%

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

<i>Insulting remarks (about you or your family or friends)</i>	14%	<i>Drugs</i>	1%
<i>Physical abuse (being hit, kicked or assaulted)</i>	2%	<i>Having your canteen/property taken</i>	1%
<i>Sexual abuse</i>	0%	<i>Because you were new here</i>	2%
<i>Your race or ethnic origin</i>	1%	<i>Being from a different part of the country than others</i>	1%

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

<i>No-one</i>	43%	<i>Teacher/Education staff</i>	6%
<i>Personal Officer</i>	25%	<i>Gym staff</i>	3%
<i>Wing Officer</i>	17%	<i>Listener/Samaritan/Buddy</i>	7%
<i>Chaplain</i>	6%	<i>Another trainee</i>	18%
<i>Healthcare staff</i>	2%	<i>Family/friends</i>	22%

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

Yes.....	31%
No.....	34%
<i>Don't know</i>	35%

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

Yes.....	33%
No.....	67%

Q12 Did you find this shouting threatening?

Yes.....	6%
No.....	27%
<i>Not been shouted at</i>	67%

- Q13 Do other young people shout through the windows at you now?**
 Yes..... 28%
 No..... 72%
- Q14 Do you find this threatening?**
 Yes..... 1%
 No..... 28%
Do not get shouted at now..... 72%
- Q15 Do you shout through the windows at others?**
 Yes..... 30%
 No..... 70%
- Q16 Have staff checked on you personally in the last week to see how you are getting on?**
 Yes..... 22%
 No..... 78%

Section Ten: Activities

- Q1 How old were you when you were last at school?**
 14 or under..... 29%
 Over 14..... 71%
- Q2 Please answer the following questions about school:**
- | | Yes | No | Not applicable |
|--|-----|-----|----------------|
| Have you ever been excluded from school? | 89% | 11% | 0% |
| Did you used to truant from school? | 65% | 32% | 3% |
- Q3 Are you doing education in this establishment?**
 Yes..... 85%
 No..... 15%
- Q4 Is education helping you?**
 Yes..... 56%
 No..... 29%
Not doing education..... 15%
- Q5 Do you feel you need help with reading, writing or maths?**
 Yes..... 19%
 No..... 81%
- Q6 Were teachers understanding with any school problems you had when you first arrived?**
 Yes..... 33%
 No..... 31%
 Not applicable..... 36%
- Q7 Please answer the following questions about work or training:**
- | | Yes | No | Not applicable |
|------------------------------------|-----|-----|----------------|
| Are you learning a skill or trade? | 52% | 44% | 4% |
| Are you in a job here? | 21% | 78% | 1% |
- Q8 On average how many times do you go to the gym each week (Monday to Sunday)?**
Don't want to go..... 1%
 None 7%
 One to two times..... 54%

Three to five times	30%
More than five times	7%
Don't know	1%

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

<i>Don't want to go</i>	0%
None	6%
One to two times	13%
Three to five times	66%
More than five times	10%
Don't know	5%

Q10 Can you go outside for exercise everyday?

<i>Don't want to go</i>	1%
Yes	4%
No	89%
Don't know	7%

Section Eleven: Keeping in touch with family and friends

Q1 Are you able to use the telephone to speak to someone in your family every day?

Yes	19%
No	79%
Don't know	3%

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

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

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

Yes	31%
No	68%
Don't know	1%

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

Very easy	5%
Easy	23%
Neither	14%
Difficult	30%
Very difficult	23%
Don't know	5%

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

<i>Don't get visits</i>	11%
Less than one	7%
One	34%
Two	31%
Three	7%
More than three	8%
Don't know	2%

Q6 Do you arrive on time for a visit?

<i>Don't get visits</i>	11%
Yes	59%
No	29%

Q7	How are you and your family/friends treated by visits staff?	
	<i>Don't get visits</i>	12%
	<i>Very well</i>	17%
	<i>Well</i>	38%
	<i>Neither</i>	31%
	<i>Badly</i>	1%
	<i>Very badly</i>	2%

Section Twelve: Resettlement

Q1	When did you first meet your personal officer?	
	<i>Still have not met him/her</i>	11%
	<i>In first week</i>	36%
	<i>More than a week</i>	24%
	<i>Don't remember</i>	28%
Q2	Do you feel helped by your personal officer?	
	<i>Still have not met him/her</i>	11%
	<i>Yes</i>	44%
	<i>No</i>	45%
Q3	Do you know what targets you have been set in your training/sentence plan?	
	<i>Yes</i>	61%
	<i>No</i>	24%
	<i>Don't know</i>	11%
	<i>Have not got a plan</i>	5%
Q4	If you want can you see your plan?	
	<i>Yes</i>	34%
	<i>No</i>	8%
	<i>Don't know</i>	53%
	<i>Have not got a plan</i>	5%
Q5	Has your YOT/social worker/probation officer been in touch since you arrived at this establishment?	
	<i>Yes</i>	91%
	<i>No</i>	9%
Q6	Do you know how to get in touch with your YOT/social worker/probation officer?	
	<i>Yes</i>	59%
	<i>No</i>	41%
Q7	Do you want to stop offending?	
	<i>Yes</i>	92%
	<i>No</i>	2%
	<i>Don't know</i>	6%
	<i>Not sentenced</i>	0%
Q8	What is most likely to stop you offending in the future? (Please tick all that apply to you)	
	<i>Not sentenced</i>	0%
	<i>Having a mentor (someone you can ask for advice)</i>	13%
	<i>Nothing it is up to me</i>	22%
	<i>Having a YOT/social worker that you get on with</i>	17%
	<i>Making new friends outside</i>	21%
	<i>Having children</i>	17%
	<i>Going back to live with my family</i>	23%
	<i>Having something to do that isn't crime</i>	40%
	<i>Getting a place of my own</i>	38%
	<i>This sentence</i>	30%

Getting a job	75%	Getting into school/college	42%
Having a partner (girlfriend or boyfriend) ..	29%	Talking about my offending behaviour with staff	5%
Staying off alcohol/drugs	26%	Anything else	5%

- Q9 Have you had a say in what will happen to you when you are released?**
 Yes..... 50%
 No 33%
 Don't know 17%
- Q10 When you are released will you be living with a family member?**
 Yes..... 65%
 No 19%
 Don't know 16%
- Q11 Have you had any help with finding accommodation?**
 Yes..... 29%
 No 31%
 Don't know 13%
 Not needed any help 27%
- Q12 Are you going to school or college on release?**
 Yes..... 44%
 No 28%
 Don't know 28%
- Q13 Has anyone from this establishment spoken to you about going to college on release?**
 Yes..... 46%
 No 48%
 Don't know 5%
 Have not needed any help 2%
- Q14 Do you have a job to go to on release?**
 Yes..... 22%
 No 67%
 Don't know 10%
- Q15 Have you done anything during your time in this establishment that you think will help you to get a job on release?**
 Yes..... 44%
 No 47%
 Don't know 8%
- Q16 Has anyone here spoken to you in this establishment about getting a job on release or about New Deal?**
 Yes..... 24%
 No 64%
 Don't know 10%
 Have not needed any help 2%
- Q17 Do you have a Connexions personal advisor?**
 Yes..... 23%
 No 64%
 Don't know 13%
- Q18 Is there anything you would still like help with before you are released?**
 Yes..... 39%

No 51%
Don't know 10%

Q19 **Have you done anything, or has anything happened to you in this establishment that you think will make you less likely to offend in the future?**

Not sentenced 0%
Yes 48%
No 52%



Survey Responses from Children & Young People HMYOI Huntercombe 2008

Survey Responses (Missing data has been excluded for each question) Please note: Where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance. 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 Huntercombe 2008	young people's comparator	HMYOI Huntercombe 2008	HMYOI Huntercombe 2006
	Any percent highlighted in green is significantly better than the comparator				
	Any percent highlighted in blue is significantly worse than the comparator				
	Any percent highlighted in orange shows a significant difference in background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		112	1092	112	86
SECTION 1: ABOUT YOU (Not tested for significance)					
1.1	Are you 18 years of age?	12%	10%	12%	20%
1.2	Do you usually live in this country?	99%	97%	99%	95%
1.3	Is English your first language?	90%	93%	90%	90%
1.4	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	59%	31%	59%	44%
1.5	Do you have any children?	10%	9%	10%	10%
1.6	Have you ever been in care? (either foster care or children's home)	19%	26%	19%	27%
1.7	Are you on a care order now?	11%	12%	11%	13%
SECTION 2: ABOUT YOUR SENTENCE (Not tested for significance)					
2.2	Are you sentenced?	100%	76%	100%	97%
2.3	Is your sentence 12 months or less?	53%	38%	53%	45%
2.4	Do you have less than six months to serve?	74%	52%	74%	69%
2.5	Have you been in this prison less than a month?	15%	23%	15%	23%
2.6	Have you been to any other YOI during this sentence?	39%	30%	39%	40%
2.7	Is this the first time that you have been in a YOI, secure children's home or security training centre before either sentenced or on remand?	46%	41%	46%	41%
SECTION 3: COURTS, TRANSFERS AND ESCORTS					
For your most recent journey, either to or from court, or between prisons, we want to know:					
3.1	Was the van clean?	46%	48%	46%	37%
3.2	Was the van comfortable?	8%	13%	8%	5%
3.3	Did you feel safe?	74%	73%	74%	52%
3.4	Did you have enough comfort breaks?	16%	16%	16%	6%
3.5	Were your health needs looked after?	47%	50%	47%	40%
3.6	Did you spend more than four hours in the van?	8%	9%	8%	12%
3.7	Were you treated well/very well by the escort staff?	55%	63%	55%	62%

Key to tables

		HMYOI Huntercombe 2008	young people's comparator	HMYOI Huntercombe 2008	HMYOI Huntercombe 2006
	Any percent highlighted in green is significantly better than the comparator				
	Any percent highlighted in blue is significantly worse than the comparator				
	Any percent highlighted in orange shows a significant difference in background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		112	1092	112	86
3.8	Did you know where you were going when you left court or when transferred from another establishment?	75%	83%	75%	76%
3.9	Did you receive written information about what would happen to you before you arrived?	25%	24%	25%	31%
SECTION 4: YOUR FIRST FEW DAYS HERE					
4.1	Did you have any problems when you first arrived?	74%	72%	74%	71%
4.2	When you first arrived here did your property arrive at the same time as you?	81%	81%	81%	80%
4.3	Were you told what you needed to know by the staff when you first arrived?	76%	73%	76%	75%
4.4	Were you in reception for less than 2 hours?	88%	79%	88%	87%
4.5	Were you seen by a member of healthcare staff in reception?	95%	88%	95%	93%
4.6	When you were searched was this carried out in an understanding way?	79%	80%	79%	78%
4.7	Were you treated well/very well in reception?	65%	68%	65%	78%
4.8	Were you able to make a telephone call to your family/friends on your first day here?	92%	83%	92%	67%
Did you meet any of the following people within your first 24 hours?					
4.9a	The chaplain?	39%	37%	39%	41%
4.9b	Someone from healthcare?	49%	52%	49%	64%
4.9c	A Listener or The Samaritans?	18%	16%	18%	8%
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of your arrival?	32%	12%	32%	43%
4.10	Did you feel safe on your first night here?	83%	84%	83%	84%
4.11	Did you go on an induction course within your first week?	62%	64%	62%	65%
4.12	Did the induction course cover everything you needed to know about the prison?	50%	57%	50%	45%
SECTION 5: DAILY LIFE HERE					
5.1	Is it easy/very easy for you to attend religious services?	49%	55%	49%	42%
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	24%	50%	24%	36%
5.3	Do you find the food here good/very good?	15%	26%	15%	19%
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	48%	35%	48%	30%
5.5	Are you normally able to shower everyday if you want to?	23%	64%	23%	26%
5.6	Is your cell call bell normally answered within five minutes?	23%	34%	23%	17%
SECTION 6: HEALTHCARE					
6.1	Do you think the overall quality of the healthcare is good/very good?	61%	60%	61%	51%
6.2a	Is it easy for you to see the Doctor?	42%	50%	42%	45%
6.2b	Is it easy for you to see the Nurse?	52%	71%	52%	61%

Key to tables

		HMYOI Huntercombe 2008	young people's comparator		HMYOI Huntercombe 2008	HMYOI Huntercombe 2006
	Any percent highlighted in green is significantly better than the comparator					
	Any percent highlighted in blue is significantly worse than the comparator					
	Any percent highlighted in orange shows a significant difference in background details					
	Percentages which are not highlighted show there is no significant difference					
	Number of completed questionnaires returned	112	1092		112	86
6.2c	Is it easy for you to see the Dentist?	50%	23%		50%	26%
6.2d	Is it easy for you to see the Optician?	25%	19%		25%	17%
6.3	Have you had any problems getting your medication?	17%	14%		17%	17%
6.4	Have you received any help with any alcohol problems?	17%	23%		17%	12%
6.5	Have you received any help with any drugs problems?	35%	33%		35%	26%
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS						
7.1	Are you on the enhanced (Top) level of the reward scheme?	18%	23%		18%	29%
7.2	Do the different levels make you change your behaviour?	53%	61%		53%	67%
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	43%	54%		43%	62%
7.4	Do you know how to make a complaint?	85%	77%		85%	86%
7.5	Is it easy to make a complaint?	39%	40%		39%	48%
7.6	Do you feel complaints are sorted out fairly?	8%	17%		8%	16%
7.7	Have you ever been made to or encouraged to withdraw a complaint?	12%	10%		12%	6%
SECTION 8: DISCIPLINE AND RESPECT						
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	54%	61%		54%	43%
8.2	Have you been physically restrained (Cand R) since you have been here?	25%	28%		25%	25%
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	5%	13%		5%	8%
8.4	Do most staff treat you with respect?	58%	75%		58%	77%
SECTION 9: SAFETY						
9.1	Have you ever felt unsafe in this prison?	30%	26%		30%	26%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	24%	23%		24%	21%
	If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4a	Insulting remarks?	11%	13%		11%	13%
9.4b	Physical abuse?	9%	8%		9%	7%
9.4c	Sexual abuse?	0%	1%		0%	0%
9.4d	Racial or Ethnic abuse?	6%	3%		6%	3%
9.4e	Drugs?	1%	1%		1%	0%
9.4d	Having your canteen/property taken?	5%	4%		5%	7%
9.4e	Because you were new here?	8%	6%		8%	5%
9.4f	Being from a different part of the country than others?	2%	6%		2%	5%

Key to tables

		HMYOI Huntercombe 2008	young people's comparator		HMYOI Huntercombe 2008	HMYOI Huntercombe 2006
	Any percent highlighted in green is significantly better than the comparator					
	Any percent highlighted in blue is significantly worse than the comparator					
	Any percent highlighted in orange shows a significant difference in background details					
	Percentages which are not highlighted show there is no significant difference					
Number of completed questionnaires returned		112	1092		112	86
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	19%	19%		19%	18%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:						
9.7a	Insulting remarks?	14%	11%		14%	13%
9.7b	Physical abuse?	2%	3%		2%	3%
9.7c	Sexual abuse?	0%	1%		0%	0%
9.7d	Racial or Ethnic abuse?	1%	3%		1%	0%
9.7e	Drugs?	1%	1%		1%	0%
9.7f	Having your canteen/property taken?	1%	2%		1%	1%
9.7g	Because you were new here?	2%	3%		2%	3%
9.7h	Being from a different part of the country than others?	1%	2%		1%	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?	58%	60%		58%	65%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	31%	40%		31%	35%
9.11	When you first arrived here did other young people shout through the windows at you?	33%	34%		33%	39%
9.12	Did you find this shouting threatening?	6%	10%		6%	14%
9.13	Do other young people shout through the windows at you now?	29%	27%		29%	22%
9.14	Do you find this threatening now?	1%	4%		1%	6%
9.15	Do you shout through the windows at others?	30%	27%		30%	32%
9.16	Have staff checked on you personally in the last week to see how you are getting on?	22%	39%		22%	26%
SECTION 10: ACTIVITIES						
10.1	Were you under the age of 14 when you were last at school?	29%	40%		29%	38%
10.2a	Have you ever been excluded from school?	89%	88%		89%	87%
10.2b	Have you ever truanted from school?	65%	71%		65%	75%
10.3	Are you doing any education here?	85%	85%		85%	81%
10.4	Is education helping you?	56%	59%		56%	54%
10.5	Do you feel you need help with reading, writing or maths?	19%	29%		19%	30%
10.6	Were the teachers understanding with any school problems when you first arrived?	33%	48%		33%	44%
SECTION 10: ACTIVITIES cont.						
10.7a	Are you learning a skill or trade?	52%	53%		52%	49%
10.7b	Are you in a job here?	21%	32%		21%	24%

Key to tables

Key to tables		HMYOI Huntercombe 2008	young people's comparator	HMYOI Huntercombe 2008	HMYOI Huntercombe 2006
	Any percent highlighted in green is significantly better than the comparator				
	Any percent highlighted in blue is significantly worse than the comparator				
	Any percent highlighted in orange shows a significant difference in background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		112	1092	112	86
10.8	Do you go to the gym more than 5 times each week?	7%	9%	7%	10%
10.9	Do you go on association more than 5 times each week?	10%	57%	10%	20%
10.10	Can you go outside for exercise everyday?	4%	34%	4%	35%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS					
11.1	Are you able to use the telephone to speak to someone in your family every day?	19%	59%	19%	32%
11.2	Have you had any problems getting access to the telephones?	25%	30%	25%	44%
11.3	Have you had any problems with sending or receiving mail?	32%	31%	32%	26%
11.4	Is it easy/very easy for your family and friends to get here to visit you?	28%	39%	28%	27%
11.5	Do you get 2 or more visits each month?	46%	47%	46%	43%
11.6	Do you arrive on time for a visit?	59%	67%	59%	53%
11.7	Are you and your family/friends treated well/very well by visits staff?	54%	59%	54%	60%
SECTION 12: RESETTLEMENT					
12.1	Did you meet your personal officer within your first week here?	37%	46%	37%	48%
12.2	Do you feel helped by your personal officer?	44%	53%	44%	45%
12.3	Do you know what targets you have been set in your training/sentence plan?	61%	59%	61%	62%
12.4	If you want, can you see your training/sentence plan?	34%	38%	34%	34%
12.5	Has your YOT/social worker/probation officer been in touch since you arrived here?	91%	82%	91%	84%
12.6	Do you know how to get in touch with your YOT/social worker/probation officer?	59%	58%	59%	64%
12.7	Do you want to stop offending?	92%	67%	92%	89%
12.9	Have you had a say in what will happen to you when you are released?	50%	44%	50%	48%
12.10	When you are released will you be living with a family member?	65%	68%	65%	65%
12.11	Have you had help with finding accommodation?	29%	25%	29%	21%
12.12	Are you going to school or college on release?	44%	39%	44%	46%
12.13	Has anyone spoken to you about going to college on release?	46%	38%	46%	41%
12.14	Do you have a job to go to on release?	23%	26%	23%	32%
12.15	Have you done anything during your time here that you think will help you to get a job on release?	44%	48%	44%	37%
12.16	Has anyone from here spoken to you about getting a job on release or about New Deal?	24%	25%	24%	22%
12.17	Do you have a Connexions personal adviser?	23%	36%	23%	37%
12.18	Is there anything you would still like help with before you are released?	39%	37%	39%	41%
12.19	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	48%	38%	48%	56%



Key Question Responses (Ethnicity) HMYOI Huntercombe 2008

Survey Responses (Missing data has been excluded for each question) Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

		black and minority ethnic young people	white young people
	Any percent highlighted in green is significantly better than the responses from white young people /British nationals		
	Any percent highlighted in blue is significantly worse than the responses from white young people /British nationals		
	Percentages which are not highlighted show there is no significant difference		
	Number of completed questionnaires returned	66	45
2.2	Are you sentenced? Not tested for significance	100%	100%
2.6	Have you been to any other YOI during this sentence? Not tested for significance	43%	34%
1.6	Have you ever been in care? (foster care/children's home) Not tested for significance	14%	27%
1.7	Are you on a care order now? Not tested for significance	6%	18%
3.7	Were you treated well/very well by the escort staff?	52%	62%
4.2	When you first arrived here did your property arrive at the same time as you?	78%	85%
4.6	Please answer the following question about your first few days here: When you were searched was this carried out in an understanding way?	80%	78%
4.7	Were you treated well/very well in reception?	61%	71%
4.1	Did you feel safe on your first night here?	83%	82%
4.11	Did you go on an induction course within your first week?	63%	62%
5.1	Is it easy/very easy for you to attend religious services?	52%	44%
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	21%	29%
5.3	Do you find the food here good/very good?	14%	18%
6.1	Do you think the overall quality of the healthcare is good/very good?	60%	65%
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	49%	58%
8.2	Have you been physically restrained (Cand R) since you have been here?	24%	25%
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	5%	5%
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	46%	49%
7.1	Are you on the enhanced (Top) level of the reward scheme?	19%	16%
7.3	Please answer the following question about the reward scheme: Do you feel you have been treated fairly in your experience of the reward scheme?	40%	50%
7.6	Please answer the following question about complaints: Do you feel complaints are sorted out fairly?	6%	12%
5.5	Are you normally able to shower everyday if you want to?	17%	31%
5.6	Is your cell call bell normally answered within five minutes?	18%	31%
8.4	Do most staff treat you with respect?	59%	57%
9.1	Have you ever felt unsafe in this prison?	27%	36%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	20%	31%
9.4d	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Racial or Ethnic abuse?	5%	7%

Key to tables

	Any percent highlighted in green is significantly better than the responses from white young people /British nationals	black and minority ethnic young people	white young people
	Any percent highlighted in blue is significantly worse than the responses from white young people /British nationals		
	Percentages which are not highlighted show there is no significant difference		
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	21%	17%
9.7d	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Racial or Ethnic abuse?	2%	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%	58%
9.16	Have staff checked on you personally in the last week to see how you are getting on?	24%	18%
10.3	Are you doing any education here?	86%	85%
10.4	Is education helping you?	49%	66%
10.7	Are you learning a skill or trade?	55%	49%
10.7	Are you in a job here?	21%	22%
10.8	Do you go to the gym more than five times each week?	7%	7%
10.9	Do you go on association more than 5 times each week?	7%	16%
1010	Can you go outside for exercise everyday?	5%	2%
11.2	Have you had any problems getting access to the telephones?	21%	29%
11.3	Have you had any problems with sending or receiving mail?	36%	27%
11.5	Do you get 2 or more visits each month?	38%	56%
11.7	Are you and your family/friends treated well/very well by visits staff?	59%	49%
12.1	Did you meet your personal officer within your first week here?	36%	38%
12.2	Do you feel helped by your personal officer?	41%	49%
12.3	Do you know what targets you have been set in your training/sentence plan?	64%	56%
12.9	Please answer the following questions on preparation for release: Have you had a say in what will happen to you when you are released?	55%	44%
12.14	Please answer the following questions on preparation for release: Do you have a job to go to on release?	16%	32%
12.15	Please answer the following questions on preparation for release: Have you done anything during your time here that you think will help you to get a job on release?	48%	41%
12.18	Please answer the following questions on preparation for release: Is there anything you would still like help with before you are released?	41%	36%
12.19	Have you done anything. Or has anything happened to you here that you think will make you less likely to offend in the future?	48%	46%