

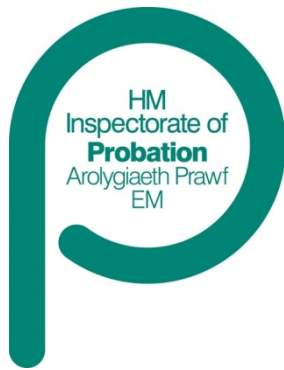
Report on an unannounced inspection of

HMP Warren Hill

by HM Chief Inspector of Prisons

12–23 October 2015

This inspection was carried out with assistance from colleagues at the General Pharmaceutical Council and in partnership with the following bodies:



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Glossary of terms

We try to make our reports as clear as possible, but if you find terms that you do not know, please see the glossary in our 'Guide for writing inspection reports' on our website at: <http://www.justiceinspectors.gov.uk/hmiprisons/about-our-inspections/>

Introduction

HMP Warren Hill is situated in Suffolk and for many years held boys aged between 15 and 18 years of age. This was the situation when we last inspected the prison in March 2013. In September 2013 the prison was decommissioned as a young person's prison and the final boy left in January 2014. In December 2013 it was decided that the prison would re-role to hold category C adult male prisoners with a sentence of four years and over. At around the same time the prison was commissioned to provide the therapeutic community (TC) because a similar facility was closing at HMP Blundeston. The TC was finally moved to the prison in February 2014. In May 2014 the prison was also asked to provide a post-treatment psychologically informed planned environment (PIPE) unit, which opened in June of that year.

In September 2014 the prison was again re-roled, this time to pilot what was termed a progression regime. This aimed to provide a regime for men on indeterminate sentences who had previously absconded, failed to return from a period of release on temporary licence (ROTL), attempted to escape or had been convicted of a criminal offence while in the community on licence. The then Secretary of State had decided that such men could not be placed in open conditions or considered for ROTL prior to release, so a progression regime needed to be developed to allow them to demonstrate to the parole board future suitability for release through a programme of risk reduction in a closed prison.

Given the sheer volume of change over the last couple of years the prison had made remarkable progress in developing good outcomes for the prisoners held. We found the prison to be safe and providing good care for new arrivals and those who were vulnerable. Levels of violence were very low, as were incidents of self-harm, and when problems were experienced staff were well equipped to address the challenges faced.

Excellent relationships between staff and prisoners were at the heart of all that was good at Warren Hill. This started on arrival where the informal and friendly reception area sent a clear message to arriving prisoners about the ethos of the prison. This was reinforced by a staff culture which emphasised a professional, caring but challenging approach. All prisoners, regardless of where they were located, were allocated a personal officer or key worker, and unlike many other prisons we visit this was a meaningful relationship, founded on decency, which aimed to encourage prisoners to take personal responsibility for their actions, and reduce their risk of reoffending. As an approach it promoted respect and also contributed to the overall safety of the prison. Crucially, this culture was key to the resettlement work being undertaken, and permeated all aspects of life at the prison, including the progression regime, TC and PIPE.

Resettlement work was central and focused on facilitating the therapy taking place in the TC, the post-treatment consolidation in the PIPE and supporting risk reduction in the progression regime. The key worker scheme effectively supported efforts by the offender management unit, external offender managers and the prisoner to address their risk. The enhanced behaviour monitoring (EBM) review structure was effective and aimed to systematically capture observations and reflections about prisoner behaviour, and linked this to targets related to risk factors which were set on arrival. The whole prison was set up to support this work. It was still relatively early days for the new regime, aspects of which were still new and emergent, and at the time of the inspection the Parole Board had not directed release for men on the progression regime (although subsequently it did direct the first release on licence of a man involved in the regime). However, we felt it was a very promising approach and we had some confidence that men were being supported in reducing their risk.

The weakest area we found was formal learning and skills provision where Ofsted rated provision as inadequate overall. While the prison had been impeded by a number of factors outside of its control, the range of opportunities available, achievements in some key areas and quality of teaching were not good enough. Set alongside this, however, was excellent time out of cell and the intervention regimes

themselves. We were impressed by the range of activity associated with the regimes and the opportunities they provided for men to develop their confidence, self-esteem and reduce risk; it was therefore not surprising that in our survey prisoners were still very positive about the activities on offer at Warren Hill. Nevertheless, the weaknesses identified did need to be addressed as a matter of priority.

Overall we felt that some impressive progress had been made at Warren Hill despite the amount and speed of change over the last couple of years. The progression regime had been developed from scratch to meet the needs of the group of prisoners who could no longer progress to the open estate, and it was showing real promise. The level of innovation was impressive, and we felt that many aspects of the regime and approach adopted could provide lessons to other prisons about how resettlement and risk reduction can be placed at the heart of a prison. The prison was very well led and was supported by an excellent staff group; this delivered some outstanding outcomes for prisoners.

Martin Lomas
HM Deputy Chief Inspector of Prisons

December 2015

Fact page

Task of the establishment

A category C adult male closed prison with a progression regime.

Prison status

Public

Region

East of England

Number held

184

Certified normal accommodation

244

Operational capacity

244

Date of last full inspection

March 2013

Brief history

Warren Hill was formerly both a juvenile establishment and an adult category C male offenders' prison. In September 2014, it became a category C men's prison for those on indeterminate sentences with a history of failing in open conditions or absconding; this group was no longer eligible for open conditions or temporary release. The establishment developed and implemented the progression regime in partnership with National Offender Management Service (NOMS) psychologists. It aimed to provide prisoners with opportunities in a closed prison setting to demonstrate to the parole board that they had reduced their risks. The progression regime was a staged process (stages 1-3) with prisoners taking on increasingly more responsibilities and gaining privileges at the corresponding level. This was the first regime of its kind for life-sentenced and indeterminate sentence for public protection prisoners and as such, Warren Hill was classed as a NOMS national resource.

In addition, the prison had a democratic therapeutic community (TC) that was separate from the progression regime; it had moved to Warren Hill in February 2014 from HMP Blundeston via for a short period of time HMP Norwich. It also offered a post-treatment psychologically informed planned environment (PIPE), which opened in June 2014. The PIPE helped men who had undertaken and completed treatment for personality disorders with reintegration into the mainstream prison population.

Short description of residential units

- Alder:** 90-bed unit accommodating category C progression regime prisoners and the temporary segregation unit
- Oak:** 95-bed unit accommodating category C progression regime prisoners
- Elm:** Democratic TC accommodating 40 up-to prisoners – all prisoners undertake core therapy Monday to Friday
- Maple:** 20-bed PIPE accommodating prisoners who have completed intensive therapy
- Sycamore:** 12-bed older prisoners' unit housing progression regime prisoners (closed due to site- improvement work)
- Beech:** Segregation unit (closed due to site-improvement work).

Name of governor/director

Beverley Bevan

Escort contractor

Serco Wincanton

Health service provider

Care UK

Learning and skills providers

People Plus (formerly A4e)

Independent Monitoring Board chair

Penny Creasey

Community rehabilitation company (CRC)

None

About this inspection and report

A1 Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.

A2 All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

A3 All Inspectorate of Prisons reports carry a summary of the conditions and treatment of prisoners, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests are:

Safety	prisoners, particularly 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 effectively helped to reduce the likelihood of reoffending.

A4 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. There are four possible judgements: 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.

- **outcomes for prisoners are good.**
There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
- **outcomes for prisoners are reasonably good.**
There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.
- **outcomes for prisoners are not sufficiently good.**
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.
- **outcomes for prisoners are poor.**
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.

- A5 Our assessments might result in one of the following:
- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
 - **housekeeping points:** achievable within a matter of days, or at most weeks, through the issue of instructions or changing routines
 - **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.
- A6 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.
- A7 Since April 2013, all our inspections have been unannounced, other than in exceptional circumstances. This replaces the previous system of announced and unannounced full main inspections with full or short follow-ups to review progress. All our inspections now follow up recommendations from the last full inspection, unless these have already been reviewed by a short follow-up inspection. This inspection follows a short follow-up inspection and does not report directly on progress made against the previous recommendations.
- A8 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

This report

- A9 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of prisoners and conditions in prisons*. Section 5 collates all recommendations, housekeeping points and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.
- A10 Details of the inspection team and the prison population profile can be found in Appendices I and IV respectively.
- A11 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in Appendix IV of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.¹

¹ The significance level is set at 0.05, which means that there is only a 5% chance that the difference in results is due to chance.

Summary

Safety

- S1** *Many men faced long journeys to the prison. Reception and support during prisoners' early days were very good. Prisoners felt safe and there were very few incidents. Support for the small number of prisoners at risk of self-harming was good, and adult safeguarding arrangements were in place. Security was well managed and arrangements were proportionate. Most men were on the enhanced level of the incentives and earned privileges scheme (IEP). Formal disciplinary processes were used infrequently and were generally proportionate. Substance misuse support was appropriate.*
Outcomes for prisoners were good against this healthy prison test.
- S2** Many prisoners faced long journeys, including overnight stops at other prisons. They were generally positive about escorts, however. In our survey, most prisoners said they felt safe on their first night and were very positive about their experiences during their early days at the prison. The reception process was quick, informal, efficient and friendly and the environment was excellent. First night arrangements were good and included enhanced first night observations and support from peer workers. Induction was comprehensive and timely.
- S3** Levels of recorded violence were low, prisoners said they felt safe and responses to our main survey were more positive about safety than in similar prisons. Suspected bullies were managed well. Prisoners understood their responsibility for maintaining a safe environment and felt very well supported, in particular through interactions with staff. The safer custody meeting did not focus sufficiently on discussing, reviewing or learning lessons from the few examples of violence and bullying. Victims received good support.
- S4** Levels of self-harm were relatively low and suicide and self-harm prevention work was underpinned by excellent staff-prisoner relationships. In our survey, 91% of prisoners said they had a staff member they could turn to if they had a problem, more than in similar prisons. Not all 'near misses' had been investigated and the safer custody meeting could have done more to discuss and learn lessons from incidents of self-harm. Although there were some deficiencies in assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm, it was mostly satisfactory and consistent and prisoners who had been on ACCTs said they felt very well supported.
- S5** Safeguarding arrangements for the protection of adults at risk were comparatively well developed and we were confident that arrangements would ensure that those at risk would be safeguarded.
- S6** Security procedures were proportionate. The population was largely well behaved but there was no evidence of complacency in the prison's approach to security. A range of prison departments provided a good flow of information reports, which were processed and acted on promptly. The focus on security included effective weekly multidisciplinary stability and monthly security meetings, which analysed intelligence well so that risks could be understood. A good drug supply reduction strategy was in place and there was little evidence that illicit drugs use was a significant problem. The positive mandatory drug testing rate was zero in the previous six months. Appropriate joint action with the health care department was taken to reduce trading of medication.
- S7** The IEP scheme was well managed; most prisoners were on the enhanced level and very few were on the basic regime. The progression, therapeutic community (TC) and psychologically

informed planned environment (PIPE) regimes rather than the IEP scheme provided most prisoners with an incentive to behave well.

- S8 The number of adjudications relating to Warren Hill prisoners was low – an average of 16 per month – most were for possessing unauthorised items. The overall number of recorded adjudications was higher than it would have been because prisoners who were suspected of serious breaches of the rules were moved to Warren Hill from the adjoining Hollesley Bay open prison for adjudication, before being transferred on if found guilty. Completed paperwork we looked at was appropriate and punishments were not excessive.
- S9 Force was only used in exceptional circumstances. Most incidents arose in response to spontaneous situations and were proportionate; efforts were also made to de-escalate incidents. One prisoner accounted for five of the 11 incidents, including strip-searching under restraint and a short period in special accommodation, which warranted greater management oversight. The governor initiated a review of this case during the inspection.
- S10 The segregation unit was being refurbished and temporary arrangements in Alder unit were satisfactory. Segregation was used infrequently and stays were generally short.
- S11 The substance misuse strategy was comprehensive and up to date, and information-sharing between departments was good. The Rehabilitation for Addicted Prisoners Trust had developed accessible and appropriate services to support those on different prison regimes, including an active peer mentoring scheme.

Respect

S12 *Living conditions were good and outside areas pleasant. Prisoners had access to basic everyday amenities. Staff-prisoner relationships were excellent and reinforced the ethos of prisoners taking personal responsibility. The key worker scheme was developing and supported progression and resettlement effectively. Equality and diversity work was generally good. The chaplaincy provided very good support. Complaints were well managed and legal services were adequate. Health services met the population's needs. Prisoners complained about the food but canteen arrangements were reasonable. **Outcomes for prisoners were good against this healthy prison test.***

- S13 Outside areas were pleasant and residential areas clean. All prisoners had their own cells. Oak and Alder units were clean and decent while Elm and Maple units provided excellent accommodation. Arrangements for prisoners' personal laundry and access to cell-cleaning materials were good; the application system worked well.
- S14 Staff-prisoner relationships were very good. Staff had a detailed knowledge of the men, which they used to support therapeutic and progression work and to reinforce the idea of prisoners taking personal responsibility. This ethos was well embedded among staff and prisoners. We were impressed by the constructive approach adopted by all the staff we met. The key worker scheme functioned well and continued to develop.
- S15 The prison did not visibly promote equality and diversity. However, the community development officer from Ipswich and Suffolk Council for Racial Equality provided excellent input and support. Black and minority ethnic prisoners generally had similar views about life at the prison to white prisoners. The prison identified 33% of the population as having a disability. Those with disabilities reported feeling less safe than others, although it was unclear why. There were no fully adapted cells or shower facilities. Unit staff were aware of the individual needs of prisoners and were supportive, but there were no individual care

plans. Older prisoners felt well supported, as did those who were openly gay. Prisoners were very positive about access to and support from the chaplaincy and faith provision. The team was very visible and well integrated into prison life.

- S16 Most complaints were dealt with fairly and upheld where appropriate. Quality assurance and trends analysis were good. Facilities for legal visitors were suitable. Support for prisoners with legal service requirements was limited, although the demand was very low.
- S17 Prisoners were generally very positive about health services and we considered them to be good. Governance processes were mostly good, but delays in reviewing adverse incidents meant that opportunities to learn lessons from them and improve services were missed. Prisoners had timely access to an appropriate and improving range of primary care services. Too few prison staff were trained in first aid and although custody staff had easy access to automated external defibrillators we were concerned that too few knew where they were or were trained to use them. Pharmacy services were good although room temperatures were often too high for medication to be stored safely. Dental services were reasonably good. The range of mental health services was too limited, but the care provided was very good.
- S18 Prisoners had a limited choice of meals and were generally negative about food. Meals were served too early but men could eat together in the association areas. Items were frequently missing when canteen orders were delivered but the 'buffer box' (a small stock of popular items) helped offset some of these problems. The prison had introduced online catalogue purchasing, which was a positive initiative.

Purposeful activity

S19 *Time out of cell and access to outside areas were exceptional. The main focus of the prison was on progression and therapy, which accounted for a significant proportion of activity. However, learning and skills provision was inadequate overall. The range of education and vocational training was far too narrow. Teaching was dull and uninspiring. Achievements in English and mathematics needed to be better. Managers had developed sensible plans to develop the provision but these had not yet been realised. **Outcomes for prisoners were reasonably good against this healthy prison test.***

- S20 Time out of cell was excellent. All prisoners were unlocked during the core day and there were regular opportunities for prisoners to attend association, spend time outside and go to the gym and evening activities.
- S21 The new learning and skills manager had quickly developed good working relationships with the provider, but there had not been sufficient time for improvements to have been implemented. The considerable disruption caused by the change in the prison's role and the ongoing building works had limited managers' ability to implement a curriculum that met the needs of the population. The curriculum and vocational training offered was not based on a robust analysis of the needs of current prisoners and performance management and quality assurance were ineffective. However, in our survey prisoners were more positive than the comparator about most aspects of purposeful activity. Managers had plans to improve the provision to more effectively support the three regimes offered at the prison; this now needed to be treated as a priority. The TC, PIPE and progression regimes, however, provided prisoners with real opportunities to gain confidence, build self-esteem and develop useful skills for the future. In our survey prisoners recognised this and more than the comparator felt the work and skills provision at the prison would benefit them on release.

- S22 Nearly all prisoners were involved in some form of purposeful activity and over 10% of prisoners were accessing a good range of distance learning courses. Education provision was very narrow and accredited vocational training was too limited. Prisoners engaged in industries could not have their skills accredited.
- S23 Teachers did not plan or provide activities that took into account men's individual needs, nor did they provide the prisoners with adequate stimulation or motivation. They did not establish high expectations and too many men left lessons early without having been challenged and did not return. The progression regime helped many prisoners gain significant personal and social skills as did evening sessions in yoga, creative writing and art. Attendance overall was often poor.
- S24 Achievements in English and mathematics were low, although on the small range of short courses they were high. The development of prisoners' vocational skills required improvement.
- S25 The library was well managed and stocked a good range of materials. It was welcoming and well used. Library staff promoted well the services of the prison's writer-in-residence to support prisoners' creative writing skills.
- S26 Prison orderlies supported gym activities well. A range of sports and fitness activities was held in the outdoor facilities, but the sports hall was unusable. No accredited training opportunities were offered.

Resettlement

S27 *Staff and prisoners had a clear understanding of the resettlement ethos of the prison. Work to reduce prisoners' risks was fundamental to the prison and supported by a range of staff; it was an example of a 'whole prison' approach. The effectiveness of the approach in helping men achieve parole had yet to be tested. Public protection arrangements were good. The TC, PIPE and progression regimes offered men excellent opportunities to reduce their risks and progress. Reintegration work was usually bespoke and carried out in liaison with the National Probation Service (NPS). Children and families support was appropriate. **Outcomes for prisoners were good against this healthy prison test.***

- S28 A whole prison approach underpinned the innovative and developing strategy for managing a complex population with very specific needs. The prison had made good progress in a short period of time, but not all aspects of the regime were fully developed. Governance arrangements and structures for the strategic management of offender management were good.
- S29 In our survey, respondents were overwhelmingly more positive than in comparable prisons about offender management arrangements. Prisoners we spoke with were also complimentary about the support they received from offender supervisors. The offender management team was committed and properly focused on risk management and reduction.
- S30 Staff at Warren Hill had a positive outlook and offered many previously disaffected men hope, which was an essential aspect of the progression regime. All prisoners were allocated an offender supervisor promptly. There was a relatively small backlog of offender assessment system documents, which did not prevent prisoners from having a properly focused custody plan that was robustly managed. Regular contact with both key workers and offender

- supervisors had a firm focus on reducing risks. The model required a significant investment of time.
- S31 Arrangements for enhanced behaviour monitoring boards and individual development plans were excellent but did not always reflect sentence plan objectives. Public protection arrangements were generally sound.
- S32 Categorisation arrangements were appropriate and the regime was designed for indeterminate sentence prisoners, which nearly all the men held were.
- S33 Reintegration planning for most men was focused on preparing them for a safe release through liaison with the National Probation Service (NPS), although it was not yet possible to determine if the progression regime would lead to men being released.
- S34 Bespoke resettlement support had been provided for the few men who had been released. Offender supervisors and various other staff were well able to provide direct support in the resettlement pathways or liaise with the NPS in the event of men being released.
- S35 Over half the population lived more than 100 miles from the prison, which, coupled with the rural location, made visits difficult for many. For the few who visited the prison, the experience was generally good. Key workers and offender supervisors encouraged men to maintain or rebuild family ties and attempted to facilitate accumulated visits when possible. Regular family days were appreciated.
- S36 It was positive that Warren Hill concentrated on consolidating lessons learned from previously completed programmes and recognising and challenging risks; the approach was developing well. Opportunities for men to develop independent living skills were not sufficient.
- S37 The TC and PIPE units offered appropriately focused opportunities for some men to address their unmet treatment needs.

Main concern and recommendation

- S38 Concern: The quality of teaching, learning and assessment was inadequate, as were prisoners' achievement of qualifications, especially in English and mathematics. The learning and skills curriculum had not kept pace with the new population, was exceptionally narrow and failed to provide sufficient opportunities for prisoners to develop vocational skills in the formal provision offered. Performance management arrangements for teachers and the effectiveness of quality assurance procedures were weak.

Recommendation: The quality of teaching, learning and achievements should be improved and the curriculum should reflect the needs of the new population.

Section 1. Safety

Courts, escorts and transfers

Expected outcomes:

Prisoners transferring to and from the prison are treated safely, decently and efficiently.

I.1 *Many prisoners had lengthy journeys to the prison. Men felt safe and escort staff treated them well but they complained that property did not always arrive with them.*

I.2 All prisoners' arrival at the prison was planned and anticipated as they were being transferred to attend either the progression regime, therapeutic community (TC) or psychologically informed planned environment (PIPE). Many prisoners had lengthy journeys, including overnight stops at other establishments en route. They said they felt safe and escort staff treated them well but few received a planned toilet break. Despite transfers being planned, some prisoners told us they were only told about the move on the morning they were due to leave, and many complained about property failing to arrive with them. We saw a prisoner arrive without any of his possessions during the inspection.

Recommendation

I.3 **Prisoners should have proper notice of their move and all their property with them on transfer from sending establishments.**

Early days in custody

Expected outcomes:

Prisoners are treated with respect and feel safe on their arrival into prison and for the first few days in custody. Prisoners' individual needs are identified and addressed, and they feel supported on their first night. During a prisoner's induction he/she is made aware of the prison routines, how to access available services and how to cope with imprisonment.

I.4 *Prisoners were very positive about reception, their first night and induction, which were efficient and provided them with good support. Prisoners on the progression regime completed an evaluation of their experiences during their early days to identify their risks and needs.*

I.5 In our survey, prisoners from all regimes were very positive about reception, first night and induction; 94% of prisoners said they felt safe on their first night.

I.6 The reception was excellent and the process quick, efficient, informal and friendly; searching was proportionate. The environment was very good; it immediately reinforced an ethos of mutual respect. Reception staff interviewed all prisoners to elicit relevant information and health care staff saw all men. Reception officers also completed a checklist of the details taken from the prisoner and the processes undertaken, which ensured consistency.

- I.7** Staff and peer workers from each of the regimes – the progression regime, the TC and the PIPE – generally met prisoners in reception and escorted them to their allocated unit. All accommodation was single occupancy. First night arrangements were good, prisoners were settled into their cells and peer workers helped them complete compacts (signed agreements confirming adherence to community rules). All prisoners were observed during their first night depending on their identified risk.
- I.8** New arrivals at the PIPE and TC were introduced to other prisoners and staff in the units and identified peer workers gave them specific information about each regime (see paragraph 4.48).
- I.9** Prisoners on the progression regime were introduced to their key worker (a named unit-based member of staff responsible for progression work) and offender supervisor. They completed an evaluation of their induction experience in a workbook, forming part of their personal development portfolio, which was maintained throughout their time at the prison. The induction workbook was linked to the key worker scheme and used to inform initial discussions about prisoners' individual risks and needs.
- I.10** Induction was timely and comprehensive and included a tour of the establishment; all prisoners had a schedule of appointments with key prison departments. Prisoners were expected to arrange to meet representatives within two weeks.

Good practice

- I.11** *Reception was particularly welcoming, staff were friendly and professional and processes were swift. There was a very good focus on keeping people safe on their first night, the prison used peer workers well and induction arrangements were good.*

Bullying and violence reduction

Expected outcomes:

Everyone feels and is safe from bullying and victimisation (which includes verbal and racial abuse, theft, threats of violence and assault). Prisoners at risk/subject to victimisation are protected through active and fair systems known to staff, prisoners and visitors, and which inform all aspects of the regime.

- I.12** *Levels of recorded violence were low and prisoners felt safe. Safer custody meetings were not focused enough on learning lessons from the small number of incidents, but the work was underpinned by excellent staff-prisoners relationships.*

- I.13** In our survey, prisoners were more positive than the comparator about all aspects of safety. Prisoners from black and minority ethnic backgrounds had similar views to white prisoners on safety and victimisation. However, prisoners with disabilities said they felt less safe than others, although there were no objective data to explain these fears (see paragraph 2.22). In fact, levels of violence were low; in the six months prior to the inspection there had been no recorded fights, no assaults on staff and three prisoner-on-prisoner assaults. Injuries resulting from these assaults were not serious.
- I.14** Prisoners we spoke to also reported that the prison was safe and there was little bullying. Thirteen prisoners were formally monitored for bullying and antisocial behaviour in the six months prior to the inspection, but none during the inspection. Sanctions to address this

behaviour included those available under the incentives and earned privileges (IEP) scheme and target-setting under the violence reduction policy. The progression regime and work in the TC and PIPE sought to reinforce these sanctions and address any problematic behaviour. We saw evidence that concerns about bullying fed into meetings between prisoners and their key workers and enhanced behaviour monitoring meetings (see paragraph 4.17).

- I.15** Each unit had a prisoner safer custody representative; representatives told us that both perpetrators and victims were dealt with well. Prisoners understood their responsibility for maintaining a safe environment and felt they received good support, particularly through interactions with staff.
- I.16** The prison had a comprehensive violence reduction policy. While attendance at the monthly safer custody and well-being meetings could have been improved, they were well attended by prisoner safer custody representatives. Minutes showed prisoners were actively involved in safer custody work. The safer custody meeting did not focus sufficiently on discussing, reviewing or learning lessons from the few examples of violence and bullying, nor did it review offenders on violence reduction or victim support monitoring.
- I.17** The prison had introduced a safer custody helpline about a month before the inspection. Available to prisoners and families so they could report any concerns, it had been used five times.

Recommendation

- I.18** **The safer custody meeting should review all cases involving violence, bullying and self-harm to learn lessons and promote good practice.**

Self-harm and suicide prevention

Expected outcomes:

The prison provides a safe and secure environment which reduces the risk of self-harm and suicide. Prisoners are identified at an early stage and given the necessary support. All staff are aware of and alert to vulnerability issues, are appropriately trained and have access to proper equipment and support.

- I.19** *There had been no deaths in custody since the previous inspection. Levels of self-harm were low and although there were some deficiencies, assessment, care in custody and teamwork (ACCT) case management processes were mostly satisfactory.*

- I.20** There had been no deaths in custody since the previous inspection. There been eight self-harm incidents in the six months prior to the inspection involving six prisoners, which was relatively low. Twenty ACCTs were opened in the same period, which was also comparatively low. Work was underpinned by excellent staff-prisoner relationships; 91% of prisoners said there was a member of staff they could turn to if they had a problem.
- I.21** Safer custody and well-being meetings did not review data on self-harm (see paragraph I.16). Not all incidents were reported to the meeting and cases were not discussed to identify areas of improvement or learn from good practice. The report of the one 'near miss' investigation was not presented to the meeting and other near misses had not been formally investigated.

- I.22** ACCT documentation was mostly satisfactory, but triggers (warning signs) were often vague and insufficiently focused on the causes of self-harm. Care plans were generally good, although they did little to promote activities to distract prisoners from self-harming thoughts. Case management was relatively consistent and the health care team attended meetings regularly, although other departments did not. Observations showed some good staff interaction with prisoners. Five prisoners on ACCTs had been in the segregation unit in the six months prior to the inspection without the reasons for this being well documented. Most prisoners on ACCTs said they felt staff supported them very well.
- I.23** In our survey, 77% of prisoners said they could speak to a Listener (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) at any time, more than the 56% of prisoners in similar prisons. Listeners said the prison was safe and that they felt well supported in their role.

Recommendations

- I.24** **The quality of assessment, planning and monitoring for prisoners subject to ACCT procedures should be improved and include effective identification of triggers for self-harm and care planning.**
- I.25** **Prisoners on an open ACCT should only be held in segregation if there are exceptional reasons for doing so.**

Safeguarding (protection of adults at risk)

Expected outcomes:

The prison promotes the welfare of prisoners, particularly adults at risk, and protects them from all kinds of harm and neglect.²

I.26 *Safeguarding arrangements to protect adults at risk were good.*

- I.27** There was a joint safeguarding and vulnerable prisoners policy for all Suffolk prisons and the prison had links with adult social services and the local safeguarding board. The health screening process for new arrivals included identifying needs covered by the Care Act (which outlines new obligations on local authorities and looks at the way in which local authorities should carry out carer's assessments and needs assessments; how they determine who is eligible for support; and how they charge for both residential care and community care). Arrangements were in place for the prison to refer men to social services, although none had met the referral threshold.
- I.28** We were confident that the excellent, supportive staff and positive interactions with prisoners would ensure that men at risk would be identified and dealt with appropriately.

² We define an adult at risk as a vulnerable person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

Security

Expected outcomes:

Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence as well as positive staff-prisoner relationships. Prisoners are safe from exposure to substance misuse while in prison.

- I.29** *Security procedures were proportionate. Prisoners were largely well behaved but the approach to security was not complacent. Physical security was good and there was a regular flow of information reports. Weekly stability meetings were effective in recognising risks to prison security. There was a good drug supply reduction strategy and action was taken to reduce the diversion of prescribed medication.*
- I.30** Security procedures were proportionate. The population was largely well behaved but there was no evidence of complacency in the prison's approach to security.
- I.31** Physical security arrangements were good. The prison perimeter was covered by CCTV as were residential areas. Equipment was used regularly to detect the illicit use of mobile phones. Cell-searching and full searches of prisoners were based on intelligence; there had been few significant finds. Staff were periodically searched. Prisoners' ability to move around the prison unescorted reflected their assessed risks. No visitors were banned and no prisoners were subject to closed visits.
- I.32** An average of 144 information reports were submitted monthly and processed promptly. Most reports related to prisoners' behaviour or suspicions of drug use and helped identify suspected perpetrators and ensure action was swiftly taken against them.
- I.33** The focus on security included effective weekly multidisciplinary stability meetings, which enabled staff to respond promptly to security concerns through an analysis of information reports, adjudications and searches. Residential staff acting as security liaison officers and a range of departments and managers were represented at the meetings. Collectively they provided an analysis to reduce risks and support prisoners. Staff knew prisoners' personal circumstances and the staff-prisoner relationship was also central to safety and dynamic security.
- I.34** Well-attended, monthly security meetings, chaired by the deputy governor, provided a more strategic overview. Reports detailed outcomes of searches, medication spot checks and drug testing results. Analysis of the intelligence reports received was good and led to discussions on the risks and trends focusing specifically on safer custody. Security objectives and tasks were identified at meetings and an appropriate focus was maintained on counter-terrorism and staff corruption issues.
- I.35** The prison had developed a good drug supply reduction strategy, which included a regular deployment of dogs trained to detect drugs. The strategy formed part of the overall drug and alcohol policy document, and information sharing between the security department and health and substance misuse services was good.
- I.36** There was little evidence that illicit drug use was a substantial problem. There had been only one significant find of drugs. The random mandatory drug testing (MDT) rate in the past six months was zero. Suspicion testing was generally timely and none of the 35 tests conducted in the previous six months returned positive results.

- I.37** There had been a small number of finds of Spice (a man made drug that mimics the effects of cannabis but is much stronger with no discernible odour and cannot be detected by drug tests) and some concerns over diverted medication, which were reflected in our survey results. Appropriate joint action was taken to reduce the trading of medication in partnership with the health care and substance misuse service providers.

Incentives and earned privileges³

Expected outcomes:

Prisoners understand the purpose of the incentives and earned privileges (IEP) scheme and how to progress through it. The IEP scheme provides prisoners with incentives and rewards for effort and behaviour. The scheme is applied fairly, transparently and consistently.

- I.38** *Most prisoners were primarily motivated by their advancement through the various regimes in place, to which the IEP scheme contributed. Most prisoners were on the enhanced level, the scheme was administered fairly and quality assurance measures were good.*

- I.39** Most prisoners were primarily motivated by their advancement through the progression regime, TC or PIPE and their applications for parole. Their IEP level contributed to these processes. In practice the enhanced regime level provided few tangible additional incentives.

- I.40** In our survey, prisoners were positive about the scheme compared with similar prisons. An average of 79% (125) of prisoners were on the enhanced level over the previous six months and 20% (32) on standard. Only seven had been on the basic regime since January 2015.

- I.41** Standard level prisoners could apply for promotion after three months and all received a review at least annually. Reviews were chaired by senior officers and attended by prisoners who usually provided a written contribution. There had been a similar number of promotions and demotions since January 2015. Most reviews saw prisoners remain on the enhanced level. The head of residence completed robust bimonthly quality assurance checks.

Discipline

Expected outcomes:

Disciplinary procedures are applied fairly and for good reason. Prisoners understand why they are being disciplined and can appeal against any sanctions imposed on them.

- I.42** *Adjudication and segregation were used more frequently than normal because prisoners from Hollesley Bay open prison had been temporarily transferred to the prison while they waited to be moved to another prison. There were relatively few adjudications for Warren Hill prisoners and punishments were not excessive. Force was rarely used. We were concerned about the lack of oversight in one case. The temporary arrangements for segregation were satisfactory and most prisoners were only segregated for a short time.*

³ In the previous report, incentives and earned privileges were covered under the healthy prison area of respect. In our updated Expectations (Version 4, 2012) they now appear under the healthy prison area of safety.

Disciplinary procedures

- I.43** The overall number of adjudications was higher than normal and segregation used more frequently because prisoners from Hollesley Bay open prison – 62 since 1 April 2015 – were temporarily transferred to Warren Hill for adjudication after being suspected of serious breaches of the rules; they were held pending transfer to closed conditions at another prison if found guilty. The number of adjudications for Warren Hill prisoners was low at an average of 16 a month, most for possessing unauthorised items.
- I.44** Paperwork was completed appropriately. Prisoners received adequate notice of hearings, which were conducted fairly and included sufficient inquiry; reports of their previous behaviour provided background information. The few charges relating to mobile phones were referred to the police. An adjudications punishment tariff was used and punishments were not excessive.
- I.45** The room used to hold adjudications was bright and quiet but poorly furnished, although it was a temporary arrangement while the Beech unit was being refurbished (see paragraph I.53).
- I.46** Trends in completed adjudications were analysed at quarterly segregation monitoring and review group (SMARG), adjudications and restraint minimisation meetings. The meeting also monitored the number of adjudications relating to Hollesley Bay prisoners, charges against prison discipline and any potential lessons to be learned from quashed adjudications and quality assurance checks.

The use of force

- I.47** Use of force had been recorded on 11 occasions since April 2015. Force had been used on three prisoners during attempts to secure their transfer from the prison. Three incidents involved low level use of force on one prisoner displaying mental health problems (such as placing a hand on the prisoner's arm or shoulder while escorting him) when moving him to and from a safer cell. In another incident, force was used on a prisoner to prevent him from assaulting another prisoner.
- I.48** Overall force was used in exceptional circumstances. Documentation demonstrated that most use of force arose in response to spontaneous situations, that it was proportionate and that de-escalation techniques were employed. Health care staff checked prisoners after incidents.
- I.49** One prisoner accounted for five of the 11 incidents, which occurred over two days and included strip-searching under restraint on two occasions within 10 minutes, squat-searching and using special accommodation for a short period. The prisoner had been received from Hollesley Bay prison pending onward transfer. These incidents should have warranted greater management oversight, which had not been evident, although the governor instigated this during the inspection.
- I.50** Use of force incidents were reviewed at the SMARG, adjudications and restraint minimisation meetings. Minutes of meetings did not demonstrate that sufficient analysis of use of force incidents was carried out.

Recommendation

- I.51** The prison should provide greater managerial oversight of incidents involving a prisoner who is not likely to be compliant and where use of force might be required.

Housekeeping point

- I.52** Minutes of SMARG, adjudications and restraint minimisation meetings should better demonstrate sufficient analysis of use of force incidents.

Segregation

- I.53** Segregation facilities had temporarily been relocated from the Beech unit to four cells approved for segregation in the Alder unit, which was satisfactory. Cells were clean and prepared and shower and exercise facilities were good.
- I.54** Segregation was used infrequently. A total of 30 prisoners had been segregated in the previous six months; seven had involved prisoners from Hollesley Bay. Most were segregated for a short period pending adjudication; 47% were held to maintain good order and 30% had been given cellular confinement as a punishment. The average length of stay was 10 days, which included a few prisoners held for longer periods; however, most stays were quite short. Seven prisoners were held over 21 days awaiting transfer to another prison. The longest had been held there for 30 days during the six-month period prior to the inspection.
- I.55** During the inspection one prisoner was in the segregation unit, which had not been used for the previous three weeks. He and others we spoke to who had experienced segregation were positive about how staff treated them and the regime provided. Segregation records and reviews confirmed that staff treated prisoners well and that the regime was good.
- I.56** The segregation log did not record in all cases the dates that segregation reviews had taken place. Monitoring of the use of segregation and quality assurance of segregation paperwork took place at the SMARG, adjudications and restraint minimisation meetings.

Substance misuse

Expected outcomes:

Prisoners with drug and/or alcohol problems are identified at reception and receive effective treatment and support throughout their stay in custody.

- I.57** *The substance misuse strategy was comprehensive and information sharing between departments was good. All prisoners could access appropriate drug and alcohol support services and peer mentoring was available. Opiate substitution treatment had not yet been introduced and future demand was likely to be low.*

- I.58** A needs analysis had been undertaken earlier in the year and the prison's substance misuse strategy document was detailed and up to date; however, it did not contain annual action plans or performance targets. All relevant departments were represented at bimonthly drug strategy meetings.

- I.59** The Rehabilitation for Addicted Prisoners Trust (RAPt) ran substance misuse services. The team offered twice-weekly induction input and provided all new arrivals with information about new psychoactive substances (NPSs) (new drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life threatening effects). Fifty-eight prisoners were involved in one-to-one work and a further 74 case files had been suspended. There was evidence that care planning and case work were good and information sharing with other departments was appropriate.
- I.60** Good links had been established with the TC to ensure an integrated approach. RAPt had also developed designated work packs helping prisoners on the progression regime prepare for parole by focusing on relapse prevention and risk reduction. Swab (saliva) testing was available and 55 prisoners had signed testing compacts to prove they were drug free.
- I.61** Peer mentors, trained and supervised by RAPt, were in all units including the TC and the PIPE, and a weekly peer support group was well attended. All prisoners could access Alcoholics Anonymous and Narcotics Anonymous self-help groups, and a service user forum took place quarterly.
- I.62** The establishment was preparing to accept prisoners prescribed opiate substitution treatment, but the demand was likely to be very low. Clinical substance misuse and dual diagnosis expertise was already available.

Housekeeping point

- I.63** The substance misuse strategy policy should contain an annual action plan and performance measures.

Section 2. Respect

Residential units

Expected outcomes:

Prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions. Prisoners are aware of the rules and routines of the prison which encourage responsible behaviour.

2.1 *The modern Elm and Maple units provided excellent accommodation. The older Alder and Oak units were clean and decent. A programme of work was underway to improve older units. Communal facilities were clean and access to outside exercise areas was good. Responses to questions in our survey about access to basic amenities were better than in comparator prisons. Prisoners could wash their personal clothing, get cleaning materials and shower every day.*

2.2 External areas around residential units and other buildings were clean and well maintained. An ongoing programme of work was taking place to upgrade residential units, including installing new lighting, heating, smoke extraction and alarm systems. During the inspection Beech unit (the segregation unit) and Sycamore unit (for older prisoners) were being refurbished and prisoners there had been temporarily relocated to different landings in Alder unit. Units were covered by CCTV. All prisoners had their own cells.

2.3 Alder and Oak, the two older, larger units, provided clean and decent accommodation with large association areas, recreational equipment, facilities for simple catering and private shower cubicles. Cells were adequately furnished, most had curtains and were maintained to a good standard. Most, but not all, cells had a lockable cupboard. Cell doors were not fitted with privacy locks and although many left their doors open there had been few reports of thefts. Adaptations had been made to thermostats to improve the effectiveness of ceiling-mounted radiators and window restrictors had been removed to improve ventilation in cells.

2.4 Elm and Maple, the smaller more modern units, were bright and well decorated with comfortable spacious communal areas and easy access to the excellent gardens. Cells were well equipped and included in-cell showers.

2.5 All toilets were screened but some needed de-scaling. All prisoners said they could shower every day.

2.6 Most responses to questions in our survey about access to amenities were better than the comparator. Each unit had laundry facilities where prisoners could wash personal and prison clothing and 89% of prisoners (compared with 66% in similar prisons) said they could get clean suitable clothing every week. A central laundry was used to wash quilts and larger items. Prisoners said they could obtain cleaning material and there were good supplies of basic toiletries in unit offices. Access to stored property was good and 63% of prisoners compared to 23% in similar prisons, said they could get to their stored property if they needed to.

2.7 We saw residential staff resolve many issues promptly and informally, but when required the prisoner application system worked well. Prisoner information desk (PID) workers dealt with applications and providing men with help to complete them; 95% of prisoners said it was easy to make an application and 82% said these were dealt with fairly, more than the

comparator in both cases. Prisoners had good access to information displayed in units and through an information hub, PID worker and prisoner council representative.

Staff-prisoner relationships

Expected outcomes:

Prisoners are treated with respect by staff throughout the duration of their time in custody, and are encouraged to take responsibility for their own actions and decisions.

2.8 *Staff-prisoner relationships were very good. Staff had a detailed knowledge of the men and supported resettlement work through the key worker scheme. We were impressed by the constructive approach adopted by all the staff we met.*

2.9 Prisoners in our survey were much more positive about staff-prisoner relationships than the comparator; 91% of men said that staff treated them respectfully, rising to 98% for those in the therapeutic community (TC) and psychologically informed planned environment (PIPE) units. Ninety-one per cent said they had a member of staff who would help them with a problem and 79% said a member of staff had checked on them in the previous week to see how they were getting on. They were also much more likely than those in the comparator to have a personal officer (or key worker) and to state they were helpful.

2.10 All prisoners were allocated a key worker on arrival, and were seen regularly to review targets set and their behaviour. There was good focus on a wide range of issues, including health and family matters. Key workers and buddies (unit-based staff who substituted for key workers when they were on leave) had a detailed knowledge of the men and understood how the scheme needed to support therapeutic and progression work at the prison; encouraging men to take more personal responsibility was fundamental to this approach. This ethos was well embedded among staff and prisoners. The key worker scheme was developing but was already supporting work effectively to reduce risks and assist men with their progression. All the interactions we observed reflected this positive, constructive and progressive approach.

Equality and diversity

Expected outcomes:

The prison demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic⁴ are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), gender, transgender issues, sexual orientation and age.

2.11 *There was little visible promotion of equality but prisoners were generally positive. Equality action team (EAT) meetings involved representation from prisoners and the local community but not all prison departments. The work of the community diversity officer (CDO) was good. The prison did not have any fully adapted cells or specific facilities for prisoners with disabilities, and in our survey, prisoners with disabilities reported feeling less safe than others, which required investigation.*

Strategic management

- 2.12** The equality policy covered all protected characteristics but was not based on a needs analysis. A senior manager had overall responsibility for equality. Although planned, there was no identified full-time equality officer and unit equality officers were allocated daily. Prisoners were generally unaware of the identity and roles of unit equality officers and prisoner equality representatives.
- 2.13** The equality action team (EAT) met quarterly. Prisoner equality representatives and the CDO from Ipswich and Suffolk Race Equality Council attended the meetings but not all departments were regularly represented as required in the terms of reference.
- 2.14** The CDO worked in the establishment one day each week. He facilitated meetings with prisoner equality representatives to discuss issues brought to their attention and possible solutions, and visited all units providing individual information and advice to prisoners and staff. The CDO delivered equality training to prisoner equality representatives and produced reports for EAT meetings. He had developed an intervention Promoting Equality in Custody, addressing the attitudes of those found guilty of discrimination, but it had been used once only.
- 2.15** Equality and diversity were not visibly promoted; however prisoners were generally positive about equality and the support provided.
- 2.16** Diversity monitoring data were discussed at each EAT meeting and discrepancies investigated. In the six months prior to the inspection six discrimination incident reporting forms had been submitted. Investigations were timely, good and assessed by the CDO.

Good practice

- 2.17** *The involvement of the CDO was a good example of effective partnership working; he provided staff and prisoners with a visible and independent point of contact if they had equality issues.*

⁴ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

Protected characteristics

- 2.18** About 10% of the population were from black and minority ethnic backgrounds. In our survey, and in groups and individually, responses from this group differed little from those of white prisoners. Events to celebrate Black History Month, which took place during the inspection, had been planned with prisoners and with the CDO's support.
- 2.19** The prison identified just over 2% of the population as being from a Gypsy, Romany or Traveller background, and the culture had been celebrated during Gypsy/Traveller Month.
- 2.20** The prison identified 10% of prisoners as Muslim. Muslim prisoners did not raise any specific issues with us, but were dissatisfied with the serving of halal food (see paragraph 2.78).
- 2.21** The small number of foreign national prisoners all spoke English and felt their needs were met. Information was available from an immigration officer when necessary and they received support to keep in contact with their family.
- 2.22** Prisoners were screened for disability on arrival; the prison identified 33% of prisoners as having a disability. In our survey prisoners with disabilities felt less safe than those without disabilities and more than others said other prisoners victimised them; it was unclear why.
- 2.23** Most prisoners with disabilities and older men we spoke to were positive about their care and the facilities available, and some individual adaptations had been provided. However, the prison was not designed to provide prisoners with disabilities with good access. None of the cell doors were wide enough for a wheelchair and there were no fully adapted cells or showers. Prisoners could only get to some units via external flights of steps, and there were internal steps leading to association areas, exercise yards and showers.
- 2.24** Staff did not know where to find prisoners' personal emergency and evacuation plans for the four who had them, but were aware of the individual circumstances of each man concerned. Although staff and other prisoners were knew about prisoners' individual needs, the small number of men with identified needs did not have an individual care plans that outlined how they would be met and by whom.
- 2.25** Twenty-two per cent of the population was aged 50 or over, of whom 5% were 60 or over. In our survey, older prisoners reported similarly to other men and felt well supported. The older prisoners' landing was being refurbished and many older men appreciated this facility. The prison had begun to identify veterans on arrival and an inaugural meeting had been held to which all those identified had been invited. A second meeting was planned in January 2016.
- 2.26** In our survey 3% of all prisoners and 7% on the TC and PIPE, identified as gay or bisexual. Some prisoners who were open about their sexuality said they felt safe and supported. The care, support and facilities available for prisoners undergoing gender reassignment were detailed in the equalities policy.

Recommendation

- 2.27** **The discrepancies in perceived outcomes for prisoners with disabilities should be investigated and addressed and care plans developed for the small number of men needing one.**

Faith and religious activity

Expected outcomes:

All prisoners are able to practise their religion fully and in safety. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and resettlement.

2.28 *Prisoners were very positive about all aspects of faith provision and the chaplaincy was integrated into prison life.*

2.29 In our survey, prisoners were more positive than the comparator about all aspects of faith provision and the prison met most of the population's needs. Prisoners had easy access to services, and facilities in the multi-faith room were good and included suitable washing facilities. The full-time Muslim chaplain managed the team, supported by a variety of part-time and sessional chaplains and volunteers.

2.30 All new arrivals were seen by a Muslim and Christian chaplain together soon after they arrived and the team ran a variety of activities. Morning activities were planned after 10am to enable prisoners from the TC and PIPE units, who were involved in groups earlier in the day, to attend.

2.31 The chaplaincy was visible and well integrated into prison life. The team managed the prison visitor scheme and was represented at various management meetings such as those of the senior management and equality action teams. Two chaplains were trained bereavement counsellors; chaplains also contributed to parole reports for men with whom they were involved. The team developed links with faith groups in the home areas to which prisoners would be released.

Complaints

Expected outcomes:

Effective complaints procedures are in place for prisoners, which are easy to access, easy to use and provide timely responses. Prisoners feel safe from repercussions when using these procedures and are aware of an appeal procedure.

2.32 *Most complaints were dealt with fairly. Trend analysis and quality assurance were good.*

2.33 In our survey, more prisoners than the comparator said that complaints were dealt with fairly and promptly. There had been 245 complaints in the previous six months, which was about average.

2.34 Most responses were fair and complaints were upheld when appropriate. However, apologies were not always offered when appropriate and not all responses satisfactorily addressed the issues raised. A small number of responses were terse.

2.35 The system was efficiently administered and most responses were timely.

2.36 Confidential access complaints (which are only read by the person to whom they are addressed) were not retained and it was not possible to verify the quality of the responses

to these complaints. This also meant the prison had no record of issues regarding the performance of individual staff members. A process to retain these complaints and responses securely was, however, introduced during the inspection.

- 2.37** Ten per cent of responses were quality checked each month and there was evidence that deficiencies were raised with staff concerned and addressed. Trend analysis was very good and there was evidence that the establishment identified and addressed systemic problems.

Legal rights

Expected outcomes:

Prisoners are fully aware of, and understand their sentence or remand, both on arrival and release. Prisoners are supported by the prison staff to freely exercise their legal rights.

- 2.38** *There was no systematic legal service provision but most prisoners found it easy to speak to their legal representative and access legal visits.*

- 2.39** The prison did not employ legal services officers but demand for legal services appeared low. Offender supervisors tried to assist prisoners who came to them with queries, but this was not formally part of their role. In our survey, more prisoners than the comparator said they could communicate with their legal representative or attend legal visits. Legal information was available in the library and there were sufficient suitable legal facilities and visit sessions to meet the demand.

Health services

Expected outcomes:

Prisoners are cared for by a health service that assesses and meets their health needs while in prison and which promotes continuity of health and social care on release. The standard of health service provided is equivalent to that which prisoners could expect to receive elsewhere in the community.

- 2.40** *Health services were good and improving. Prisoners were very positive about the provision. Governance processes were generally good but adverse incidents were not investigated promptly. Nurse-led review clinics for prisoners with lifelong conditions and complex health needs required development. Pharmacy services were good but medications were stored at too high a temperature. Dental care was good but prisoners waited too long for services. The range of mental health services was too limited but the care mental health nurses provided was very good.*

- 2.41** *The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)⁵ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies.*

⁵ CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

Governance arrangements

- 2.42** The CQC found there were no breaches of the relevant regulations.
- 2.43** The commissioners NHS England (East Anglia Team), provider Care UK and prison worked together effectively. Regular clinical governance, operational and partnership board meetings covered all essential areas. A health needs assessment and regular audits informed service delivery. Health staff reported adverse incidents and near misses appropriately, but 23 incidents dating back to May 2015 required a review, which meant that opportunities to learn lessons from them and improve the service had been severely delayed. This was being addressed. Bimonthly prisoner health forums had started in September 2015 and monthly patient surveys showed high levels of satisfaction with services.
- 2.44** An operational manager supported by a senior nurse provided effective leadership across this and the neighbouring Hollesley Bay prison. The small fully staffed health team was on site from 7.30am to 7.30pm Monday to Friday and from 7am to 5.30pm at weekends. Five regular GPs from local practices provided weekday clinics.
- 2.45** Individually prisoners were overwhelmingly positive about access to and the quality of nurse and GP services; in our survey far more prisoners than the comparator said the quality of health services was good (65% against 44%).
- 2.46** Staff had good access to training, appraisals, supervision and relevant clinical policies, although further training to manage lifelong conditions was required (see paragraph 2.58). Nurses attended a local emergency department for a day every couple of months as part of a partnership project, which developed their clinical assessment skills and had improved joint working between the prison and department.
- 2.47** Health staff were easily identifiable, knew their patients well and interactions were very good. New arrivals at the prison received written information on the services available and health services were well advertised across the prison.
- 2.48** The small modern health department looked like a community GP practice and provided an excellent environment for clinical care, but inadequate ventilation meant the department was often too hot (see paragraph 2.62). Clinical areas were superficially clean, but the cleaner attended during clinic times, which meant not all areas were cleaned to NHS standards on a daily basis.
- 2.49** Appropriate well-checked emergency equipment was located in the health department. Too few discipline staff were trained in first aid. In theory discipline staff had good access to automated external defibrillators but too few were trained to use them and not all staff knew where they were, which could have led to poorer health outcomes in a medical emergency. Staff reported ambulance response times were satisfactory.
- 2.50** Prisoners knew how to complain through the well advertised confidential health complaints system; most of the 37 complaints received in the nine months to September 2015 related to medication. The responses seen were courteous, timely, addressed all the issues raised and offered apologies where appropriate.
- 2.51** There was an appropriate range of health promotion literature and displays linked to national campaigns in the health centre. Prisoners had prompt access to smoking cessation services, immunisations and testing and treatment for blood borne viruses. An identified nurse was developing assessment and review clinics for older prisoners. Barrier protection was not accessible, which created unacceptable health risks.

Recommendations

- 2.52** All clinical environments should be consistently cleaned to NHS-equivalent standards to meet infection control requirements.
- 2.53** Sufficient discipline staff should be trained in first aid including in automated defibrillation and all prison staff should know where defibrillators are to ensure a prompt response in emergencies.

Good practice

- 2.54** *The partnership project with the local emergency department allowed prison nurses to develop their clinical assessment skills and improved joint working between both organisations, which led to better prisoner care.*

Delivery of care (physical health)

- 2.55** A nurse provided all new arrivals with a prompt comprehensive health screening. Appropriate follow-up referrals were completed.
- 2.56** Prisoners had access to a satisfactory range of provision, including GP, podiatry, optician and physiotherapy services. Prisoners submitted promptly processed applications for services. Processes to manage non-attendance were effective and non-attendance rates were consistently low. Waiting lists were managed well and waiting times were comparable to or better than in the community. The community III service was used out of hours, although demand was low.
- 2.57** Prisoners could visit a daily nurse triage clinic on a drop-in basis. Nurses used triage guidelines to ensure consistency and could dispense an appropriate range of medication during the consultation, which ensured prisoners' concerns were managed promptly and effectively.
- 2.58** Nurses ran regular clinics for prisoners with lifelong conditions, including diabetes, however not all nurses had completed appropriate training for this role. Clinical records were stored securely; most we examined were good and showed that staff involved patients in their care and treatment, but formal care planning was underdeveloped for those with lifelong conditions and complex needs. External health appointments were managed well and were rarely cancelled due to a lack of escort staff.

Recommendations

- 2.59** Prisoners with lifelong conditions should receive regular reviews by staff that are appropriately trained.
- 2.60** Evidence-based care plans should be developed for prisoners with complex health needs.

Pharmacy

- 2.61** A local pharmacy supplied medication promptly. Medicines were labelled for individual patients and an appropriate selection of stock was available for emergency use. An onsite

pharmacy technician checked stock levels every week and completed monthly date checks. Medicines were stored securely and tidily. Errors, near misses, controlled drugs and drug alerts were managed correctly. Regular well-attended drug and therapeutic meetings discussed all key areas, including prescribing data.

- 2.62** Refrigerator temperatures and room temperatures in the pharmacy and one treatment room where medicines were stored were consistently too high (above 25 degrees) in the four months prior to the inspection. This meant medicines were inappropriately stored at temperatures above those indicated by the manufacturers, which could reduce their efficacy.
- 2.63** The recently reviewed in-possession policy appropriately considered the patient and the medication and in-possession risk assessments were completed consistently. A recent internal audit indicated that prescribing of medication liable to abuse was higher than at other prisons covered by the health care provider, but the lead GPs and nursing staff were aware of the risk of diversion. Health staff completed regular spot checks to identify if prisoners had the expected amount of medication in their possession and took appropriate action if prisoners failed this check. The number on supervised medication was increasing owing to a large number of failed spot checks.
- 2.64** Medicines requiring supervised administration were given to prisoners at around 8am, 1:30pm and 4:30pm, which meant for the small number on supervised medication, that the gap between the second and third doses was too short and the gap until the next morning was much too long for the medication to be clinically effective. Medication administration we observed was safe and respectful and officers' supervision of queues was adequate.

Recommendation

- 2.65 All medication should be stored at the temperature stipulated by the manufacturer, and administered at appropriate time intervals to ensure clinical effectiveness.**

Dentistry

- 2.66** The health provider was more satisfied with the new dental provider Community Dental Services that had taken over in August 2015 and said communication was now more effective. In our survey, more prisoners than the comparator said it was easy to see the dentist (36% against 14%). NHS-equivalent services were provided through two clinics a fortnight. Prisoners waited up to nine weeks for routine assessments and up to 12 weeks for treatment, which was too long. Appointments were allocated according to clinical need. Emergency provision was appropriate. The dental suite was excellent and clinical waste was disposed of correctly. We were unable to observe any clinical sessions.

Recommendation

- 2.67 Prisoners should receive routine dental assessments and ongoing treatment within community-equivalent waiting times (a maximum of six weeks).**

Delivery of care (mental health)

- 2.68** In our survey, a similar number of prisoners to the comparator reported having emotional well-being or mental health problems; more than the comparator said they had received help

for such a problem (71% against 53%). Discipline staff had good access to online and face-to-face mental health awareness training. Custody and mental health staff worked together effectively to support prisoners with mental health issues.

- 2.69** Two mental health nurses provided an integrated primary and secondary mental health service at this and the neighbouring prison. They were onsite several days a week and discipline staff said it was easy to see them. A learning disability nurse attended from another prison as required. A psychiatrist only visited the prison every one to two months and health staff said this increased the demand on nurses and created delays in access to psychiatric assessments. Prisoners on the progression regime had no access to psychologically informed one-to-one therapies, groups or professional counselling.
- 2.70** Around five referrals were received every month through the open referral system, mainly for primary mental health concerns. Referrals were screened on receipt and assessed promptly. During the inspection, the team was supporting 14 prisoners with severe and enduring mental health needs and six with mild to moderate needs. Care planning and liaison with both community and prison teams was very good. Clinical records we examined demonstrated the team had provided exceptional care in partnership with prison staff to a prisoner and his family with severe acute mental health needs. Joint working with the wider health team and substance misuse services was effective.
- 2.71** No prisoners had been transferred under the Mental Health Act and one prisoner had been transferred to a prison with 24-hour care for acute and severe mental health needs since our last inspection.

Recommendation

- 2.72 All prisoners should have timely access to a full range of community-equivalent mental health services, including psychiatrist input and psychologically informed therapies.**

Catering

Expected outcomes:

Prisoners are offered varied meals to meet their individual requirements and food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations.

2.73 *Prisoners were generally negative about all aspects of catering. There was a limited choice of meals, food was served too early and serveries were not always effectively supervised. Prisoners were able to cook for themselves.*

- 2.74** Prisoners were generally negative about all aspects of catering. In our survey, only 37% of prisoners said the food was good, although this was better than the comparator of 28%. In groups and individually prisoners complained about all aspects of catering.
- 2.75** Prisoners had a reasonable choice of meals – four options at lunchtime and three hot evening options. The four-week menu cycle catered for all diets. Portions sizes were on occasion insufficient and some prisoners received larger portions than others. Evening meals were served too early at 4.45pm and we saw lunch served before noon; we were told that it

could be served as early as 11.30am. Breakfast packs were distributed the day before they were to be eaten. We found food to be of a reasonable quality.

- 2.76** Meals were prepared at HMP Hollesley Bay and transported to Warren Hill on a van. We observed regular shortages in the amount of food delivered resulting in requests for additional supplies, which caused unnecessary delays.
- 2.77** Serveries were clean but not always well supervised; servery workers were not always suitably dressed, and the temperature of meals on arrival at serveries was not always recorded. On one unit utensils used to serve halal and non-halal food were inappropriately stored together; this was immediately remedied during the inspection.
- 2.78** Prisoners were consulted about menu choice but food comment books were not readily available. Prisoners could eat together in association areas and had access to fridges, cookers, microwaves and toasters so they could cater for themselves, which they appreciated.

Recommendation

- 2.79** **Prisoners' views about the quality of the food provided and all aspects of catering should be explored and where possible changes made to increase the overall level of satisfaction.**

Purchases

Expected outcomes:

Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs, and can do so safely.

2.80 *Prisoners were generally satisfied with shop provision, although new arrivals could wait some weeks to receive their first order. Items were frequently missing from orders but a 'buffer box' helped reduce the impact. Prisoners had to pay an administration fee for catalogue orders.*

- 2.81** In our survey, more prisoners than the comparator said the shop sold a wide enough range of goods (60% against 48%); black and minority ethnic prisoners were much less positive (38% compared with 64%) although their specific needs seemed to have been reasonably well met. New arrivals could wait up to 10 working days to receive their first order but a number of reception packs (containing items such as biscuits, sweets and orange juice) were available to buy as an interim measure. Prisoner canteen representatives were regularly consulted about the product range.
- 2.82** Prisoners told us that items were frequently missing from their orders. A 'buffer box' had been introduced, containing a range of the more popular goods like tea, coffee, sugar and tobacco, and missing items could be substituted. The prisoner could debit the cost later without having to wait another week for their goods.
- 2.83** Prisoners could order goods from a range of catalogues, but an administration fee of 50p continued to be charged. Prisoners on stages 2 and 3 of the progression regime (see fact page) could view and purchase a much wider selection of catalogue goods online under supervision.

Good practice

- 2.84** *The opportunity to have supervised online access to a much wider range of catalogues provided prisoners with an incentive to progress to stages 2 and 3 of the progression regime.*

Section 3. Purposeful activity

Time out of cell

Expected outcomes:

All prisoners are actively encouraged to engage in activities available during unlock and the prison offers a timetable of regular and varied activities.⁶

3.1 *Time out of cell was excellent and prisoners had good access to outside areas and opportunities to participate in evening activities.*

3.2 Time out of cell was excellent. All prisoners were unlocked during the core day; prisoners on the progression regime were unlocked for over 12 hours, and those in the therapeutic community (TC) and psychologically informed planned environment (PIPE) units were unlocked for over 11 hours. Time out of cell at weekends was also very good. There were regular opportunities for association, good access to exercise yards and time outside. Prisoners had opportunities to attend the gym and a very good range of evening activities. Outside areas were generally pleasant and well kept.

Learning and skills and work activities

Expected outcomes:

All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The learning and skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.

3.3 *The new learning and skills manager worked well with the learning provider to identify the strengths and weaknesses of the provision and to initiate improvement action. Although Ofsted judged provision to be inadequate overall, prisoners were generally more positive in our survey than those at comparator prisons about most aspects of purposeful activity. Therapy, consolidation in the PIPE and the progression regime accounted for a significant proportion of the purposeful activity available. Nevertheless, performance management and quality assurance arrangements for learning and skills were poor, too much teaching was dull and uninspiring and attendance was often poor. The range of provision was too narrow and failed to provide prisoners with opportunities to develop vocational skills. Achievements in English and mathematics were low. The library was well-stocked and managed. However, not enough activities were provided to promote reading and little data were available on whether all groups of prisoners used the library regularly.*

3.4 *Ofsted⁷ made the following assessments about the learning and skills and work provision:*

⁶ Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

⁷ Ofsted is the Office for Standards in Education, Children's Services and Skills. It reports directly to the UK Parliament and is independent and impartial. It (inter alia) inspects and regulates services that provide education and skills for all ages, including those in custody. For information on Ofsted's inspection framework, please visit: <http://www.ofsted.gov.uk>.

Overall effectiveness of learning and skills and work:	Inadequate
<i>Leadership and management of learning and skills and work:</i>	<i>Requires improvement</i>
<i>Quality of learning and skills and work provision, including the quality of teaching, training, learning and assessment:</i>	<i>Inadequate</i>
<i>Personal development and behaviour:</i>	<i>Requires improvement</i>
<i>Outcomes for prisoners engaged in learning and skills and work:</i>	<i>Inadequate</i>
<i>Offender Learning and Skills Service judgement:</i>	<i>Inadequate</i>
<i>National Careers Service judgement:</i>	<i>Requires improvement</i>

Management of learning and skills and work

- 3.5** The learning provider People Plus had only been operating at the establishment for about four months. The prison's learning and skills manager had swiftly developed good working relationships with People Plus managers, but several factors impeded their ability to improve learning and skills provision. Consequently, the overall effectiveness of provision was inadequate.
- 3.6** The prison's new role as an adult male only prison in September 2014 had caused considerable disruption and prolonged building works, with no clear completion date, resulting in frustration among managers as there were repeated delays in opening workshop and training spaces. As a result, managers could not implement many of the changes necessary to improve the quality of the provision, such as devising and implementing a curriculum that effectively met all the needs of the new population. The new role had only been implemented in December 2014 and while managers had been focused on developing the progression regime, they now needed to concentrate on how the learning and skills provision could more effectively support the three distinct regimes delivered at Warren Hill.
- 3.7** The learning provider had carried out a brief curriculum needs analysis. Managers found it difficult to carry out the task effectively because prisoner numbers at the time were very low and because the population was drawn from across the country. The analysis was too brief and failed to take into account the range of skills that many prisoners already possessed. Managers had begun to carry out a more detailed needs analysis in consultation with prisoner representatives, but it was not yet complete. Partnerships with external agencies and employers were limited.
- 3.8** Performance management arrangements were ineffective. Although an appropriate procedure existed for observing teaching and learning, observers did not evaluate the provision effectively enough and were too generous in their assessment of the quality of learning. Managers, therefore, did not always identify weak teaching so they could build strategies to support teachers effectively.
- 3.9** Quality assurance arrangements required improvement. The prison's quality improvement group had not met since June 2015. The self-assessment report partially acknowledged the weaknesses found by inspectors but did not give sufficient weight to many others, such as poor outcomes in English and mathematics. Managers carried out and analysed responses from regular learner surveys, but there was no clear evidence any action was being taken to address the issues raised.

- 3.10** Despite these shortfalls, it was important to acknowledge that therapy in the TC, consolidation in the PIPE and activities related to the progression regime accounted for a significant proportion of prisoners' time. The activities were purposeful and contributed to prisoners developing their confidence, self-esteem, relationship and communication skills. Prisoners recognised the benefits of this and in our survey more than the comparator said they were occupied in a job or skills training that would help them on release. (See sections on offender management and planning and reintegration planning.)

Provision of activities

- 3.11** The prison provided sufficient full- and part-time activities and work places for the population and there was no unemployment. The education provision was limited to English and mathematics and a range of short courses in information and communications technology, food hygiene, health and safety and manual handling. Accredited vocational training was only available in motor mechanics and for those learning about the care and safe handling of birds of prey. Most education courses were available up to level 2, but there were no progression opportunities above this level.
- 3.12** Plans were in place to introduce vocational training in horticulture and in the newly introduced heavy metalwork and welding areas. Around 20 prisoners (more than 10%) were on distance learning programmes. However, the prison did not offer any accredited qualifications for those employed in cleaning, horticulture, kitchens, laundry or the gym.
- 3.13** Staff delivered health and safety and safe lifting training but it did not take place in the workshops, where the safety implications could have been made clearer to prisoners.
- 3.14** Prisoners in the workshops and work areas generally enjoyed their activities but did not always develop a good understanding or appreciation of a good work ethic. Although most prison work contributed to the effective operation of the prison, the transferable skills prisoners were developing were not recognised or recorded.

Recommendation

- 3.15** **Prisoners employed in prison industries should have the opportunity to achieve a qualification and to record the transferable skills they are developing.**

Housekeeping point

- 3.16** A health and safety and safe lifting course should be introduced to help prisoners understand the safety implications in the context of the prison workshops.

Quality of provision

- 3.17** Teaching, learning and assessment were inadequate. Teachers did not plan or provide activities that took into account learners' individual needs. As a result, more able learners were not challenged enough, while others struggled to make sufficient progress and became bored and distracted. Teachers' use of learning resources and materials was very limited and failed to interest or motivate learners. In mathematics and English, teachers were over-reliant on dull worksheets and did not use information learning technology sufficiently or provide tasks to enrich the learning process.

- 3.18** Teachers' use of question and answer to probe learners' understanding, encourage reflection and to consolidate learning was poor. Learners did not have an opportunity to extend their knowledge and skills, and as a result, the majority made poor progress. At times, teachers were too keen to provide prisoners with the answers rather ensuring that learners had enough time to think through and solve problems themselves.
- 3.19** Teachers did not have or establish high expectations of their learners. Too many prisoners left lessons early without being challenged and did not return. Teachers did not provide sufficient feedback to enable learners to improve their work nor did they always correct errors in spelling, punctuation or grammar. Teachers did not ensure that learners were able to contribute fully to their reviews of learners' progress against targets in individual learning plans.
- 3.20** In motor vehicle mechanics, learners developed a useful understanding of car mechanics, but were overly reliant on text books. Although an electronic whiteboard was available in the workshop, teachers did not use it to make sessions more interesting. Many of the hand tools in the workshop were old. Learners worked on specific repair and maintenance tasks but were unable to test the effectiveness of their repair as only one of the cars was in working order.

Recommendation

- 3.21** **Teachers should have high expectations of learners, plan appropriate sessions, use a wider range of resources and provide learners with interesting engaging and challenging activities to help them progress.**

Personal development and behaviour

- 3.22** Prisoners gained confidence and developed personal and social skills as a result of the prison's various regimes, which helped them understand their offending behaviour, how they could reduce their risk of reoffending and have healthier relationships with others.
- 3.23** Prisoners attending prisoner-led evening sessions in yoga, creative writing and art, as part of the progression regime, spoke enthusiastically about how their participation had helped them become more responsible for their behaviour, and empathise with others. They said the prison's range of wider purposeful activities had helped them to develop positive behaviour likely to support them in a transition to open conditions or release on parole.
- 3.24** Prisoners participating in the Birds of Prey programme were enthused by the programme's positive impact on their understanding of trust, as they developed relationships with prisoners, officers and the birds in their care. They appreciated the importance of having responsibility for the birds and developed useful practical skills such as building aviaries for them.
- 3.25** Prisoners behaved well and most were respectful of each other and staff. However, the further development of prisoners' resettlement after prison was hampered by the failure of too many of them to attend learning sessions punctually and by too many leaving before sessions had ended.

Recommendation

- 3.26** **Attendance and punctuality should be improved.**

Education and vocational achievements

- 3.27** Prisoners made inadequate progress during learning and skills activities, although the standard of learners' written and practical work was satisfactory. Achievements of qualifications on short courses were high. However, learners' performance in English and mathematics was very poor although outcomes had improved in recent months. Many prisoners worked as orderlies or mentors and developed appropriate vocational skills although the range of formal vocational training courses was exceptionally limited, which meant few prisoners had an opportunity to learn a relevant skill or trade.

Recommendation

- 3.28 Achievements in English and mathematics should be improved.**

Library

- 3.29** The library, run by Suffolk County Council, was well managed. A qualified part-time librarian and a team of five prison orderlies were responsible for the efficient management of the library, although orderlies could not achieve an accredited qualification related to their role.
- 3.30** The library was welcoming and offered a range of computers for private study. It also stocked a good range of easy-read material, books in a range of languages, as well as textbooks on practical vocational topics. Legal reference books and Prison Service instructions and orders were readily available. However, the library did not have sufficient resources to meet the needs of prisoners on distance learning courses. All prisoners had frequent, structured opportunities to visit the library. Stock losses were very low.
- 3.31** Library staff promoted well the services of the prison's writer-in-residence to support prisoners' creative writing skills. However, staff had insufficient links with the learning provider and did not promote library services effectively enough to ensure all prisoners benefited.
- 3.32** The library service's involvement in the development and promotion of prisoners' reading and writing skills required improvement. The range of library-based reading and writing activities was limited. Plans to launch the Storybook Dads scheme (in which prisoners record stories for their children) and the Six Book Challenge reading programme were in their early stages.
- 3.33** The library manager did not have accurate data on library usage, which meant there was no information on how many prisoners used the library regularly or whether particular groups were making better use of it than others. Nevertheless, in our survey more prisoners than in the comparator said they used the library at least three times a week.

Recommendations

- 3.34 There should be sufficient library resources to meet the needs of prisoners on distance learning courses.**
- 3.35 A better range of activities should be introduced to promote prisoners' reading and writing skills.**

Housekeeping point

3.36 Accurate data on library usage should be collated to determine library use.

Physical education and healthy living

Expected outcomes:

All prisoners understand the importance of healthy living, and are encouraged and enabled to participate in physical education in safe and decent surroundings.

3.37 *Prisoners had good access to a reasonable range of recreational physical training resources and opportunities to participate in physical education (PE). Induction was satisfactory and joint work with the health care department helped ensure men were fit to participate. Prisoners had very good access to sports facilities. The gym was adequate but weight training areas were small and the sports hall was out of use.*

3.38 The PE provision was well managed although it was still in the process of adapting to the increasingly older prisoner population. A team of five appropriately qualified staff, supported by five gym orderlies, delivered a good range of daytime, evening and weekend sessions.

3.39 The range of recreational activities provided satisfactory physical training opportunities that met the needs and interests of most prisoners across all age groups. Although PE mostly took place in the cardiovascular and weight-training areas, it was also offered in the extensive outdoor areas. However, cardiovascular exercises were not always suitable for older prisoners. The cardiovascular and weight-training suite was very small and frequently very busy.

3.40 All prisoners attended a timely gym induction, which included healthy living as well as foundation skills for safe lifting and first aid. Prisoners completed an appropriate pre-activity readiness questionnaire and undertook an induction to the gym equipment that was satisfactory. Staff offered limited advice on healthy living, diet and nutrition, although a healthy living course was available for those who wanted to develop their knowledge further. Links with the health care department ensured prisoners received appropriate rehabilitation support when recovering from injury or illness. Around two-thirds of the population used the gym and accessed activities regularly; this was also reflected in our survey where more prisoners than the comparator said they used the gym three or more times a week.

3.41 Resources were generally satisfactory. The sports hall remained unusable because contractors had not yet completed essential refurbishment works, which limited the activities available. Gym equipment was well maintained and in good order.

3.42 Gym staff and orderlies promoted activities through regular publicity and marketing activities. Showers had been refurbished and gym orderlies cleaned and maintained the changing facilities. All the orderlies were well-qualified gym instructors and personal trainers and further developed their skills by coaching other prisoners, running circuit training sessions and conducting inductions; however, accredited training was not available at the prison. A small well-resourced classroom in the sports hall was available for theory sessions.

Recommendation

- 3.43 The prison should provide a wider range and volume of cardiovascular training machines to better meet the needs of the increasingly older population.**

Section 4. Resettlement

Strategic management of resettlement

Expected outcomes:

Planning for a prisoner's release or transfer starts on their arrival at the prison.

Resettlement underpins the work of the whole prison, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need.

Good planning ensures a seamless transition into the community.

4.1 *A 'whole prison' approach, underpinned by strong leadership, delivered very good strategic management of resettlement. Good progress had been made in delivering the progression regime but not all aspects of it were in place. There were good links between all departments to ensure staff could work with them more effectively.*

- 4.2** Leadership on resettlement issues, including in offender management and public protection, was strong, focused and strategic. A 'whole prison' approach underpinned the management of a complex population who had very specific needs. The offender management unit (OMU) was pivotal to the approach and staff and prisoners understood this. Prisoners came to the prison to be part of one of the three distinct regimes offered: to undertake the therapeutic community (TC) programme; consolidate a personality disorder treatment programme in the psychologically informed planned environment (PIPE); or undertake the new progression regime. Good progress had been made to deliver the progression regime model in a short space of time but prisoners were disappointed that not all aspects of the regime, particularly the 'virtual village' (see paragraph 4.11), were in place.
- 4.3** The strategy was comprehensive. Prisoners coming to Warren Hill for the progression regime had generally addressed all treatment needs before being accepted and an up-to-date needs assessment had highlighted no significant gaps in the resettlement provision. Strategic meetings on offender management were informal but properly focused. Clinicians working in the TC and PIPE were fully involved in decisions to move prisoners to Warren Hill for these interventions.
- 4.4** Five and a half full-time-equivalent offender supervisors were supported by case administrators, which meant an effective offender management service could be delivered. Four of the offender supervisors were prison officers who were dedicated to this role but they carried heavy caseloads (see paragraph 4.16). Public protection staff shared the offender supervisors' office, which promoted effective communication.
- 4.5** The head of offender management led the OMU, while therapy managers ran the therapeutic community and PIPE. The head of learning and skills managed the resettlement pathway work. The arrangement worked well and there was evidence of good links between departments across the prison to ensure staff worked with prisoners effectively.
- 4.6** Resettlement meetings were formal and concentrated on resettlement pathway provision, for which there was little requirement. There was no community rehabilitation company (CRC) (responsible for the supervision of most individuals on release from prison) but the resettlement provision for the six prisoners released in the previous six months had not been adversely affected.

Offender management and planning

Expected outcomes:

All prisoners have a sentence plan based on an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in custody. Prisoners, together with all relevant staff, are involved in drawing up and reviewing plans.

4.7 *Offender management arrangements were very good and developing. The small OMU team was committed and enthusiastic and most prisoners were very satisfied with the service they received from their offender supervisor. Despite a small backlog, offender assessment system (OASys) documents were generally good and all prisoners had an individual development plan properly focused on risk reduction. Offender supervisor-prisoner contact was very good, involved challenging risky behaviour and was well supported by the key worker scheme. Public protection arrangements were robust and re-categorisation procedures were well managed.*

4.8 Overall, the approach to offender management was very good. The progression regime model had been developed and was being further refined and prisoners in the TC and PIPE received largely the same level of support. In our survey, prisoners were overwhelmingly more positive than the comparator about offender management arrangements, and those we spoke to echoed this praise.

4.9 Warren Hill's regimes were available to prisoners nationally (see paragraph 4.2). The progression regime was unique and aimed to reduce the risks of and secure a safe release into the community for life-sentenced and indeterminate sentence prisoners who had previously failed in open conditions. Only five determinate sentenced prisoners were in the prison during the inspection; these 'legacy' prisoners had been allowed to stay and benefit from the new regime after the prison's change in role.

4.10 The progression regime started running in December 2014 and prisoners' progression from stage 1 to stage 3 was based on an individual risk reduction, compliance with the regime and contribution to the prison community. It was not anticipated that all would reach stage 3 or that stage 3 would be a pre-requisite for recommending the parole board release a prisoner.

4.11 At the time of the inspection 44 prisoners were on stage 2 and only 14 on stage 3. Each progressive stage offered them more incentives, including more freedom to move around the prison unescorted and eventually access to the virtual village, which was being built at the time of the inspection and would include a shop and café to support more normal living arrangements. Prisoners in the TC and PIPE units were not part of the progression regime but benefited from the overall ethos, which was embedded in the whole prison.

4.12 The co-located multidisciplinary offender management team included prison officer offender supervisors, probation officer offender supervisors, psychology staff, case administrators and managers. They were enthusiastic, cohesive, dedicated and genuinely wanted to make a difference. Staff were committed to the regime at Warren Hill and believed that it offered prisoners hope, many of whom were at risk, marginalised and had complex needs.

4.13 The approach at Warren Hill was multi-faceted. All prisoners, regardless of the regime they entered, were allocated an offender supervisor on arrival and were generally seen promptly after that. Psychology staff completed a case file review, pulling together information from a range of sources, including the OASys and previous parole board reports. There was a relatively small backlog of OASys reviews, most of which were the responsibility of the National Probation Service, although other reports, which the psychologists could refer to,

were available. The case file review highlighted behaviour likely to increase and reduce risks and the information was shared with offender supervisors and key workers and formed the basis on which risk management and risk reduction work was focused. There were some lengthy delays in completing the case file review, which delayed offender supervisors and key workers from undertaking properly risk-focused work with a minority of individuals.

- 4.14** Meaningful contact with offender supervisors was very good; at least monthly for those on the progression regime or until stage 3 of the progression regime was reached, after which contact was reduced to every six months or at key stages of the sentence, such as parole hearings or re-categorisation reviews.
- 4.15** For progression regime prisoners initial contact concentrated on communicating findings of the psychology-led case file review to prisoners, who were encouraged to create an individual development plan (IDP) including aspects of the case file review and any areas they considered they needed to work on. They completed regular feedback and progress logs, which described specific situations they had dealt with in their everyday life, including reflections on whether and how they could have managed situations better.
- 4.16** Prison officer offender supervisors carried a caseload of around 40, which we considered high when accounting for the level of contact required to support the progression regime. While all prisoners posed a high risk, more complex or high profile cases were allocated to one of the probation officer offender supervisors. Prisoners on the TC and PIPE units also had good contact with their offender supervisor.
- 4.17** All prisoners had a key worker (similar to a personal officer) who was trained in key work, which covered desistance, risk management and risk reduction (see paragraph 2.10). Key workers generally met with prisoners fortnightly to discuss the IDP and situations that they had been involved in. They wrote an in-depth report for consideration at enhanced behaviour monitoring (EBM) boards, which generally took place on a monthly basis.
- 4.18** The formal EBM process ensured that offender supervisors and key workers met with prisoners regularly. The board analysed the key worker's report and interrogated progress and risks. The EBM boards we attended reflected a sophisticated and robust approach to challenging risky behaviour, coupled with an affirmation of progress. Governors chaired the boards that considered progression, which helped prepare prisoners for the formality of a parole board hearing; psychology staff also attending some boards particularly when progression through the stages was being considered. The EBM process provided offender supervisors with learning and development opportunities and prisoners with clear information about their risks and progress.
- 4.19** Inspectors undertook a detailed analysis of 12 cases; six cases were in scope for offender management (prisoners serving 12 months or more and classified as posing a high risk to the public) and six were out of scope (not subject to offender management arrangements). Six were lifers and six were serving indeterminate sentences for public protection. We considered a further 12 cases in less detail.
- 4.20** All cases had an up-to-date OASys document, which included a sufficient and timely assessment of their likelihood of reoffending and risk of serious harm screening. A number lacked a risk management plan. Sentence plans generally included critical aspects linked to offending and risk of harm. The objectives in IDPs were largely focused on outcomes and gave offender supervisors and key workers clear guidance on what steps to take. In a minority of cases, objectives identified in the sentence plan had not been properly integrated into the IDP. However, we were satisfied that the right work to manage prisoners' risks of harm had been identified. Overall staff working with prisoners showed a forensic approach to risk management.

- 4.21** Unlike their probation officer counterparts, prison officer offender supervisors did not receive one-to-one supervision of their practice.

Recommendations

- 4.22** **Delays in case file reviews should be reduced and reviews should ensure that all relevant OASys information and sentence planning targets are included in every IDP.**
- 4.23** **All offender supervisors should receive regular professional supervision of their work to assist the development of professional casework practice.**

Good practice

- 4.24** *There was strong leadership of the strategic management of resettlement and the OMU was at the heart of the work delivered across the prison, which meant that all staff supported work to effectively resettle the prisoners held. The whole prison approach through the progression regime helped prisoners reduce their risks.*
- 4.25** *Contact between key workers, offender supervisors and prisoners was frequent and effectively focused. It provided prisoners with ongoing feedback, support and scrutiny of their behaviour, which helped prisoners to demonstrate reductions in their risk.*
- 4.26** *The EBM process, supported by an effective key worker scheme, enabled the prison to monitor prisoners' attitudes, behaviour and thinking and to respond to risk issues.*

Public protection

- 4.27** Public protection arrangements and risk management procedures were generally good and included compliance with local risk of harm policies and procedures. Arrangements were integrated well with other OMU functions.
- 4.28** Inter-departmental risk management team (IRMT) meetings were not always well attended or chaired at an appropriately senior level. However, the meeting we observed and minutes reviewed reflected an appropriate discussion of prisoners, including those who were subject to multi-agency public protection arrangements (MAPPAs), considered a risk to children, sex offenders and harassment cases. Mail and telephone monitoring was carried out appropriately and reviewed properly: only six prisoners were subject to such monitoring.
- 4.29** Ninety-nine per cent of the population were subject to MAPPAs and processes were generally clear and staff understood what was expected of them. Communication with community offender managers was generally good but they did not always respond when prison staff contacted them. We were, however, not totally satisfied that the escalation process was fully understood or that all staff applied it to ensure relevant information was available at key stages to inform decision-making.

Recommendation

- 4.30** **Escalation processes should be invoked when offender managers do not respond to ensure relevant information is shared promptly.**

Categorisation

- 4.31** Re-categorisation processes were appropriate. Offender supervisors in consultation with offender managers led assessments, which were timely and adequate. Opportunities for onward progression for the majority of the population were now generally reliant on the parole board; at the time of the inspection nobody had been released from the progression regime.

Indeterminate sentence prisoners

- 4.32** Nearly all (98%) of the population were serving indeterminate sentences and the prison was set up to meet their needs. Staff were well informed about the specific needs of this group of prisoners.

Reintegration planning

Expected outcomes:

Prisoners' resettlement needs are addressed prior to release. An effective multi-agency response is used to meet the specific needs of each individual prisoner in order to maximise the likelihood of successful reintegration into the community.

- 4.33** *Resettlement services were appropriate to the population. Reintegration planning for most focused on preparing for a safe release, usually under the supervision of the National Probation Service (NPS), although the parole board had not yet directed any releases from the progression regime. Offender managers organised accommodation and financial matters; few prisoners arrived with housing or financial worries. The quality of the National Careers Service required improvement. Appropriate health care services ensured continuity of care on release or transfer. The substance misuse services in place effectively supported the few men released from the prison. Prisoners received assistance to maintain family ties. Work to address men's attitudes, behaviour and thinking was well embedded throughout the prison, but there was insufficient provision to help develop men's independent living skills. The specialist TC and PIPE wings had robust selection and assessment criteria. Once accepted both addressed men's needs effectively. Staff and men on both the TC and PIPE were extremely complimentary about their experiences.*

- 4.34** The main aim of the prison was to reduce risks so that prisoners could be safely progressed or released, usually as directed by the parole board. The role of key workers and offender supervisors in the regular EBM process supported this objective. Resettlement needs were identified on induction and were communicated to offender supervisors.

- 4.35** Only six prisoners in the previous six months had been released; they had been imprisoned prior to the prison's change of role – none of them were on the progression regime. While there was no CRC provision at the prison we were confident that the bespoke arrangements in place meant that prisoners were not disadvantaged. At the time of the inspection the parole board had not directed anyone for release from the progression regime and many prisoners were concerned by this. We were optimistic that the approach to risk reduction and risk management was appropriately robust but this needed to be tested through the parole process before its effectiveness could be fully evaluated.

Accommodation and finance

- 4.36** Fewer prisoners said they had problems with housing or financial worries on their arrival at Warren Hill and reintegration planning for most men was effectively focused on preparing them for a safe release through liaising with their offender manager.

Education, training and employment

- 4.37** The quality of the National Careers Service provided by Futures Advice and subcontracted to Futures required improvement. Futures staff carried out short initial interviews with all new prisoners providing detailed information about the education, training and work opportunities available across the prison and agreeing individual skills action plans. However, plans were too descriptive, unnecessarily repetitive and targets were not precise enough or focused on specific outcomes. The virtual campus, providing internet access to community education, training and employment opportunities, was used well by the small number of prisoners with imminent release dates to support their job search activities. Prisoners on distance learning courses also used the facility to help with their studies.

Recommendation

- 4.38 Skills action plans should accurately reflect prisoners' expectations and the activities they need to complete in order to develop employability skills.**

Health care, drugs and alcohol

- 4.39** There were appropriate arrangements to ensure the continuity of health care services, including medication, for men prior to release or transfer. There were good joint working arrangements between the Rehabilitation for Addicted Prisoners Trust (RAPt) and the OMU, and two prisoners with substance use problems had received assistance with a transfer to a RAPt treatment programme at another prison. RAPt staff contributed to parole reports and assisted with preparation for parole. RAPt's transitional workers and the 'meet and greet' pick-up scheme provided the few released from the prison with support.

Children, families and contact with the outside world

- 4.40** Warren Hill held prisoners from across the country: over half of the population lived at least 100 miles from the prison which, coupled with its rural location, made visiting difficult for many. In our survey, only 16%, less than the comparator, said it was easy for their family and friends to visit. Visiting sessions lasting two hours were only available on Fridays and weekend afternoons and on average only six to eight prisoners took advantage of each session. Prisoners on stage 3 of the progression regime could apply for less formal three-hour visits but they were seldom taken up.
- 4.41** The welcoming visitors' centre included a small coffee shop run by prisoners from HMP Hollesley Bay. We were unable to observe visits but prisoners told us that visitors were processed quickly, visits started on time and staff generally treated their visitors respectfully.
- 4.42** The large visits hall provided a reasonably relaxed environment. Those who did not receive visits because of the distance of the prison from their home could exchange unused visiting orders for telephone credit, equivalent to the cost of a five-minute call to a landline.

- 4.43** Key workers and offender supervisors encouraged prisoners through the EBM process to maintain and in some cases rebuild family ties. Men also received support to apply for accumulated visits (where prisoners are allowed several visits over a few days) at other establishments. Family visits were facilitated four times a year for men on the progression regime. The TC and PIPE units also ran family days (see paragraphs 4.52 and 4.55).

Attitudes, thinking and behaviour

- 4.44** Other than the TC and PIPE (see sections on the therapeutic community and psychologically informed planned environment), there were no other interventions, and work to address prisoners' likelihood of reoffending and risk of harm was integrated into the overall therapeutic regime of Warren Hill.
- 4.45** The vast majority of prisoners had completed all identified offending behaviour work and had the opportunity to consolidate this. The EBM process (see paragraph 4.18) was a sophisticated approach to identifying and challenging risky behaviour. The role of key workers underpinned the process and they understood well the risks prisoners posed and how their behaviour could reflect them. Offender supervisors oversaw the EBM process and were properly focused on challenging attitudes, thinking and behaviour and in affirming progress. The prison lacked any provision to help prisoners develop independent living skills, such as budgeting, to help prepare men for release.

Recommendation

- 4.46** **The prison should provide prisoners with skills to prepare them for independent living on release.**

Therapeutic community

- 4.47** The accredited TC was the only such facility in the category C estate. It accepted men from all over the country. There was a waiting list for one of the 40 available spaces. At the time of the inspection it had 34 residents, of whom 28 were in core therapy.
- 4.48** Prisoners were well prepared prior to their arrival. All had to meet a specific set of criteria and had completed an intensive self-referral pack, including a letter to the community outlining what they could contribute. Links with offender supervisors and offender managers (where appropriate) were considered essential and prisoners were sent leaflets about what to expect from the regime before their arrival.
- 4.49** On arrival, men were allocated a peer supporter. After a week, their key worker arranged a selection interview. If men were selected for the TC they could expect to be in therapy for a minimum of 18 months and for up to three years. Therapy sessions took place each morning; in the afternoons and at weekends men were encouraged to get involved in the wider regime and many integrated with other prisoners during work and recreational activities. The communal environment and rooms were pleasant and the regime involved numerous enrichment activities including gardening and yoga.
- 4.50** The TC multidisciplinary team had a positive outlook and gave men a sense of hope. Men had progress reviews every six months and, although they were not involved in the EBM process, they had good contact with their offender supervisors and offender managers. Links with other departments, such as RAPt, were also good. Despite the challenging population, few prisoners were de-selected.

- 4.51** Men engaged in intensive therapy, which was appropriately challenging. Prisoners we spoke to were enthusiastic about their experiences and could identify positive outcomes. They spoke passionately about how they now better understood how their offending behaviour had begun and their distorted attitudes towards others. One prisoner said: 'The TC is hard but helpful. Through going to my therapy meetings every day, five days a week, I understand my crime; I understand me better and what I need to do.'
- 4.52** Every prisoner had a personal support plan and a resettlement plan. Staff encouraged men to maintain family ties or helped them to rebuild ties in some cases. The TC ran two family days a year, which prisoners appreciated. Resettlement for many involved reintegration back to a prison and some aspired to graduate to the progression regime within the main prison.

Psychologically informed planned environment

- 4.53** The post-treatment PIPE unit opened at the prison in June 2014. The unit was part of the National Offender Management Service personality disorder pathway project and offered progression opportunities to men who had completed treatment in TCs or dangerous and severe personality disorder units in prisons across the country. Local men were, however, prioritised. There was only a small waiting list for the 20 available spaces.
- 4.54** To be accepted, men had to have completed high intensive therapy and have no outstanding treatment needs. Key workers in the PIPE unit completed telephone assessments with prisoners prior to their acceptance on the unit.
- 4.55** During the inspection 18 residents were in the PIPE unit. They underwent individual and group work in the afternoons, and in the mornings and at weekends were involved in the wider prison regime, including work and social activities. Prisoners were on the PIPE for a minimum of six months and up to two years and this included structured sessions that focused on relationships, breaking down barriers, socially creative activities and preparation for release.
- 4.56** Similarly to the TC, the multidisciplinary staff group was positive and enthusiastic and they undertook in-depth training, such as on personality disorders, to better prepare them for their role. Members robustly challenged residents and reinforced what they had learned previously. Residents from the PIPE unit were very positive about their experience and appreciated the pleasant living environment. Although the men were not involved in the EBM process, they maintained regular contact with their offender supervisors, who attended their six-monthly progress reviews. Few men were de-selected from the PIPE unit and they generally only left to be reintegrated into another prison or the progression regime at Warren Hill.

Section 5. Summary of recommendations and housekeeping points

The following is a listing of repeated and new recommendations, housekeeping points and examples of good practice included in this report. The reference numbers at the end of each refer to the paragraph location in the main report, and in the previous report where recommendations have been repeated.

Main recommendations

To the governor

- 5.1** The quality of teaching, learning and achievements should be improved and the curriculum should reflect the needs of the new population. (S38)

Recommendation

To the National Offender Management Service

Courts, escort and transfers

- 5.2** Prisoners should have proper notice of their move and all their property with them on transfer from sending establishments. (1.3)

Recommendations

Bullying and violence reduction

- 5.3** The safer custody meeting should review all cases involving violence, bullying and self-harm to learn lessons and promote good practice. (1.18)

Self-harm and suicide

- 5.4** The quality of assessment, planning and monitoring for prisoners subject to ACCT procedures should be improved and include effective identification of triggers for self-harm and care planning. (1.24)
- 5.5** Prisoners on an open ACCT should only be held in segregation if there are exceptional reasons for doing so. (1.25)

Discipline

- 5.6** The prison should provide greater managerial oversight of incidents involving a prisoner who is not likely to be compliant and where use of force might be required. (1.51)

Equality and diversity

- 5.7** The discrepancies in perceived outcomes for prisoners with disabilities should be investigated and addressed and care plans developed for the small number of men needing one. (2.27)

Health services

- 5.8** All clinical environments should be consistently cleaned to NHS-equivalent standards to meet infection control requirements. (2.52)
- 5.9** Sufficient discipline staff should be trained in first aid including in automated defibrillation and all prison staff should know where defibrillators are to ensure a prompt response in emergencies. (2.53)
- 5.10** Prisoners with lifelong conditions should receive regular reviews by staff that are appropriately trained. (2.59)
- 5.11** Evidence-based care plans should be developed for prisoners with complex health needs. (2.60)
- 5.12** All medication should be stored at the temperature stipulated by the manufacturer, and administered at appropriate time intervals to ensure clinical effectiveness. (2.65)
- 5.13** Prisoners should receive routine dental assessments and ongoing treatment within community-equivalent waiting times (a maximum of six weeks). (2.67)
- 5.14** All prisoners should have timely access to a full range of community-equivalent mental health services, including psychiatrist input and psychologically informed therapies. (2.72)

Catering

- 5.15** Prisoners' views about the quality of the food provided and all aspects of catering should be explored and where possible changes made to increase the overall level of satisfaction. (2.79)

Learning and skills and work activities

- 5.16** Prisoners employed in prison industries should have the opportunity to achieve a qualification and to record the transferable skills they are developing. (3.15)
- 5.17** Teachers should have high expectations of learners, plan appropriate sessions, use a wider range of resources and provide learners with interesting engaging and challenging activities to help them progress. (3.21)
- 5.18** Attendance and punctuality should be improved. (3.26)
- 5.19** Achievements in English and mathematics should be improved. (3.28)
- 5.20** There should be sufficient library resources to meet the needs of prisoners on distance learning courses. (3.34)
- 5.21** A better range of activities should be introduced to promote prisoners' reading and writing skills. (3.35)

Physical education and healthy living

- 5.22** The prison should provide a wider range and volume of cardiovascular training machines to better meet the needs of the increasingly older population. (3.43)

Offender management and planning

- 5.23** Delays in case file reviews should be reduced and reviews should ensure that all relevant OASys information and sentence planning targets are included in every IDP. (4.22)
- 5.24** All offender supervisors should receive regular professional supervision of their work to assist the development of professional casework practice. (4.23)
- 5.25** Escalation processes should be invoked when offender managers do not respond to ensure relevant information is shared promptly. (4.30)

Reintegration planning

- 5.26** Skills action plans should accurately reflect prisoners' expectations and the activities they need to complete in order to develop employability skills. (4.38)
- 5.27** The prison should provide prisoners with skills to prepare them for independent living on release. (4.46)

Housekeeping points

Discipline

- 5.28** Minutes of SMARG, adjudications and restraint minimisation meetings should better demonstrate sufficient analysis of use of force incidents. (1.52)

Substance misuse

- 5.29** The substance misuse strategy policy should contain an annual action plan and performance measures. (1.63)

Learning and skills and work activities

- 5.30** A health and safety and safe lifting course should be introduced to help prisoners understand the safety implications in the context of the prison workshops. (3.16)
- 5.31** Accurate data on library usage should be collated to determine library use. (3.36)

Examples of good practice

- 5.32** Reception was particularly welcoming, staff were friendly and professional and processes were swift. There was a very good focus on keeping people safe on their first night, the prison used peer workers well and induction arrangements were good. (1.11)
- 5.33** The involvement of the CDO was a good example of effective partnership working; he provided staff and prisoners with a visible and independent point of contact if they had equality issues. (2.17)
- 5.34** The partnership project with the local emergency department allowed prison nurses to develop their clinical assessment skills and improved joint working between both organisations, which led to better prisoner care. (2.54)

- 5.35** The opportunity to have supervised online access to a much wider range of catalogues provided prisoners with an incentive to progress to stages 2 and 3 of the progression regime. (2.84)
- 5.36** There was strong leadership of the strategic management of resettlement and the OMU was at the heart of the work delivered across the prison, which meant that all staff supported work to effectively resettle the prisoners held. The whole prison approach through the progression regime helped prisoners reduce their risks. (4.24)
- 5.37** Contact between key workers, offender supervisors and prisoners was frequent and effectively focused. It provided prisoners with ongoing feedback, support and scrutiny of their behaviour, which helped prisoners to demonstrate reductions in their risk. (4.25)
- 5.38** The EBM process, supported by an effective key worker scheme, enabled the prison to monitor prisoners' attitudes, behaviour and thinking and to respond to risk issues. (4.26)

Section 6. Appendices

Appendix I: Inspection team

Sean Sullivan	Team leader
Joss Crosbie	Inspector
Paul Fenning	Inspector
Jeanette Hall	Inspector
Deri Hughes-Roberts	Inspector
Kellie Reeve	Inspector
Fiona Shearlaw	Inspector
Michelle Bellham	Researcher
Helen Ranns	Researcher
Alissa Redmond	Researcher
Patricia Taflan	Researcher

Specialist inspectors

Sigrid Engelen	Substance misuse inspector
Majella Pearce	Health services inspector
Peter Gibbs	Pharmacist
Jan Fooks-Bale	Care Quality Commission inspector
Martin Hughes	Ofsted inspector
Jai Sharda	Ofsted inspector
Matt Vaughan	Ofsted inspector
Paddy Doyle	Offender management inspector
Avtar Singh	Offender management inspector

Appendix II: Prison population profile

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

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	0	176	93.62
Recall	0	12	6.38
Convicted unsentenced	0	0	
Remand	0	0	
Civil prisoners	0	0	
Detainees	0	0	
Total	0	188	

Sentence	18–20 yr olds	21 and over	%
Unsentenced	0	0	
Less than 6 months	0	0	
6 months to less than 12 months	0	0	
12 months to less than 2 years	0	0	
2 years to less than 4 years	0	0	
4 years to less than 10 years	0	3	1.60
10 years and over (not life)	0	2	1.06
ISPP (indeterminate sentence for public protection)	0	73	38.83
Life	0	110	58.51
Total	0	188	

Age	Number of prisoners	%
Please state minimum age here: 23		
Under 21 years	0	0
21 years to 29 years	23	12.23
30 years to 39 years	68	36.17
40 years to 49 years	55	29.26
50 years to 59 years	33	17.55
60 years to 69 years	6	3.19
70 plus years	3	1.60
Please state maximum age here: 75		
Total	188	

Nationality	18–20 yr olds	21 and over	%
British	0	183	97.34
Foreign nationals	0	5	2.66
Total		188	

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	0	0	
Uncategorised sentenced	0	0	
Category A	0	0	
Category B	0	0	
Category C	0	184	97.87
Category D	0	4	2.13
Other			
Total	0	188	

Ethnicity	18–20 yr olds	21 and over	%
White			
British	0	146	77.66
Irish	0	3	1.60
Gypsy/Irish Traveller	0	4	2.13
Other white	0	6	3.19
Mixed			
White and black Caribbean	0	9	4.79
White and black African	0	1	.53
White and Asian	0	1	.53
Other mixed	0	0	
Asian or Asian British			
Indian	0	2	1.06
Pakistani	0	1	.53
Bangladeshi	0	0	
Chinese	0	0	
Other Asian	0	0	
Black or black British			
Caribbean	0	3	1.60
African	0	2	1.06
Other black	0	0	
Other ethnic group			
Arab	0	0	
Other ethnic group	0	0	
Not stated			
Total	0	188	

Religion	18–20 yr olds	21 and over	%
Baptist	0	0	
Church of England	0	45	23.94
Roman Catholic	0	37	19.68
Other Christian denominations	0	10	5.32
Muslim	0	18	9.58
Sikh	0	1	.53
Hindu	0	0	
Buddhist	0	10	5.32
Jewish	0	1	.53
Other	0	19	10.11
No religion	0	47	25.00
Total	0	188	

Other demographics	18–20 yr olds	21 and over	%
Veteran (ex-armed services)	0	0	
Total	0	0	

Sentenced prisoners only –unable to complete

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month				
1 month to 3 months				
3 months to 6 months				
6 months to 1 year				
1 year to 2 years				
2 years to 4 years				
4 years or more				
Total				

Sentenced prisoners only

	18–20 yr olds	21 and over	%
Foreign nationals detained post sentence expiry	0	0	
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).	0	33	17.55
Total	0	33	

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	0		0	
1 month to 3 months	0		0	
3 months to 6 months	0		0	
6 months to 1 year	0		0	
1 year to 2 years	0		0	
2 years to 4 years	0		0	
4 years or more	0		0	
Total	0		0	

Main offence	18–20 yr olds	21 and over	%
Violence against the person	0	134	71.65
Sexual offences	0	1	0.5
Burglary	0	5	2.7
Robbery	0	35	18.7
Theft and handling	0	0	
Fraud and forgery	0	1	0.5
Drugs offences	0	2	1
Other offences	0	9	4.8
Civil offences	0	0	
Offence not recorded /holding warrant	0	0	
Total		188	

Appendix III: Summary of prisoner questionnaires and interviews

Prisoner survey methodology

A voluntary, confidential and anonymous survey of a representative proportion of the prisoner population was carried out for this inspection. The results of this survey formed part of the evidence base for the inspection.

Sampling

Questionnaires were offered to all prisoners.

Distributing and collecting questionnaires

Every attempt was made to distribute the questionnaires to respondents individually. This gave researchers an opportunity to explain the purpose of the survey and to answer respondents' questions. We also stressed the voluntary nature of the survey and provided assurances about confidentiality and the independence of the Inspectorate. This information is also provided in writing on the front cover of the questionnaire.

Our questionnaire is available in a number of different languages and via a telephone translation service for respondents who do not read English. Respondents with literacy difficulties were offered the option of an interview.

Respondents were not asked to put their names on their questionnaire. In order to ensure confidentiality, respondents were asked to seal their completed questionnaire in the envelope provided and either hand it back to a member of the research team at a specified time or leave it in their room for collection.

Refusals were noted and no attempts were made to replace them.

Survey response

At the time of the survey on 12 October 2015 the prisoner population at HMP Warren Hill was 182. Using the method described above, questionnaires were distributed to all 182 prisoners.

We received a total of 138 completed questionnaires, a response rate of 76%. This included two questionnaires completed via interview. Eleven respondents refused to complete a questionnaire, 16 questionnaires were not returned and 17 were returned blank.

Wing/unit	Number of completed survey returns
Alder	41
Oak	53
Elm (TC)	28
Maple (PIPE)	16

Presentation of survey results and analyses

Over the following pages we present the survey results for HMP Warren Hill.

First a full breakdown of responses is provided for each question. In this full breakdown all percentages, including those for filtered questions, refer to the full sample. Percentages have been rounded and therefore may not add up to 100%.

We also present a number of comparative analyses. In all the comparative analyses that follow, statistically significant differences⁸ are indicated by shading. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading. If the difference is not statistically significant there is no shading. Orange shading has been used to show a statistically significant difference in prisoners' background details.

Filtered questions are clearly indented and preceded by an explanation of how the filter has been applied. Percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the entire sample. All missing responses have been excluded from analyses.

Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data have been weighted to enable valid statistical comparison between establishments.

The following comparative analyses are presented:

- The current survey responses from HMP Warren Hill in 2015 compared with responses from prisoners surveyed in all other category C training prisons. This comparator is based on all responses from prisoner surveys carried out in 36 category C training prisons since April 2011.
- A comparison within the 2015 survey between the responses of white prisoners and those from a black and minority ethnic group.
- A comparison within the 2015 survey between the responses of prisoners who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2015 survey between those who are aged 50 and over and those under 50.
- A comparison within the 2015 survey between those in the TC and PIPE (Elm and Maple) units and the rest of the establishment.

⁸ A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. Our significance level is set at 0.05 which means that there is only a 5% likelihood that the difference is due to chance.

Survey summary

Section I: About You

In order for us to ensure that everyone is treated equally within this prison, we ask that you fill in the following information about yourself. This will allow us to look at the answers provided by different groups of people in order to detect discrimination and to investigate whether there are equal opportunities for everyone across all areas of prison life. Your responses to these questions will remain both anonymous and confidential.

Q1.1 What wing or houseblock are you currently living on?

See shortened methodology

Q1.2 How old are you?

Under 21	0 (0%)
21 - 29	20 (15%)
30 - 39	39 (29%)
40 - 49	43 (32%)
50 - 59	26 (19%)
60 - 69	5 (4%)
70 and over	3 (2%)

Q1.3 Are you sentenced?

Yes	133 (97%)
Yes - on recall	4 (3%)
No - awaiting trial	0 (0%)
No - awaiting sentence	0 (0%)
No - awaiting deportation	0 (0%)

Q1.4 How long is your sentence?

Not sentenced	0 (0%)
Less than 6 months.....	0 (0%)
6 months to less than 1 year.....	0 (0%)
1 year to less than 2 years.....	0 (0%)
2 years to less than 4 years	1 (1%)
4 years to less than 10 years.....	3 (2%)
10 years or more	3 (2%)
IPP (indeterminate sentence for public protection)	47 (36%)
Life	78 (59%)

Q1.5 Are you a foreign national (i.e. do not have UK citizenship)?

Yes	5 (4%)
No.....	132 (96%)

Q1.6 Do you understand spoken English?

Yes	136 (99%)
No.....	1 (1%)

Q1.7	Do you understand written English?		
	Yes	135 (99%)	
	No	2 (1%)	
Q1.8	What is your ethnic origin?		
	White - British (English/ Welsh/ Scottish/ Northern Irish)	114 (83%)	Asian or Asian British - Chinese..... 0 (0%)
	White - Irish	2 (1%)	Asian or Asian British - other..... 0 (0%)
	White - other	4 (3%)	Mixed race - white and black Caribbean..... 5 (4%)
	Black or black British - Caribbean	4 (3%)	Mixed race - white and black African..... 1 (1%)
	Black or black British - African.....	1 (1%)	Mixed race - white and Asian
	Black or black British - other.....	1 (1%)	Mixed race - other..... 1 (1%)
	Asian or Asian British - Indian	2 (1%)	Arab
	Asian or Asian British - Pakistani	0 (0%)	Other ethnic group
	Asian or Asian British - Bangladeshi ..	0 (0%)	
Q1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?		
	Yes	6 (4%)	
	No	130 (96%)	
Q1.10	What is your religion?		
	None.....	46 (34%)	Hindu..... 0 (0%)
	Church of England.....	33 (24%)	Jewish..... 1 (1%)
	Catholic.....	16 (12%)	Muslim..... 7 (5%)
	Protestant.....	4 (3%)	Sikh
	Other Christian denomination.....	6 (4%)	Other..... 12 (9%)
	Buddhist.....	10 (7%)	
Q1.11	How would you describe your sexual orientation?		
	Heterosexual/Straight	132 (97%)	
	Homosexual/Gay	1 (1%)	
	Bisexual	3 (2%)	
Q1.12	Do you consider yourself to have a disability (i.e. do you need help with any long-term physical, mental or learning needs)?		
	Yes	23 (17%)	
	No	115 (83%)	
Q1.13	Are you a veteran (ex- armed services)?		
	Yes	5 (4%)	
	No	132 (96%)	
Q1.14	Is this your first time in prison?		
	Yes	34 (25%)	
	No	103 (75%)	
Q1.15	Do you have children under the age of 18?		
	Yes	51 (37%)	
	No	86 (63%)	

Section 2: Courts, transfers and escorts

Q2.1	On your most recent journey here, how long did you spend in the van?	
	<i>Less than 2 hours</i>	14 (10%)
	<i>2 hours or longer</i>	116 (86%)
	<i>Don't remember</i>	5 (4%)
Q2.2	On your most recent journey here, were you offered anything to eat or drink?	
	<i>My journey was less than two hours</i>	14 (10%)
	<i>Yes</i>	112 (82%)
	<i>No</i>	9 (7%)
	<i>Don't remember</i>	1 (1%)
Q2.3	On your most recent journey here, were you offered a toilet break?	
	<i>My journey was less than two hours</i>	14 (10%)
	<i>Yes</i>	11 (8%)
	<i>No</i>	104 (77%)
	<i>Don't remember</i>	6 (4%)
Q2.4	On your most recent journey here, was the van clean?	
	<i>Yes</i>	88 (65%)
	<i>No</i>	43 (32%)
	<i>Don't remember</i>	5 (4%)
Q2.5	On your most recent journey here, did you feel safe?	
	<i>Yes</i>	118 (87%)
	<i>No</i>	18 (13%)
	<i>Don't remember</i>	0 (0%)
Q2.6	On your most recent journey here, how were you treated by the escort staff?	
	<i>Very well</i>	44 (32%)
	<i>Well</i>	60 (44%)
	<i>Neither</i>	26 (19%)
	<i>Badly</i>	3 (2%)
	<i>Very badly</i>	3 (2%)
	<i>Don't remember</i>	0 (0%)
Q2.7	Before you arrived, were you given anything or told that you were coming here? (Please tick all that apply to you.)	
	<i>Yes, someone told me</i>	100 (74%)
	<i>Yes, I received written information</i>	23 (17%)
	<i>No, I was not told anything</i>	18 (13%)
	<i>Don't remember</i>	1 (1%)
Q2.8	When you first arrived here did your property arrive at the same time as you?	
	<i>Yes</i>	117 (86%)
	<i>No</i>	19 (14%)
	<i>Don't remember</i>	0 (0%)

Section 3: Reception, first night and induction

Q3.1	How long were you in reception?		
	<i>Less than 2 hours</i>	120 (90%)	
	<i>2 hours or longer</i>	9 (7%)	
	<i>Don't remember</i>	4 (3%)	
Q3.2	When you were searched, was this carried out in a respectful way?		
	<i>Yes</i>	127 (95%)	
	<i>No</i>	6 (5%)	
	<i>Don't remember</i>	0 (0%)	
Q3.3	Overall, how were you treated in reception?		
	<i>Very well</i>	84 (63%)	
	<i>Well</i>	43 (32%)	
	<i>Neither</i>	6 (4%)	
	<i>Badly</i>	1 (1%)	
	<i>Very badly</i>	0 (0%)	
	<i>Don't remember</i>	0 (0%)	
Q3.4	Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)		
	<i>Loss of property</i>	23 (18%)	<i>Physical health</i> 15 (12%)
	<i>Housing problems</i>	2 (2%)	<i>Mental health</i> 10 (8%)
	<i>Contacting employers</i>	0 (0%)	<i>Needing protection from other prisoners</i> 2 (2%)
	<i>Contacting family</i>	15 (12%)	<i>Getting phone numbers</i> 7 (5%)
	<i>Childcare</i>	0 (0%)	<i>Other</i> 5 (4%)
	<i>Money worries</i>	10 (8%)	<i>Did not have any problems</i> 72 (56%)
	<i>Feeling depressed or suicidal</i>	5 (4%)	
Q3.5	Did you receive any help/support from staff in dealing with these problems when you first arrived here?		
	<i>Yes</i>	33 (25%)	
	<i>No</i>	26 (20%)	
	<i>Did not have any problems</i>	72 (55%)	
Q3.6	When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)		
	<i>Tobacco</i>	93 (69%)	
	<i>A shower</i>	60 (45%)	
	<i>A free telephone call</i>	43 (32%)	
	<i>Something to eat</i>	67 (50%)	
	<i>PIN phone credit</i>	44 (33%)	
	<i>Toiletries/ basic items</i>	49 (37%)	
	<i>Did not receive anything</i>	18 (13%)	

Q3.7	When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)	
	Chaplain	73 (54%)
	Someone from health services	115 (86%)
	A Listener/Samaritans	48 (36%)
	Prison shop/ canteen	34 (25%)
	Did not have access to any of these	13 (10%)
Q3.8	When you first arrived here, were you offered information on the following? (Please tick all that apply to you.)	
	What was going to happen to you	90 (67%)
	What support was available for people feeling depressed or suicidal	62 (46%)
	How to make routine requests (applications)	67 (50%)
	Your entitlement to visits	56 (41%)
	Health services	85 (63%)
	Chaplaincy	74 (55%)
	Not offered any information	24 (18%)
Q3.9	Did you feel safe on your first night here?	
	Yes	128 (94%)
	No	7 (5%)
	Don't remember	1 (1%)
Q3.10	How soon after you arrived here did you go on an induction course?	
	Have not been on an induction course	12 (9%)
	Within the first week	108 (80%)
	More than a week	8 (6%)
	Don't remember	7 (5%)
Q3.11	Did the induction course cover everything you needed to know about the prison?	
	Have not been on an induction course	12 (9%)
	Yes	91 (68%)
	No	27 (20%)
	Don't remember	4 (3%)
Q3.12	How soon after you arrived here did you receive an education ('skills for life') assessment?	
	Did not receive an assessment	22 (17%)
	Within the first week	55 (41%)
	More than a week	42 (32%)
	Don't remember	14 (11%)

Section 4: Legal rights and respectful custody

Q4.1	How easy is it to...					
		Very easy	Easy	Neither	Difficult	Very difficult
						N/A
	Communicate with your solicitor or legal representative?	44 (33%)	55 (42%)	5 (4%)	7 (5%)	5 (4%)
	Attend legal visits?	32 (27%)	36 (31%)	7 (6%)	3 (3%)	6 (5%)
	Get bail information?	7 (7%)	10 (10%)	5 (5%)	1 (1%)	0 (0%)
						76 (77%)

Q4.2	Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?			
	Not had any letters	29	(22%)	
	Yes	50	(38%)	
	No	54	(41%)	
Q4.3	Can you get legal books in the library?			
	Yes	70	(53%)	
	No	4	(3%)	
	Don't know.....	57	(44%)	
Q4.4	Please answer the following questions about the wing/unit you are currently living on:			
		Yes	No	Don't know
	Do you normally have enough clean, suitable clothes for the week?	119 (89%)	12 (9%)	3 (2%)
	Are you normally able to have a shower every day?	134 (100%)	0 (0%)	0 (0%)
	Do you normally receive clean sheets every week?	99 (76%)	25 (19%)	7 (5%)
	Do you normally get cell cleaning materials every week?	103 (77%)	31 (23%)	0 (0%)
	Is your cell call bell normally answered within five minutes?	74 (56%)	19 (14%)	40 (30%)
	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	104 (79%)	27 (21%)	0 (0%)
	If you need to, can you normally get your stored property?	85 (63%)	18 (13%)	31 (23%)
Q4.5	What is the food like here?			
	Very good	7	(5%)	
	Good	42	(31%)	
	Neither	36	(27%)	
	Bad.....	34	(25%)	
	Very bad	15	(11%)	
Q4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?			
	Have not bought anything yet/don't know	7	(5%)	
	Yes	82	(60%)	
	No	47	(35%)	
Q4.7	Can you speak to a Listener at any time, if you want to?			
	Yes	104	(76%)	
	No	5	(4%)	
	Don't know.....	27	(20%)	
Q4.8	Are your religious beliefs respected?			
	Yes	83	(61%)	
	No	10	(7%)	
	Don't know/ N/A	43	(32%)	
Q4.9	Are you able to speak to a Chaplain of your faith in private if you want to?			
	Yes	97	(71%)	
	No	3	(2%)	
	Don't know/ N/A	36	(26%)	

Q4.10 How easy or difficult is it for you to attend religious services?

<i>I don't want to attend</i>	37 (28%)
<i>Very easy</i>	55 (41%)
<i>Easy</i>	25 (19%)
<i>Neither</i>	0 (0%)
<i>Difficult</i>	1 (1%)
<i>Very difficult</i>	0 (0%)
<i>Don't know</i>	15 (11%)

Section 5: Applications and complaints**Q5.1 Is it easy to make an application?**

<i>Yes</i>	128 (95%)
<i>No</i>	6 (4%)
<i>Don't know</i>	1 (1%)

Q5.2 Please answer the following questions about applications. (If you have not made an application please tick the 'not made one' option.)

	<i>Not made one</i>	<i>Yes</i>	<i>No</i>
Are <i>applications</i> dealt with fairly?	8 (6%)	101 (77%)	22 (17%)
Are <i>applications</i> dealt with quickly (within seven days)?	8 (7%)	72 (63%)	35 (30%)

Q5.3 Is it easy to make a complaint?

<i>Yes</i>	97 (75%)
<i>No</i>	10 (8%)
<i>Don't know</i>	23 (18%)

Q5.4 Please answer the following questions about complaints. (If you have not made a complaint please tick the 'not made one' option.)

	<i>Not made one</i>	<i>Yes</i>	<i>No</i>
Are <i>complaints</i> dealt with fairly?	48 (37%)	43 (33%)	39 (30%)
Are <i>complaints</i> dealt with quickly (within seven days)?	48 (40%)	30 (25%)	43 (36%)

Q5.5 Have you ever been prevented from making a complaint when you wanted to?

<i>Yes</i>	13 (10%)
<i>No</i>	115 (90%)

Q5.6 How easy or difficult is it for you to see the Independent Monitoring Board (IMB)?

<i>Don't know who they are</i>	10 (8%)
<i>Very easy</i>	42 (32%)
<i>Easy</i>	55 (42%)
<i>Neither</i>	21 (16%)
<i>Difficult</i>	3 (2%)
<i>Very difficult</i>	1 (1%)

Section 6: Incentive and earned privileges scheme

- Q6.1 Have you been treated fairly in your experience of the incentive and earned privileges (IEP) scheme? (This refers to enhanced, standard and basic levels.)**
- | | |
|---|-----------|
| <i>Don't know what the IEP scheme is.....</i> | 0 (0%) |
| Yes | 104 (76%) |
| No | 22 (16%) |
| <i>Don't know.....</i> | 10 (7%) |
- Q6.2 Do the different levels of the IEP scheme encourage you to change your behaviour? (This refers to enhanced, standard and basic levels.)**
- | | |
|---|----------|
| <i>Don't know what the IEP scheme is.....</i> | 0 (0%) |
| Yes | 84 (63%) |
| No | 45 (34%) |
| <i>Don't know.....</i> | 5 (4%) |
- Q6.3 In the last six months have any members of staff physically restrained you (C&R)?**
- | | |
|-----------|-----------|
| Yes | 7 (5%) |
| No | 129 (95%) |
- Q6.4 If you have spent a night in the segregation/care and separation unit in the last six months, how were you treated by staff?**
- | | |
|---|-----------|
| <i>I have not been to segregation in the last six months.....</i> | 120 (90%) |
| Very well..... | 5 (4%) |
| Well..... | 2 (1%) |
| Neither | 5 (4%) |
| Badly..... | 0 (0%) |
| Very badly | 2 (1%) |

Section 7: Relationships with staff

- Q7.1 Do most staff treat you with respect?**
- | | |
|-----------|-----------|
| Yes | 123 (91%) |
| No | 12 (9%) |
- Q7.2 Is there a member of staff you can turn to for help if you have a problem?**
- | | |
|-----------|-----------|
| Yes | 123 (91%) |
| No | 12 (9%) |
- Q7.3 Has a member of staff checked on you personally in the last week to see how you are getting on?**
- | | |
|-----------|-----------|
| Yes | 107 (79%) |
| No | 28 (21%) |
- Q7.4 How often do staff normally speak to you during association?**
- | | |
|--------------------------------------|----------|
| <i>Do not go on association.....</i> | 2 (2%) |
| Never..... | 6 (5%) |
| Rarely..... | 16 (12%) |
| <i>Some of the time.....</i> | 47 (36%) |
| <i>Most of the time.....</i> | 40 (30%) |
| <i>All of the time.....</i> | 21 (16%) |

Q7.5 When did you first meet your personal (named) officer?

<i>I have not met him/her</i>	7 (5%)
<i>In the first week</i>	88 (65%)
<i>More than a week</i>	38 (28%)
<i>Don't remember</i>	2 (1%)

Q7.6 How helpful is your personal (named) officer?

<i>Do not have a personal officer/ I have not met him/ her</i>	7 (5%)
<i>Very helpful</i>	77 (59%)
<i>Helpful</i>	34 (26%)
<i>Neither</i>	7 (5%)
<i>Not very helpful</i>	6 (5%)
<i>Not at all helpful</i>	0 (0%)

Section 8: Safety**Q8.1 Have you ever felt unsafe here?**

<i>Yes</i>	28 (21%)
<i>No</i>	106 (79%)

Q8.2 Do you feel unsafe now?

<i>Yes</i>	12 (9%)
<i>No</i>	120 (91%)

Q8.3 In which areas have you felt unsafe? (Please tick all that apply to you.)

<i>Never felt unsafe</i>	106 (82%)	<i>At meal times</i>	8 (6%)
<i>Everywhere</i>	3 (2%)	<i>At health services</i>	8 (6%)
<i>Segregation unit</i>	1 (1%)	<i>Visits area</i>	4 (3%)
<i>Association areas</i>	8 (6%)	<i>In wing showers</i>	4 (3%)
<i>Reception area</i>	1 (1%)	<i>In gym showers</i>	4 (3%)
<i>At the gym</i>	7 (5%)	<i>In corridors/stairwells</i>	4 (3%)
<i>In an exercise yard</i>	6 (5%)	<i>On your landing/wing</i>	13 (10%)
<i>At work</i>	4 (3%)	<i>In your cell</i>	11 (9%)
<i>During movement</i>	8 (6%)	<i>At religious services</i>	2 (2%)
<i>At education</i>	3 (2%)		

Q8.4 Have you been victimised by other prisoners here?

<i>Yes</i>	30 (23%)
<i>No</i>	101 (77%)

Q8.5	If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you.)	
	Insulting remarks (about you or your family or friends)	16 (12%)
	Physical abuse (being hit, kicked or assaulted)	4 (3%)
	Sexual abuse.....	1 (1%)
	Feeling threatened or intimidated.....	19 (15%)
	Having your canteen/property taken.....	3 (2%)
	Medication	3 (2%)
	Debt.....	0 (0%)
	Drugs	2 (2%)
	Your race or ethnic origin	3 (2%)
	Your religion/religious beliefs	2 (2%)
	Your nationality.....	1 (1%)
	You are from a different part of the country than others.....	3 (2%)
	You are from a traveller community	1 (1%)
	Your sexual orientation	0 (0%)
	Your age.....	2 (2%)
	You have a disability	0 (0%)
	You were new here	6 (5%)
	Your offence/ crime.....	6 (5%)
	Gang related issues.....	2 (2%)
Q8.6	Have you been victimised by staff here?	
	Yes	21 (16%)
	No	112 (84%)
Q8.7	If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you.)	
	Insulting remarks (about you or your family or friends)	6 (5%)
	Physical abuse (being hit, kicked or assaulted)	2 (2%)
	Sexual abuse.....	0 (0%)
	Feeling threatened or intimidated.....	10 (8%)
	Medication	4 (3%)
	Debt.....	1 (1%)
	Drugs	3 (2%)
	Your race or ethnic origin	1 (1%)
	Your religion/religious beliefs	1 (1%)
	Your nationality.....	0 (0%)
	You are from a different part of the country than others.....	2 (2%)
	You are from a traveller community	1 (1%)
	Your sexual orientation	0 (0%)
	Your age.....	3 (2%)
	You have a disability	0 (0%)
	You were new here	1 (1%)
	Your offence/ crime.....	4 (3%)
	Gang related issues.....	1 (1%)
Q8.8	If you have been victimised by prisoners or staff, did you report it?	
	Not been victimised.....	94 (74%)
	Yes	17 (13%)
	No	16 (13%)

Section 9: Health services

Q9.1 How easy or difficult is it to see the following people?

	<i>Don't know</i>	<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
The doctor	16 (12%)	28 (21%)	60 (45%)	12 (9%)	13 (10%)	5 (4%)
The nurse	9 (7%)	51 (39%)	59 (45%)	6 (5%)	6 (5%)	1 (1%)
The dentist	23 (18%)	12 (9%)	36 (27%)	15 (11%)	32 (24%)	13 (10%)

Q9.2 What do you think of the quality of the health service from the following people?

	<i>Not been</i>	<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Bad</i>	<i>Very bad</i>
The doctor	12 (9%)	27 (20%)	60 (45%)	17 (13%)	10 (8%)	6 (5%)
The nurse	8 (6%)	32 (25%)	51 (40%)	14 (11%)	16 (13%)	7 (5%)
The dentist	24 (19%)	13 (10%)	35 (28%)	29 (23%)	15 (12%)	11 (9%)

Q9.3 What do you think of the overall quality of the health services here?

<i>Not been</i>	5 (4%)
<i>Very good</i>	29 (22%)
<i>Good</i>	54 (41%)
<i>Neither</i>	21 (16%)
<i>Bad</i>	15 (11%)
<i>Very bad</i>	9 (7%)

Q9.4 Are you currently taking medication?

Yes	83 (63%)
No	49 (37%)

Q9.5 If you are taking medication, are you allowed to keep some/ all of it in your own cell?

<i>Not taking medication</i>	49 (37%)
<i>Yes, all my meds</i>	66 (50%)
<i>Yes, some of my meds</i>	11 (8%)
<i>No</i>	6 (5%)

Q9.6 Do you have any emotional or mental health problems?

Yes	34 (26%)
No	98 (74%)

Q9.7 Are you being helped/ supported by anyone in this prison (e.g. a psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff)?

<i>Do not have any emotional or mental health problems</i>	98 (75%)
Yes	23 (18%)
No	9 (7%)

Section 10: Drugs and alcohol

Q10.1 Did you have a problem with drugs when you came into this prison?

Yes	33 (25%)
No	97 (75%)

Q10.2 Did you have a problem with alcohol when you came into this prison?

Yes	23 (18%)
No	107 (82%)

Q10.3	Is it easy or difficult to get illegal drugs in this prison?	
	Very easy.....	19 (15%)
	Easy.....	22 (17%)
	Neither.....	13 (10%)
	Difficult.....	8 (6%)
	Very difficult.....	9 (7%)
	Don't know.....	58 (45%)
Q10.4	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	6 (5%)
	Easy.....	7 (5%)
	Neither.....	9 (7%)
	Difficult.....	11 (9%)
	Very difficult.....	20 (16%)
	Don't know.....	75 (59%)
Q10.5	Have you developed a problem with illegal drugs since you have been in this prison?	
	Yes.....	5 (4%)
	No.....	124 (96%)
Q10.6	Have you developed a problem with diverted medication since you have been in this prison?	
	Yes.....	4 (3%)
	No.....	126 (97%)
Q10.7	Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?	
	Did not / do not have a drug problem.....	95 (77%)
	Yes.....	19 (15%)
	No.....	10 (8%)
Q10.8	Have you received any support or help (for example substance misuse teams) for your alcohol problem, whilst in this prison?	
	Did not / do not have an alcohol problem.....	107 (84%)
	Yes.....	14 (11%)
	No.....	6 (5%)
Q10.9	Was the support or help you received, while in this prison, helpful?	
	Did not have a problem/ did not receive help.....	101 (81%)
	Yes.....	22 (18%)
	No.....	2 (2%)

Section I I: Activities

Q11.1 How easy or difficult is it to get into the following activities, in this prison?

	<i>Don't know</i>	<i>Very Easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
Prison job	6 (5%)	23 (18%)	48 (37%)	12 (9%)	26 (20%)	16 (12%)
Vocational or skills training	20 (16%)	17 (13%)	50 (39%)	17 (13%)	17 (13%)	6 (5%)
Education (including basic skills)	15 (12%)	22 (17%)	67 (53%)	9 (7%)	11 (9%)	2 (2%)
Offending behaviour programmes	48 (39%)	9 (7%)	13 (11%)	20 (16%)	12 (10%)	20 (16%)

Q11.2 Are you currently involved in the following? (Please tick all that apply to you.)

<i>Not involved in any of these</i>	11 (8%)
Prison job	109 (83%)
Vocational or skills training	27 (21%)
Education (including basic skills).....	21 (16%)
Offending behaviour programmes	21 (16%)

Q11.3 If you have been involved in any of the following, while in this prison, do you think they will help you on release?

	<i>Not been involved</i>	<i>Yes</i>	<i>No</i>	<i>Don't know</i>
Prison job	7 (6%)	65 (54%)	42 (35%)	7 (6%)
Vocational or skills training	15 (16%)	57 (61%)	16 (17%)	5 (5%)
Education (including basic skills)	15 (17%)	49 (56%)	18 (21%)	5 (6%)
Offending behaviour programmes	22 (27%)	39 (48%)	13 (16%)	7 (9%)

Q11.4 How often do you usually go to the library?

<i>Don't want to go</i>	3 (2%)
<i>Never</i>	7 (5%)
<i>Less than once a week</i>	25 (19%)
<i>About once a week</i>	44 (34%)
<i>More than once a week</i>	51 (39%)

Q11.5 Does the library have a wide enough range of materials to meet your needs?

<i>Don't use it</i>	6 (5%)
<i>Yes</i>	96 (73%)
<i>No</i>	29 (22%)

Q11.6 How many times do you usually go to the gym each week?

<i>Don't want to go</i>	25 (19%)
<i>0</i>	24 (18%)
<i>1 to 2</i>	20 (15%)
<i>3 to 5</i>	35 (27%)
<i>More than 5</i>	28 (21%)

Q11.7 How many times do you usually go outside for exercise each week?

<i>Don't want to go</i>	11 (8%)
<i>0</i>	14 (11%)
<i>1 to 2</i>	28 (22%)
<i>3 to 5</i>	29 (22%)
<i>More than 5</i>	48 (37%)

Q11.8 How many times do you usually have association each week?

<i>Don't want to go</i>	6 (5%)
<i>0</i>	1 (1%)
<i>1 to 2</i>	4 (3%)
<i>3 to 5</i>	6 (5%)
<i>More than 5</i>	112 (87%)

Q11.9 How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc.)

<i>Less than 2 hours</i>	3 (2%)
<i>2 to less than 4 hours</i>	1 (1%)
<i>4 to less than 6 hours</i>	5 (4%)
<i>6 to less than 8 hours</i>	10 (8%)
<i>8 to less than 10 hours</i>	20 (15%)
<i>10 hours or more</i>	87 (67%)
<i>Don't know</i>	4 (3%)

Section 12: Contact with family and friends**Q12.1 Have staff supported you and helped you to maintain contact with your family/friends while in this prison?**

<i>Yes</i>	63 (49%)
<i>No</i>	65 (51%)

Q12.2 Have you had any problems with sending or receiving mail (letters or parcels)?

<i>Yes</i>	43 (33%)
<i>No</i>	88 (67%)

Q12.3 Have you had any problems getting access to the telephones?

<i>Yes</i>	10 (8%)
<i>No</i>	122 (92%)

Q12.4 How easy or difficult is it for your family and friends to get here?

<i>I don't get visits</i>	24 (19%)
<i>Very easy</i>	3 (2%)
<i>Easy</i>	17 (13%)
<i>Neither</i>	4 (3%)
<i>Difficult</i>	26 (21%)
<i>Very difficult</i>	51 (40%)
<i>Don't know</i>	1 (1%)

Section 13: Preparation for release**Q13.1 Do you have a named offender manager (home probation officer) in the probation service?**

<i>Not sentenced</i>	0 (0%)
<i>Yes</i>	130 (99%)
<i>No</i>	1 (1%)

- Q13.2 What type of contact have you had with your offender manager since being in prison? (Please tick all that apply to you.)**
- | | |
|--------------------------------|----------|
| <i>Not sentenced/ NA</i> | 1 (1%) |
| <i>No contact</i> | 17 (13%) |
| <i>Letter</i> | 75 (57%) |
| <i>Phone</i> | 91 (69%) |
| <i>Visit</i> | 51 (39%) |
- Q13.3 Do you have a named offender supervisor in this prison?**
- | | |
|------------------|-----------|
| <i>Yes</i> | 125 (95%) |
| <i>No</i> | 7 (5%) |
- Q13.4 Do you have a sentence plan?**
- | | |
|----------------------------|-----------|
| <i>Not sentenced</i> | 0 (0%) |
| <i>Yes</i> | 107 (82%) |
| <i>No</i> | 24 (18%) |
- Q13.5 How involved were you in the development of your sentence plan?**
- | | |
|---|----------|
| <i>Do not have a sentence plan/ not sentenced</i> | 24 (19%) |
| <i>Very involved</i> | 40 (31%) |
| <i>Involved</i> | 43 (33%) |
| <i>Neither</i> | 5 (4%) |
| <i>Not very involved</i> | 12 (9%) |
| <i>Not at all involved</i> | 5 (4%) |
- Q13.6 Who is working with you to achieve your sentence plan targets? (Please tick all that apply to you.)**
- | | |
|---|----------|
| <i>Do not have a sentence plan/ not sentenced</i> | 24 (19%) |
| <i>Nobody</i> | 13 (10%) |
| <i>Offender supervisor</i> | 76 (59%) |
| <i>Offender manager</i> | 60 (47%) |
| <i>Named/ personal officer</i> | 78 (61%) |
| <i>Staff from other departments</i> | 38 (30%) |
- Q13.7 Can you achieve any of your sentence plan targets in this prison?**
- | | |
|---|----------|
| <i>Do not have a sentence plan/ not sentenced</i> | 24 (19%) |
| <i>Yes</i> | 82 (65%) |
| <i>No</i> | 17 (13%) |
| <i>Don't know</i> | 4 (3%) |
- Q13.8 Are there plans for you to achieve any of your sentence plan targets in another prison?**
- | | |
|---|----------|
| <i>Do not have a sentence plan/ not sentenced</i> | 24 (19%) |
| <i>Yes</i> | 22 (17%) |
| <i>No</i> | 70 (55%) |
| <i>Don't know</i> | 12 (9%) |

Q13.9 Are there plans for you to achieve any of your sentence plan targets in the community?

Do not have a sentence plan/ not sentenced 24 (19%)
 Yes 50 (39%)
 No 30 (23%)
 Don't know..... 25 (19%)

Q13.10 Do you have a needs based custody plan?

Yes 15 (12%)
 No 57 (44%)
 Don't know..... 58 (45%)

Q13.11 Do you feel that any member of staff has helped you to prepare for your release?

Yes 58 (45%)
 No 70 (55%)

Q13.12 Do you know of anyone in this prison who can help you with the following on release? (Please tick all that apply to you.)

	Do not need help	Yes	No
Employment	20 (16%)	45 (37%)	57 (47%)
Accommodation	20 (16%)	39 (32%)	64 (52%)
Benefits	21 (18%)	30 (25%)	68 (57%)
Finances	20 (17%)	26 (22%)	70 (60%)
Education	20 (17%)	46 (40%)	50 (43%)
Drugs and alcohol	23 (19%)	63 (52%)	35 (29%)

Q13.13 Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?

Not sentenced 0 (0%)
 Yes 79 (62%)
 No 48 (38%)

Main comparator and comparator to last time



Prisoner survey responses HMP Warren Hill 2015

Prisoner survey responses (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

	Any percentage highlighted in green is significantly better	HMP Warren Hill 2015	Category C training prisons comparator
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		138	6,357
SECTION 1: General information			
1.2	Are you under 21 years of age?	0%	2%
1.3	Are you sentenced?	100%	100%
1.3	Are you on recall?	3%	9%
1.4	Is your sentence less than 12 months?	0%	6%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	36%	9%
1.5	Are you a foreign national?	4%	9%
1.6	Do you understand spoken English?	99%	99%
1.7	Do you understand written English?	98%	98%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	13%	25%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	4%	4%
1.1	Are you Muslim?	5%	13%
1.11	Are you homosexual/gay or bisexual?	3%	3%
1.12	Do you consider yourself to have a disability?	17%	20%
1.13	Are you a veteran (ex-armed services)?	4%	6%
1.14	Is this your first time in prison?	25%	37%
1.15	Do you have any children under the age of 18?	37%	51%
SECTION 2: Transfers and escorts			
On your most recent journey here:			
2.1	Did you spend more than 2 hours in the van?	86%	45%
For those who spent two or more hours in the escort van:			
2.2	Were you offered anything to eat or drink?	92%	72%
2.3	Were you offered a toilet break?	9%	8%
2.4	Was the van clean?	65%	63%
2.5	Did you feel safe?	87%	80%
2.6	Were you treated well/very well by the escort staff?	77%	72%
2.7	Before you arrived here were you told that you were coming here?	74%	61%
2.7	Before you arrived here did you receive any written information about coming here?	17%	15%
2.8	When you first arrived here did your property arrive at the same time as you?	86%	86%

Main comparator and comparator to last time

Key to tables

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	Percentages which are not highlighted show there is no significant difference		
SECTION 3: Reception, first night and induction			
3.1	Were you in reception for less than 2 hours?	90%	53%
3.2	When you were searched in reception, was this carried out in a respectful way?	96%	85%
3.3	Were you treated well/very well in reception?	95%	75%
	When you first arrived:		
3.4	Did you have any problems?	44%	60%
3.4	Did you have any problems with loss of property?	18%	18%
3.4	Did you have any housing problems?	2%	13%
3.4	Did you have any problems contacting employers?	0%	2%
3.4	Did you have any problems contacting family?	12%	18%
3.4	Did you have any problems ensuring dependants were being looked after?	0%	1%
3.4	Did you have any money worries?	8%	13%
3.4	Did you have any problems with feeling depressed or suicidal?	4%	14%
3.4	Did you have any physical health problems?	12%	12%
3.4	Did you have any mental health problems?	8%	15%
3.4	Did you have any problems with needing protection from other prisoners?	2%	5%
3.4	Did you have problems accessing phone numbers?	5%	16%
	For those with problems:		
3.5	Did you receive any help/ support from staff in dealing with these problems?	56%	36%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	70%	75%
3.6	A shower?	45%	27%
3.6	A free telephone call?	32%	41%
3.6	Something to eat?	50%	57%
3.6	PIN phone credit?	33%	52%
3.6	Toiletries/ basic items?	37%	46%
	When you first arrived here did you have access to the following people:		
3.7	The chaplain or a religious leader?	54%	53%
3.7	Someone from health services?	86%	69%
3.7	A Listener/Samaritans?	36%	33%
3.7	Prison shop/ canteen?	25%	23%

Main comparator and comparator to last time

Key to tables

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	Percentages which are not highlighted show there is no significant difference		
	When you first arrived here were you offered information about any of the following:		
3.8	What was going to happen to you?	67%	50%
3.8	Support was available for people feeling depressed or suicidal?	46%	40%
3.8	How to make routine requests?	49%	44%
3.8	Your entitlement to visits?	42%	41%
3.8	Health services?	63%	52%
3.8	The chaplaincy?	55%	48%
3.9	Did you feel safe on your first night here?	94%	82%
3.10	Have you been on an induction course?	91%	91%
	For those who have been on an induction course:		
3.11	Did the course cover everything you needed to know about the prison?	75%	59%
3.12	Did you receive an education (skills for life) assessment?	84%	83%
SECTION 4: Legal rights and respectful custody			
	In terms of your legal rights, is it easy/very easy to:		
4.1	Communicate with your solicitor or legal representative?	75%	46%
4.1	Attend legal visits?	58%	48%
4.1	Get bail information?	17%	15%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	38%	39%
4.3	Can you get legal books in the library?	53%	42%
	For the wing/unit you are currently on:		
4.4	Are you normally offered enough clean, suitable clothes for the week?	89%	66%
4.4	Are you normally able to have a shower every day?	100%	92%
4.4	Do you normally receive clean sheets every week?	76%	73%
4.4	Do you normally get cell cleaning materials every week?	77%	65%
4.4	Is your cell call bell normally answered within five minutes?	56%	36%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	79%	69%
4.4	Can you normally get your stored property, if you need to?	63%	23%
4.5	Is the food in this prison good/very good?	37%	28%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	60%	48%
4.7	Are you able to speak to a Listener at any time, if you want to?	77%	56%
4.8	Are your religious beliefs are respected?	61%	53%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	72%	58%
4.10	Is it easy/very easy to attend religious services?	60%	50%

Main comparator and comparator to last time

Key to tables

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Percentages which are not highlighted show there is no significant difference		
SECTION 5: Applications and complaints		
5.1 Is it easy to make an application?	95%	82%
For those who have made an application:		
5.2 Do you feel applications are dealt with fairly?	82%	58%
5.2 Do you feel applications are dealt with quickly (within seven days)?	67%	41%
5.3 Is it easy to make a complaint?	74%	59%
For those who have made a complaint:		
5.4 Do you feel complaints are dealt with fairly?	53%	33%
5.4 Do you feel complaints are dealt with quickly (within seven days)?	41%	29%
5.5 Have you ever been prevented from making a complaint when you wanted to?	10%	19%
5.6 Is it easy/very easy to see the Independent Monitoring Board?	74%	29%
SECTION 6: Incentives and earned privileges scheme		
6.1 Do you feel you have been treated fairly in your experience of the IEP scheme?	77%	50%
6.2 Do the different levels of the IEP scheme encourage you to change your behaviour?	63%	46%
6.3 In the last six months have any members of staff physically restrained you (C&R)?	5%	7%
6.4 In the last six months, if you have spent a night in the segregation/ care and separation unit, were you treated very well/ well by staff?	50%	38%
SECTION 7: Relationships with staff		
7.1 Do most staff, in this prison, treat you with respect?	91%	79%
7.2 Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	91%	73%
7.3 Has a member of staff checked on you personally in the last week to see how you were getting on?	79%	30%
7.4 Do staff normally speak to you most of the time/all of the time during association?	46%	20%
7.5 Do you have a personal officer?	95%	66%
For those with a personal officer:		
7.6 Do you think your personal officer is helpful/very helpful?	90%	63%
SECTION 8: Safety		
8.1 Have you ever felt unsafe here?	21%	35%
8.2 Do you feel unsafe now?	9%	15%
8.4 Have you been victimised by other prisoners here?	23%	27%
Since you have been here, have other prisoners:		
8.5 Made insulting remarks about you, your family or friends?	12%	12%
8.5 Hit, kicked or assaulted you?	3%	7%
8.5 Sexually abused you?	1%	1%
8.5 Threatened or intimidated you?	15%	16%
8.5 Taken your canteen/property?	2%	6%
8.5 Victimised you because of medication?	2%	4%

Main comparator and comparator to last time

Key to tables

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	Percentages which are not highlighted show there is no significant difference		
8.5	Victimised you because of debt?	0%	4%
8.5	Victimised you because of drugs?	2%	4%
8.5	Victimised you because of your race or ethnic origin?	2%	3%
8.5	Victimised you because of your religion/religious beliefs?	2%	3%
8.5	Victimised you because of your nationality?	1%	2%
8.5	Victimised you because you were from a different part of the country?	2%	4%
8.5	Victimised you because you are from a Traveller community?	1%	1%
8.5	Victimised you because of your sexual orientation?	0%	2%
8.5	Victimised you because of your age?	2%	3%
8.5	Victimised you because you have a disability?	0%	3%
8.5	Victimised you because you were new here?	5%	5%
8.5	Victimised you because of your offence/crime?	5%	4%
8.5	Victimised you because of gang related issues?	2%	4%
8.6	Have you been victimised by staff here?	16%	30%
	Since you have been here, have staff:		
8.7	Made insulting remarks about you, your family or friends?	5%	11%
8.7	Hit, kicked or assaulted you?	2%	4%
8.7	Sexually abused you?	0%	1%
8.7	Threatened or intimidated you?	7%	12%
8.7	Victimised you because of medication?	3%	3%
8.7	Victimised you because of debt?	1%	2%
8.7	Victimised you because of drugs?	2%	2%
8.7	Victimised you because of your race or ethnic origin?	1%	4%
8.7	Victimised you because of your religion/religious beliefs?	1%	3%
8.7	Victimised you because of your nationality?	0%	2%
8.7	Victimised you because you were from a different part of the country?	2%	3%
8.7	Victimised you because you are from a Traveller community?	1%	1%
8.7	Victimised you because of your sexual orientation?	0%	1%
8.7	Victimised you because of your age?	2%	2%
8.7	Victimised you because you have a disability?	0%	3%
8.7	Victimised you because you were new here?	1%	4%
8.7	Victimised you because of your offence/crime?	3%	4%
8.7	Victimised you because of gang related issues?	1%	3%
	For those who have been victimised by staff or other prisoners:		
8.8	Did you report any victimisation that you have experienced?	51%	39%

Main comparator and comparator to last time

Key to tables

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	Percentages which are not highlighted show there is no significant difference		
SECTION 9: Health services			
9.1	Is it easy/very easy to see the doctor?	66%	30%
9.1	Is it easy/very easy to see the nurse?	83%	52%
9.1	Is it easy/very easy to see the dentist?	36%	14%
	For those who have been to the following services, do you think the quality of the health service from the following is good/very good:		
9.2	The doctor?	72%	48%
9.2	The nurse?	69%	57%
9.2	The dentist?	46%	43%
9.3	The overall quality of health services?	65%	44%
9.4	Are you currently taking medication?	63%	49%
	For those currently taking medication:		
9.5	Are you allowed to keep possession of some or all of your medication in your own cell?	93%	83%
9.6	Do you have any emotional well being or mental health problems?	26%	30%
	For those who have problems:		
9.7	Are you being helped or supported by anyone in this prison?	71%	53%
SECTION 10: Drugs and alcohol			
10.1	Did you have a problem with drugs when you came into this prison?	26%	25%
10.2	Did you have a problem with alcohol when you came into this prison?	18%	16%
10.3	Is it easy/very easy to get illegal drugs in this prison?	32%	38%
10.4	Is it easy/very easy to get alcohol in this prison?	10%	23%
10.5	Have you developed a problem with drugs since you have been in this prison?	4%	9%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	3%	7%
	For those with drug or alcohol problems:		
10.7	Have you received any support or help with your drug problem while in this prison?	66%	63%
10.8	Have you received any support or help with your alcohol problem while in this prison?	69%	64%
	For those who have received help or support with their drug or alcohol problem:		
10.9	Was the support helpful?	91%	77%
SECTION 11: Activities			
	Is it very easy/ easy to get into the following activities:		
11.1	A prison job?	54%	45%
11.1	Vocational or skills training?	53%	41%
11.1	Education (including basic skills)?	71%	55%
11.1	Offending behaviour programmes?	18%	23%

Main comparator and comparator to last time

Key to tables

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	Any percentage highlighted in blue is significantly worse		
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	Percentages which are not highlighted show there is no significant difference		
	Are you currently involved in any of the following activities:		
11.2	A prison job?	83%	58%
11.2	Vocational or skills training?	21%	15%
11.2	Education (including basic skills)?	16%	24%
11.2	Offending behaviour programmes?	16%	12%
11.3	Have you had a job while in this prison?	94%	82%
	For those who have had a prison job while in this prison:		
11.3	Do you feel the job will help you on release?	57%	43%
11.3	Have you been involved in vocational or skills training while in this prison?	84%	73%
	For those who have had vocational or skills training while in this prison:		
11.3	Do you feel the vocational or skills training will help you on release?	73%	55%
11.3	Have you been involved in education while in this prison?	83%	79%
	For those who have been involved in education while in this prison:		
11.3	Do you feel the education will help you on release?	68%	58%
11.3	Have you been involved in offending behaviour programmes while in this prison?	73%	70%
	For those who have been involved in offending behaviour programmes while in this prison:		
11.3	Do you feel the offending behaviour programme(s) will help you on release?	66%	50%
11.4	Do you go to the library at least once a week?	73%	44%
11.5	Does the library have a wide enough range of materials to meet your needs?	73%	46%
11.6	Do you go to the gym three or more times a week?	48%	33%
11.7	Do you go outside for exercise three or more times a week?	59%	52%
11.8	Do you go on association more than five times each week?	87%	68%
11.9	Do you spend ten or more hours out of your cell on a weekday?	67%	17%
SECTION 12: Friends and family			
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	49%	34%
12.2	Have you had any problems with sending or receiving mail?	33%	43%
12.3	Have you had any problems getting access to the telephones?	8%	23%
12.4	Is it easy/ very easy for your friends and family to get here?	16%	29%
SECTION 13: Preparation for release			
	For those who are sentenced:		
13.1	Do you have a named offender manager (home probation officer) in the probation service?	99%	82%
	For those who are sentenced what type of contact have you had with your offender manager:		
13.2	No contact?	13%	36%
13.2	Contact by letter?	58%	35%
13.2	Contact by phone?	70%	24%
13.2	Contact by visit?	39%	33%

Main comparator and comparator to last time

Key to tables

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	Percentages which are not highlighted show there is no significant difference		
13.3	Do you have a named offender supervisor in this prison?	95%	72%
	For those who are sentenced:		
13.4	Do you have a sentence plan?	82%	65%
	For those with a sentence plan:		
13.5	Were you involved/very involved in the development of your plan?	79%	52%
	Who is working with you to achieve your sentence plan targets:		
13.6	Nobody?	12%	48%
13.6	Offender supervisor?	72%	35%
13.6	Offender manager?	57%	26%
13.6	Named/ personal officer?	74%	12%
13.6	Staff from other departments?	36%	15%
	For those with a sentence plan:		
13.7	Can you achieve any of your sentence plan targets in this prison?	79%	62%
13.8	Are there plans for you to achieve any of your targets in another prison?	21%	20%
13.9	Are there plans for you to achieve any of your targets in the community?	48%	29%
13.10	Do you have a needs based custody plan?	12%	7%
13.11	Do you feel that any member of staff has helped you to prepare for release?	46%	15%
	For those that need help do you know of anyone in this prison who can help you on release with the following:		
13.12	Employment?	44%	34%
13.12	Accommodation?	38%	38%
13.12	Benefits?	31%	40%
13.12	Finances?	27%	28%
13.12	Education?	48%	35%
13.12	Drugs and alcohol?	64%	44%
	For those who are sentenced:		
13.13	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	62%	54%

Diversity analysis



Key question responses (ethnicity) HMP Warren Hill 2015

Prisoner survey responses (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White prisoners
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		18	120
1.3	Are you sentenced?	100%	100%
1.5	Are you a foreign national?	17%	2%
1.6	Do you understand spoken English?	96%	100%
1.7	Do you understand written English?	96%	99%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)		
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	13%	3%
1.1	Are you Muslim?	35%	1%
1.12	Do you consider yourself to have a disability?	13%	18%
1.13	Are you a veteran (ex-armed services)?	0%	5%
1.14	Is this your first time in prison?	29%	24%
2.6	Were you treated well/very well by the escort staff?	71%	77%
2.7	Before you arrived here were you told that you were coming here?	78%	74%
3.2	When you were searched in reception, was this carried out in a respectful way?	96%	95%
3.3	Were you treated well/very well in reception?	88%	96%
3.4	Did you have any problems when you first arrived?	35%	45%
3.7	Did you have access to someone from health care when you first arrived here?	83%	86%
3.9	Did you feel safe on your first night here?	96%	94%
3.10	Have you been on an induction course?	96%	90%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	77%	75%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White prisoners
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
4.4	Are you normally offered enough clean, suitable clothes for the week?	82%	90%
4.4	Are you normally able to have a shower every day?	100%	100%
4.4	Is your cell call bell normally answered within five minutes?	57%	56%
4.5	Is the food in this prison good/very good?	50%	35%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	38%	64%
4.7	Are you able to speak to a Listener at any time, if you want to?	63%	79%
4.8	Do you feel your religious beliefs are respected?	67%	60%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	83%	69%
5.1	Is it easy to make an application?	87%	96%
5.3	Is it easy to make a complaint?	63%	77%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	67%	78%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	48%	65%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	4%	5%
7.1	Do most staff, in this prison, treat you with respect?	83%	92%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	83%	92%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	50%	46%
7.4	Do you have a personal officer?	78%	97%
8.1	Have you ever felt unsafe here?	13%	22%
8.2	Do you feel unsafe now?	5%	10%
8.3	Have you been victimised by other prisoners?	15%	24%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	5%	16%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	5%	2%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	5%	1%
8.5	Have you been victimised because of your nationality? (By prisoners)	0%	1%
8.5	Have you been victimised because you have a disability? (By prisoners)	0%	0%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White prisoners
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
8.6	Have you been victimised by a member of staff?	23%	14%
8.7	Have you ever felt threatened or intimidated by staff here?	13%	7%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	5%	0%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	5%	0%
8.7	Have you been victimised because of your nationality? (By staff)	0%	0%
8.7	Have you been victimised because you have a disability? (By staff)	0%	0%
9.1	Is it easy/very easy to see the doctor?	70%	65%
9.1	Is it easy/ very easy to see the nurse?	82%	84%
9.4	Are you currently taking medication?	35%	67%
9.6	Do you feel you have any emotional well being/mental health issues?	18%	27%
10.3	Is it easy/very easy to get illegal drugs in this prison?	30%	32%
11.2	Are you currently working in the prison?	76%	84%
11.2	Are you currently undertaking vocational or skills training?	24%	20%
11.2	Are you currently in education (including basic skills)?	5%	17%
11.2	Are you currently taking part in an offending behaviour programme?	19%	16%
11.4	Do you go to the library at least once a week?	82%	72%
11.6	Do you go to the gym three or more times a week?	65%	45%
11.7	Do you go outside for exercise three or more times a week?	85%	56%
11.8	On average, do you go on association more than five times each week?	62%	90%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	65%	67%
12.2	Have you had any problems sending or receiving mail?	5%	37%
12.3	Have you had any problems getting access to the telephones?	13%	7%

Diversity Analysis



Key question responses (disability, age over 50) HMP Warren Hill 2015

Prisoner 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

		Consider themselves to have a disability		Do not consider themselves to have a disability	
				Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		23	115	34	102
1.3	Are you sentenced?	100%	100%	100%	100%
1.5	Are you a foreign national?	3%	3%	7%	3%
1.6	Do you understand spoken English?	100%	99%	100%	99%
1.7	Do you understand written English?	97%	99%	98%	99%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	10%	14%	11%	13%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	14%	3%	2%	4%
1.1	Are you Muslim?	0%	6%	2%	6%
1.12	Do you consider yourself to have a disability?			36%	10%
1.13	Are you a veteran (ex-armed services)?	10%	3%	9%	2%
1.14	Is this your first time in prison?	30%	24%	27%	24%
2.6	Were you treated well/very well by the escort staff?	59%	80%	75%	76%
2.7	Before you arrived here were you told that you were coming here?	71%	75%	79%	74%
3.2	When you were searched in reception, was this carried out in a respectful way?	100%	95%	98%	95%
3.3	Were you treated well/very well in reception?	97%	95%	93%	95%
3.4	Did you have any problems when you first arrived?	72%	38%	57%	40%
3.7	Did you have access to someone from health care when you first arrived here?	83%	86%	80%	89%
3.9	Did you feel safe on your first night here?	87%	95%	98%	93%
3.10	Have you been on an induction course?	87%	92%	91%	91%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	69%	77%	69%	78%

Diversity Analysis

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to have a disability	Do not consider themselves to have a disability	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
4.4	Are you normally offered enough clean, suitable clothes for the week?	90%	88%	89%	89%
4.4	Are you normally able to have a shower every day?	100%	100%	100%	100%
4.4	Is your cell call bell normally answered within five minutes?	59%	55%	53%	57%
4.5	Is the food in this prison good/very good?	45%	35%	47%	32%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	73%	58%	64%	58%
4.7	Are you able to speak to a Listener at any time, if you want to?	83%	75%	71%	78%
4.8	Do you feel your religious beliefs are respected?	70%	59%	71%	58%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	70%	72%	64%	74%
5.1	Is it easy to make an application?	100%	94%	100%	93%
5.3	Is it easy to make a complaint?	86%	72%	75%	74%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	77%	76%	80%	75%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	55%	64%	60%	63%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	0%	6%	7%	5%
7.1	Do most staff, in this prison, treat you with respect?	97%	90%	93%	90%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	97%	90%	98%	89%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	31%	49%	42%	48%
7.4	Do you have a personal officer?	100%	94%	100%	93%
8.1	Have you ever felt unsafe here?	40%	17%	11%	23%
8.2	Do you feel unsafe now?	24%	6%	7%	10%
8.3	Have you been victimised by other prisoners?	43%	18%	12%	26%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	30%	11%	2%	18%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	0%	3%	0%	2%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	0%	2%	0%	2%
8.5	Have you been victimised because of your nationality? (By prisoners)	0%	1%	0%	1%
8.5	Have you been victimised because of your age? (By prisoners)	3%	1%	2%	1%
8.5	Have you been victimised because you have a disability? (By prisoners)	0%	0%	0%	0%

Diversity Analysis

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to have a disability	Do not consider themselves to have a disability	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
8.6	Have you been victimised by a member of staff?	23%	15%	9%	17%
8.7	Have you ever felt threatened or intimidated by staff here?	17%	6%	2%	9%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	0%	1%	0%	1%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	0%	1%	0%	1%
8.7	Have you been victimised because of your nationality? (By staff)	0%	0%	0%	0%
8.7	Have you been victimised because of your age? (By staff)	0%	3%	0%	3%
8.7	Have you been victimised because you have a disability? (By staff)	0%	0%	0%	0%
9.1	Is it easy/very easy to see the doctor?	77%	63%	71%	63%
9.1	Is it easy/ very easy to see the nurse?	97%	81%	88%	82%
9.4	Are you currently taking medication?	70%	62%	82%	55%
9.6	Do you feel you have any emotional well being/mental health issues?	43%	22%	18%	29%
10.3	Is it easy/very easy to get illegal drugs in this prison?	45%	29%	30%	32%
11.2	Are you currently working in the prison?	77%	85%	82%	83%
11.2	Are you currently undertaking vocational or skills training?	13%	22%	11%	24%
11.2	Are you currently in education (including basic skills)?	13%	17%	11%	18%
11.2	Are you currently taking part in an offending behaviour programme?	27%	14%	20%	14%
11.4	Do you go to the library at least once a week?	50%	78%	74%	73%
11.6	Do you go to the gym three or more times a week?	36%	51%	27%	56%
11.7	Do you go outside for exercise three or more times a week?	52%	61%	61%	58%
11.8	On average, do you go on association more than five times each week?	72%	89%	84%	87%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	76%	65%	59%	69%
12.2	Have you had any problems sending or receiving mail?	24%	35%	41%	31%
12.3	Have you had any problems getting access to the telephones?	10%	8%	7%	9%



Prisoner survey responses HMP Warren Hill 2015 TC and PIPE comparator

Prisoner survey responses (missing data have been excluded for each question) Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

Any percentage highlighted in green is significantly better	TC and PIPE (Elm and Maple)	Reste of establishment (Alder and Oak)
Any percentage highlighted in blue is significantly worse		
Any percentage highlighted in orange shows a significant difference in prisoners' background details		
Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned	44	94
SECTION 1: General information		
1.2 Are you under 21 years of age?	0%	0%
1.3 Are you sentenced?	100%	100%
1.3 Are you on recall?	0%	4%
1.4 Is your sentence less than 12 months?	0%	0%
1.4 Are you here under an indeterminate sentence for public protection (IPP prisoner)?	21%	43%
1.5 Are you a foreign national?	2%	4%
1.6 Do you understand spoken English?	98%	100%
1.7 Do you understand written English?	98%	99%
1.8 Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	12%	14%
1.9 Do you consider yourself to be Gypsy/ Romany/ Traveller?	2%	6%
1.1 Are you Muslim?	7%	4%
1.11 Are you homosexual/gay or bisexual?	7%	1%
1.12 Do you consider yourself to have a disability?	22%	14%
1.13 Are you a veteran (ex-armed services)?	7%	2%
1.14 Is this your first time in prison?	35%	20%
1.15 Do you have any children under the age of 18?	36%	37%
SECTION 2: Transfers and escorts		
On your most recent journey here:		
2.1 Did you spend more than 2 hours in the van?	79%	89%
2.5 Did you feel safe?	88%	86%
2.6 Were you treated well/very well by the escort staff?	78%	76%
2.7 Before you arrived here were you told that you were coming here?	85%	69%
2.8 When you first arrived here did your property arrive at the same time as you?	88%	85%

Key to tables

	Any percentage highlighted in green is significantly better	TC and PIPE (Elm and Maple)	Rest of establishment (Alder and Oak)
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 3: Reception, first night and induction			
3.1	Were you in reception for less than 2 hours?	91%	90%
3.2	When you were searched in reception, was this carried out in a respectful way?	98%	94%
3.3	Were you treated well/very well in reception?	98%	93%
	When you first arrived:		
3.4	Did you have any problems?	46%	43%
3.4	Did you have any problems with loss of property?	17%	18%
3.4	Did you have any housing problems?	6%	0%
3.4	Did you have any problems contacting employers?	0%	0%
3.4	Did you have any problems contacting family?	6%	15%
3.4	Did you have any problems ensuring dependants were being looked after?	0%	0%
3.4	Did you have any money worries?	7%	8%
3.4	Did you have any problems with feeling depressed or suicidal?	7%	3%
3.4	Did you have any physical health problems?	17%	10%
3.4	Did you have any mental health problems?	15%	4%
3.4	Did you have any problems with needing protection from other prisoners?	0%	3%
3.4	Did you have problems accessing phone numbers?	2%	7%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	47%	79%
3.6	A shower?	46%	45%
3.6	A free telephone call?	27%	35%
3.6	Something to eat?	57%	47%
3.6	PIN phone credit?	29%	35%
3.6	Toiletries/ basic items?	47%	31%
	When you first arrived here did you have access to the following people:		
3.7	The chaplain or a religious leader?	55%	55%
3.7	Someone from health services?	91%	84%
3.7	A Listener/Samaritans?	31%	38%
3.7	Prison shop/ canteen?	21%	27%

Key to tables

	Any percentage highlighted in green is significantly better	TC and PIPE (Eim and Maple)	Reste of establishment (Alder and Oak)
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
	When you first arrived here were you offered information about any of the following:		
3.8	What was going to happen to you?	70%	65%
3.8	Support was available for people feeling depressed or suicidal?	39%	49%
3.8	How to make routine requests?	49%	50%
3.8	Your entitlement to visits?	37%	43%
3.8	Health services?	61%	64%
3.8	The chaplaincy?	51%	57%
3.9	Did you feel safe on your first night here?	95%	94%
3.10	Have you been on an induction course?	86%	93%
3.12	Did you receive an education (skills for life) assessment?	79%	86%
	SECTION 4: Legal rights and respectful custody		
	In terms of your legal rights, is it easy/very easy to:		
4.1	Communicate with your solicitor or legal representative?	80%	73%
4.1	Attend legal visits?	62%	56%
4.1	Get bail information?	9%	21%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	42%	35%
4.3	Can you get legal books in the library?	57%	52%
	For the wing/unit you are currently on:		
4.4	Are you normally offered enough clean, suitable clothes for the week?	98%	85%
4.4	Are you normally able to have a shower every day?	100%	100%
4.4	Do you normally receive clean sheets every week?	87%	70%
4.4	Do you normally get cell cleaning materials every week?	88%	72%
4.4	Is your cell call bell normally answered within five minutes?	62%	53%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	79%	79%
4.4	Can you normally get your stored property, if you need to?	81%	55%
4.5	Is the food in this prison good/very good?	32%	38%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	74%	54%
4.7	Are you able to speak to a Listener at any time, if you want to?	81%	74%
4.8	Are your religious beliefs are respected?	63%	60%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	72%	71%
4.10	Is it easy/very easy to attend religious services?	57%	62%

Key to tables

	Any percentage highlighted in green is significantly better	TC and PIPE (Elm and Maple)	Reste of establishment (Alder and Oak)
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 5: Applications and complaints			
5.1	Is it easy to make an application?	100%	93%
5.3	Is it easy to make a complaint?	73%	75%
5.5	Have you ever been prevented from making a complaint when you wanted to?	5%	13%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	70%	75%
SECTION 6: Incentive and earned privileges scheme			
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	84%	73%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	72%	58%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	2%	7%
SECTION 7: Relationships with staff			
7.1	Do most staff, in this prison, treat you with respect?	98%	88%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	95%	89%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	79%	79%
7.4	Do staff normally speak to you most of the time/all of the time during association?	60%	40%
7.5	Do you have a personal officer?	100%	93%
SECTION 8: Safety			
8.1	Have you ever felt unsafe here?	23%	20%
8.2	Do you feel unsafe now?	7%	10%
8.4	Have you been victimised by other prisoners here?	30%	19%
	Since you have been here, have other prisoners:		
8.5	Made insulting remarks about you, your family or friends?	16%	10%
8.5	Hit, kicked or assaulted you?	0%	4%
8.5	Sexually abused you?	0%	1%
8.5	Threatened or intimidated you?	21%	11%
8.5	Taken your canteen/property?	0%	3%
8.5	Victimised you because of medication?	2%	3%
8.5	Victimised you because of debt?	0%	0%
8.5	Victimised you because of drugs?	0%	3%

Key to tables

		TC and PIPE (Elm and Maple)	Reste of establishment (Alder and Oak)
	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
8.5	Victimised you because of your race or ethnic origin?	0%	3%
8.5	Victimised you because of your religion/religious beliefs?	0%	3%
8.5	Victimised you because of your nationality?	0%	1%
8.5	Victimised you because you were from a different part of the country?	2%	3%
8.5	Victimised you because you are from a traveller community?	0%	1%
8.5	Victimised you because of your sexual orientation?	0%	0%
8.5	Victimised you because of your age?	2%	1%
8.5	Victimised you because you have a disability?	0%	0%
8.5	Victimised you because you were new here?	5%	4%
8.5	Victimised you because of your offence/crime?	9%	3%
8.5	Victimised you because of gang related issues?	0%	3%
8.6	Have you been victimised by staff here?	16%	15%
	Since you have been here, have staff:		
8.7	Made insulting remarks about you, your family or friends?	2%	6%
8.7	Hit, kicked or assaulted you?	0%	3%
8.7	Sexually abused you?	0%	0%
8.7	Threatened or intimidated you?	9%	7%
8.7	Victimised you because of medication?	7%	1%
8.7	Victimised you because of debt?	2%	0%
8.7	Victimised you because of drugs?	2%	3%
8.7	Victimised you because of your race or ethnic origin?	2%	0%
8.7	Victimised you because of your religion/religious beliefs?	2%	0%
8.7	Victimised you because of your nationality?	0%	0%
8.7	Victimised you because you were from a different part of the country?	0%	3%
8.7	Victimised you because you are from a traveller community?	0%	1%

Key to tables

		TC and PIPE (Elm and Maple)	Reste of establishment (Alder and Oak)
	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
8.7	Victimised you because of your sexual orientation?	0%	0%
8.7	Victimised you because of your age?	5%	1%
8.7	Victimised you because you have a disability?	0%	0%
8.7	Victimised you because you were new here?	0%	1%
8.7	Victimised you because of your offence/crime?	2%	3%
8.7	Victimised you because of gang related issues?	0%	1%
SECTION 9: Health services			
9.1	Is it easy/very easy to see the doctor?	84%	58%
9.1	Is it easy/very easy to see the nurse?	98%	77%
9.1	Is it easy/very easy to see the dentist?	40%	35%
9.4	Are you currently taking medication?	72%	59%
9.6	Do you have any emotional well being or mental health problems?	37%	20%
SECTION 10: Drugs and alcohol			
10.1	Did you have a problem with drugs when you came into this prison?	26%	25%
10.2	Did you have a problem with alcohol when you came into this prison?	19%	17%
10.3	Is it easy/very easy to get illegal drugs in this prison?	47%	24%
10.4	Is it easy/very easy to get alcohol in this prison?	9%	11%
10.5	Have you developed a problem with drugs since you have been in this prison?	9%	1%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	9%	0%
SECTION 11: Activities			
	Is it very easy/ easy to get into the following activities:		
11.1	A prison job?	71%	46%
11.1	Vocational or skills training?	64%	47%
11.1	Education (including basic skills)?	73%	70%
11.1	Offending Behaviour Programmes?	32%	11%

Key to tables

	Any percentage highlighted in green is significantly better	TC and PIPE (Elm and Maple)	Reste of establishment (Alder and Oak)
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
	Are you currently involved in any of the following activities:		
11.2	A prison job?	88%	81%
11.2	Vocational or skills training?	23%	19%
11.2	Education (including basic skills)?	19%	15%
11.2	Offending Behaviour Programmes?	37%	6%
11.4	Do you go to the library at least once a week?	73%	72%
11.5	Does the library have a wide enough range of materials to meet your needs?	72%	74%
11.6	Do you go to the gym three or more times a week?	44%	50%
11.7	Do you go outside for exercise three or more times a week?	57%	60%
11.8	Do you go on association more than five times each week?	85%	87%
11.9	Do you spend ten or more hours out of your cell on a weekday?	57%	72%
SECTION 12: Friends and family			
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	70%	39%
12.2	Have you had any problems with sending or receiving mail?	28%	35%
12.3	Have you had any problems getting access to the telephones?	2%	10%
12.4	Is it easy/ very easy for your friends and family to get here?	17%	15%
SECTION 13: Preparation for release			
13.3	Do you have a named offender supervisor in this prison?	98%	93%
13.10	Do you have a needs based custody plan?	9%	13%
13.11	Do you feel that any member of staff has helped you to prepare for release?	55%	41%