

- I.68 All incidents where force is used should be recorded, including by audio, and, once appropriate safeguards and procedures have been put in place, body-worn cameras should be used to achieve this.**
- I.69 Staff from the adult prison should not be routinely used to respond to incidents in the children's unit.**

Separation/removal from normal location

Expected outcomes:

Children and young people are only separated from their peers with the proper authorisation, safely, in line with their individual needs, for appropriate reasons and not as a punishment.

I.70 *Use of segregation for children remained commendably low. Single separation for short periods on normal location was used more frequently. Boys on separation were reviewed regularly and given support to help them reintegrate. All separated children had access to a full activity regime, exercise and a daily shower. The number of boys self isolating for their own protection was low.*

- I.71** There continued to be no segregation unit for children and the unit functioned well without one. The intensive support cells in the adult safer custody unit were no longer used and there were plans to create two 'time out' cells on E wing. At the time of the inspection, managers used two cells on T wing for exceptionally disruptive children. Segregation had been used on 14 occasions during the previous six months and on most occasions boys returned to the units after one day.
- I.72** In the overwhelming majority of cases boys were managed through single separation on normal location. Use of single separation had increased to about 30 instances a month. In most cases separation stemmed from an adjudication or minor report resulting in loss of association. Boys on separation were reviewed regularly, could attend education and had access to exercise and a shower every day.
- I.73** Individual care plans continued to be used for separated children. While targets in these plans were generic, they demonstrated the involvement of a wide range of professionals who responded to individual circumstances and supported children to improve their behaviour.
- I.74** The number of boys isolating for their own protection was low. Only one boy was self isolating at the time of the inspection and we saw examples of staff successfully reintegrating boys into education.

Substance misuse

Expected outcomes:

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

I.75 *There was good early identification of clinical needs and clinical provision was reasonable. Psychosocial support services for children were good and supported by effective integrated working between young people's substance misuse service (YPSMS) workers and the wider unit team, including health care.*

- I.76** All children were screened on arrival for drug and alcohol use and this was followed by a CHAT (comprehensive health assessment tool) substance misuse assessment. The unit nurse had been trained to Royal College of General Practitioners level 1 and was supported by the wider prison clinical substance misuse team. There had been no use of clinical services during the last year and there were no boys on opiate substitution at the time of our inspection.
- I.77** There was reasonable identification of immediate drug and alcohol needs. Suitable policies provided detoxification and ongoing clinical support with input from the GP and the main clinical substance misuse team. It was rare for boys to arrive with symptoms of alcohol or drug withdrawal and no boys had required detoxification during the previous year. There was provision to locate boys in a separate unit (T6) in the main prison with arrangements for suitable monitoring by health care staff.
- I.78** All boys were seen by the YPSMS workers during their induction and each received an individual assessment of their drug and alcohol needs with regular follow-up contact.
- I.79** The two workers also carried small generic caseloads of boys on the unit. They were an integral part of the multidisciplinary unit team and attended all key multidisciplinary unit meetings.
- I.80** Mandatory drug testing was appropriate and unpredictable and always carried out separately from the adult population. Suspicion tests were carried out promptly and risk tests had only been conducted in relation to closed visits. There had been four positive tests (three suspicion) during the last year, all but one for cannabis. There was no evidence of NPS use on the unit.
- I.81** About 90% of psychosocial work comprised individual interventions, with a small amount of group work. A suitable range of interventions covered awareness raising, coping strategies and harm reduction, focusing on all drug and alcohol misuse but with specific attention to the drugs of choice for this population in the community, tobacco, cannabis, alcohol and NPS.
- I.82** Psychosocial records on paper were clear and well organised and reflected key issues well. There was scope for further detail on individual drug and alcohol use to enhance continuity of care.
- I.83** The workers had good access to specialist drug and alcohol training through local community agencies.

Recommendation

- I.84** **The location of boys with immediate alcohol and drug withdrawal needs should ensure their safe monitoring and support.**

Section 2. Respect

Residential units

Expected outcomes:

Children and young people live in a safe, clean and decent environment which is in a good state of repair and suitable for adolescents.

- 2.1** *The units were well maintained, although cell ventilation and toilet screening remained unsatisfactory. Shower screening was being improved and access to showers was good. The introduction of in-cell telephones and automated machines for boys to order food and canteen purchases, book visits and make some applications were positive initiatives.*
- 2.2** Boys were located on two wings, E and G, each of which had single and double cells. Between them they contained five cells with CCTV which could be used for regular observation of boys when needed.
- 2.3** Communal areas were kept clean and well maintained, although E wing often smelt unpleasant. Managers had plans to address this, including changing the flooring. Cells were clean but windows were badly scratched and were very dirty between the sealed glazing units. Many had been stuffed with paper by their occupants which cut out light and further hampered the often poor ventilation. There was very little graffiti and any that was found was quickly removed.
- 2.4** Cells were reasonably well equipped, although not all cells had chairs. Cells that we were shown ready for new arrivals had stained pillows and grubby mattresses. Shared cells were cramped with space for only one chair and the in-cell toilets were not adequately screened. Nevertheless, shared cells were popular with some boys. Boys still did not have access to lockable cupboards.
- 2.5** The introduction of in-cell telephones was a positive step and there was information in cells about free numbers. The wings each had communal telephones equipped with privacy hoods for boys who wanted to use a telephone while out of their cells. Boys could send two free letters each week.
- 2.6** In our survey, 57% of boys said their cell call bell was responded to quickly against the comparator of 27%. There was no central monitoring of cell bell response times. We observed speedy responses to bells and to boys calling to staff from their cells.
- 2.7** Both wings had dining areas with tables and seats for all the boys. New tables and seats had been provided on E wing since the last inspection.
- 2.8** In our survey, just under three-quarters of boys said they usually went outside every day. Boys on G wing said they went out less often as their exercise area did not have any protection from rain and their chance to go outside was sometimes cancelled because of the weather. Lightweight rain jackets were available. The steel grid above the exercise yard on G wing remained in place.
- 2.9** In our survey, 97% of boys said they were able to shower daily. The screening of showers on E wing had improved since the previous inspection and there were advanced plans to do the

- 2.47** The chaplaincy provided excellent pastoral care and played a significant part in facilitating and supporting boys moving to the main site when they reached 18 years of age.

Complaints

Expected outcomes:

Effective complaints procedures are in place for children and young people, which are easy to access and use and provide timely responses. Children and young people are provided with the help they need to make a complaint. Children and young people feel safe from repercussions when using these procedures and are aware of an appeal procedure.

2.48 *Children in our survey said it was easy to make a complaint. Responses were timely and age appropriate. There was good investigation and oversight, with attention to potential safeguarding risks.*

- 2.49** Boys could make a complaint through the main prison system and staff often helped them to write their complaints. There was good access to complaint forms on the wings, including confidential complaints. Complaint boxes were visible and operational managers emptied the boxes. Staff tried to mediate and resolve complaints informally where possible.
- 2.50** There had been 88 complaints in the previous year, comparable to other juvenile establishments. There were 31 complaints about staff attitudes or behaviour, only one of which was upheld.
- 2.51** Responses were completed by operational managers. They provided a suitable explanation and were proportionate, polite and age appropriate. We noted several responses that included evidence of further investigation, including review of CCTV footage, to confirm or refute the complaint. Boys signed to confirm that they had received the response.
- 2.52** Appeal forms against complaint decisions were available alongside complaint forms. There had been no appeals during the previous year.
- 2.53** The unit manager reviewed all complaints and responses and complaints were also reviewed through unit performance reports. Anonymised details, including the outcome of all complaints, were included in reports to the monthly unit safeguarding meeting and minuted.

Good practice

- 2.54** *The inclusion of all complaint summaries and outcomes in the monthly safeguarding meeting minutes supported a transparent and safe environment for children.*

Legal rights

Expected outcomes:

Children and young people are supported by the establishment staff to exercise their legal rights freely.

2.55 *Children were aware of their legal rights and had appropriate access to their legal advisers. There was a good service for boys on remand and legal assistance was given to those who made bail applications.*

2.56 Children had their legal rights explained to them during induction. Caseworkers facilitated access to legal advisers with free telephone calls, and there were private facilities for legal visits. However, we were concerned that some foreign national children might not have access to publicly funded legal representation for their immigration cases (see section on diverse needs).

2.57 We spoke to staff and Barnardo's advocates who were not clear on children's entitlement to support from public funds for legal representation in their immigration cases. However, we were satisfied that advocates would seek appropriate advice if a child was refused legal aid, for example, from Coram Children's Legal Centre.

2.58 Appropriate adults were used when police interviews took place. Arrangements for early and late release of boys on a detention and training order were explained by caseworkers at the start of the sentence.

2.59 Boys on remand were well supported by a caseworker in applying for bail. We were told that securing appropriate accommodation was often the most difficult aspect of making a bail application. Staff described a good working relationship with Barnardo's who assisted with accommodation issues and the Howard League for Penal Reform which took referrals of difficult cases. Remand children had the same access to regime activities as sentenced children, and they had full remand management plans with regular reviews. Sentenced children were given the opportunity to appeal and boys who had been recalled to custody had access to suitable legal advice.

Health services

Expected outcomes:

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

2.60 *Boys had good access to primary care services, including a dedicated unit nurse and protected GP sessions. Some comprehensive health assessments had been delayed. The clinical rooms on both wings were unsuitable for clinical use. Access to the dentist was good. Care for the small number of boys with long-term conditions was reasonable. Individual health promotion was good with scope for wider targeted health promotion. Some boys had experienced delays in receiving their medicines. Mental health provision was good but there remained a disappointing lack of speech and language therapy to support communication difficulties. Discharge arrangements were effective.*

Governance arrangements

2.61 The Youth Justice Board (YJB) commissioned G4S to deliver health services for children as part of the main prison health provision. Cwm Taff Health Board provided forensic adolescent and children's treatment services (FACTS). A quarterly partnership board

meeting had appropriate representation from the YJB, the health provider and the prison. Regular, well attended, integrated governance meetings for health services addressed all essential areas.

- 2.62** A targeted health needs assessment for children and young people had been published in March 2014.
- 2.63** A designated unit nurse with mental health training was based on the unit with support from the wider nursing team for specific activities, emergency response and out-of-hours cover. Overall the model provided good continuity and support to boys and an active health care contribution to individual reviews and multidisciplinary unit meetings. However, nursing capacity was inadequate to fulfil all clinical activities consistently alongside unit meeting requirements, and we noted some delays in completing comprehensive health assessments (CHAT). There was an opportunity for a more strategic and preventative approach to improving children's health and life chances, but this was not yet being taken.
- 2.64** Health care staff were easily identifiable and we observed courtesy and care from health professionals towards boys.
- 2.65** Clinical records were clear and detailed and used by all health professionals. There was secure access to electronic records but some identifiable patient paper records were not stored in locked cabinets in a clinical room.
- 2.66** Care plans were used to support specific health needs for the very small number of boys with long-term conditions, although we noted that when one boy was discharged from hospital a care plan had not been used and would have been helpful (see section on delivery of care – physical health).
- 2.67** Boys could make confidential health complaints using sealed envelopes. Learning from adverse incidents, audits and complaints informed service improvement. There was no forum for boys to express their views about health services.
- 2.68** Consent to share medical information was sought routinely and staff ensured that under 16-year olds were competent to consent.
- 2.69** Health staff had good awareness of their safeguarding responsibilities and we noted a referral made by health staff during our inspection. Nursing staff were visible and attentive during use of restraint and we observed some good attempts by the nurse to support de-escalation with a boy.
- 2.70** Emergency response arrangements were part of the wider health response for the prison; regular equipment checks were strengthened during our inspection. All operational staff were first aid trained and most were trained to use the automated defibrillator.
- 2.71** The two wing health care rooms were not compliant with infection control requirements and were unsuitable for clinical activities; neither room provided suitable opportunity for confidential consultation. Alternative plans were being developed.
- 2.72** Health promotion was largely individual and conducted during health consultations. The unit nurse had good links with gym staff. Immunisation for blood-borne viruses and childhood diseases was well promoted and previous immunisation records were requested from community GPs. Seventeen boys had received measles, mumps and rubella vaccine in the last year.
- 2.73** Boys were able to request condoms.

Recommendations

- 2.74** All clinical areas should be safe and fully compliant with infection control guidelines. (Repeated recommendation 2.64)
- 2.75** There should be sufficient nursing capacity to ensure that all clinical activities such as CHAT assessments can be completed in a timely way.

Housekeeping points

- 2.76** All patient identifiable records should be stored in a locked cabinet.
- 2.77** Care plans should be used to ensure continuity of care for boys with specific needs, including discharge from hospital.

Delivery of care (physical health)

- 2.78** In our survey, 74% of boys said they had good access to the doctor, 85% to the nurse and 63% to the dentist against respective comparators of 48%, 62% and 26%. We found that boys had good access to a dedicated unit nurse and there were daily protected appointments with the GP. There was some loss of clinical time when boys sometimes refused to attend appointments despite encouragement from the unit nurse, in preference for other activities.
- 2.79** All boys were assessed by a nurse for immediate needs shortly after arrival and referred appropriately to the GP and other services as needed. Previous GP records were requested promptly. We observed one boy whose initial health screening and risk assessment on arrival were completed by a nurse with care and sensitivity; he had arrived late in the evening and waited about 40 minutes to be seen by the nurse because she had been diverted to other operational issues in the main prison (see recommendation 2.75).
- 2.80** During the first few days after arrival, a series of comprehensive health assessments were completed for physical and mental health, substance misuse and neurodisability/brain injury. Some assessments had been delayed at the time of our inspection. This was partly mitigated by daily access to the unit nurse and a high level of detailed and shared knowledge among unit staff which helped to ensure that health and wider needs did not go unnoticed.
- 2.81** In our survey, fewer boys said that health services were good (50%) than at our last inspection (80%). We found a generally good quality and responsive service where boys knew the unit nurse and the nurse attended and contributed to key meetings and a large proportion of individual review meetings.
- 2.82** The small number of boys with long-term conditions were cared for by the GP and could access the relevant lead nurse in the wider health team. There was good access to other primary health services, including optician, physiotherapist, podiatrist and sexual health services.
- 2.83** The main GP service provided out-of-hours cover and GPs came into the prison if required.
- 2.84** Both emergency hospital visits and planned appointments for boys were appropriately prioritised.

Pharmacy

- 2.85** Medicines management was reasonable. Prescribing and most administration was carried out electronically on SystemOne (electronic clinical information system). There was no access to SystemOne on E wing and the nurse used printed prescriptions to check against the pre-packed Venalink dosage packs. Morning doses were given at approximately 8am and evening doses at 6pm; boys on more frequent doses were given them as required.
- 2.86** No medicines were stored on the unit and paracetamol and ibuprofen were transported to the units without a locked container.
- 2.87** Prescribing was age appropriate with suitably low levels. Specialist prescribing for mental health problems and ADHD (attention deficit hyperactivity disorder) was initiated by the CAMHS (child and adolescent mental health services) psychiatrist with close working between mental health practitioners and GPs to ensure continuity and consistency. All children were asked to sign a compact on arrival; a very limited range of medicines, mostly topical creams, were available for boys to have in possession.
- 2.88** Morning medicines were administered by the unit nurse and the prison nursing team covered at other times. The nurse sometimes had to follow boys to their education sessions to ensure they received their medication. Records showed variations of up to two hours in the timing of evening medications. One boy had missed two evening doses of an antibiotic with no clear reason recorded. Boys on controlled drugs were taken to the main health care unit to receive them.
- 2.89** Boys who were regular smokers before they arrived could receive nicotine lozenges on prescription, but these were unpopular. There was now a patient group direction⁷ (PGD) for smoking replacement therapy that included nicotine patches, but it had not yet been used.

Recommendation

- 2.90** **Young people should receive their medicines in a timely way to ensure clinical effectiveness.**

Housekeeping point

- 2.91** Stock medicines such as paracetamol and ibuprofen should be transported in a locked container.

Dentistry

- 2.92** Young people had very good access to protected dental appointments with suitable focus on oral and dental health.
- 2.93** At the time of our inspection, boys could see a dentist within a week for a routine appointment and were prioritised more quickly for urgent needs.

⁷ authorise appropriate health care professionals to supply and administer prescription-only medicine

Delivery of care (mental health)

- 2.94** The unit nurse was a registered mental health nurse which enabled early identification and continuity of care for boys with emotional and mental health needs. Mental health CHATs were completed promptly.
- 2.95** The FACTS service provided a responsive and effective in-reach service. A senior CAMHS nurse visited weekly and there were regular visits by a CAMHS psychiatrist: both practitioners were responsive to urgent need. During our inspection, one boy with potential mental health needs was seen within 24 hours of the request. The FACTS service had seen 87 boys during the previous year.
- 2.96** Many boys had low levels of education and presented with clear difficulties in expressing their anxieties and problems; this was often characterised by angry outbursts or self isolation. The lack of speech and language therapy to support boys with poor communication and language skills remained a disappointing gap in an otherwise good service.
- 2.97** There was no operational pathway or policy that described the referral pathway and criteria to the FACTS service, to ensure a consistent, flexible approach to children.
- 2.98** There had been one assessment and no transfers under the Mental Health Act during the last year; the boy was deemed not to require hospital admission following an assessment.

Recommendations

- 2.99 Children should have timely access to speech and language therapy as clinically indicated.** (Repeated recommendation 2.93)
- 2.100 Local policies for the provision of mental health services should be agreed.** (Repeated recommendation 2.94)

Catering

Expected outcomes:

Children and young people 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.

2.101 *Many children continued to be unhappy with the food. However, the dishes that we sampled were of reasonable quality and the range was adequate to meet the varying needs of the children.*

2.102 Portion sizes were adequate, particularly when second helpings were available. However, many children we spoke to said they would like bigger portions and only 18% in our survey said that the food was good.

2.103 Lunches consisted of a choice of baguette, wrap or soup. The evening meal offered five main meal choices, including vegan and halal options, and a range of fruit and vegetables was available.

- 2.104** The evening meal continued to be served early but was now supplemented by an evening snack for each child. All meals were eaten communally in a calm atmosphere, providing a positive opportunity for socialising.
- 2.105** Once a week the children attending the catering pathway prepared a hot lunch for both units and this was much enjoyed by the other children. On these days the baguette was served in the evening.
- 2.106** Breakfast packs containing cereal were distributed in the morning and, although accompanied by two slices of toast prepared on the unit, were insubstantial. This was particularly so when the previous evening meal had consisted of a baguette.
- 2.107** The new CMS terminals provided a much improved system for children to look at menus and choose their food. Icons added to the list of dishes helped the children to identify easily the main contents, food allergens, healthy eating options and compliance with religious requirements.
- 2.108** Food continued to arrive on the unit about half an hour before it was served but it was kept warm enough during that time.
- 2.109** All storage facilities were adequate and hygienic and the kitchen was well organised with Halal, vegan and Kosher food stored separately.
- 2.110** All those working in the kitchen and on the servery wore appropriate clothing.
- 2.111** Managers checked the food comments book held on each unit. Most entries complained about the size of portions.

Purchases

Expected outcomes:

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

2.112 *A reasonably wide range of products were available for children to buy at a comparable cost.*

- 2.113** The full list of products and catalogues available to children were held on the CMS electronic machines. This enabled them to scan all items with ease and to order and track products. They could also access full information about their earnings, what they had spent and what they still had available. Costs of products were comparable to high street stores.
- 2.114** Deliveries were received on the unit each Thursday and orders had to be placed by the previous Sunday.
- 2.115** Children arriving at Parc were given an induction pack and were able to access the electronic system soon after arrival to make purchases and order their choice of meals from the menu.
- 2.116** Community forum meetings were held regularly at which children were able to ask for additional items to be put on the canteen list.

Section 3. Purposeful activity

Time out of cell

Expected outcomes:

Children and young people spend most of their time out of their cell, engaged in activities such as education, leisure and cultural pursuits, seven days a week.⁸

3.1 *Boys had good amounts of time unlocked each day apart from the very few who did not want to leave their cells. Access to outdoor areas remained somewhat limited.*

3.2 Boys could spend good amounts of time out of their cells each day. Those on the highest level of the rewards and sanctions scheme could have 11 hours unlocked during the week while those on the lowest level could have nearly eight hours unlocked at weekends. Some weekday evening association was available to all boys (unless removed as an adjudication punishment). Boys placed on separation on the unit had access to a full activities regime. There was little evidence of late unlocking or other regime slippage.

3.3 Sometimes a few boys refused to leave their cells and participate in the regime, mostly because they had concerns about their safety when mixing with other boys. During our roll checks we found three such boys. Time out of cell for them was too low at an hour or so each day. Staff made good efforts to resolve issues and concerns for these boys and there was evidence that they had successfully helped boys to re-engage gradually with the regime. During the inspection one of the three boys who would not leave his cell began to attend education each day, and another was released having completed his sentence.

3.4 Most boys were positive about their access to daily association. The range of activities included gym sessions, table tennis, board games and some play station games. Boys on the highest level of the rewards and sanctions scheme could use an additional association room with some extra activities. Several periods outside were built into the core day. These happened regularly during the inspection but boys were restricted to two small exercise areas. This enabled boys to have fresh air, but they stood and chatted in groups despite the availability of exercise equipment.

Recommendation

3.5 **Children should have better access to outdoor facilities.** (Repeated recommendation 3.5)

Education, learning and skills

Expected outcomes:

All children and young people engage well in education, learning and skills that enable them to gain confidence and experience success. Expectations of children and young people are high. Children and young people are encouraged and enabled to make progress in their learning and their personal and social development to increase their

⁸ Time out of cell, in addition to formal 'purposeful activity', includes any time children and young people are out of their cells to associate or use communal facilities to take showers or make telephone calls.

employability and help them to be successful learners on their return to the wider community. Education, learning and skills are of high quality, provide sufficient challenge to children and young people and enable them to gain meaningful qualifications.

3.6 *The strategic management of education, learning and skills was adequate. Managers collated data well and used the information to compare their results to other local providers. The core curriculum was broad and balanced. The vocational curriculum was adequate but boys had fewer options than we had found previously. Teaching staff had a very effective professional relationship with the boys and behaviour was very good. Boys engaged well with their learning. Levels of attainment were good and most boys made progress in lessons. Progress in literacy, numeracy and information and communication technology was only adequate. There were limited opportunities for work experience. Boys made good use of the library.*

3.7 *Estyn⁹ made the following assessments about the learning and skills and work provision:*

Overall effectiveness of learning and skills and work: Adequate

Outcomes for children and young people engaged in learning and skills and work activities:
Adequate

Quality of learning and skills and work activities, including the quality of teaching, training, learning and assessment:
Adequate

Effectiveness of leadership and management of learning and skills and work activities:
Adequate

Management of education and learning and skills

3.8 The management team of the unit education department had changed since the previous inspection, and many of the post-holders were new to the role or were covering staff absence. The team had secure plans in place for improvements to enhance the work of the department. It was too early to see the outcomes of these initiatives.

3.9 Systems to collect and analyse data were well established and were used effectively by senior managers to evaluate the work of the department. Managers had developed useful data benchmarks by using learner outcome data from three local further education colleges. This provided them with a relevant measurable comparison to assess their own performance.

3.10 Managers used the data analysis well in self-assessment. The self-assessment report was an informative document that drew on first-hand evidence and clearly identified areas for development.

3.11 The quality assurance of the children's qualification work was robust and internal verification processes were reliable. However, leaders and managers did not routinely quality check teachers' records of the progress made by the boys or evaluate the consistency of marking and assessment of their work.

⁹ Inspection of the provision of education and educational standards, as well as vocational training in YOIs for young people, is undertaken by Estyn, the office of Her Majesty's Inspectorate for Education and Training in Wales, working under the general direction of HM Inspectorate of Prisons. Estyn is independent of, but funded by, the National Assembly for Wales. The purpose of Estyn is to inspect quality and standards in education and training in Wales.

- 3.12 A wide range of partnerships enhanced advice and guidance to the children. Teachers used their partnerships with clubs such as Cardiff City Football Club and Saracens rugby club to provide added motivation.
- 3.13 Staff routinely attended morning meetings to discuss issues that had occurred overnight and to plan for the boys that day. However, regular formal staff meetings to focus on the outcomes and achievements of the boys were underdeveloped. This inhibited opportunities to concentrate on improving the quality of teaching and learning.
- 3.14 Staff promoted equality and diversity well through a very informative citizenship programme that included appropriate personal and social education.
- 3.15 In general, boys felt safe in education.

Recommendation

- 3.16 **There should be effective oversight and quality assurance of the education provision.**

Provision of activities

- 3.17 Children were allocated to classes promptly after their induction. Their needs were identified well through detailed individual education plans (IEPs) which reflected their previous learning and future aspirations.
- 3.18 Boys had a choice of learning pathways that included vocational and academic subjects. Most were able to attend the pathway of their choice. However, the planning of pathway programmes did not meet their needs effectively. There was inequality in the number of lessons between the pathways, an overlap with core subjects and a few examples of boys repeating pathways without making progress.
- 3.19 The department carried out appropriate initial assessments of boys' literacy and numeracy skills. Teachers followed this up with an informative on-line diagnostic assessment. However, the outcomes of these were not used well enough to inform short smart targets for learning and there was no planning to make sure these skills were developed in all lessons across the curriculum.
- 3.20 Boys had access to a suitable core curriculum of literacy, numeracy, creative arts, personal and social education (PSE), citizenship, cookery and physical education (PE). They had the option of selecting from an adequate, but not extensive, range of learning pathways to develop their vocational and work-based skills. Boys who had been following a GCSE course previously were able to continue with these qualifications.
- 3.21 Most boys enhanced their self-esteem and gained in self-confidence through their learning. They developed a robust sense of belief in their own ability to achieve and established positive attitudes to learning and education.
- 3.22 Behaviour in education was generally good. The very occasional poor behaviour was quickly and efficiently managed by teachers. Very few boys were returned to their residential unit. There were very few exclusions from education.

Recommendation

- 3.23** The curriculum planning of the learning pathways should be reviewed to ensure that each pathway offers children an equal number of lessons and to prevent duplication of learning.

Quality of provision

- 3.24** Nearly all teachers and children enjoyed positive and supportive working relationships. Attendance was good and managers provided work to be completed on the residential unit for the very few boys who did not attend. However, the quality of this work varied and it was not always challenging enough.
- 3.25** In most lessons, teachers set clear learning objectives and made effective use of a wide range of teaching methods. They planned activities that engaged children's interest and met their individual needs well. However, in a few lessons teachers did not give boys enough opportunities to apply their knowledge and find solutions to problems by themselves. In these lessons, learning activities did not provide boys with enough challenge.
- 3.26** IEPs contained relevant information on learners' preferred learning styles and their attitudes to learning. However, the IEPs did not set out clear strategies for staff and pupils for achieving the learning goals. Generally, teachers did not use the information from literacy and numeracy assessments well enough when planning lessons and setting learning goals.
- 3.27** Nearly all teachers marked boys' work regularly and provided comments to encourage and reward them for their effort and completion of the task. However, most marking did not tell boys what they needed to do to improve their work.
- 3.28** There were good processes in place to gather children's views as part of the self-evaluation process.
- 3.29** Classrooms and circulation areas were brightly decorated with examples of boys' artwork, valuable information celebrating equality and diversity and informative displays promoting healthy lifestyle choices.
- 3.30** Overall, resources for education were of good quality and enabled boys to make progress.

Recommendation

- 3.31** All boys should have individual literacy and numeracy targets that reflect the areas for development in their diagnostic assessment.

Education and vocational achievements

- 3.32** The overall department success rates for vocational subjects, literacy and numeracy in 2014 to 2015 was around 80%. Attainment rates were adequate at about 75% and attainment data showed an improving trend over the last four years.
- 3.33** Overall data showed that boys were succeeding at slightly lower rates than their local college comparators. Achievements in construction were significantly higher and catering, art and social sciences were comparable. Success rates in literacy and numeracy were well below.

- 3.34** All boys had equal access to the curriculum. There was no discernible difference in the attainment of specific groups, including boys with learning disabilities and difficulties and those from ethnic minority backgrounds.
- 3.35** Most boys achieved useful qualifications for progression to higher levels of learning, particularly if they transferred to the adult prison. Most achieved their learning goals in vocational subjects and the standard of work produced in construction, multi-skills and creative arts was very good. However, a few did not attain qualifications which met industry standards.
- 3.36** Most boys achieved a qualification one level higher than their initial assessment in literacy and numeracy. However, they made limited progress in improving the skills identified in their individual diagnostic assessments.
- 3.37** Children made very good progress in their personal and social development through a well-planned and appropriate citizenship programme that allowed them time to explore their thoughts and to challenge their beliefs. Most boys developed appropriate understanding and skills to prepare them for future employment or further education. However, opportunities for work experience were very limited.
- 3.38** Department records on individual boys were up to date. Teachers completed useful reviews of each learner at regular times through the year and recorded these well on boys' individual IEPs.

Library

- 3.39** The newly refurbished and restocked library provided a good range of age-appropriate fiction and non-fiction titles. These included a good stock of easy readers, books based on popular films and games and useful reference books linked to learning pathways. Audio books were also available as were books in other languages for the few boys whose first language was not English. There was a good selection of books in the Welsh language.
- 3.40** Boys had good access to the library which included four mornings each week when library staff were present. Teachers also encouraged boys to withdraw books and research topics linked to their learning pathways.
- 3.41** All boys received an introduction to the library during induction and the library was promoted well through colourful information displays and the reader in residence scheme.
- 3.42** Many boys made good use of the library to choose books to read for pleasure or to support their education programmes. There was an efficient request service for books from the library in the adult prison and boys were able to suggest titles for new library stock.
- 3.43** Arrangements for teachers to order learning resources and books to support learning programmes were well developed. This enabled boys to further their learning outside lessons.
- 3.44** Most boys took good care of the books they borrowed and book losses were low. The library did not provide access to ICT and boys were not able to develop their on-line research skills.

Physical education and healthy living

Expected outcomes:

All children and young people understand the importance of healthy living, and are encouraged and enabled to participate in and enjoy physical education in safety, regardless of their ability. The programme of activities is inclusive and well planned. It is varied and includes indoor and outdoor activities.

3.45 *Boys had regular access to physical exercise which met individual needs. An adequate range of outdoor games were available but indoor activities were more limited and some machines in the gym needed replacing. Boys following the Fitness Academy and PE pathways valued the qualifications they gained.*

3.46 All boys had access to timetabled physical exercise of at least two hours a week. Staff assessed their aptitude and abilities during induction and planned physical activities and fitness programmes to meet individual needs.

3.47 The boys benefited from the use of an all-weather sports area to play an adequate range of outdoor team games including football, rugby and volleyball. However, a lack of suitable facilities limited the range of indoor activities available during formal lessons.

3.48 Boys made good use of the gym to develop their general fitness levels through circuit training and weight training. Equipment included a good selection of free weights, a few machines to develop cardiovascular fitness and multi-gym equipment. A few machines were in poor condition and required updating.

3.49 Physical activities were timetabled to enable boys to return to their units to shower at the end of sessions.

3.50 Boys following the Fitness Academy and PE pathways had extensive access to a well-planned curriculum which enabled them to gain meaningful qualifications, including personal fitness, sports leadership and mentoring skills. They valued these qualifications highly. The PE learning pathways helped boys to make a positive contribution to the wider life of the prison through volunteering and mentoring.

Recommendation

3.51 **The PE facilities should be improved to ensure that children have the opportunity to engage in a wider range of activities during core PE lessons.**

Section 4. Resettlement

Pre-release and resettlement

Expected outcomes:

Planning for a child or young person's release or transfer starts on their arrival at the establishment. Resettlement underpins the work of the whole establishment, supported by strategic partnerships in the community and informed by assessment of young people's risk and need. Ongoing planning ensures a seamless transition into the community.

- 4.1** *The strategic management of resettlement was reasonable, and a new needs analysis was being planned. There had been no use of release on temporary licence for several months. Early release arrangements were used appropriately. Resettlement outcomes were not monitored systematically, but this was being addressed.*
- 4.2** The resettlement strategy was comprehensive and was reviewed regularly, most recently in December 2015. Implementation of the strategy was overseen by the resettlement committee which met twice a year. Attendance was appropriate and the most recent meeting had included a community partner. Minutes of the meeting indicated a focus on the preceding period rather than using it as a strategic forum to inform and drive provision. Managers were planning to develop the meetings to take a more strategic approach. A needs analysis was being prepared to replace the 2014 resettlement needs analysis.
- 4.3** The unit continued to have a wide catchment area covering Wales and several English counties. Boys from even further afield were sometimes accommodated if they needed a fresh start away from their catchment area young offender institution or secure training centre.
- 4.4** Boys received good support from a small team of caseworkers who undertook all the core resettlement work. Some of the team also undertook substance misuse work which was reflected in casework workloads. Boys on remand continued to be managed by a seconded youth offending team (YOT) officer, while sentenced boys were allocated among caseworkers. Caseworkers took the main responsibility for identifying risk and resettlement needs and ensuring there was a focus on preventing reoffending.
- 4.5** In our survey, 100% of boys said they had a caseworker and during the inspection several mentioned them as people they would go to if they had a problem. In the temporary absence of the family support worker, caseworkers were the first point of contact for families and carers, providing them with an information pack when the boy first arrived, keeping them informed of significant incidents and dealing with families' concerns.
- 4.6** Use of release on temporary licence (ROTL) had declined since the previous inspection and it had not been used for six months. We were told of plans to address this following the provision of new guidance and training in early 2016.
- 4.7** Early release provisions were used appropriately for boys serving detention and training orders. Eight boys had been granted early release in the previous six months. No use had been made of late release provision, although boys were told that it was possible if their behaviour warranted it. Home detention curfew and parole applications, which were both few in number, were handled appropriately.

- 4.8** Caseworkers attended initial community reviews for boys released from Parc if the boy was relatively local, or they contributed by telephone. This facilitated an immediate assessment of the boy's progress in the community but there was no systematic monitoring of outcomes for boys after their release. At the time of the inspection, a protocol with youth offending services in Wales was in development which would facilitate the sharing of information to enable follow up and analysis of successful resettlement outcomes for Welsh boys from Parc.

Recommendations

- 4.9** The use of ROTL should be reinstated to support release planning and maintenance of family ties.
- 4.10** The Youth Justice Board should develop procedures to enable effective monitoring of resettlement outcomes for boys following their release from YOIs.

Training planning and remand management

Expected outcomes:

All children and young people have a training or remand management plan which is based on an individual assessment of risk and need. Relevant staff work collaboratively with children and young people and their parents or carers in drawing up and reviewing their plans. The plans are reviewed regularly and implemented throughout and after young people's time in custody to ensure a smooth transition to the community.

4.11 *Each boy had an individual training planning or remand management plan which reflected his needs and circumstances. The written records of the meetings did not reflect the quality of the meetings that we observed. Reviews were timely and generally well attended with the exception of residential officers. Public protection arrangements were organised appropriately. Looked-after children were supported by a seconded social worker but difficulties remained with getting home local authorities to meet their responsibilities towards these boys. The standard of support in relation to accommodation was often inadequate.*

4.12 Planning review meetings were generally timely with good attendance by community YOTs and, in some cases, family members or carers. There was good attendance by other unit staff who worked with the boy, with the exception of residential staff. Shift patterns too often prevented them from attending, although we were told of a key worker attending a review on their day off. Key workers provided information about boys' progress if they were unable to attend. The reviews that we observed were effective. They were chaired well by caseworkers who ensured that boys had the opportunity to put their point of view and, when necessary, reinforced it to the professionals attending the review.

4.13 The training and remand management plans that we looked at did not fully reflect the quality of discussion at the meetings that we observed. There was no quality assurance of planning documentation. Nearly three-quarters of boys in our survey knew that they had a plan against the comparator of 43%. Plans contained clear targets but it was not evident from the records that they were always followed up at meetings. In the absence of residential staff at many reviews, it was unclear how the need to work towards targets was being reinforced or if boys were helped to achieve their targets. Most boys who had a plan said they were involved in its development and understood their targets.

- 4.14** Boys on remand had access to the same services as sentenced boys. The caseworker dedicated to their management helped boys to make a bail application if they wished to do so and reviewed their remand plans regularly.
- 4.15** Some boys had long determinate sentences. Caseworkers were familiar with the procedures, including the preparation of parole documentation or assessing suitability for release on home detention curfew (HDC) (see section on indeterminate sentence young people).
- 4.16** Some boys transferred to the adult estate at the age of 18. The arrangements for boys who moved to the adult site at Parc were good, with appropriate preparation and sharing of information. The unit had less control over arrangements for boys who moved to a different adult prison and preparation with the boy consisted of more general information about the differences between a YOI and an adult prison and the kind of behaviour that would be expected. Attempts were made to share relevant information about the boy with the receiving prison, but we were told that it was not always clear if the information was acted on to prepare for the boy's arrival.

Recommendations

- 4.17** **Training planning and remand management meetings should include residential staff who regularly work with the boys to ensure that all relevant activity is captured in their remand or training plans and there is consistent reinforcement to help boys achieve their targets.**
- 4.18** **Quality assurance of planning documentation should be introduced.**

Public protection

- 4.19** Initial public protection procedures were managed appropriately. New arrivals were screened on reception using available information and reviewed the following morning by a multidisciplinary team. Community YOTs were contacted to confirm details of multi-agency public protection arrangements (MAPPA) levels, restraining or harassment orders and potential risk to children. Restrictions were placed on mail, telephone and visits where it was deemed necessary. Restrictions were reviewed regularly and removed when it was appropriate to do so. Caseworkers explained monitoring restrictions to boys. Three boys were subject to mail and telephone monitoring at the time of the inspection.
- 4.20** MAPPA arrangements were generally effective, and caseworkers confirmed MAPPA management levels with community YOTs before release. Caseworkers were responsible for the completion of MAPPA F reports for the small number of boys released as level two or three, and attended community reviews when they had relevant information to share.

Indeterminate sentence young people

- 4.21** Parc rarely held boys serving indeterminate sentences. It was not a long-term unit and did not provide appropriate education programmes and interventions. There was expertise in the casework team, and more widely in the adult prison offender management unit, to ensure that boys received the appropriate case management and that paperwork and processes were completed when required. If a boy with an indeterminate sentence was received, staff facilitated his transfer to a long-term unit.

Looked-after children

- 4.22** On average about half the boys on the unit were looked-after children. Their status was identified immediately on admission, and shortly after arrival they were each interviewed by the prison social worker. The community social worker was notified of their location, reminded of their obligations and asked to arrange support from the local authority.
- 4.23** The level of help provided by the local authority social worker varied greatly. Lack of consistency in providing pocket money was common: some authorities provided a standard rate, while others used discretion and took into account any monies the boy might receive through the prison. In a few cases this resulted in no additional financial support. Statutory care reviews for looked-after children usually took place within the required timescale, often only after persistent reminders.
- 4.24** The most serious challenge that unit staff faced with looked-after children was obtaining suitable release accommodation in good time. Over the past two months, despite advocacy and the best efforts of prison staff, eight young people had not known where they were going to live a month before release. This caused the boys considerable uncertainty and anxiety and undermined the success of the resettlement process.
- 4.25** In our survey, there were two particularly stark findings in relation to looked-after children. Only 20% said they had been treated well in reception compared with 64% of children who were not looked after. It was very concerning that 64% of looked-after children said they had been victimised by other young people, compared to 19% of other children. The reason for these negative findings was not clear and needed investigation.

Recommendations

- 4.26 All children with looked-after status should receive adequate levels of support from their local authority.** (Repeated recommendation 4.22)
- 4.27 The views of looked-after children should be explored to identify any underlying difficulties in the way they experience custody.**

Reintegration planning

Expected outcomes:

Children and young people's resettlement needs are addressed prior to release. An effective multi-agency response is used to meet the specific needs of each individual young person in order to maximise the likelihood of successful reintegration into the community.

4.28 *Provision and outcomes across the resettlement pathways were variable. Accommodation and finance, benefit and debt required attention but there was good provision for health care and substance misuse and work to enable boys to maintain family ties was particularly strong. Boys had access to some interventions to address their offending behaviour, but there was a lack of interventions for boys with sexually harmful behaviour.*

- 4.29** Practical arrangements to prepare boys for release remained sound. Plans for the day of release were discussed in training planning meetings which gave boys a chance to clarify the conditions of their release. They were released separately through the adult reception area

and in most cases staff ensured that they did not travel unaccompanied. In the rare cases where there was nobody to collect a boy from the prison gate, staff took them to the local station and made sure they got on the right train.

Accommodation

- 4.30** Many boys returned to live with their family on release, but for others there was often uncertainty about where they would be living until close to their release date. Too often these were children with looked-after status who were sometimes told where they would be living only a day or two before release. Caseworkers were adept at raising accommodation needs at an early stage, and escalating lack of suitable accommodation to senior managers. Despite this, in too many instances the prison had to resort to Barnardo's advocates and the Howard League for assistance.
- 4.31** Despite efforts made by the unit and other agencies, one 17-year old boy had been released with no address after declining a foster placement. He had been collected by his YOT worker and placed in a bed and breakfast hostel where he remained for five days until more suitable accommodation was available. The lack of an address at the time of release prevented any education, training or employment (ETE) arrangements being made for him and, in general, it was very difficult to organise ETE for boys who had not been given addresses in good time. Caseworkers said that eight boys had been released to unacceptable accommodation in the previous six months: seven to bed and breakfast and one to a hotel.

Recommendation

- 4.32** **Work with other government departments should be undertaken to ensure that all children leaving custody are provided with appropriate accommodation in good time for their release.**

Education, training and employment

- 4.33** There were robust plans in place to ensure the prompt transfer of education information for boys moving to adult prisons. Teachers provided case workers and relevant partners with a detailed account of the boy's learning to date. Teachers identified likely educational pathways for these boys and provided easy progression routes to higher qualifications.
- 4.34** Boys transferring to other providers were given good advice on managing interviews. Teachers made good use of ROTL to accompany boys to interviews for further education or work-based learning courses.

Health care

- 4.35** All boys were seen before discharge by a nurse and there were effective links with local health services through the YOTs to ensure continuity of care. Where appropriate, up to five days of prescribed medication was given.

Drugs and alcohol

- 4.36** The young people's substance misuse service (YPSMS) workers attended the final detention and training order planning meeting and links with community drug and alcohol agencies were made through the local YOTs or other community agencies.
- 4.37** YPSMS workers occasionally attended post-release community meetings for boys released within Wales.

Finance, benefit and debt

- 4.38** Provision for this pathway needed development. Boys were not able to open bank accounts while at Parc and there was no longer any input from the bank which had previously visited to give boys advice. Money management was included in some courses delivered by the education department and caseworkers offered practical support, including getting national insurance numbers for boys who needed one.

Recommendations

- 4.39** **Boys should be able to open a bank account while at Parc.**
- 4.40** **Boys should have access to information and guidance to enable them to develop the financial awareness and skills they need when released.**

Children, families and contact with the outside world

- 4.41** The visits area had been moved since the previous inspection. Visits were now held in an upper section of the main visits area, which was completely separate from the adult prisoners. There was no natural light in the new facility, which had a low ceiling and little space. The walls were decorated with eye-catching murals and there was a small children's area. The facilities were adequate and the environment was reasonably comfortable. We were told that the current arrangements were temporary and that plans were in place to relocate visits to a more spacious venue where there would be more emphasis on joint work with family members.
- 4.42** The visits session that we observed was very relaxed with staff maintaining an unobtrusive presence. Visitors were able to buy hot food from the main visits canteen downstairs and take it to the unit visits area.
- 4.43** There was capacity for up to eight visits which took place on weekday evenings and during the day at the weekend. Most requests for visits could be accommodated and, if visitors were travelling a long distance, double visits could be provided at weekends. The free bus to and from the local bus station, which was run by the prison at visit times, continued to operate.
- 4.44** Boys were now able to book their visits using the automated machine. This gave them more control and was popular. It also avoided the necessity for visitors to provide photographic ID every time they visited.
- 4.45** Boys all had phones in their cells which allowed them to make outgoing calls. The rates were expensive, but it greatly improved their ability to keep in touch with their family.

- 4.46** The family support worker continued to play a very active role in advising the families of newly admitted boys about the regime on the unit. She also kept in touch by telephone with the boy's responsible adult, telling them promptly about significant events for their child.
- 4.47** Since the previous inspection, Skype had been introduced, to help young people maintain contact with family members. Although so far take up had been low, this was a very important initiative with the potential to transform the way boys maintained contact with the outside world.
- 4.48** A few boys did not receive visits. Staff were aware of who these boys were and provided them with encouragement and support to help them deal with this.
- 4.49** No parenting groups were being run, which staff acknowledged was a weakness. They told us that a suitable programme was planned as part of the remodelling of the visits function.

Attitudes, thinking and behaviour

- 4.50** A range of non-accredited interventions were provided, including conflict resolution, problem solving, anger management and knife crime. Two prison custody officers delivered these in response to identified need, mostly as one-to-one interventions. There was no formal evaluation of the effectiveness of the interventions but some evidence of boys' behaviour changing, for example progress within the rewards and sanctions scheme or less involvement in poor behaviour on the wing. The two facilitators attended initial planning reviews to discuss how they could work with a boy and reported on progress at subsequent meetings. Boys were prioritised for interventions according to their release date.
- 4.51** A review of the range of interventions was planned. There were no on-site interventions for boys with sexually related offences and nothing was done to address their offending behaviour while they were on the unit. The unit did not hold many such boys, but this was a weakness.

Recommendations

- 4.52** **Evaluation of interventions should be put in place.**
- 4.53** **Interventions should be put in place for boys to address sexually harmful behaviour.**

Section 5. Recommendations and housekeeping points

The following is a listing of 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.

Recommendation

To the Ministry of Justice

- 5.1** Work with other government departments should be undertaken to ensure that all children leaving custody are provided with appropriate accommodation in good time for their release.

Recommendations

To the Youth Justice Board

- 5.2** The Youth Justice Board should develop procedures to enable effective monitoring of resettlement outcomes for boys following their release from YOIs.
- 5.3** All children with looked-after status should receive adequate levels of support from their local authority.

Recommendations

To the governor

Courts, escort and transfers

- 5.4** Children should be transported to custody as soon as their case has finished. They should be transported separately from adults and arrive at Parc before 7pm.

Early days in custody

- 5.5** The induction handbook should be available in the main languages spoken by foreign national children.

Care and protection of children and young people

- 5.6** All staff who have direct contact with children should receive refresher training in child protection.
- 5.7** Steps should be taken to ensure that all staff are aware of and knowledgeable about the whistle-blowing policy.
- 5.8** Children should feel confident to report bullying without fear of further intimidation.
- 5.9** The reasons for the increase in children reporting victimisation by staff should be investigated and the findings acted on.

- 5.10** Children in crisis requiring constant observation should be monitored face to face by staff and not by CCTV.

Behaviour management

- 5.11** A detailed analysis should be carried out of the management of behaviour during autumn 2015, taking account of the views of staff and children, so that lessons can be learned and deficiencies addressed.
- 5.12** Strip-searching under restraint and pain-inducing techniques should not be used on children.
- 5.13** All incidents where force is used should be recorded, including by audio, and, once appropriate safeguards and procedures have been put in place, body-worn cameras should be used to achieve this.
- 5.14** Staff from the adult prison should not be routinely used to respond to incidents in the children's unit.

Substance misuse

- 5.15** The location of boys with immediate alcohol and drug withdrawal needs should ensure their safe monitoring and support.

Residential units

- 5.16** Cells should have effective ventilation.
- 5.17** Toilets should be fully screened.
- 5.18** Children should have access to a lockable cupboard.

Relationships between staff and children and young people

- 5.19** Managers should investigate and address children's negative perceptions of staff.

Equality and diversity

- 5.20** A regular equality management meeting should take place to ensure that policy, planning and consultation are effective, prisoners' perceptions and needs are addressed, and comprehensive monitoring data are considered.
- 5.21** Engagement by the children's unit with community diversity groups should be improved to the level achieved by the adult prison.
- 5.22** All staff should be trained in the identification of trafficking victims and the national referral mechanism.

Health services

- 5.23** All clinical areas should be safe and fully compliant with infection control guidelines.
- 5.24** There should be sufficient nursing capacity to ensure that all clinical activities such as CHAT assessments can be completed in a timely way.

- 5.25** Young people should receive their medicines in a timely way to ensure clinical effectiveness.
- 5.26** Children should have timely access to speech and language therapy as clinically indicated.
- 5.27** Local policies for the provision of mental health services should be agreed.

Time out of cell

- 5.28** Children should have better access to outdoor facilities.

Education, learning and skills

- 5.29** There should be effective oversight and quality assurance of the education provision.
- 5.30** The curriculum planning of the learning pathways should be reviewed to ensure that each pathway offers children an equal number of lessons and to prevent duplication of learning.
- 5.31** All boys should have individual literacy and numeracy targets that reflect the areas for development in their diagnostic assessment.

Physical education and healthy living

- 5.32** The PE facilities should be improved to ensure that children have the opportunity to engage in a wider range of activities during core PE lessons.

Pre-release and resettlement

- 5.33** The use of ROTL should be reinstated to support release planning and maintenance of family ties.

Training planning and remand management

- 5.34** Training planning and remand management meetings should include residential staff who regularly work with the boys to ensure that all relevant activity is captured in their remand or training plans and there is consistent reinforcement to help boys achieve their targets.
- 5.35** Quality assurance of planning documentation should be introduced.
- 5.36** The views of looked-after children should be explored to identify any underlying difficulties in the way they experience custody.

Reintegration planning

- 5.37** Boys should be able to open a bank account while at Parc.
- 5.38** Boys should have access to information and guidance to enable them to develop the financial awareness and skills they need when released.
- 5.39** Evaluation of interventions should be put in place.
- 5.40** Interventions should be put in place for boys to address sexually harmful behaviour.

Housekeeping points

Courts, escort and transfers

- 5.41** A representative of the escort provider should attend safeguarding meetings so that problems concerning the transport of children to the prison can be discussed.

Health services

- 5.42** All patient identifiable records should be stored in a locked cabinet.
- 5.43** Care plans should be used to ensure continuity of care for boys with specific needs, including discharge from hospital.
- 5.44** Stock medicines such as paracetamol and ibuprofen should be transported in a locked container.

Good practice

- 5.45** The induction handbook was well designed and provided a realistic account of life in the unit.
- 5.46** The inclusion of all complaint summaries and outcomes in the monthly safeguarding meeting minutes supported a transparent and safe environment for children.

Section 6. Appendices

Appendix I: Inspection team

Nick Hardwick	Chief inspector
Peter Clarke	Chief inspector (shadowing)
Angus Mulready-Jones	Team leader
Colin Carroll	Inspector
Deri Hughes-Roberts	Inspector
Angela Johnson	Inspector
Ian Macfadyen	Inspector
Fran Russell	Inspector
Joe Simmonds	Researcher
Sophie Skinner	Research trainee
Nicola Rabjohns	Health services and substance misuse inspector
Gill Sims	Estyn inspector
Anthony Mulcahy	Estyn inspector

Appendix II: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided.

Safety

Children and young people, particularly the most vulnerable, are held safely.

At the last inspection in 2014, children said they were treated well on escort to the prison and when they arrived. The reception and first night procedures were thorough and induction was well organised. The safeguarding and child protection arrangements remained effective. Self-harm was well managed. Use of force was proportionate and reducing. Levels of violence were not high and incidents resulting in serious injury were rare. Discipline procedures were administered fairly and the rewards and sanctions scheme was motivational. The young people's substance misuse service provided excellent support. Children generally reported feeling safe. Outcomes for children and young people were good against this healthy prison test.

Recommendations

Children should not spend lengthy periods waiting in court after their case has been completed, and NOMS should ensure that waits are kept to a minimum. (1.6)

Not achieved

Children should be transported separately to adult prisoners. (1.7)

Not achieved

The induction booklet should be available in the main languages spoken by foreign national children. (1.14)

Not achieved (recommendation repeated, 1.14)

Children should receive clinical support services from appropriately trained staff guided by comprehensive policies which reflect best practice. (1.77)

Partially achieved

Respect

Children and young people are treated with respect for their human dignity.

At the last inspection in 2014, overall the living conditions were reasonable. Relationships between staff and children were a strength which had a positive impact across many areas. There was an individual approach to diversity but more needed to be done to identify potential concerns. Children benefited from an energetic and engaged chaplaincy. The complaints process was sound and children had suitable access to their solicitors.

Health care continued to be good. The food provided was not popular but the meals we sampled were adequate. Outcomes for children and young people were good against this healthy prison test.

Recommendations

Cells should have effective ventilation. (2.13)

Not achieved (recommendation repeated, 2.12)

The steel grid over the exercise yard on G wing should be removed. (2.14)

Not achieved

Walls in front of showers should be sufficiently high to maintain decency. (2.15)

Partially achieved

Toilets should be fully screened. (2.16)

Not achieved (recommendation repeated, 2.13)

Children should have access to a lockable cupboard. (2.17)

Not achieved (recommendation repeated, 2.14)

Monitoring by protected characteristics should be put in place and equality reports should be regularly discussed at safeguarding meetings. (2.30)

Not achieved

All clinical areas should be safe and fully compliant with infection control guidelines. (2.64)

Not achieved (recommendation repeated, 2.74)

Condoms should be available and the supporting policy should specifically consider the needs of children. (2.65)

Achieved

Children should have regular access to pharmacy clinics, including medicine use reviews. (2.81)

No longer relevant

Children should have timely access to speech and language therapy as clinically indicated. (2.93)

Not achieved (recommendation repeated, 2.99)

Local policies for the provision of mental health services should be agreed. (2.94)

Not achieved (recommendation repeated, 2.100)

All notes and correspondence related to a boy's care should be included on SystemOne. (2.95)

Achieved

Purposeful activity

Children and young people are able, and expected, to engage in activity that is likely to benefit them.

At the last inspection in 2014, all children were able to spend enough time out of their cell and adequate time outside for exercise. Better use needed to be made of the outside space. Estyn's overall judgement was

that provision in learning and skills was good. The quality of teaching and learning was good, but about half the boys did not achieve well enough in core skills. Behaviour management was effective and boys felt safe in class. Children with additional learning needs did not receive enough support. There was a well stocked library, but access to it was too limited. The range of PE was narrow and access was variable. Outcomes for children and young people were reasonably good against this healthy prison test.

Recommendations

Children should have better access to outdoor facilities. (3.5)

Not achieved (recommendation repeated, 3.5)

All children should receive good access to impartial careers guidance and support. (3.14)

Partially achieved

The curriculum for the core skills of literacy, numeracy and ICT should be strengthened and attainment rates improved to a good level. (3.32)

Not achieved

All children with additional learning needs should receive appropriate support. (3.33)

Achieved

More time should be allocated to a professional librarian to develop library services. (3.38)

Achieved

Opportunities for children to develop sports theory knowledge and skills training in PE should be improved. (3.45)

Achieved

Resettlement

Children and young people are effectively helped to prepare for their release back into the community and to reduce the likelihood of reoffending.

At the last inspection in 2014, the management of resettlement had improved and was now well organised. The training and remand planning arrangements continued to be thorough and comprehensive. Children who were looked after were supported well by prison staff. Opportunities for release on temporary licence (ROTL) had increased, but not to maintain family relationships. Provision under the resettlement pathways was generally good but the education, training and employment input was weak and it was not always possible to obtain suitable accommodation for boys. The proportion of children who lived more than 50 miles away had increased significantly, which made the achievement of successful resettlement outcomes more difficult. The family support worker continued to provide good individual support to boys by maintaining contact with family and friends. Outcomes for children and young people were reasonably good against this healthy prison test.

Recommendations

All children should have access to the same level of resettlement support from their home area. (4.7)

Not achieved

The unit should work with their regional resettlement consortia, youth offending services and the Youth Justice Board to ensure that information on resettlement outcomes is collected after children leave the unit. (4.8)

Partially achieved

All children with looked-after status should receive the same minimum levels of support from their local authority. (4.22)

Not achieved (recommendation repeated, 4.26)

Distance from home should be a key factor in planning the custody of children. (4.44)

Not achieved

The visits area should be made comfortable and welcoming, particularly for children. (4.45)

Achieved

Visitors should not be turned away if they do not have identification on every visit. (4.46)

Achieved

Family days should be open to all children. (4.47)

Partially achieved

ROTL should be used to help maintain family relationships. (4.48)

Not achieved

A framework of training, independent evaluation and feedback should be put in place for interventions work, while preserving the existing child-focused approach. (4.51)

Not achieved

Appendix III: Establishment population profile

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

Status	Number of young people	%
Sentenced	35	94.60
Recall	0	0
Convicted unsentenced	0	0
Remand	2	5.40
Detainees	0	0
Total	37	100

Age	Number of young people	%
15 years	1	2.70
16 years	6	16.23
17 years	28	75.67
18 years	2	5.40
Total	37	100

Nationality	Number of young people	%
British	31	83.78
Foreign nationals	6	16.22
Total	37	100

Ethnicity	Number of young people	%
White		
British	30	81.08
Irish	0	0
Gypsy/Irish Traveller	0	0
Other white	1	2.70
Mixed		
White and black Caribbean	0	0
White and black African	1	2.70
White and Asian	0	0
Other mixed	0	0
Asian or Asian British		
Indian	0	0
Pakistani	0	0
Bangladeshi	0	0
Chinese	0	0
Other Asian	1	2.70
Black or black British		
Caribbean	0	0
African	1	2.70
Other black	2	5.40
Other ethnic group		
Arab	0	0
Other ethnic group	1	2.70

Not stated	0	0
Total	37	100

Religion	Number of young people	%
Baptist	0	0
Church of England	1	2.70
Roman Catholic	3	8.11
Other Christian denominations	14	37.84
Muslim	3	8.11
Sikh	0	0
Hindu	0	0
Buddhist	0	0
Jewish	0	0
Other	0	0
No religion	16	43.24
Total	37	100

Other demographics	Number of young people	%
Gypsy/Romany/Traveller	0	0
Total	0	0

Sentenced only – length of stay by age

Length of stay	<1 mth	1–3 mths	3–6 mths	6–12 mths	1–2 yrs	2 yrs +	4 yrs +	Total
Age								
15 years	0	0	0	1	0	0	0	1
16 years	2	2	1	1	0	0	0	6
17 years	4	9	5	6	1	1	0	26
18 years	0	1	0	1	0	0	0	2
Total	6	12	6	9	1	1	0	35

Unsentenced only – length of stay by age

Length of stay	<1 mth	1–3 mths	3–6 mths	6–12 mths	1–2 yrs	2 yrs+	4 yrs +	Total
Age								
15 years	0	0	0	0	0	0	0	0
16 years	0	0	0	0	0	0	0	0
17 years	2	0	0	0	0	0	0	2
18 years	0	0	0	0	0	0	0	0
Total	2	0	0	0	0	0	0	2

Main offence	Number of young people	%
Violence against the person		
Sexual offences		
Burglary		
Robbery		
Theft and handling		

Fraud and forgery		
Drugs offences		
Other offences		
Offence not recorded / holding warrant		
Total		

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

Sentence	4 mths	6 mths	8 mths	10 mths	12 mths	18 mths	24 mths	24 mth+	Total
Age									
15 years	0	0	1	0	0	0	0	0	1
16 years	2	1	0	0	0	1	1	0	5
17 years	1	1	1	0	1	2	2	2	10
18 years	0	0	0	0	0	0	0	0	0
Total	3	2	2	0	1	3	3	2	16

Number of Section 91s, (determinate sentences only) by age and length of sentence

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

Number of extended sentences under Section 228 (extended sentence for public protection) by age and full sentence length, including the time in the community

Sentence	Under 2 yrs	2–3 yrs	3–4 yrs	4–5 yrs	5 yrs +	Recall	Total
Age							
15 years	0	0	0	0	0	0	0
16 years	0	0	0	0	0	0	0
17 years	0	0	0	0	0	0	0
18 years	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0

Number of indeterminate sentences under Section 226 (detention for public protection) by age and length of tariff

Sentence	Under 2 yrs	2–5 yrs	5–10 yrs	10–15 yrs	15–20 yrs	Recall	Total
Age							
15 years	0	0	0	0	0	0	0
16 years	0	0	0	0	0	0	0
17 years	0	0	0	0	0	0	0
18 years	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0

Number of mandatory life sentences under Section 90 by age and length of tariff

Sentence	Under 2 yrs	2–5 yrs	5–10 yrs	10–15 yrs	15–20 yrs	20 yrs +	Total
Age							
15 years	0	0	0	0	0	0	0
16 years	0	0	0	0	0	0	0
17 years	0	0	0	0	0	0	0
18 years	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0

Appendix IV: Summary of children and young people questionnaires and interviews

Children and young people survey methodology

A voluntary, confidential and anonymous survey of the population of young people (15–18 years) was carried out by HM Inspectorate of Prisons.

Sampling

Questionnaires were offered to all young people.

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.

Interviews were offered to any young person who could not read or write in English, or who had literacy difficulties.

Respondents were not asked to put their names on their questionnaire, although their responses could be identified back to them in line with child protection requirements. 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 11 January 2016 the young person population at HMP & YOI Parc was 38. Questionnaires were distributed to all 38 young people.

We received a total of 29 completed questionnaires, a response rate of 76%. This included one questionnaire completed via interview. Four respondents refused to complete a questionnaire and five questionnaires were not returned.

Wing/unit	Number of completed survey returns
E	14
G	15

Presentation of survey results and analyses

Over the following pages we present the survey results for HMP & YOI Parc.

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 significant¹⁰ differences 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 young people's 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 & YOI Parc in 2016 compared with responses from young people surveyed in all other young offender institutions. This comparator is based on all responses from young people surveys carried out in five YOIs since April 2015.
- The current survey responses from HMP & YOI Parc in 2016 compared with the responses of young people surveyed at HMP & YOI Parc in 2014.
- A comparison within the 2016 survey between responses of young people who have been in local authority care and those who have not been in local authority care.

¹⁰ 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

Q1	How old are you?	
	15	0 (0%)
	16	4 (14%)
	17	25 (86%)
	18	0 (0%)
Q2	Are you a British citizen?	
	Yes	28 (97%)
	No	1 (3%)
Q3	Do you understand spoken English?	
	Yes	28 (100%)
	No	0 (0%)
Q4	Do you understand written English?	
	Yes	28 (100%)
	No	0 (0%)
Q5	What is your ethnic origin?	
	White - British	21 (72%)
	White - Irish	1 (3%)
	White - Other	1 (3%)
	Black or Black British - Caribbean	2 (7%)
	Black or Black British - African	0 (0%)
	Black or Black British - Other	1 (3%)
	Asian or Asian British - Indian	0 (0%)
	Asian or Asian British - Pakistani	0 (0%)
	Asian or Asian British - Bangladeshi	0 (0%)
	Asian or Asian British - Chinese	0 (0%)
	Asian or Asian British - Other	0 (0%)
	Mixed race - White and Black Caribbean	2 (7%)
	Mixed race - White and Black African	0 (0%)
	Mixed race - White and Asian	0 (0%)
	Mixed race - Other	1 (3%)
	Arab	0 (0%)
	Other ethnic group	0 (0%)
Q6	What is your religion?	
	None	14 (48%)
	Church of England	8 (28%)
	Catholic	2 (7%)
	Protestant	0 (0%)
	Other Christian denomination	5 (17%)
	Buddhist	0 (0%)
	Hindu	0 (0%)
	Jewish	0 (0%)
	Muslim	0 (0%)
	Sikh	0 (0%)

Q7	Do you consider yourself to be Gypsy/Romany/Traveller?	
	Yes	1 (4%)
	No.....	26 (93%)
	Don't know	1 (4%)
Q8	Do you have any children?	
	Yes	2 (7%)
	No.....	26 (93%)
Q9	Do you consider yourself to have a disability (i.e. do you need help with any long-term physical, mental or learning needs)?	
	Yes	5 (18%)
	No.....	23 (82%)
Q10	Have you ever been in local authority care?	
	Yes	11 (39%)
	No.....	17 (61%)

SECTION 2: ABOUT YOUR SENTENCE

Q1	Are you sentenced?	
	Yes	28 (97%)
	No - unsentenced/on remand	1 (3%)
Q2	How long is your sentence (the full DTO sentence)?	
	Not sentenced	1 (3%)
	<i>Less than 6 months</i>	6 (21%)
	<i>6 to 12 months</i>	7 (24%)
	<i>More than 12 months, up to 2 years</i>	7 (24%)
	<i>More than 2 years</i>	8 (28%)
	<i>Indeterminate sentence for public protection (IPP)</i>	0 (0%)
Q3	How long have you been in this establishment?	
	<i>Less than 1 month</i>	4 (14%)
	<i>1 to 6 months</i>	16 (55%)
	<i>More than 6 months, but less than 12 months</i>	5 (17%)
	<i>12 months to 2 years</i>	3 (10%)
	<i>More than 2 years</i>	1 (3%)
Q4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	
	Yes	17 (61%)
	No.....	11 (39%)

SECTION 3: COURTS, TRANSFERS AND ESCORTS

Q1	On your most recent journey here, did you feel safe?	
	Yes	20 (71%)
	No.....	3 (11%)
	Don't remember	5 (18%)
Q2	On your most recent journey here, were there any adults (over 18) or a mix of males and females travelling with you?	
	Yes	19 (68%)
	No.....	7 (25%)
	Don't remember	2 (7%)

Q3	On your most recent journey here, how long did you spend in the van?	
	Less than 2 hours	13 (46%)
	2 to 4 hours.....	13 (46%)
	More than 4 hours	2 (7%)
	Don't remember	0 (0%)
Q4	On your most recent journey here, were you offered a toilet break?	
	My journey was less than 2 hours	13 (46%)
	Yes	3 (11%)
	No.....	11 (39%)
	Don't remember	1 (4%)
Q5	On your most recent journey here, were you offered anything to eat or drink?	
	My journey was less than 2 hours	13 (48%)
	Yes	7 (26%)
	No.....	7 (26%)
	Don't remember	0 (0%)
Q6	On your most recent journey here, how did you feel you were treated by the escort staff?	
	Very well.....	2 (7%)
	Well.....	13 (46%)
	Neither	7 (25%)
	Badly.....	4 (14%)
	Very badly	0 (0%)
	Don't remember	2 (7%)
Q7	Before you arrived here, did you receive any information to help you prepare for coming here?	
	Yes - and it was helpful.....	4 (14%)
	Yes - but it was not helpful.....	7 (25%)
	No - I received no information	17 (61%)
	Don't remember	0 (0%)

SECTION 4: FIRST DAYS

Q1	How long were you in reception?	
	Less than 2 hours	21 (75%)
	2 hours or longer	2 (7%)
	Don't remember	5 (18%)
Q2	When you were searched, was this carried out in a respectful way?	
	Yes	17 (61%)
	No.....	5 (18%)
	Don't remember/Not applicable	6 (21%)
Q3	How well did you feel you were treated in reception?	
	Very well.....	3 (11%)
	Well.....	10 (36%)
	Neither	9 (32%)
	Badly.....	3 (11%)
	Very badly	2 (7%)
	Don't remember	1 (4%)
Q4	When you first arrived here, did staff ask if you needed help or support with any of the following things? (Please tick all that apply to you.)	
	Not being able to smoke	12 (44%)
	Money worries.....	6 (22%)

Loss of property	5 (19%)	Feeling worried/upset/needing someone to talk to	6 (22%)
Feeling scared.....	5 (19%)	Health problems	12 (44%)
Gang problems.....	6 (22%)	Getting phone numbers	13 (48%)
Contacting family	16 (59%)	Staff did not ask me about any of these	6 (22%)

**Q5 When you first arrived here, did you have any of the following problems?
(Please tick all that apply to you.)**

Not being able to smoke	15 (56%)	Money worries.....	3 (11%)
Loss of property	5 (19%)	Feeling worried/upset/needing someone to talk to	3 (11%)
Feeling scared.....	3 (11%)	Health problems	6 (22%)
Gang problems.....	3 (11%)	Getting phone numbers	10 (37%)
Contacting family	14 (52%)	I did not have any problems	7 (26%)

Q6 When you first arrived here, were you given any of the following? (Please tick all that apply to you.)

Toiletries/basic items	25 (89%)
The opportunity to have a shower	11 (39%)
Something to eat.....	17 (61%)
A free phone call to friends/family	13 (46%)
PIN phone credit.....	11 (39%)
Information about feeling worried/upset	7 (25%)
Don't remember	2 (7%)
I was not given any of these	1 (4%)

**Q7 Within your first 24 hours here, did you have access to the following people or services?
(Please tick all that apply to you.)**

Chaplain.....	8 (30%)
Peer mentor	3 (11%)
Childline/Samaritans.....	3 (11%)
The prison shop/canteen.....	4 (15%)
Don't remember	8 (30%)
I did not have access to any of these	9 (33%)

Q8 Before you were locked up on your first night, were you seen by a doctor or nurse?

Yes	14 (50%)
No.....	11 (39%)
Don't remember	3 (11%)

Q9 Did you feel safe on your first night here?

Yes	24 (86%)
No.....	3 (11%)
Don't remember	1 (4%)

Q10 Did the induction course cover everything you needed to know about the establishment?

I have not been on an induction course	2 (7%)
Yes	20 (71%)
No.....	4 (14%)
Don't remember	2 (7%)

SECTION 5: DAILY LIFE AND RESPECT

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

Yes	27 (96%)
No	1 (4%)

	Don't know	0 (0%)
Q2	Is your cell call bell normally answered within five minutes?	
	Yes	16 (57%)
	No.....	11 (39%)
	Don't know	1 (4%)
Q3	What is the food like here?	
	Very good.....	0 (0%)
	Good.....	5 (17%)
	Neither	10 (34%)
	Bad	9 (31%)
	Very bad.....	5 (17%)
Q4	Does the shop/canteen sell a wide enough variety of products?	
	<i>I have not bought anything yet/Don't know</i>	1 (3%)
	Yes	15 (52%)
	No.....	13 (45%)
Q5	How easy is it for you to attend religious services?	
	<i>I don't want to attend religious services</i>	4 (14%)
	Very easy.....	7 (24%)
	Easy	6 (21%)
	Neither	4 (14%)
	Difficult.....	2 (7%)
	Very difficult.....	1 (3%)
	Don't know	5 (17%)
Q6	Are your religious beliefs respected?	
	Yes	12 (43%)
	No.....	9 (32%)
	Don't know/Not applicable.....	7 (25%)
Q7	Can you speak to a Chaplain of your faith in private if you want to?	
	Yes	19 (66%)
	No.....	3 (10%)
	Don't know/Not applicable.....	7 (24%)
Q8	Can you speak to a peer mentor when you need to?	
	Yes	6 (21%)
	No.....	7 (25%)
	Don't know	15 (54%)
Q9	Can you speak to a member of the IMB (Independent Monitoring Board) when you need to?	
	Yes	2 (7%)
	No	10 (36%)
	Don't know	16 (57%)
Q10	Can you speak to an advocate (an outside person to help you) when you need to?	
	Yes	10 (36%)
	No.....	7 (25%)
	Don't know	11 (39%)

SECTION 6: RELATIONSHIPS WITH STAFF

- Q1 Do most staff treat you with respect?**
 Yes 16 (55%)
 No..... 13 (45%)
- Q2 If you had a problem, who would you turn to? (Please tick all that apply to you.)**
- | | | | |
|--|----------|---------------------------------|----------|
| No-one | 10 (37%) | Social worker..... | 2 (7%) |
| Personal officer | 4 (15%) | Health services staff..... | 2 (7%) |
| Wing Officer..... | 5 (19%) | Peer mentor..... | 1 (4%) |
| Teacher/education staff | 2 (7%) | Another young person here | 6 (22%) |
| Gym staff..... | 4 (15%) | Case worker | 6 (22%) |
| Chaplain..... | 4 (15%) | Advocate | 1 (4%) |
| Independent Monitoring Board
(IMB)..... | 1 (4%) | Family/friends | 13 (48%) |
| YOT worker | 4 (15%) | Childline/Samaritans..... | 2 (7%) |
- Q3 Have staff checked on you personally in the last week to see how you are getting on?**
 Yes 11 (38%)
 No..... 18 (62%)
- Q4 When did you first meet your personal (named) officer?**
I still have not met him/her..... 2 (7%)
 In your first week..... 15 (54%)
 After your first week..... 6 (21%)
 Don't remember
 5 (18%) |

Q5 How often do you see your personal (named) officer?
I still have not met him/her..... 2 (7%)
 At least once a week
 10 (37%) |

Less than once a week..... 15 (56%)

Q6 Do you feel your personal (named) officer tries to help you?
I still have not met him/her..... 2 (7%)
 Yes..... 18 (64%)
 No..... 8 (29%)

SECTION 7: APPLICATIONS AND COMPLAINTS

- Q1 Is it easy to make an application?**
 Yes 23 (82%)
 No..... 5 (18%)
 Don't know..... 0 (0%)
- Q2 Are applications sorted out fairly?**
I have not made an application..... 4 (14%)
 Yes..... 13 (46%)
 No..... 11 (39%)
- Q3 Are applications sorted out quickly (within seven days)?**
I have not made an application..... 4 (15%)
 Yes..... 6 (22%)
 No..... 17 (63%)
- Q4 Is it easy to make a complaint?**
 Yes 16 (59%)
 No..... 5 (19%)

	<i>Don't know</i>	6 (22%)
Q5	Are complaints sorted out fairly?	
	<i>I have not made a complaint</i>	9 (36%)
	Yes	3 (12%)
	No	13 (52%)
Q6	Are complaints sorted out quickly (within seven days)?	
	<i>I have not made a complaint</i>	9 (35%)
	Yes	3 (12%)
	No	14 (54%)
Q7	Have you ever felt too scared or intimidated to make a complaint?	
	Yes	3 (11%)
	No	14 (52%)
	Never needed to make a complaint	10 (37%)

SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE

Q1	What level of the rewards and sanctions scheme are you on?	
	<i>Don't know what the rewards and sanctions scheme is</i>	0 (0%)
	Enhanced (top)	8 (29%)
	Standard (middle)	12 (43%)
	Basic (bottom)	8 (29%)
	<i>Don't know</i>	0 (0%)
Q2	Have you been treated fairly in your experience of the rewards and sanctions scheme?	
	<i>Don't know what the rewards and sanctions scheme is</i>	0 (0%)
	Yes	12 (44%)
	No	12 (44%)
	<i>Don't know</i>	3 (11%)
Q3	Do the different levels of the rewards and sanctions scheme encourage you to change your behaviour?	
	<i>Don't know what the rewards and sanctions scheme is</i>	0 (0%)
	Yes	12 (48%)
	No	8 (32%)
	<i>Don't know</i>	5 (20%)
Q4	Have you had a minor report since you have been here?	
	Yes	18 (69%)
	No	7 (27%)
	<i>Don't know</i>	1 (4%)
Q5	If you have had a minor report, was the process explained clearly to you?	
	<i>I have not had a minor report</i>	8 (31%)
	Yes	14 (54%)
	No	4 (15%)
Q6	Have you had an adjudication ('nicking') since you have been here?	
	Yes	23 (79%)
	No	5 (17%)
	<i>Don't know</i>	1 (3%)
Q7	If you have had an adjudication ('nicking'), was the process explained clearly to you?	
	<i>I have not had an adjudication</i>	6 (21%)
	Yes	20 (71%)

No..... 2 (7%)

Q8	Have you been physically restrained (C and R) since you have been here?	
	Yes	12 (43%)
	No.....	15 (54%)
	Don't know	1 (4%)

Q9	If you have spent a night in the care and separation unit (CSU), how were you treated by staff?	
	<i>I have not been to the care and separation unit</i>	18 (69%)
	Very well.....	0 (0%)
	Well.....	1 (4%)
	Neither.....	4 (15%)
	Badly.....	1 (4%)
	Very badly.....	2 (8%)

SECTION 9: SAFETY

Q1	Have you ever felt unsafe here?	
	Yes	8 (29%)
	No.....	20 (71%)

Q2	Do you feel unsafe now?	
	Yes	3 (10%)
	No.....	26 (90%)

Q3	In which areas have you felt unsafe? (Please tick all that apply to you.)	
	Never felt unsafe	20 (71%)
	Everywhere	7 (25%)
	Care and separation unit.....	0 (0%)
	Association areas	2 (7%)
	Reception area	0 (0%)
	At the gym	2 (7%)
	In an exercise yard	3 (11%)
	At work.....	0 (0%)
	At education	2 (7%)
	At religious services.....	0 (0%)
	At meal times	2 (7%)
	At healthcare.....	1 (4%)
	Visits area	0 (0%)
	In wing showers.....	3 (11%)
	In gym showers	1 (4%)
	In corridors/stairwells.....	2 (7%)
	On your landing/wing	1 (4%)
	During movement.....	2 (7%)
	In your cell	1 (4%)

Q4	Have you ever been victimised by another young person/group of young people here (e.g. insulted or assaulted you)?	
	Yes	10 (36%)
	No.....	18 (64%)

Q5	If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you.)	
	Insulting remarks (about you, your family or friends).....	6 (21%)
	Physical abuse (being hit, kicked or assaulted)	7 (25%)
	Sexual abuse	0 (0%)
	Feeling threatened or intimidated	3 (11%)

Having your canteen/property taken.....	2 (7%)
Medication.....	0 (0%)
Debt.....	1 (5%)
Drugs.....	1 (5%)
Your race or ethnic origin.....	1 (5%)
Your religion/religious beliefs.....	1 (5%)
Your nationality.....	2 (7%)
You are from a different part of the country to others.....	3 (11%)
You are from a Traveller community.....	0 (0%)
Your sexuality.....	0 (0%)
Your age.....	1 (5%)
You having a disability.....	0 (0%)
You were new here.....	2 (7%)
Your offence/crime.....	0 (0%)
Gang related issues.....	1 (5%)

- Q7 Have you ever been victimised by staff here (e.g. insulted or assaulted you)?**
- | | |
|----------|----------|
| Yes..... | 12 (41%) |
| No..... | 17 (59%) |
- Q8 If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you.)**
- | | |
|---|---------|
| Insulting remarks (about you, your family or friends)..... | 8 (28%) |
| Physical abuse (being hit, kicked or assaulted)..... | 1 (3%) |
| Sexual abuse..... | 1 (3%) |
| Feeling threatened or intimidated..... | 3 (10%) |
| Having your canteen/property taken..... | 2 (7%) |
| Medication..... | 0 (0%) |
| Debt..... | 0 (0%) |
| Drugs..... | 1 (3%) |
| Your race or ethnic origin..... | 1 (3%) |
| Your religion/religious beliefs..... | 0 (0%) |
| Your nationality..... | 0 (0%) |
| You are from a different part of the country to others..... | 2 (7%) |
| You are from a Traveller community..... | 0 (0%) |
| Your sexuality..... | 0 (0%) |
| Your age..... | 1 (3%) |
| You having a disability..... | 0 (0%) |
| You were new here..... | 1 (3%) |
| Your offence/crime..... | 0 (0%) |
| Gang related issues..... | 1 (3%) |
| Because you made a complaint..... | 5 (17%) |
- Q10 If you were being victimised, would you tell a member of staff?**
- | | |
|-----------------|----------|
| Yes..... | 6 (27%) |
| No..... | 11 (50%) |
| Don't know..... | 5 (23%) |
- Q11 Do you think staff would take it seriously if you told them you had been victimised?**
- | | |
|-----------------|----------|
| Yes..... | 6 (21%) |
| No..... | 15 (54%) |
| Don't know..... | 7 (25%) |
- Q12 Is shouting through the windows a problem here?**
- | | |
|-----------------|----------|
| Yes..... | 14 (50%) |
| No..... | 11 (39%) |
| Don't know..... | 3 (11%) |

SECTION 10: HEALTH SERVICES

Q1	Is it easy to see the following people if you need to?			
		Yes	No	Don't know
	The doctor	19 (73%)	4 (15%)	3 (12%)
	The nurse	21 (84%)	1 (4%)	3 (12%)
	The dentist	17 (63%)	5 (19%)	5 (19%)
Q2	What do you think of the overall quality of the health services here?			
	<i>I have not been</i>			1 (3%)
	<i>Very good</i>			3 (10%)
	<i>Good</i>			11 (38%)
	<i>Neither</i>			11 (38%)
	<i>Bad</i>			0 (0%)
	<i>Very bad</i>			3 (10%)
Q3	If you are taking medication, are you allowed to keep some/all of it in your room?			
	<i>I am not taking any medication</i>			15 (56%)
	<i>Yes, all of my meds</i>			2 (7%)
	<i>Yes, some of my meds</i>			1 (4%)
	<i>No</i>			9 (33%)
Q4	Do you have any emotional or mental health problems?			
	<i>Yes</i>			9 (33%)
	<i>No</i>			18 (67%)
Q5	Are you being helped by anyone here with your emotional or mental health problems (e.g. a psychologist, doctor, counsellor, personal officer or another member of staff)?			
	<i>I do not have any emotional or mental health problems</i>			18 (67%)
	<i>Yes</i>			2 (7%)
	<i>No</i>			7 (26%)
Q6	Did you have problems with alcohol when you first arrived here?			
	<i>Yes</i>			5 (18%)
	<i>No</i>			23 (82%)
Q7	Have you received any help with alcohol problems here?			
	<i>Yes</i>			3 (11%)
	<i>No</i>			25 (89%)
Q8	Did you have problems with drugs when you first arrived here?			
	<i>Yes</i>			16 (57%)
	<i>No</i>			12 (43%)
Q9	Do you have problems with drugs now?			
	<i>Yes</i>			3 (11%)
	<i>No</i>			25 (89%)
Q10	Have you received any help with drugs problems here?			
	<i>Yes</i>			12 (43%)
	<i>No</i>			16 (57%)
Q11	How easy or difficult is it to get illegal drugs here?			
	<i>Very easy</i>			6 (22%)
	<i>Easy</i>			4 (15%)
	<i>Neither</i>			3 (11%)

Difficult.....	0 (0%)
Very difficult.....	5 (19%)
Don't know	9 (33%)

SECTION 11: ACTIVITIES

Q1	How old were you when you were last at school?				
	14 or under				11 (39%)
	15 or over.....				17 (61%)
Q2	Have you ever been excluded from school?				
	Yes.....				24 (86%)
	No.....				3 (11%)
	Not applicable.....				1 (4%)
Q3	Did you ever skip school before you came into custody?				
	Yes.....				24 (86%)
	No.....				4 (14%)
	Not applicable.....				0 (0%)
Q4	Do you CURRENTLY take part in any of the following activities? (Please tick all that apply to you.)				
	Education.....				24 (83%)
	A job in this establishment.....				0 (0%)
	Vocational or skills training.....				2 (7%)
	Offending behaviour programmes.....				8 (28%)
	<i>I am not currently involved in any of these</i>				3 (10%)
Q5	If you have been involved in any of the following activities here, do you think they will help you when you leave prison?				
		Not been involved	Yes	No	Don't know
	Education	0 (0%)	15 (56%)	5 (19%)	7 (26%)
	A job in this establishment	3 (14%)	4 (19%)	5 (24%)	9 (43%)
	Vocational or skills training	3 (14%)	3 (14%)	6 (29%)	9 (43%)
	Offending behaviour programmes	1 (4%)	6 (26%)	8 (35%)	8 (35%)
Q6	Do you usually have association every day?				
	Yes.....				25 (86%)
	No.....				4 (14%)
Q7	Can you usually go outside for exercise every day?				
	Don't want to go				3 (11%)
	Yes.....				20 (71%)
	No.....				5 (18%)
Q8	How many times do you usually go to the gym each week?				
	Don't want to go				0 (0%)
	None.....				1 (3%)
	One to two times.....				10 (34%)
	Three to five times.....				3 (10%)
	More than five times.....				15 (52%)

SECTION 12: FAMILY AND FRIENDS

Q1	Are you able to use the telephone every day, if you want to?	
	Yes.....	27 (96%)

	No.....	1 (4%)
	Don't know	0 (0%)
Q2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	19 (68%)
	No.....	8 (29%)
	Don't know	1 (4%)
Q3	How many visits do you usually have each week, from family or friends?	
	I don't get visits	3 (10%)
	Less than one a week.....	12 (41%)
	About one a week.....	10 (34%)
	More than one a week.....	3 (10%)
	Don't know	1 (3%)
Q4	How easy is it for your family and friends to visit you here?	
	I don't get visits	3 (11%)
	Very easy.....	4 (14%)
	Easy.....	9 (32%)
	Neither.....	5 (18%)
	Difficult.....	0 (0%)
	Very difficult.....	3 (11%)
	Don't know	4 (14%)
Q5	Do your visits usually start on time?	
	I don't get visits	3 (11%)
	Yes	11 (39%)
	No.....	11 (39%)
	Don't know	3 (11%)

SECTION 13: PREPARATION FOR RELEASE

Q1	Do you think you will have a problem with any of the following things, when you are released? (Please tick all that apply to you.)	
	Finding accommodation	11 (38%)
	Getting into school or college.....	13 (45%)
	Getting a job.....	16 (55%)
	Money/finances	14 (48%)
	Claiming benefits.....	9 (31%)
	Continuing health services.....	9 (31%)
	Opening a bank account.....	7 (24%)
	Avoiding bad relationships	12 (41%)
	I won't have any problems	6 (21%)
Q2	Do you have a training plan, sentence plan or remand plan (i.e. a plan that is discussed in your DTO/planning meetings, which sets out your targets)?	
	Yes	20 (74%)
	No.....	5 (19%)
	Don't know	2 (7%)
Q3	Were you involved in the development of your plan?	
	I don't have a plan/don't know if I have a plan	7 (32%)
	Yes	14 (64%)
	No.....	1 (5%)
Q4	Do you understand the targets that have been set in your plan?	
	I don't have a plan/don't know if I have a plan	7 (29%)

	Yes	15 (63%)
	No.....	2 (8%)
Q5	Do you have a caseworker here?	
	Yes	27 (100%)
	No.....	0 (0%)
	Don't know	0 (0%)
Q6	Has your caseworker helped to prepare you for release?	
	<i>I don't have a caseworker</i>	0 (0%)
	Yes	14 (52%)
	No.....	12 (44%)
	Don't know	1 (4%)
Q7	Has your social worker been to visit you since you have been here?	
	<i>I don't have a social worker</i>	9 (33%)
	Yes	14 (52%)
	No.....	4 (15%)
Q8	Have you had a say in what will happen to you when you are released?	
	Yes	15 (56%)
	No.....	11 (41%)
	Don't know	1 (4%)
Q9	Do you know who to contact for help with any of the following problems, before your release? (Please tick all that apply to you.)	
	<i>Finding accommodation</i>	10 (40%)
	<i>Getting into school or college</i>	9 (36%)
	<i>Getting a job</i>	10 (40%)
	<i>Help with money/finances</i>	8 (32%)
	<i>Help with claiming benefits</i>	7 (28%)
	<i>Continuing health services</i>	8 (32%)
	<i>Opening a bank account</i>	8 (32%)
	<i>Avoiding bad relationships</i>	8 (32%)
	<i>I don't know who to contact</i>	12 (48%)
Q10	What is most likely to stop you offending in the future? (Please tick all that apply to you.)	
	Not sentenced	1 (4%)
	<i>Nothing, it is up to me</i>	8 (30%)
	<i>Making new friends outside</i>	3 (11%)
	<i>Going back to live with my family</i>	6 (22%)
	<i>Getting a place of my own</i>	6 (22%)
	<i>Getting a job</i>	12 (44%)
	<i>Having a partner (girlfriend or boyfriend)</i>	11 (41%)
	<i>Staying off alcohol/drugs</i>	8 (30%)
	<i>Having a mentor (someone you can ask for advice)</i>	2 (7%)
	<i>Having a YOT worker or social worker that I get on with</i>	4 (15%)
	<i>Having children</i>	7 (26%)
	<i>Having something to do that isn't crime</i>	9 (33%)
	<i>This sentence</i>	7 (26%)
	<i>Getting into school/college</i>	6 (22%)
	<i>Talking about my offending behaviour with staff</i>	1 (4%)
	<i>Anything else</i>	1 (4%)
Q11	Do you want to stop offending?	
	Not sentenced	1 (4%)
	Yes	23 (88%)
	No.....	0 (0%)
	Don't know	2 (8%)

Q12 **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	1 (4%)
Yes	11 (44%)
No.....	13 (52%)

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



**Survey responses from children and young people:
HMP & YOI Parc 2016**

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

Key to tables

		HMP & YOI Parc 2016	Young people's comparator	HMP & YOI Parc 2016	HMP & YOI Parc 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in young people's background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		29	557	29	45
SECTION 1: ABOUT YOU					
1.1	Are you 18 years of age?	0%	11%	0%	8%
1.2	Are you a foreign national?	3%	5%	3%	6%
1.3	Do you understand spoken English?	100%	99%	100%	100%
1.4	Do you understand written English?	100%	98%	100%	98%
1.5	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category.)	21%	47%	21%	27%
1.6	Are you Muslim?	0%	23%	0%	26%
1.7	Do you consider yourself to be Gypsy/Romany/Traveller?	3%	8%	3%	4%
1.8	Do you have any children?	8%	11%	8%	16%
1.9	Do you consider yourself to have a disability?	19%	20%	19%	19%
1.10	Have you ever been in local authority care?	39%	40%	39%	42%
SECTION 2: ABOUT YOUR SENTENCE					
2.1	Are you sentenced?	97%	77%	97%	84%
2.2	Is your sentence 12 months or less?	45%	33%	45%	50%
2.3	Have you been in this establishment for one month or less?	13%	18%	13%	16%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	61%	57%	61%	47%
SECTION 3: COURTS, TRANSFERS AND ESCORTS					
On your most recent journey here:					
3.1	Did you feel safe?	72%	78%	72%	90%
3.2	Did you travel with any adults (over 18) or a mix of males and females?	68%	34%	68%	41%
3.3	Did you spend more than 4 hours in the van?	8%	7%	8%	6%
For those who spent 2 or more hours in the escort van:					
3.4	Were you offered a toilet break if you needed it?	20%	9%	20%	9%
3.5	Were you offered anything to eat or drink?	50%	39%	50%	50%
3.6	Were you treated well/very well by the escort staff?	54%	55%	54%	67%
3.7	Before you arrived, did you receive any helpful information to help you prepare for coming here?	14%	16%	14%	25%
SECTION 4: YOUR FIRST FEW DAYS HERE					
4.1	Were you in reception for less than 2 hours?	76%	80%	76%	92%
4.2	When you were searched, was this carried out in a respectful way?	61%	83%	61%	83%
4.3	Were you treated well/very well in reception?	46%	70%	46%	78%

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

Key to tables

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Number of completed questionnaires returned		29	557	29	45
When you first arrived, did staff ask if you needed help or support with any of the following:					
4.4a	Not being able to smoke?	44%	47%	44%	66%
4.4b	Loss of property?	19%	18%	19%	15%
4.4c	Feeling scared?	19%	27%	19%	30%
4.4d	Gang problems?	22%	45%	22%	26%
4.4e	Contacting family?	60%	53%	60%	55%
4.4f	Money worries?	22%	16%	22%	17%
4.4g	Feeling worried/upset/need someone to talk to?	22%	34%	22%	40%
4.4h	Health problems?	44%	55%	44%	40%
4.4i	Getting phone numbers?	49%	40%	49%	45%
4.5	Did you have any problems when you first arrived?	74%	78%	74%	76%
When you first arrived, did you have problems with any of the following:					
4.5a	Not being able to smoke?	56%	47%	56%	51%
4.5b	Loss of property?	19%	12%	19%	7%
4.5c	Feeling scared?	11%	14%	11%	11%
4.5d	Gang problems?	11%	20%	11%	9%
4.5e	Contacting family?	51%	32%	51%	24%
4.5f	Money worries?	11%	17%	11%	18%
4.5g	Feeling worried/upset/need someone to talk to?	11%	15%	11%	9%
4.5h	Health problems?	22%	16%	22%	7%
4.5i	Getting phone numbers?	37%	32%	37%	16%
When you first arrived, were you given any of the following:					
4.6a	Toiletries/basic items?	89%	76%	89%	67%
4.6b	The opportunity to have a shower?	39%	50%	39%	62%
4.6c	Something to eat?	61%	83%	61%	76%
4.6d	A free phone call to friends/family?	46%	76%	46%	74%
4.6e	PIN phone credit?	39%	57%	39%	31%
4.6f	Information about feeling worried/upset?	24%	29%	24%	45%
Within your first 24 hours, did you have access to the following people or services:					
4.7a	A chaplain?	29%	42%	29%	54%
4.7b	A peer mentor?	11%	9%	11%	6%
4.7c	Childline/Samaritans	11%	16%	11%	21%
4.7d	The prison shop/canteen?	14%	10%	14%	6%
4.8	Before you were locked up on your first night, were you seen by a doctor or nurse?	50%	67%	50%	69%
4.9	Did you feel safe on your first night here?	86%	75%	86%	90%
4.10	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	77%	53%	77%	86%

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

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Number of completed questionnaires returned		29	557	29	45
SECTION 5: DAILY LIFE AND RESPECT					
5.1	Can you normally have a shower every day if you want to?	97%	88%	97%	98%
5.2	Is your cell call bell normally answered within five minutes?	57%	27%	57%	69%
5.3	Do you find the food here good/very good?	18%	18%	18%	16%
5.4	Does the shop/canteen sell a wide enough variety of products?	53%	54%	53%	53%
5.5	Is it easy/very easy for you to attend religious services?	45%	52%	45%	43%
5.6	Do you feel your religious beliefs are respected?	43%	60%	43%	51%
Can you speak to:					
5.7	A chaplain of your faith in private?	66%	63%	66%	74%
5.8	A peer mentor?	22%	30%	22%	38%
5.9	A member of the IMB (Independent Monitoring Board)?	8%	19%	8%	25%
5.10	An advocate (an outside person to help you)?	35%	41%	35%	67%
SECTION 6: RELATIONSHIPS WITH STAFF					
6.1	Do most staff treat you with respect?	55%	68%	55%	67%
6.2	If you had a problem, would you have no-one to turn to?	37%	25%	37%	26%
6.3	Have staff checked on you personally in the last week to see how you are getting on?	37%	32%	37%	65%
For those who have met their personal officer:					
6.4	Did you meet your personal (named) officer within the first week?	59%	34%	59%	63%
6.5	Do you see your personal (named) officer at least once a week?	39%	45%	39%	78%
6.6	Do you feel your personal (named) officer tries to help you?	71%	64%	71%	74%
SECTION 7: APPLICATIONS AND COMPLAINTS					
7.1	Is it easy to make an application?	81%	60%	81%	90%
For those who have made an application:					
7.2	Do you feel applications are sorted out fairly?	55%	59%	55%	71%
7.3	Do you feel applications are sorted out quickly (within 7 days)?	27%	34%	27%	66%
7.4	Is it easy to make a complaint?	60%	47%	60%	82%
For those who have made a complaint:					
7.5	Do you feel complaints are sorted out fairly?	19%	38%	19%	35%
7.6	Do you feel complaints are sorted out quickly (within 7 days)?	18%	29%	18%	40%
7.7	Have you ever felt too scared or intimidated to make a complaint?	11%	11%	11%	5%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE					
8.1	Are you on the enhanced (top) level of the reward scheme?	28%	22%	28%	57%
8.2	Have you been treated fairly in your experience of the reward scheme?	44%	44%	44%	78%
8.3	Do the different levels make you change your behaviour?	49%	42%	49%	70%
8.4	Have you had a minor report since you have been here?	71%	48%	71%	35%
For those who have had a minor report:					
8.5	Was the process explained clearly to you?	78%	73%	78%	80%
8.6	Have you had an adjudication ('nicking') since you have been here?	79%	67%	79%	49%

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Percentages which are not highlighted show there is no significant difference					
Number of completed questionnaires returned		29	557	29	45
For those who have had an adjudication ('nicking'):					
8.7	Was the process explained clearly to you?	90%	83%	90%	88%
8.8	Have you been physically restrained (Cand R) since you have been here?	43%	43%	43%	29%
8.9	For those who had spent a night in the care and separation unit: did the staff treat you well/very well?	10%	42%	10%	58%
SECTION 9: SAFETY					
9.1	Have you ever felt unsafe here?	28%	44%	28%	19%
9.2	Do you feel unsafe now?	11%	19%	11%	4%
9.4	Have you ever been victimised by other young people here?	35%	35%	35%	23%
Since you have been here, have other young people:					
9.5a	Made insulting remarks about you, your family or friends?	22%	19%	22%	11%
9.5b	Hit, kicked or assaulted you?	24%	14%	24%	4%
9.5c	Sexually abused you?	0%	1%	0%	0%
9.5d	Threatened or intimidated you?	11%	15%	11%	9%
9.5e	Taken your canteen/property?	8%	5%	8%	2%
9.5f	Victimised you because of medication?	0%	2%	0%	0%
9.5g	Victimised you because of debt?	3%	2%	3%	0%
9.5h	Victimised you because of drugs?	3%	1%	3%	0%
9.5i	Victimised you because of your race or ethnic origin?	3%	4%	3%	4%
9.5j	Victimised you because of your religion/religious beliefs?	3%	3%	3%	2%
9.5k	Victimised you because of your nationality?	8%	3%	8%	2%
9.5l	Victimised you because you were from a different part of the country?	11%	4%	11%	4%
9.5m	Victimised you because you are from a Traveller community?	0%	2%	0%	0%
9.5n	Victimised you because of your sexual orientation?	0%	1%	0%	0%
9.5o	Victimised you because of your age?	3%	1%	3%	0%
9.5p	Victimised you because you have a disability?	0%	2%	0%	2%
9.5q	Victimised you because you were new here?	8%	9%	8%	4%
9.5r	Victimised you because of your offence/crime?	0%	5%	0%	2%
9.5s	Victimised you because of gang related issues?	3%	9%	3%	2%
9.7	Have you ever been victimised by a member of staff here?	42%	27%	42%	20%
Since you have been here, have staff:					
9.8a	Made insulting remarks about you, your family or friends?	26%	14%	26%	4%
9.8b	Hit, kicked or assaulted you?	3%	9%	3%	2%
9.8c	Sexually abused you?	3%	1%	3%	0%
9.8d	Threatened or intimidated you?	11%	5%	11%	0%
9.8e	Taken your canteen/property?	8%	4%	8%	0%
9.8f	Victimised you because of medication?	0%	1%	0%	0%
9.8g	Victimised you because of debt?	0%	1%	0%	0%
9.8h	Victimised you because of drugs?	3%	1%	3%	2%

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

Key to tables

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	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		29	557	29	45
9.8i	Victimised you because of your race or ethnic origin?	3%	4%	3%	4%
9.8j	Victimised you because of your religion/religious beliefs?	0%	2%	0%	0%
9.8k	Victimised you because of your nationality?	0%	2%	0%	7%
9.8k	Victimised you because you were from a different part of the country?	8%	2%	8%	7%
9.8m	Victimised you because you are from a Traveller community?	0%	1%	0%	0%
9.8n	Victimised you because of your sexual orientation?	0%	0%	0%	0%
9.8o	Victimised you because of your age?	3%	2%	3%	0%
9.8p	Victimised you because you have a disability?	0%	1%	0%	0%
9.8q	Victimised you because you were new here?	3%	3%	3%	2%
9.8r	Victimised you because of your offence/crime?	0%	2%	0%	0%
9.8s	Victimised you because of gang related issues?	3%	2%	3%	0%
9.8t	Victimised you because you made a complaint?	18%	3%	18%	0%
9.10	If you were being victimised, would you tell a member of staff?	28%	29%	28%	38%
9.11	Do you think staff would take it seriously if you told them you had been victimised?	22%	29%	22%	48%
9.12	Is shouting through the windows a problem here?	50%	43%	50%	33%
SECTION 10: HEALTH SERVICES					
10.1a	Is it easy for you to see the doctor?	74%	48%	74%	59%
10.1b	Is it easy for you to see the nurse?	85%	62%	85%	80%
10.1c	Is it easy for you to see the dentist?	63%	26%	63%	41%
10.2	For those who have been to health services: Do you think the overall quality is good/very good?	50%	50%	50%	80%
10.3	If you are taking medication, are you allowed to keep some/all of it in your cell?	25%	54%	25%	14%
10.4	Do you have any emotional or mental health problems?	33%	26%	33%	11%
10.5	If you have emotional or mental health problems, are you being helped by anyone here?	25%	60%	25%	100%
10.6	Did you have any problems with alcohol when you first arrived?	19%	7%	19%	4%
10.7	Have you received any help with any alcohol problems here?	11%	4%	11%	4%
10.8	Did you have any problems with drugs when you first arrived?	57%	34%	57%	48%
10.9	Do you have a problem with drugs now?	11%	6%	11%	4%
10.10	Have you received any help with any drug problems here?	43%	20%	43%	24%
10.11	Is it easy/very easy to get illegal drugs here?	37%	19%	37%	16%
SECTION 11: ACTIVITIES					
11.1	Were you 14 or younger when you were last at school?	39%	39%	39%	40%
11.2	Have you ever been excluded from school?	86%	88%	86%	93%
11.3	Did you ever skip school before you came into custody?	86%	73%	86%	85%
Do you currently take part in any of the following:					
11.4a	Education?	82%	72%	82%	80%
11.4b	A job in this establishment?	0%	27%	0%	9%
11.4c	Vocational or skills training?	8%	12%	8%	22%

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

Key to tables

		HMP & YOJ Parc 2016	Young people's comparator	HMP & YOJ Parc 2016	HMP & YOJ Parc 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in young people's background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		29	557	29	45
11.4d	Offending behaviour programmes?	26%	14%	26%	26%
11.4e	Nothing	11%	18%	11%	7%
For those who have taken part in the following activities while in this establishment, do you think that they will help you when you leave prison:					
11.5a	Education?	56%	61%	56%	71%
11.5b	A job in this establishment?	22%	40%	22%	40%
11.5c	Vocational or skills training?	17%	43%	17%	63%
11.5d	Offending behaviour programmes?	28%	41%	28%	63%
11.6	Do you usually have association every day?	87%	59%	87%	83%
11.7	Can you usually go outside for exercise every day?	72%	64%	72%	89%
11.8	Do you go to the gym more than five times each week?	53%	6%	53%	30%
SECTION 12: KEEPING IN TOUCH WITH FAMILY AND FRIENDS					
12.1	Are you able to use the telephone every day?	97%	79%	97%	91%
12.2	Have you had any problems with sending or receiving letters or parcels?	68%	49%	68%	34%
12.3	Do you usually have one or more visits per week from family and friends?	45%	32%	45%	52%
12.4	Is it easy/very easy for your family and friends to visit you here?	46%	31%	46%	48%
12.5	Do your visits start on time?	39%	32%	39%	51%
SECTION 13: PREPARATION FOR RELEASE					
Do you think you will have a problem with the following, when you are released:					
13.1a	Finding accommodation?	37%	25%	37%	27%
13.1b	Getting into school or college?	45%	30%	45%	23%
13.1c	Getting a job?	55%	51%	55%	48%
13.1d	Money/finances?	47%	35%	47%	35%
13.1e	Claiming benefits?	32%	14%	32%	16%
13.1f	Continuing health services?	32%	9%	32%	7%
13.1g	Opening a bank account?	24%	17%	24%	18%
13.1h	Avoiding bad relationships?	42%	17%	42%	18%
13.2	Do you have a training plan, sentence plan or remand plan?	74%	43%	74%	58%
For those with a training plan, sentence plan or remand plan:					
13.3	Were you involved in the development of your plan?	95%	85%	95%	79%
13.4	Do you understand the targets set in your plan?	87%	92%	87%	92%
13.5	Do you have a caseworker here?	100%	89%	100%	92%
13.6	Has your caseworker helped to prepare you for release?	51%	38%	51%	65%
For those with a social worker:					
13.7	Has your social worker been to visit you since you have been here?	78%	76%	78%	66%
13.8	Have you had a say in what will happen to you when you are released?	56%	40%	56%	58%

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

Key to tables

		HMP & YOJ Parc 2016	Young people's comparator	HMP & YOJ Parc 2016	HMP & YOJ Parc 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in young people's background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		29	557	29	45
Do you know who to contact for help with the following problems?					
13.9a	Finding accommodation	39%	26%	39%	32%
13.9b	Getting into school or college	36%	29%	36%	24%
13.9c	Getting a job	39%	31%	39%	46%
13.9d	Help with money/finances	31%	24%	31%	18%
13.9e	Help with claiming benefits	27%	16%	27%	14%
13.9f	Continuing health services	31%	15%	31%	11%
13.9g	Opening a bank account	31%	20%	31%	11%
13.9h	Avoiding bad relationships	31%	15%	31%	14%
For those who were sentenced:					
13.11	Do you want to stop offending?	91%	90%	91%	87%
13.12	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	45%	53%	45%	48%

Diversity analysis



Key question responses (local authority care analysis) HMP & YOI Parc 2016

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	Young people who have been in local authority care	Young people who have not been in local authority care
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in young people's background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		11	17
1.2	Are you a foreign national?	0%	0%
1.3	Do you understand spoken English?	100%	100%
1.4	Do you understand written English?	100%	100%
1.5	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	20%	18%
1.6	Are you Muslim?	0%	0%
1.5	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	5%
1.9	Do you consider yourself to have a disability?	29%	13%
2.1	Are you sentenced?	100%	96%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	53%	64%
3.2	Did you travel with any adults (over 18) or a mix of males and females?	71%	64%
3.6	Were you treated well/very well by the escort staff?	36%	64%
3.7	Before you arrived, did you receive any helpful information to help you prepare for coming here?	7%	18%
4.2	When you were searched, was this carried out in a respectful way?	47%	70%
4.3	Were you treated well/very well in reception?	20%	64%
4.8	Before you were locked up on your first night, were you seen by a doctor or nurse?	47%	55%
4.9	Did you feel safe on your first night here?	93%	82%
5.1	Can you normally have a shower every day if you want to?	93%	100%
5.2	Is your cell call bell normally answered within five minutes?	53%	59%
5.3	Do you find the food here good/very good?	20%	13%
5.4	Does the shop/canteen sell a wide enough variety of products?	47%	55%
5.6	Do you feel your religious beliefs are respected?	47%	41%
Can you speak to:			
5.7	A chaplain of your faith in private?	64%	70%
5.8	A peer mentor?	0%	36%
5.9	A member of the IMB (Independent Monitoring Board)?	0%	13%
5.10	An advocate (an outside person to help you)?	36%	36%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	Young people who have been in local authority care	Young people who have not been in local authority care
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in young people's background details		
	Percentages which are not highlighted show there is no significant difference		
6.1	Do most staff treat you with respect?	64%	46%
6.2	If you had a problem, would you have no-one to turn to?	31%	41%
7.1	Is it easy to make an application?	71%	87%
7.4	Is it easy to make a complaint?	53%	62%
8.1	Are you on the enhanced (top) level of the reward scheme?	47%	19%
8.2	Have you been treated fairly in your experience of the reward scheme?	36%	47%
8.3	Do the different levels make you change your behaviour?	53%	44%
8.4	Have you had a minor report since you have been here?	80%	60%
8.6	Have you had an adjudication ('nicking') since you have been here?	93%	70%
8.8	Have you been physically restrained (C and R) since you have been here?	53%	38%
9.1	Have you ever felt unsafe here?	29%	30%
9.2	Do you feel unsafe now?	7%	13%
9.4	Have you been victimised by other young people here?	64%	19%
Since you have been here, have other young people:			
9.5d	Threatened or intimidated you?	7%	14%
9.5i	Victimised you because of your race or ethnic origin?	0%	5%
9.5j	Victimised you because of your religion/religious beliefs?	0%	5%
9.5k	Victimised you because of your nationality?	7%	5%
9.5p	Victimised you because you have a disability?	0%	0%
9.7	Have you been victimised by staff here?	53%	36%
Since you have been here, have staff:			
9.8d	Threatened or intimidated you?	7%	13%
9.8i	Victimised you because of your race or ethnic origin?	7%	0%
9.8j	Victimised you because of your religion/religious beliefs?	0%	0%
9.8k	Victimised you because of your nationality?	0%	0%
9.8p	Victimised you because you have a disability?	0%	0%
9.10	If you were being victimised, would you tell a member of staff?	9%	33%
9.11	Do you think staff would take it seriously if you told them you had been victimised?	20%	19%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	Young people who have been in local authority care	Young people who have not been in local authority care
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in young people's background details		
	Percentages which are not highlighted show there is no significant difference		
10.1a	Is it easy/very easy for you to see the doctor?	71%	74%
10.1b	Is it easy/very easy for you to see the nurse?	92%	80%
10.4	Do you feel you have any emotional or mental health problems?	39%	30%
Do you currently take part in any of the following:			
11.4a	Education?	71%	87%
11.4b	A job in this establishment?	0%	0%
11.4c	Vocational or skills training?	7%	5%
11.4d	Offending behaviour programmes?	47%	18%
11.4e	Nothing?	20%	5%
11.6	Do you usually have association every day?	93%	82%
11.7	Can you usually go outside for exercise every day?	80%	62%
11.8	Do you go to the gym more than five times each week?	53%	46%
12.1	Are you able to use the telephone every day?	93%	100%
12.2	Have you had any problems with sending or receiving letters or parcels?	80%	59%
12.3	Do you usually have one or more visits per week from family and friends?	29%	59%
13.2	Do you have a training plan, sentence plan or remand plan?	69%	81%
13.8	Have you had a say in what will happen to you when you are released?	50%	57%