

HM Young Offender Institution



HMY01 Thorn Cross

Summary of Questionnaires and Interviews

1 November 2007

YJB



HMYOI Thorn Cross

Juvenile survey methodology

A voluntary, confidential and anonymous survey of the juvenile population was carried out on behalf of the Youth Justice Board.

Choosing the sample size

The baseline for the sample size was calculated using a robust statistical formula provided by a government department statistician. Essentially, the formula indicates the sample size that is required and the extent to which the findings from a sample of that size reflect the experiences of the whole population.

At the time of the survey on 1 November 2007 the juvenile population at HMYOI Thorn Cross was 42. All juveniles were offered a survey, representing 100% of the juvenile population.

Selecting the sample

Respondents were selected from a LIDS prisoner population printout.

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

Interviews were carried out with any respondents with literacy difficulties. In total, one respondent was interviewed.

Methodology

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

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

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



- to seal the questionnaire in the envelope provided and leave it in their room for collection.

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

Response rates

In total, 40 respondents completed and returned their questionnaires and two questionnaires were returned blank. This represented 95% of the juvenile population. Therefore, the response rate was 95%.

Comparisons

The following document details the results from the survey. All missing responses are excluded from the analysis. All data from each establishment has been weighted, in order to mimic a consistent percentage sampled in each establishment.

Presented alongside the results from this survey, are the comparator figures for all juveniles surveyed in young offender institutions. This comparator is based on all responses from juvenile surveys carried out in all 14 prisons/ units since 2005. In addition, this document shows statistically significant differences between the responses of juveniles surveyed at HMYOI Thorn Cross in 2005 and the responses of the 2007 survey.

In all the above documents, statistically significant differences are highlighted. Statistical significance merely indicates whether there is a real difference between the figures, i.e. 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.

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.

Juvenile Survey Responses HMYOI Thorn Cross 2007

Juvenile Survey Responses (Missing data has been excluded for each question) Please note: Where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance. NB: This document shows (1) a comparison between the responses from all juveniles surveyed in this establishment with all those surveyed for the juvenile comparator (2) a comparison with the last survey results from this establishment.

| Key to tables | | HMYOI Thorn Cross 2007 | Juvenile Comparator | HMYOI Thorn Cross 2007 | HMYOI Thorn Cross 2005 |
|---|--|-----------------------------------|----------------------------|-----------------------------------|-----------------------------------|
| | Any percent highlighted in green is significantly better than the juvenile comparator/the last survey data | | | | |
| | Any percent highlighted in blue is significantly worse than the juvenile comparator/the last survey data | | | | |
| | Percentages which are not highlighted show there is no significant difference between the 2007 survey and the juvenile comparator / or between the 2005 and the 2007 survey data | | | | |
| Number of completed questionnaires returned | | 40 | 1046 | 40 | 47 |
| SECTION 1: ABOUT YOU (Not tested for significance) | | | | | |
| 1.1 | Are you 18 years of age? | 39% | 15% | 39% | 31% |
| 1.2 | Do you usually live in this country? | 100% | 98% | 100% | 100% |
| 1.3 | Is English your first language? | 95% | 93% | 95% | 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) | 19% | 29% | 19% | 20% |
| 1.5 | Do you have any children? | 15% | 10% | 15% | 10% |
| 1.6 | Have you ever been in care? (either foster care or children's home) | 7% | 30% | 7% | 14% |
| 1.7 | Are you on a care order now? | 0% | 12% | 0% | 6% |
| SECTION 2: ABOUT YOUR SENTENCE (Not tested for significance) | | | | | |
| 2.2 | Are you sentenced? | 98% | 80% | 98% | 100% |
| 2.3 | Is your sentence 12 months or less? | 15% | 40% | 15% | 42% |
| 2.4 | Do you have less than six months to serve? | 79% | 56% | 79% | 98% |
| 2.5 | Have you been in this prison less than a month? | 22% | 20% | 22% | 31% |
| 2.6 | Have you been to any other YOI during this sentence? | 95% | 27% | 95% | 98% |
| 2.7 | Is this the first time that you have been in a YOI, secure children's home or secure training centre before either sentenced or on remand? | 51% | 39% | 51% | 57% |
| SECTION 3: COURTS, TRANSFERS AND ESCORTS | | | | | |
| 3.1 | We want to know about the most recent journey you have made either to or from court or between establishments? Was the van clean? | 59% | 42% | 59% | 33% |
| 3.2 | We want to know about the most recent journey you have made either to or from court or between establishments? Was the van comfortable? | 44% | 8% | 44% | 28% |
| 3.3 | We want to know about the most recent journey you have made either to or from court or between establishments? Did you feel safe? | 88% | 62% | 88% | 62% |

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|--|---|-----|-----|-----|------|
| 3.4 | We want to know about the most recent journey you have made either to or from court or between establishments? Did you have enough comfort breaks? | 29% | 12% | 29% | 30% |
| 3.5 | We want to know about the most recent journey you have made either to or from court or between establishments? Were your health needs looked after? | 59% | 49% | 59% | 59% |
| 3.6 | Did you spend more than four hours in the van? | 10% | 7% | 10% | 13% |
| 3.7 | Were you treated well/very well by the escort staff? | 73% | 63% | 73% | 68% |
| 3.8 | Did you know where you were going when you left court or when transferred from another establishment? | 93% | 80% | 93% | 85% |
| 3.9 | Did you receive written information about what would happen to you before you arrived? | 20% | 24% | 20% | 27% |
| SECTION 4: YOUR FIRST FEW DAYS HERE | | | | | |
| 4.1 | Did you have any problems when you first arrived? | 62% | 70% | 62% | 32% |
| 4.2 | When you first arrived here did your property arrive at the same time as you? | 95% | 80% | 95% | 88% |
| 4.3 | Were you told what you needed to know by the staff when you first arrived? | 88% | 69% | 88% | 85% |
| 4.4 | Were you in reception for less than 2 hours? | 93% | 80% | 93% | 94% |
| 4.5 | Were you seen by a member of the healthcare staff in reception | 78% | 91% | 78% | 100% |
| 4.6 | When you were searched was this carried out in an understanding way? | 93% | 83% | 93% | 88% |
| 4.7 | Were you treated well/very well in reception? | 83% | 70% | 83% | 83% |
| 4.8 | Were you able to make a telephone call to your family/friends on your first day here? | 88% | 82% | 88% | 87% |
| 4.9a | Did you have access to a chaplain within the first 24 hours of you arriving at this prison? | 54% | 41% | 54% | 54% |
| 4.9b | Did you have access to someone from healthcare within the first 24 hours of you arriving at this prison? | 78% | 61% | 78% | 73% |
| 4.9c | Did you have access to a Listener/Samaritans within the first 24 hours of you arriving at this prison? | 39% | 14% | 39% | 29% |
| 4.9d | Did you have access to the prison shop/canteen within the first 24 hours of you arriving at this prison? | 29% | 18% | 29% | 41% |
| 4.10 | Did you feel safe on your first night here? | 93% | 80% | 93% | 94% |
| 4.11 | Did you go on an induction course within your first week? | 62% | 63% | 62% | 78% |
| 4.12 | Did the induction course cover everything you needed to know about the prison? | 65% | 52% | 65% | 65% |
| SECTION 5: DAILY LIFE HERE | | | | | |
| 5.1 | Is it easy/very easy for you to attend religious services? | 61% | 53% | 61% | 51% |
| 5.2 | Does the shop/canteen sell a wide enough range of goods to meet your needs? | 59% | 46% | 59% | 52% |
| 5.3 | Do you find the food here good/very good? | 56% | 21% | 56% | 53% |
| 5.4 | Have you talked to an advocate since you have been here (an outside person to help you with the authorities)? | 48% | 30% | 48% | 18% |
| 5.5 | Are you normally able to shower everyday if you want to? | 95% | 52% | 95% | 100% |
| 5.6 | Is your cell call bell normally answered within five minutes? | 16% | 32% | 16% | 24% |

| SECTION 6: HEALTHCARE | | | | | |
|---|---|-----|-----|-----|-----|
| 6.1 | Do you think the overall quality of the healthcare is good/very good? | 90% | 55% | 90% | 80% |
| 6.2a | Is it easy for you to see the Doctor? | 63% | 51% | 63% | 71% |
| 6.2b | Is it easy for you to see the Nurse? | 87% | 70% | 87% | 80% |
| 6.2c | Is it easy for you to see the Dentist? | 29% | 26% | 29% | 47% |
| 6.2d | Is it easy for you to see the Optician? | 29% | 26% | 29% | 47% |
| 6.3 | Have you had any problems getting you medication? | 7% | 16% | 7% | 12% |
| 6.4 | Have you received any help with any alcohol problems? | 22% | 28% | 22% | 25% |
| 6.5 | Have you received any help with any drugs problems? | 37% | 37% | 37% | 21% |
| SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS | | | | | |
| 7.1 | Are you on the enhanced (Top) level of the reward scheme? | 59% | 25% | 59% | 40% |
| 7.2 | Do the different levels make you change your behaviour? | 71% | 60% | 71% | 67% |
| 7.3 | Do you feel you have been treated fairly in your experience of the reward scheme? | 77% | 53% | 77% | 64% |
| 7.4 | Do you know how to make a complaint? | 85% | 84% | 85% | 94% |
| 7.5 | Is it easy to make a complaint? | 39% | 44% | 39% | 40% |
| 7.6 | Do you feel complaints are sorted out fairly? | 37% | 17% | 37% | 37% |
| 7.7 | Have you ever been made to or encouraged to withdraw a complaint? | 10% | 9% | 10% | 10% |
| SECTION 8: DISCIPLINE AND RESPECT | | | | | |
| 8.1 | Have you had a 'nicking' (adjudication or minor report) since you have been here? | 53% | 56% | 53% | 59% |
| 8.2 | Have you been physically restrained (C and R) since you have been here? | 10% | 26% | 10% | 12% |
| 8.3 | If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well? | 20% | 11% | 20% | 12% |
| 8.4 | Do most staff treat you with respect? | 81% | 76% | 81% | 84% |
| SECTION 9: SAFETY | | | | | |
| 9.1 | Have you ever felt unsafe in this prison? | 17% | 29% | 17% | 6% |
| 9.3 | Has another young person or group of young people victimised (insulted or assaulted) you here: | 15% | 26% | 15% | 13% |
| 9.4a | If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Insulting remarks? | 9% | 15% | 9% | 4% |
| 9.4b | If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Physical abuse? | 3% | 10% | 3% | 2% |
| 9.4c | If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Sexual abuse? | 0% | 1% | 0% | 0% |
| 9.4d | If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Racial or Ethnic abuse? | 3% | 6% | 3% | 0% |

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| 9.4e | If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Drugs? | 0% | 7% | 0% | 0% |
| 9.4d | If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Having your canteen/property taken? | 3% | 6% | 3% | 0% |
| 9.4e | If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Because you were new here? | 0% | 7% | 0% | 0% |
| 9.4f | If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Being from a different part of the country than others? | 0% | 7% | 0% | 2% |
| 9.6 | Has a member of staff or group of staff victimised (insulted or assaulted) you here? | 15% | 19% | 15% | 6% |
| 9.7a | If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Insulting remarks? | 12% | 11% | 12% | 0% |
| 9.7b | If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Physical abuse | 0% | 4% | 0% | 0% |
| 9.7c | If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Sexual abuse | 0% | 1% | 0% | 0% |
| 9.7d | If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Racial or Ethnic abuse? | 0% | 2% | 0% | 0% |
| 9.7e | If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Drugs? | 0% | 1% | 0% | 4% |
| 9.7f | If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Having you canteen/property taken? | 3% | 3% | 3% | 0% |
| 9.7g | If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Because you were new here? | 0% | 3% | 0% | 0% |
| 9.7h | If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Being from a different part of the country than others? | 0% | 2% | 0% | 2% |
| 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? | 71% | 63% | 71% | 77% |
| 9.10 | If you did tell a member of staff that you were being victimised do you think it would be taken seriously? | 61% | 40% | 61% | 66% |
| 9.11 | When you first arrived here did other young people shout through the windows at you? | 11% | 39% | 11% | 2% |
| 9.12 | Did you find this shouting threatening? | 3% | 14% | 3% | 0% |
| 9.13 | Do other young people shout through the windows at you now? | 7% | 27% | 7% | 2% |
| 9.14 | Do you find this threatening now? | 2% | 8% | 2% | 0% |
| 9.15 | Do you shout through the windows at others? | 10% | 25% | 10% | 7% |
| 9.16 | Have staff checked on you personally in the last week to see how you are getting on? | 51% | 32% | 51% | 42% |
| SECTION 10: ACTIVITIES | | | | | |
| 10.1 | Were you under the age of 14 when you were last at school? | 38% | 38% | 38% | 29% |
| 10.2a | Have you ever been excluded from school? | 87% | 86% | 87% | 61% |

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| 10.2b Have you ever truanted from school? | 68% | 75% | 68% | 72% |
| 10.3 Are you doing any education here? | 98% | 81% | 98% | 98% |
| 10.4 Is education helping you? | 80% | 54% | 80% | 85% |
| 10.5 Do you feel you need help with reading, writing or maths? | 54% | 31% | 54% | 30% |
| 10.6 Were the teachers understanding with any school problems when you first arrived? | 67% | 51% | 67% | 69% |
| 10.7a Are you learning a skill or trade? | 81% | 50% | 81% | 75% |
| 10.7b Are you in a job here? | 85% | 32% | 85% | 94% |
| 10.8 Do you go to the gym more than 5 times each week? | 23% | 10% | 23% | 31% |
| 10.9 Do you go on association more than 5 times each week? | 70% | 47% | 70% | 88% |
| 10.10 Can you go outside for exercise everyday? | 55% | 28% | 55% | 83% |
| 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? | 88% | 49% | 88% | 94% |
| 11.2 Have you had any problems getting access to the telephones? | 28% | 33% | 28% | 13% |
| 11.3 Have you had any problems with sending or receiving mail? | 28% | 30% | 28% | 35% |
| 11.4 It is easy/very easy for your family and friends to get here to visit you? | 58% | 33% | 58% | 60% |
| 11.5 Do you get 2 or more visits each months? | 50% | 46% | 50% | 55% |
| 11.6 Do you arrive on time for a visit? | 79% | 67% | 79% | 82% |
| 11.7 Are you and your family/friends treated well/very well by visits staff? | 77% | 60% | 77% | 78% |
| SECTION 12: RESETTLEMENT | | | | |
| 12.1 Did you meet your personal officer within your first week here? | 62% | 41% | 62% | 79% |
| 12.2 Do you feel helped by your personal officer? | 66% | 47% | 66% | 81% |
| 12.3 Do you know what targets you have been set in your training/sentence plan? | 69% | 63% | 69% | 81% |
| 12.4 If you want, can you see your training/sentence plan? | 44% | 35% | 44% | 53% |
| 12.5 Has your YOT/social worker/probation officer been in touch since you arrived here? | 66% | 79% | 66% | 78% |
| 12.6 Do you know how to get in touch with your YOT/social worker/probation officer? | 64% | 57% | 64% | 58% |
| 12.7 Do you want to stop offending? | 92% | 71% | 92% | 88% |
| 12.9 Have you had a say in what will happen to you when you are released? | 63% | 41% | 63% | 41% |
| 12.10 When you are released will you be living with a family member? | 92% | 67% | 92% | 94% |
| 12.11 Have you had help with finding accommodation? | 28% | 25% | 28% | 24% |
| 12.12 Are you going to school or college on release? | 56% | 35% | 56% | 48% |
| 12.13 Has anyone spoken to you about going to college on release? | 64% | 33% | 64% | 59% |

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|---|-----|-----|-----|-----|
| 12.14 Do you have a job to go to on release? | 41% | 25% | 41% | 43% |
| 12.15 Have you done anything during your time here that you think will help you to get a job on release? | 64% | 44% | 64% | 52% |
| 12.16 Has anyone from here spoken to you about getting a job on release or about New Deal? | 54% | 24% | 54% | 44% |
| 12.17 Do you have a Connexions personal adviser? | 76% | 34% | 76% | 63% |
| 12.18 Is there anything you would still like help with before you are released? | 44% | 39% | 44% | 38% |
| 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? | 74% | 41% | 74% | 70% |