

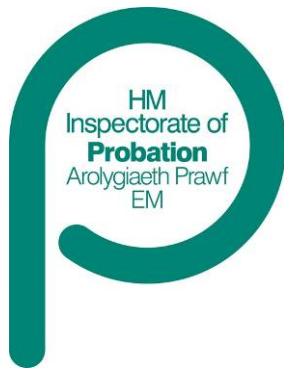
Report on an unannounced inspection of

HMP Risley

by HM Chief Inspector of Prisons

13 – 24 June 2016

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Glossary of terms

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

Introduction

HMP Risley is a category C training and resettlement prison near Warrington in Cheshire. Equidistant between the cities of Liverpool and Manchester, it holds 1,115 adult men mainly from the north-west. A full range of ages and sentences are represented in the profile of the population with many serving short sentences and about 70 serving indeterminate sentences. Just fewer than 10% of those held were sex offenders housed separately on two vulnerable prisoner wings.

We last inspected in 2013 when we found mixed outcomes for prisoners. This inspection found a similar, variable picture with some deterioration, and a prison that seemed to be struggling to own and fulfil its core purpose. In three of our tests of a healthy prison, outcomes were not good enough. One of our four main recommendations refers to the insufficient time in which prisoners are unlocked and participating in work and learning. A second calls for significant improvements in the prison's approach to resettlement. This is concerning in a prison that is meant to be prioritising and delivering training and reintegration.

The daily routine at Risley was not being delivered. We were told that industrial relations difficulties had led to significant regime curtailment in recent months. We found about a third of prisoners in their cells during the working day, which was particularly poor for a training prison. Our colleagues in Ofsted made 'required improvement' assessments across all of the areas of learning and skills provision they inspected. The quality of opportunities offered by the education providers, Novus and N-ergy, was generally better than that provided by the prison itself, and teaching, learning and assessment needed to improve in work and vocational settings. There were not enough opportunities to ensure full-time engagement by prisoners, with most employed only part-time. Regime restrictions had also led to poor attendance and poor punctuality being the norm, undermining attempts to create a positive culture of work or a meaningful work ethic in the prison.

The prison did not have a grasp of the resettlement needs of the population, which was a fundamental failing for a resettlement prison. Only 40% of prisoners indicated to us that they thought their time at Risley had made them less likely to offend and offender management and supervision was simply not working. Many prisoners did not have an assessment of risk and their contact with offender supervisors was poor. Public protection work was similarly poor. Resettlement outcomes concerning support for accommodation on release and visits were better. Reintegration work was undermined, however, by poor initial screening and very limited integration with offender management work.

Levels of violence were comparable with other category C establishments, as were levels of self-harm. Work to reduce violence and provide support to those in self-harm crisis was in place and seemed useful and effective, but about a fifth of prisoners felt unsafe at the time of the inspection, which was worse than comparable prisons. There was evidence to suggest the availability and threat of new psychoactive substances (NPS) in the prison was undermining prisoner well-being and nearly two-thirds of prisoners thought it was easy to obtain drugs in the prison. Some meaningful work was being done to confront this serious destabilising problem. Security in the prison was generally proportionate, but there had been a marked increase in the use of force. Supervision of and accountability for use of force were poor and we could not be assured that the increase was justified.

Risley was not a sufficiently respectful prison. The prison campus was well maintained but standards in accommodation varied greatly and many aspects were poor. One of our main recommendations highlights the need for more hygienic conditions and improved provision of basic amenities. The promotion of equality was also limited but health care was adequate and the prison benefited from the work of an excellent chaplaincy.

Overall this is a disappointing report. Risley has a clearly defined role in training and resettlement, but needs to improve governance in many areas and build a sense of purpose that is owned by staff

as well as managers. The prison needs to go back to first principles in determining how best it can assess and resettle its prisoners. It needs sufficient work and education to fully employ all, but beyond this it should create an ethos that values work and learning and incentivises engagement by prisoners.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

September 2016

Fact page

Task of the establishment

Category C resettlement prison

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

Public

Region/Department

North west

Number held

1,104 (14 June 2016)

Certified normal accommodation

1,050

Operational capacity

1,115

Date of last full inspection

8 – 19 July 2013

Brief history

Risley opened in 1964 as a male and female remand centre. In 1989 the male part of the prison became a training prison. Although there were plans in the early 1990s to replace all the original buildings, some are still in use. The training prison was expanded further and refurbished in 2003 with the addition of a new wing (Glazebury). The sex offender population was relocated to separate residential areas in 2009 – Farnworth (now renamed the Fran Atkinson Wing) and Glazebury. In 2009, Risley became a hub for up to 200 foreign national prisoners.

Short description of residential units

Appleton – a 185-bed unit

Birchwood – a 92-bed unit

Ravensmoor – a 28-bed independent living unit, where prisoners are assessed to determine if they can be trusted to live on the wing without direct supervision.

Culcheth – a 197-bed drug recovery unit; the north wing accommodates prisoners on maintenance doses, while the south wing is mainly for support and recovery.

Daresbury – a 196-bed unit, with a focus on induction coordination

Elton – a 178-bed unit plus 16 beds in the segregation unit with gated cells on the wing and care and separation unit

Glazebury – a 196-bed unit accommodating sex offenders only

Fran Atkinson – a 28-bed unit accommodating sex offenders only

Appleton, Culcheth, Daresbury, Elton and Glazebury are newer wings with open landings of two spurs each (north and south). Birchwood and Fran Atkinson, the oldest wings, are smaller and, together with Ravensmoor, consist of single cells only.

Name of governor/director

Rob Knight (acting governor)

Escort contractor

GEOAmev

Health service provider

Primary health – Bridgewater Community Healthcare NHS Foundation Trust

Mental health – Greater Manchester West Mental Health Foundation Trust

Learning and skills providers

Novus

N-ergy

Independent Monitoring Board chair

Eddie Doyle

Community rehabilitation company (CRC)

Purple Futures with aspects subcontracted to Shelter

About this inspection and report

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

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

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

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

A4 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. There are four possible judgements: In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by the National Offender Management Service.

- **outcomes for prisoners are good.**
There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
- **outcomes for prisoners are reasonably good.**
There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.
- **outcomes for prisoners are not sufficiently good.**
There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.
- **outcomes for prisoners are poor.**
There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

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

This report

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

¹ The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

Summary

Safety

- S1 *Reception staff were courteous, but the reception process was slow and first night arrangements varied. Levels of violence were no higher than at other prisons, but about a fifth of prisoners said they felt unsafe. There were high levels of new psychoactive substance² (NPS) use and many prisoners became frustrated at the limited regime. Support for those at risk of self-harm was adequate, but conditions for some prisoners on constant supervision were very poor. Security was proportionate and information flow was good. Work had started to address the problems of NPS use. Use of force had risen markedly and governance was poor. Most documentation was incomplete or missing. The segregation unit remained a depressing environment, but levels of segregation were not high and relationships between segregation staff and prisoners were reasonably good. Most prisoners said that the incentives and earned privileges scheme had not helped them to change their behaviour. Substance misuse services were good. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***
- S2 *At the last inspection in 2013 we found that outcomes for prisoners in Risley were reasonably good against this healthy prison test. We made 17 recommendations in the area of safety. At this follow-up inspection we found that seven recommendations had been achieved, three had been partially achieved and seven had not been achieved.*
- S3 Journeys to the prison were usually short and most prisoners said that escort staff treated them well. Reception holding rooms were bare and contained little relevant information. Initial safety interviews by first night officers were detailed but privacy was often compromised when the door to the interview room was left open. Reception staff treated prisoners courteously and reception processes were effective but took far too long. First night arrangements varied from wing to wing and some cells allocated to new prisoners, particularly on C and E wings, were dirty and lacking in basic equipment. Fewer prisoners than the comparator and at the last inspection said they felt safe during the first night. The induction programme was appropriate. Good use was made of peer support workers and the welcome centre was a very good facility.
- S4 Assaults on prisoners and staff were lower than at similar prisons, but the number of fights was higher. In our survey, a fifth of prisoners said they felt unsafe, more than the comparator and the last inspection. Their perceptions were affected by high levels of NPS use and many became frustrated over curtailments in the regime and lack of activity. There was a backlog of investigations into violent incidents, although this was being addressed. The systems to address bullying behaviour lacked rigour. A detailed safeguarding policy was in place and links with the safeguarding adult board in the community were well developed.
- S5 There had been six deaths in custody since the last inspection, two of which were self-inflicted. Recommendations from Prisons and Probation Ombudsman reports were taken seriously and most had been achieved. Levels of self-harm were lower than at other category C prisons. Prisoners subject to assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide and self-harm were positive about their care, although the quality of ACCT documentation varied. Some prisoners on constant watch

² New drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life threatening effects.

were held in unacceptably dirty cells. There was a reasonable number of Listeners³, but prisoners' access to them was variable. Night staff were prepared to take appropriate action in an emergency.

- S6 Security was more proportionate than at the last inspection. The security team was well organised and proactive. Monthly security meetings were well attended and focused on the main challenges facing the prison. There was a good flow of intelligence to the security team, objectives were appropriate and necessary actions took place promptly. Links with the police were good. In our survey, 60% of prisoners said it was easy to obtain drugs against the comparator of 40% and NPS was a major challenge to the stability of the establishment. The prison had a reasonable strategic action plan and regular NPS action meetings were attempting to address this serious problem.
- S7 The number of adjudications was high compared with similar prisons but charges were appropriate. Some charges before the independent adjudicator had been dropped through lack of time and staff to administer the hearings. Quality assurance arrangements were reasonably good.
- S8 Force had been used over 200 times in the previous six months, four times the number at our last inspection and double the number at similar prisons. However, many use of force records were missing and we could not be confident that force was used proportionately. Batons had been drawn 23 times in the last six months, four times more than in similar prisons. The documentation we were given was too limited to judge whether this was always justified. Video footage showed appropriate use of de-escalation and control and restraint techniques in planned incidents.
- S9 The number of prisoners segregated in the previous six months was lower than at similar prisons but more than at our last inspection. The segregation unit remained a poor environment with limited natural light. Cells were in need of refurbishment and some contained graffiti. The austere exercise yard contained litter and graffiti. Relationships between staff and prisoners on the unit were reasonably good. Case reviews were effective and always included mental health workers.
- S10 The number of prisoners on the basic level of the incentives and earned privileges (IEP) scheme had trebled since the last inspection, while the number of enhanced prisoners had halved. There was evidence that IEP was used as part of a strategic plan to help reduce violence and other antisocial behaviour, but there was not enough focus on the underlying causes of poor behaviour.
- S11 Substance misuse services were good. The range and content of recovery-focused interventions were excellent and delivered by a well-integrated and skilled drugs team. Too many prisoners had been maintained on opiate substitution rather than having doses reduced, but this was being robustly addressed.

³ Prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners.

Respect

- S12 *The standard of maintenance and cleanliness of residential units varied widely, and some showers were in a particularly poor state. Staff-prisoner relationships were reasonable overall. The strategic management of equality work was underdeveloped but outcomes for most diverse groups were reasonably good. Faith provision was excellent. Responses to complaints were generally good, although too many should have been dealt with informally. Health services were reasonably good. The quality of food was reasonable. **Outcomes for prisoners were reasonably good against this healthy prison test.***
- S13 *At the last inspection in 2013 we found that outcomes for prisoners in Risley were not sufficiently good against this healthy prison test. We made 27 recommendations in the area of respect.⁴ At this follow-up inspection we found that six of the recommendations had been achieved, six had been partially achieved and 15 had not been achieved.*
- S14 The gardens and most external areas were pleasant and well maintained, but some areas were badly littered. Residential wings A and G were clean and bright, but some units had ingrained dirt and were poorly maintained, especially D wing. Many showers were in a very poor state. B wing remained a poor environment but efforts had been made to improve conditions there. Many washing machines and telephones were broken. Toilets in cells were poorly screened and many cells were in need of maintenance. The application system did not work effectively. Consultation with prisoners took place regularly, but issues raised by prisoners were not always resolved promptly. Prisoner information desks were a useful initiative but not yet well used on many wings.
- S15 Prisoners said that most staff were polite, but we observed many staff who were not engaging positively and appeared to have little time to deal with simple requests from prisoners. The personal officer scheme was largely ineffective.
- S16 The strategic management of equality work was weak. The equality meeting was reasonably well attended, but too many actions were not completed. There were no forums for prisoners in protected groups, although outcomes were reasonable. Equality monitoring data showed few disparities in treatment, although those that were identified had not been investigated. The quality of diversity incident investigations was adequate. Care for prisoners with the most severe disabilities was good, but there was evidence of unmet lower level need. Not all prisoners who required a personal emergency evacuation plan had one. Support for foreign nationals was poor. There was little access to independent legal representation and too little use was made of professional interpreting services. Most older prisoners said they felt well supported, but there was little to keep them occupied. Faith provision was excellent. The chaplaincy gave strong support to prisoners most in need, such as the bereaved and those on an ACCT.
- S17 Replies to most complaints were good, but some did not indicate adequate investigation. Many concerned minor issues that could have been dealt with by residential staff on the wings. Quality assurance arrangements were reasonably good.

⁴ This included recommendations about the incentives and earned privileges scheme which, in our updated Expectations (Version 4, 2012), now appear under the healthy prison area of safety.

- S18 There was no dedicated resource to assist prisoners with their legal problems, and prisoners could not use access to justice laptops.⁵ The library stocked a good range of legal text books but few information leaflets. Legal visits were still not sufficiently private.
- S19 Health services were reasonable but governance and oversight were underdeveloped. The requirement to respond to NPS-related incidents was placing significant additional demands on the service. The range of primary care services was adequate, although prisoners waited too long to see a GP. Social care arrangements were excellent. Medicines administration was not confidential enough and the large number of men held in the health care waiting areas provided opportunities for drugs to be traded. Health promotion and patient engagement initiatives had deteriorated. There were not enough custody staff with basic life support skills and there were no automated external defibrillators on the wings. Dental services were very busy but access to treatment was timely. Mental health services were adequate, but there was limited specialist input such as psychiatric and psychosocial support. Two prisoners with acute mental ill-health needs had already waited for a year for a secure hospital bed.
- S20 The main kitchen was clean but old and worn in places. Some wing serveries were in a poor state. There was a reasonable choice of meals and the food we sampled was good. Prisoners could buy a reasonable range of goods from the prison canteen, but newly arrived prisoners could wait too long for a full order.

Purposeful activity

S21 *Time out of cell was poor. About a third of prisoners were locked behind their doors during the working day and there were too few activity places for the population. Management of OLASS provision, including achievement of qualifications, was good. Prison management of activities was much less effective. Library provision was reasonable but many prisoners had limited access. PE provision was good and prisoners could attain accredited qualifications. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S22 *At the last inspection in 2013, we found that outcomes for prisoners in Risley were not sufficiently good against this healthy prison test. We made 15 recommendations in the area of purposeful activity. At this follow-up inspection we found that five of the recommendations had been achieved, five had been partially achieved, four had not been achieved and one was no longer relevant.*

- S23 In theory, prisoners could spend almost 9.5 hours out of their cells during weekdays and around 5.5 hours at weekends. However, our roll checks during the working day showed that a third of prisoners were locked behind their doors. This was an unacceptably high number for a training prison. Weekend regimes were frequently curtailed.
- S24 Joint working between prison and college managers was effective. Leadership and management of activities by the prison required improvement, but management of the learning and skills provision by the OLASS provider Novus was good. Novus performance management and quality improvement arrangements were robust.
- S25 Achievements on most college courses were good, including in most functional skills in English and mathematics courses. However, very few men engaged in prison work were studying for a relevant vocational qualification.

⁵ 'Access to justice' laptops are security restricted computers intended to help prisoners to prepare their legal cases.

- S26 The range of education, vocational and work activities was adequate. Most prison workshops offered appropriately stimulating work. However, the prison was unable to provide enough full-time activity to meet the needs of the population. Most places were part time for prisoners engaged in activities.
- S27 Most college teachers and trainers planned lessons well, although a few teachers did not make good use of initial assessment information. College teachers and trainers ensured that prisoners had challenging learning targets which were regularly reviewed and most successfully integrated mathematics and English into lessons. Vocational tutors used relevant industrial practices to provide informal advice and guidance on how to progress into employment or training after release.
- S28 Behaviour during learning, skills and work activities was good. However, regime restrictions resulted in poor attendance and punctuality. The limited number of activity places hindered the development of personal, social and employability skills.
- S29 The library provided a satisfactory range of printed and electronic resources, and staff promoted a good range of reading initiatives. However, there was not enough access to the library for prisoners engaged in full-time activity. Library staff did not make use of data on use to monitor and improve access for all groups of prisoners.
- S30 The range of PE facilities was adequate to meet the needs of the population and gym facilities were well used. The gym offered a range of industry-recognised courses. Gym staff did not monitor or analyse data on gym use to help ensure equitable access.

Resettlement

S31 *The establishment did not have a proper grasp of the resettlement needs of the population. Offender supervision was reactive and did not support prisoners through their sentence. Too many prisoners arrived and left without an up-to-date OASys assessment⁶. There were some weaknesses in public protection work. Many prisoners did not have a basic custody screen. Accommodation needs were well met. Visits provision was adequate, although work to promote family ties was underdeveloped. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S32 *At the last inspection in 2013 we found that outcomes for prisoners in Risley were reasonably good against this healthy prison test. We made 11 recommendations in the area of resettlement. At this follow-up inspection we found that four of the recommendations had been achieved, two had been partially achieved, four had not been achieved and one was no longer relevant.*

S33 The reducing reoffending strategy covered all relevant issues but it was overdue for review and was not based on a recent needs analysis. There were some promising initiatives on practical aspects of resettlement, but processes were not coordinated and offender management did not drive the overall resettlement programme. In our survey, only 43% of prisoners against the comparator of 55% said that anything in their time at Risley had made re-offending less likely. The monthly resettlement policy meeting was reasonably well attended. Resettlement pathways were discussed, but limited attention was paid to offender management.

⁶ Assessment system for both prisons and probation, providing a framework for assessing the likelihood of reoffending and risk of harm to others.

- S34 Offender supervision was not working. Uniformed offender supervisors spent nearly all their time fulfilling basic statutory tasks, with almost no time for the constructive management of offenders. Many prisoners arrived without an OASys assessment and nearly all left the prison without one; over a third of the population had no up-to-date OASys. Multiple recording systems created problems of double entry and there was no single record where staff could quickly access all important information.
- S35 Core tasks in relation to child protection and harassment were carried out efficiently. Prisoners who fitted the criteria for MAPPA (multi-agency public protection arrangements) were not flagged on the system before arrival, and some could have been missed. There was no quality checking of reports made by staff to MAPPA meetings and no reliable system for carrying out actions allocated to the prison by external MAPPA meetings. The monthly risk management meeting was not attended by residential or security staff or the police. It was not properly focused on the primary purpose of managing risks to the public and spent too much time on narrower prison issues.
- S36 Very few prisoners were released on home detention curfew (HDC). The lack of an OASys held up HDC processes in a number of cases and staff told us that it prevented some prisoners being granted category D status. In most cases, prisoners were not interviewed during categorisation reviews.
- S37 Many indeterminate sentence prisoners were frustrated by lack of contact with offender supervisors and their inability to progress. Prisoners serving indeterminate sentences for public protection were often many years beyond their tariff dates and some were assessed to be at risk of self-harm as a direct result.
- S38 About a third of prisoners had no basic custody screening; of those prisoners that did, some were of poor quality and not aligned with OASys findings. Prisoners did not have a thorough assessment of resettlement needs on arrival. Shelter staff aimed to see everyone 12 weeks before release to develop a resettlement plan. However, many prisoners were not seen until about six weeks before release, reducing the time available to implement any actions. Multidisciplinary resettlement boards were a positive initiative and usually well attended. Resettlement plans included helpful support with pathway needs, but were over-reliant on data reported by prisoners rather than other sources of information. Shelter had access to NOMIS (Prison Service IT system) and OASys, but used their own case management system which other partners did not have access to. They communicated and shared resettlement plans with responsible officers in the community. On all aspects of access to practical resettlement help other than accommodation, prisoners reported more negatively in our survey than in other prisons. We spoke to several prisoners nearing release; most said they had been seen by Shelter, although some said they still had outstanding needs.
- S39 Shelter staff worked effectively to obtain accommodation for prisoners. Money management courses were provided by the education department and Shelter trained and supported peer mentors to give informal advice and information packs on debt management. Prisoners did not receive help to open bank accounts before release. Links between the National Careers Service and the prison industries team were weak and failed to prepare men for release. The prison had inadequate links with employers to support prisoners' transition to work.
- S40 Pre-discharge arrangements were appropriate and men were supplied with medication and information about registering with a GP. Palliative care pathways were appropriately used. Mental health services linked with community providers and offered effective pre-discharge support for men with mental health needs. Links between substance misuse support teams in the prison and the local community were very good.

- S41 There were problems with booking visits by telephone, but otherwise the organisation of visits had improved with reduced waiting times and queues for visitors, although visits still often started 10 to 15 minutes late. The visits hall was a suitable environment with very good crèche facilities. Support for prisoners to maintain contact with their families had improved. There was good access to family days, but most prisoners still had no access to a family support worker and there were no parenting or other family support courses.
- S42 Two accredited programmes were delivered: the thinking skills programme (TSP) and Resolve (a programme for violent offenders) catered for 80 and 40 prisoners a year respectively. Delivery was good and attrition rates were low. There were good efforts to involve families in the programme reviews. Sycamore Tree victim awareness courses were offered by the chaplaincy. No TSP courses had yet taken place for sex offenders.

Main concerns and recommendations

- S43 Concern: The use of force was four times higher than at the previous inspection and double the number at similar prisons. Batons had been drawn on 23 occasions and used four times in the previous six months. However, many records were missing and the prison could not provide assurance of proportionality in each case.

Recommendation: Managers should ensure that all staff complete necessary records accurately and comprehensively following every use of force. All baton incidents should also be fully investigated to ensure proportionality, and the outcome should be recorded.

- S44 Concern: Many communal areas were littered. Most wings had ingrained dirt and were in poor repair. Many showers were poorly ventilated and most toilets were poorly screened. Too many telephones and washing machines did not work. B wing still had pest control problems. Association facilities and communal space were limited.

Recommendation: Prison cells, showers and communal areas should provide clean, hygienic and well maintained conditions for all prisoners.

- S45 Concern: About a third of prisoners were locked in cell during the working day, an unacceptably high number for a training prison. The prison was unable to provide enough full-time activity to meet the needs of the population and attendance and punctuality in learning and skills activities were poor.

Recommendation: Prisoners should be unlocked during the core day and be able to engage in full-time purposeful activity. Managers should ensure consistent participation, attendance and punctuality in all areas.

- S46 Concern: Integrated offender management processes were not applied thoroughly to every prisoner. Risks and needs were not systematically assessed on arrival, and interventions depended too much on the initiative of the prisoner in seeking them out. Offender management unit (OMU) staff were routinely redeployed and the OMU was unable to fulfil its essential role at the centre of the sentence management process.

Recommendation: Managers should drive, monitor and support an integrated approach to resettlement that includes an up-to-date reducing reoffending strategy, an associated action plan, and regular cross-departmental meetings. Each prisoner should receive a comprehensive assessment of risks and needs on arrival, and an offender supervisor should ensure that timely and well

coordinated interventions and support are part of a coherent plan for best use of the sentence.

Section 1. Safety

Courts, escorts and transfers

Expected outcomes:

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

- I.1 Prison records showed that journey times for most prisoners were relatively short, usually less than two hours. We observed that escort staff were polite and focused on the well-being of prisoners. Inspected vehicles were reasonably clean and free of graffiti. Information about prisoners was shared verbally by escort staff with prison officers in reception. Written escort records were up to date and informative.
- I.2 Prisoners continued to report that they were told of transfers to and from the establishment on the morning of their move and did not have the opportunity to inform anyone. In our survey, only 2% said that they had received written information about their move and 56% said they were told they were coming to Risley before transfer.
- I.3 Prisoners were not handcuffed between the vans and reception, which was proportionate to the risk. All admissions were planned and late arrivals at the prison were rare.

Recommendation

- I.4 **Prisoners should be given sufficient notice of planned transfers to enable them to telephone their family and/or legal adviser subject to evidence of security considerations.** (Repeated recommendation I.6)

Early days in custody

Expected outcomes:

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

- I.5 Reception was reasonably clean but holding rooms were bare and there was no relevant information on notice boards. The holding rooms used to accommodate prisoners convicted of sexual offences were smaller than the others and were often cramped and crowded.
- I.6 On arrival, prisoners were asked if they understood what had happened to them before transfer and if they had any immediate needs. We saw searches carried out sensitively by two officers in private and prisoners were not routinely strip-searched.
- I.7 Reception officers were clearly aware of the potential risks to new prisoners. They created a relaxed and friendly atmosphere and were welcoming. Initial processing systems were well developed but prisoners waited in reception for far too long. At the time of the inspection, prisoners typically spent four to five hours locked in holding rooms with nothing to do.
- I.8 Initial safety interviews by dedicated first night officers were conducted in an office near the main reception desk. Interviews were detailed and focused on prisoner safety, but privacy

was often compromised when the office door was left open. Prisoners were not given written information about the prison or what they could expect during their first few days at Risley and we could find no information in different languages.

- I.9 There was no dedicated first night centre and newly arriving prisoners were accommodated on wings according to available space. First night arrangements varied across wings. Peer supporters and staff on G wing greeted new prisoners. They addressed prisoners' immediate needs and took time to ensure they felt safe and understood how to get help during their first night. First night cells were clean and well prepared and prisoners received a written information pack about basic prison services and the induction programme.
- I.10 However, arrangements on other wings were poor; for example, cells allocated to new prisoners were dirty and ill prepared, particularly on C and E wings. Some were poorly furnished and lacked basic items such as pillows, clean sheets and kettles. Some in-cell toilets were heavily stained. We found examples of prisoners going without breakfast because cereal packs had not been issued on the day they arrived.
- I.11 New prisoners were not always able to see peer supporters on the day of their arrival and too many did not receive any information about what to expect from their first few days at Risley. In our survey, only 37% of respondents said they were offered information about what was going to happen to them against the comparator of 50%.
- I.12 Prisoners saw a range of agencies, staff and peer supporters during their induction, which started the day after their arrival at a dedicated induction centre. The centre was bright, warm and well decorated, with comfortable chairs and a television. Pictures on walls and potted plants helped to soften the environment. Prisoners received good information about how to access most services, although they said there were gaps in induction with no formal session on local rules or routines. In our survey, only 55% of respondents said that induction covered all they needed to know about the prison.

Recommendations

- I.13 **First night arrangements should be applied consistently throughout the prison to ensure that the needs of all new prisoners are met.**
- I.14 **On arrival, prisoners should be given written information in a language they understand about prison rules and procedures and what will happen during their first few days at Risley.**

Bullying and violence reduction

Expected outcomes:

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

- I.15 During the previous six months, there had been 13 assaults on staff and 25 on prisoners, fewer than in similar prisons. There had been 31 fights over the same period, which was slightly higher than other category C prisons.
- I.16 In our survey, 41% of prisoners said they had at some time felt unsafe and 19% said they currently felt unsafe, more than at the previous inspection and the comparator. The

increased use of new psychoactive substances⁷ had resulted in more violent and unpredictable behaviour and about a quarter of prisoners said that they had been victimised by other prisoners (see paragraph I.37). Restrictions on the regime had resulted in poor access to purposeful activity for many prisoners. These restrictions were not always applied consistently and prisoners said this led to higher levels of stress and frustration.

- I.17** Detailed bullying investigations were carried out using a well designed template. However, at the time of the inspection, 152 investigations had not been completed dating back to April 2016. No quality assurance checks on the standard of investigations were carried out by managers because not enough staff hours had been allocated. The number of staff carrying out investigations had been increased recently.
- I.18** The violence reduction policy provided guidance for staff on applying the tackling antisocial behaviour (TAB) system. The TAB monitoring booklet included three levels: suspect TAB, support TAB and known TAB. The TAB system was linked to the incentives and earned privileges policy which focused on punishment rather than finding resolutions. At the time of the inspection, 387 prisoners were logged for antisocial behaviour, which was much higher than we usually see. There was little evidence that being logged for antisocial behaviour led to meaningful outcomes. The booklets that we examined were not detailed enough to assess their effectiveness. We saw little being done to support prisoners who were victims of bullying.

Recommendations

- I.19** **A comprehensive strategic approach to addressing antisocial behaviour should include timely and thorough investigations and individually targeted work.**
- I.20** **Staff should explore with prisoners why they feel unsafe and violence investigations should be carried out promptly.**

Self-harm and suicide prevention

Expected outcomes:

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

- I.21** There had been six deaths in custody since the last inspection, two of which were self-inflicted. Recommendations from Prisons and Probation Ombudsman investigation reports had been addressed through death in custody action plans, which were reviewed at the monthly safer custody meetings. In particular, improvements in the governance of assessment, care in custody and teamwork (ACCT)⁸ procedures and protocols for communication with family members had been implemented. At the time of the inspection most recommendations had been achieved.
- I.22** There had been 93 incidents of self-harm during the previous six months, slightly lower than in other category C prisons. Six incidents of serious self-harm had been investigated since

⁷ New drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life threatening effects.

⁸ Case management of prisoners at risk of suicide or self-harm.

the last inspection. The investigations were of reasonable quality and identified lessons learned.

- I.23** At the time of the inspection, 26 prisoners were subject to ACCT procedures, most of whom were positive about the care they received from staff. Most ACCT reviews were multidisciplinary, including regular attendance by members of the chaplaincy and mental health team. Some entries did not demonstrate sufficient interaction between staff and prisoners. However, governance of ACCT procedures had improved and monthly compliance checks had been introduced to improve the quality of ACCT documentation.
- I.24** Six prisoners were on constant supervision in gated cells at the time of the inspection and there had been 45 during the previous six months, more than we usually see. We saw examples of positive interaction between prisoners in gated cells and the staff monitoring them and prisoners said they valued this contact. However, some of the gated cells were filthy and provided unacceptable accommodation.
- I.25** Twenty trained Listeners⁹ met the local Samaritans coordinator every fortnight. However, no Listeners were based in reception or available to support prisoners on their first night. In our survey, fewer prisoners than the comparator or the previous inspection said they had access to a Listener when they first arrived or at any time. Listeners and some prisoners on ACCTs said that access was sometimes restricted once cells were locked for the night, which was poor practice.
- I.26** Night staff were trained in suicide prevention and were clear about their responsibilities. They were prepared to take appropriate action in an emergency, including communicating emergency codes to the control room and entering a cell when necessary.

Recommendations

- I.27** **Constant watch cells should provide a clean and decent environment for prisoners in crisis.**
- I.28** **Prisoners should have access to Listeners at all times, including after evening lock up.**

Safeguarding (protection of adults at risk)

Expected outcomes:

The prison promotes the welfare of prisoners, particularly adults at risk, and protects them from all kinds of harm and neglect.¹⁰

- I.29** A detailed safeguarding policy was due to be updated. It included relevant information following the introduction of the Care Act 2014 and its implementation in prisons from April 2015. The policy offered guidance to staff on identifying and reporting suspected abuse and most staff on the residential units were aware of their responsibility and how to report safeguarding issues.

⁹ Prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners.

¹⁰ We define an adult at risk as a vulnerable person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

- I.30** The strategic management of safeguarding and vulnerable prisoners was discussed at the monthly safer custody meeting. Prisoners at risk of abuse or neglect were identified on arrival during the reception risk interview and a weekly safer prisons meeting focused on prisoners with complex needs. This was a good initiative which identified and updated the support plans of those at risk of harm from others, such as self-isolators or prisoners with learning difficulties.
- I.31** Links with the local safeguarding adults board were particularly good. The head of safer custody attended the community safeguarding adults forum chaired by the families and well-being directorate of the local authority. Links with the local authority were well developed (see paragraph 2.43).

Security

Expected outcomes:

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

- I.32** Security was more proportionate than at the previous inspection. For example, strip- and squat-searches were only conducted on the basis of evidence and were properly authorised. Five prisoners were on closed visits for proportionate and justified reasons. Closed visits were reviewed monthly.
- I.33** The security team was well organised and proactive. Representatives from a wide range of departments across the prison attended the monthly security meetings. The flow of intelligence to the security team was good; about 440 intelligence reports were submitted each month. A small team of analysts processed the reports and initiated actions where necessary. Actions were usually followed up promptly. A detailed security report was analysed to identify and address security challenges. The main challenge was the increase in NPS and the knock-on effects of disorder, debt, bullying and intimidation. NPS had been found on 47 occasions in the previous six months.
- I.34** Links with Cheshire police were good and had led to some successful prosecutions. For example, a prisoner received a 10-year sentence after threatening to kill his offender manager and a visitor was arrested shortly after the introduction of legislation banning the use of NPS. Police from the north-west police intelligence hub, Titan, visited regularly and the security team sought advice on handling and securing evidence.
- I.35** Organised criminal networks was a standing agenda item at monthly security meetings and the security team were aware of prisoners who were affiliated to such groups. Violence between gang members was rare. A few prisoners identified as extremists or vulnerable to extremism were appropriately monitored.
- I.36** The mandatory drug testing (MDT) suite was clean, tidy and appropriately equipped, although the holding room had a leaking roof and water on the floor. The positive random MDT rate for the six months to the end of May 2016 was 6.3% against a key performance target of 7%. Despite this low MDT rate, the availability of drugs not detected by MDT was high. In our survey, 60% of prisoners against the comparator of 40% said it was easy to get drugs and 13% had developed a drug problem at Risley against 3% at the previous inspection.
- I.37** NPS was a major threat and the prison had responded with a coherent strategic approach, including an action plan overseen by relevant committees. Weekly NPS action meetings had

been initiated to identify and disrupt the flow of NPS. Health care nurses were regularly involved in NPS related emergencies but were not well represented at strategic planning meetings.

- I.38** Prisoners told us that diverted medication and steroids were also readily available. In our survey, 10% of prisoners said they had had a problem with diverted medication in the prison against the comparator of 7% and 5% at the previous inspection.

Incentives and earned privileges¹¹

Expected outcomes:

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

- I.39** The incentives and earned privileges (IEP) policy had recently been reviewed. It described the scheme and how prisoners could progress through the levels. All prisoners had signed compacts. Although most prisoners were on the standard level of the scheme, 73 prisoners (6% of the population) were on basic level compared with 22 at the previous inspection. The number of prisoners on enhanced level had reduced from 656 to 316.
- I.40** There was evidence that the scheme was being used strategically to support zero tolerance of bullying and violence and to deal with disruptive and antisocial behaviour. Prisoners were demoted to basic level following single acts of violence, serious disruptive behaviour or incidents involving drugs. Prisoners could also be demoted following three formal warnings for poor behaviour.
- I.41** Oversight of the scheme was inadequate and we were not confident that reviews for prisoners on basic level were sufficiently robust or that behaviour improvement targets were set and implemented appropriately.
- I.42** There was little evidence that changes in behaviour over time were monitored or acted on or that prisoners were helped to deal with the underlying causes of their poor behaviour. Prisoners on basic level were usually promoted to standard after 28 days if they complied with prison rules.
- I.43** In our survey, only 40% of respondents said that the IEP scheme encouraged them to change their behaviour against the comparator of 45% and 50% at the last inspection.

Recommendation

- I.44 Strategic oversight of the IEP scheme should be strengthened to ensure that it is used effectively to address violence and other antisocial behaviour.**

¹¹ In the previous report, incentives and earned privileges were covered under the healthy prison area of respect. In our updated Expectations (Version 4, 2012) they now appear under the healthy prison area of safety.

Discipline

Expected outcomes:

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

Disciplinary procedures

- I.45** During the previous six months, 1,591 formal disciplinary hearings had been conducted, more than at similar prisons and almost four times more than at our last inspection. However, charges were appropriate and adjudication hearings that we observed were conducted fairly; a number of hearings were appropriately adjourned for the prisoner to seek legal advice. Reporting officers were often not present, which resulted in many adjudications being adjourned or dropped. An independent adjudicator attended the prison regularly to hear charges that could incur added days to a sentence. The week before our inspection, the adjudicator had had to drop 10 cases through lack of time and staff to administer the hearing. The quality assurance of adjudications was reasonably good. Adjudication documentation was regularly reviewed and a quarterly adjudications standards report was published. The documents that we reviewed were in good order and showed that prisoners received a fair hearing.

The use of force

- I.46** During the previous six months, force had been used on 208 occasions, double the number at similar prisons and four times the number at our last inspection. A significant increase in the use of force during recent months was attributed to many curtailments in the regime during industrial action by prison officers. Many use of force records were missing and we were therefore unable to determine if it was used proportionately in all cases (see main recommendation S43).
- I.47** Prison officers had drawn their batons 23 times during the last six months, four times more than in similar prisons. On four of these occasions, batons had been used to strike prisoners. We were not provided with enough documentation to determine that every instance was proportionate and necessary (see main recommendation S43).
- I.48** Video footage showed that control and restraint techniques were used appropriately in most cases, although we found one case of a prisoner unnecessarily restrained and sworn at by an officer. We witnessed two live deployments of a team of staff after prisoners refused to move locations. The teams were appropriately briefed and accompanied by nurses. The use of force was avoided by good verbal reasoning and the prisoners complied with instructions. The use of force committee met quarterly but could not fulfil its function properly in the absence of so much documentation.

Segregation

- I.49** During the previous six months, the segregation unit had been used on 104 occasions, compared with 84 at the last inspection. Most prisoners were not segregated for excessive periods but two men had been held for more than 84 days.
- I.50** The unit remained a poor environment with little natural light. Cells were grim, many required refurbishment and some contained graffiti. Litter was strewn on the austere

exercise yard, which also had graffiti. The unit did not stock enough radios for each prisoner to have one.

- I.51** Relationships between staff and prisoners were reasonably good. Staff worked patiently with some of the prison's most challenging men. Record keeping was poor with few meaningful entries. The segregation reviews that we observed were attended by the independent monitoring board, chaplaincy and mental health team. The latter attended every review and offered support to men with mental health needs. Records of segregation reviews failed to demonstrate targeted support to help men return to residential units and there were no reintegration plans.
- I.52** At the time of the inspection, two prisoners on ACCTs were held on the unit. The exceptional circumstances that appropriately justified their segregation were properly recorded in their ACCT documents.

Recommendations

- I.53** **The segregation unit should be refurbished and kept clean.**
- I.54** **Segregated prisoners should have reintegration plans and receive systematic support to return to residential units.**

Good practice

- I.55** *A mental health worker attended every segregation review. This helped the most challenging men in the prison to receive tailored support for their mental health needs.*

Substance misuse

Expected outcomes:

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

- I.56** Clinical and psychosocial drug services were delivered by CGL (Change, Grow, Live), the new name for CRI (Crime Reduction Initiative). The CGL caseload consisted of 315 prisoners, of whom 113 were in programmes on the recovery unit (C wing). Three uniformed officers on C wing had been trained by CGL to support the recovery unit.
- I.57** The CGL team was skilled and delivered a comprehensive range of appropriately focused interventions. These ranged from in-cell self-learning to the intensive 'Foundations of Rehabilitation' 12-week course. The programme focused on recovery at a level exceeding most other available prison programmes. All CGL interventions emphasised the importance of prisoners taking responsibility for their future while receiving mutual aid and peer support.
- I.58** Our survey suggested that fewer prisoners than at the last inspection found the support with drug or alcohol problems effective (72% against 86%). Some prisoners we spoke to explained that they struggled with this very challenging approach and others highlighted how this programme differed from previous prison models where service users were more passive receivers of 'treatment' and harm reduction advice. Prisoners who had completed the programme told us it had been 'life changing' and was a 'most necessary approach to ensure lasting positive change in men's lives'.

- I.59** At the time of the inspection, 114 prisoners were receiving opiate substitution treatment of whom 60 were on maintenance doses. This was very high for a category C establishment. However, a recent change of prescriber, a specialist GP, had produced a new impetus to reduce the number of prisoners on maintenance through a more effective motivational and supportive approach. Recent long periods of lock-up had influenced decisions not to reduce maintenance doses as drug workers were unable to offer appropriate support to prisoners (see time out of cell section).

Good practice

- I.60** *The CGL Foundations of Rehabilitation programme provided prisoners with a rigorous framework and opportunity to change their addictive behaviour and address other life-controlling problems, including offending. The emphasis on vulnerable prisoners taking responsibility while receiving positive peer support appeared particularly effective.*

Section 2. Respect

Residential units

Expected outcomes:

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

- 2.1 The prison gardens and grounds were well maintained by a gardening group of 20 prisoners. Prisoners valued the opportunity to work outside and took pride in improving the environment. A lot of litter thrown from cell windows into exercise yards and behind residential units was not removed.
- 2.2 Residential units A and G were well maintained and in reasonably good order. However, other residential units had continued to deteriorate and were poorly maintained. On most units, particularly D wing, stairwells had ingrained dirt and floors in some cells needed repair. In-cell ventilation was poor. Many showers were dirty and poorly ventilated, with low water pressure and an inadequate supply of hot water. In our survey, 78% of prisoners said they could normally shower every day against the comparator of 93% and 89% at the previous inspection. Some telephones did not work causing frustration and long queues. Most in-cell toilets were not properly screened and many did not have seats (see main recommendation S44).
- 2.3 Despite efforts to improve the conditions on B wing since the last inspection, problems with maintenance and the poor state of facilities persisted. Pest controllers visited the prison regularly but cockroaches were still present in many cells and on landings. Association facilities and communal space were limited and inadequate for the number of men living on the unit. Showers and washing machines were regularly broken. One washing machine on B wing had been broken for more than six months (see main recommendation S44).
- 2.4 Prisoners had little faith in the applications system. There was no quality assurance by managers of the content or timeliness of responses by staff. Inadequate responses to applications led to prisoners using the complaints system for low-level issues. A new system had been introduced three months previously, but it was too early to assess its effectiveness. The new prisoner information desks on each residential unit were a positive new initiative. They were not yet well used on many wings.

Recommendation

- 2.5 **Applications should be responded to on time and managers should carry out regular quality checks of staff responses.**

Staff-prisoner relationships

Expected outcomes:

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

- 2.6 In our survey, 66% of prisoners said that most staff treated them with respect, significantly fewer than the comparator (80%) or the last inspection (76%). We observed many wing staff

who did not engage positively and spent too much time in the wing offices. Fewer prisoners than the comparator said there was a staff member they could turn to if they had a problem. Only half the prisoners in our survey said they had a personal officer and half of that number found them helpful.

- 2.7** Consultation with prisoners took place during the monthly prisoner council meetings which were well attended by staff and prisoners. However, issues raised by prisoners were not always resolved promptly. An additional meeting gave members of the prisoner council the opportunity to meet the governor three times a year to discuss any unresolved issues. This was a good initiative but it was too early to assess outcomes.

Recommendation

- 2.8 Staff should engage regularly with prisoners during the core day and periods of association.**

Equality and diversity

Expected outcomes:

The prison demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic¹² are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), gender, transgender issues, sexual orientation and age.

Strategic management

- 2.9** The strategic management of equality work was weak. There was no equality policy or effective action planning. Bimonthly equality meetings were chaired by the governor and included prisoner representatives. Meetings were reasonably well attended, but not by residential staff or a community equality partner. Some key actions were repeatedly carried forward and there was little discussion on some protected groups such as foreign nationals.
- 2.10** Each protected group had a lead manager, but there was little evidence that they had regular contact with prisoners in their group. There were no dedicated forums for such prisoners, although bimonthly forums took place with prisoner equality representatives. Data from the equality monitoring tool were generally positive and showed few disparities in treatment, but the few areas of concern were not investigated promptly.
- 2.11** Forty-one discrimination incident report forms had been submitted in the previous six months, most relating to verbal abuse. Investigations were adequate, although some took too long. Forms were not freely available on all wings.

¹² The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

Recommendation

- 2.12 Equality and diversity work should include effective action planning, purposeful meetings, prompt investigation of adverse equality monitoring data and good consultation arrangements with each protected group.**

Protected characteristics

- 2.13** At the time of the inspection, 19% of prisoners were from a black and minority ethnic community. They reported worse experiences in our survey than white prisoners across many areas. Equality monitoring tool data showed little evidence of disproportionate treatment. There were no discussion forums for black and minority ethnic prisoners. There was little dedicated support for Gypsy, Roma and Traveller prisoners.
- 2.14** The responses of Muslim prisoners to our survey were mixed, although they were generally more positive than those of black and minority ethnic prisoners. Two-thirds said their religious beliefs were respected compared with 43% of other prisoners and they commented favourably on the arrangements for Ramadan. There had been no investigation of data from the equality monitoring tool which showed disproportionate numbers of Muslim prisoners on the basic level of the incentives and earned privileges scheme over a six-month period.
- 2.15** There were 184 foreign nationals from almost 50 countries. There was no foreign national lead staff member to coordinate support services, no dedicated forums and no monitoring of the experiences of this group. Our survey suggested that foreign nationals had a mixed experience of the prison but it was notable that only 52% said that most staff treated them with respect compared with 69% of British prisoners. Professional telephone interpretation had only been used on 22 occasions during the previous six months, although our survey suggested that 33 prisoners (3%) did not speak English. We found very little translated information or notices and a brief leaflet explaining the role of the on-site immigration team was only available in English.
- 2.16** An on-site team of immigration officers dealt with the cases of foreign nationals in Risley and six other prisons in the region. Although all new prisoners were seen on arrival, the team no longer ran a surgery and we found little dedicated information for foreign nationals. Access to independent legal representation was poor. There were 10 immigration detainees. They were often told they were going to be detained as an immigration detainee beyond their prison sentence just before they were due to be released from prison.
- 2.17** In our survey, 27% of prisoners (about 300 individuals) said they had a disability, significantly more than had been identified by the prison (143). There was good support for those with most need, including two prisoners supported under the Care Act 2014. Support varied for those with lower level needs, such as grab rails and adequate mattresses. Support for wheelchair users was a continuing problem as was accessibility, for example to upper floors in the education block and the library on G wing. Equality monitoring tool data showed no disparities in treatment in any area.
- 2.18** Not all prisoners who required a personal emergency evacuation plan had one. Evacuation arrangements and care planning were basic. Plans were reviewed every six months, but we saw little evidence of reviews leading to changes in care planning. A paid carer scheme appeared to be more embedded on G wing than on others. We found some prisoners with disabilities who were unfit to work locked in their cells during the core day. Retired prisoners were consistently allowed out.

- 2.19** Older prisoners were more positive in our survey than others. For example, 82% said that most staff treated them with respect compared with 64% of others. Most older prisoners we spoke to said staff treated them well, although some complained, rightly, that there were few activities to keep them occupied. There was no longer any support from charities, such as Age UK.
- 2.20** Three per cent of prisoners said they were gay or bisexual. This suggested a population of about 33 while the prison was only aware of 11. A regular support group had been facilitated; the group was not attended by staff.

Recommendations

- 2.21** Foreign national prisoners should be supported through forums, good access to information and advice about their status and use of professional interpreting. Prisoners should have at least a few weeks notice of a decision to detain them.
- 2.22** All prisoners with disabilities should be identified, a regular review of their needs should be conducted and additional support implemented promptly. Prisoners unfit to work through disability should not be locked in their cell during the core day.
- 2.23** Provision for older prisoners should be developed, including activities.

Faith and religious activity

Expected outcomes:

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

- 2.24** In our survey, 45% of prisoners said their religious beliefs were respected against the comparator of 53%, but Muslim, black and minority ethnic and foreign national prisoners were more positive than others. Recent industrial action had affected access to faith services and a few religious classes had been cancelled.
- 2.25** The chaplaincy covered all main faiths. Chaplains were motivated and effective and described good relationships with wing staff, which we observed during the inspection. Residents on the vulnerable prisoner wings had the same access to corporate worship and classes as other prisoners. Most groups attended worship with mainstream prisoners and their attendance was good.
- 2.26** Prisoners we spoke to were very positive about the support they received from the chaplaincy and described good pastoral care. Care was particularly strong for prisoners in most need. For example, those on an ACCT¹³ were visited daily and most ACCT reviews were attended by a chaplain, which was unusual. There was good support for bereaved prisoners.
- 2.27** The chapel was a pleasant environment, but the multi-faith room was operating at the limit of its capacity for Friday prayers.

¹³ Assessment, care in custody and teamwork case management of prisoners at risk of suicide and self-harm.

Complaints

Expected outcomes:

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

- 2.28** There had been 930 formal complaints during the previous six months, less than at similar prisons but more than the 793 we found at the previous inspection. Many complaints concerned low-level domestic issues that should have been dealt with informally by residential officers on the wings.
- 2.29** Replies to most complaints that we looked at were focused, polite and detailed, although a few did not show adequate investigation. We found one example of a complaint against a member of staff which had not been dealt with properly.
- 2.30** Prisoners expressed little confidence in the complaints system but reasonable quality assurance processes were in place and complaints were discussed at senior management team meetings. A sample of about 20% were checked each month by managers.

Recommendation

- 2.31 Managers should ensure that low-level domestic issues are promptly resolved by residential staff on the wings and explore with prisoners why they have limited confidence in the complaints system.**

Legal rights

Expected outcomes:

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

- 2.32** At the time of the inspection, 29 prisoners were formally appealing their conviction or sentence, but there was no dedicated resource to help men with their legal problems and prisoners could not borrow 'access to justice' laptops.¹⁴ The library stocked a good range of legal textbooks and Prison Service Instructions, but there were few information leaflets and notices. The work of the Criminal Casework Review Commission was promoted on wing notice boards. In our survey, fewer prisoners than the comparator said that staff opened letters from their solicitor. Prisoners continued to consult their legal representatives in the visits hall, which was not sufficiently private.

Recommendation

- 2.33 Prisoners should be able to see their legal representatives in private. (Repeated recommendation 2.63)**

¹⁴ 'Access to justice' laptops are security restricted computers intended to help prisoners to prepare their legal cases.

Health services

Expected outcomes:

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

2.34 The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)¹⁵ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. One area has been identified which requires improvement with subsequent notices issued by the CQC which have been detailed in Appendix III of this report.

Governance arrangements

2.35 The Care Quality Commission issued 'requirement to improve' notices following the inspection (see Appendix III).

2.36 NHS England commissioned Bridgewater NHS Trust as the lead provider of health care in the prison in partnership with Greater Manchester West Mental Health Foundation Trust. Partnership arrangements were generally good. A prison health operational group considered relevant issues and an up-to-date health needs assessment informed decisions about health and social care provision.

2.37 The reporting and oversight of serious untoward incidents were thorough with evidence of changes in practice and learning stemming from these incidents. During the previous six months, health care staff had responded to NPS incidents on average 22 times a month. In May 2016, this peaked at 55 health related NPS incidents, with nine on one day. This level of response was having a major impact on routine services.

2.38 There were some shortcomings in local clinical governance. Although a well-being mentor had been appointed, there was no patient forum to shape services, and local scrutiny of clinical performance through audit and analysis was underdeveloped.

2.39 The service had new leadership which was implementing adjustments to the service model. Staff vacancies were causing difficulties; for example, much of the pharmacy team consisted of agency staff. We were assured that recruitment to key posts was imminent. Training, supervision and professional development arrangements were reasonable. Staff said they were supported and had received an adequate induction.

2.40 Information-sharing protocols were established and processes for the confidential sharing of health information were appropriate. There was equal access for vulnerable prisoners and those with protected characteristics, but interpreting services were not used enough and we saw examples where forward planning would have alleviated communication difficulties (see paragraph 2.15).

2.41 Infection control audits had not been undertaken in the last year but the health care department and clinical rooms were fit for purpose and clean. The medicine waiting rooms

¹⁵ CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

were cleaned regularly but were poor environments and the main waiting area showed significant signs of wear and tear.

- 2.42** There was a continuous health care presence on site and all members of the team had intermediate life support skills and access to emergency equipment, including automated external defibrillators (AEDs), which were regularly checked. Internal and external responses to medical emergencies were timely and reflected agreed protocols, but we found evidence in the control room log that ambulances were not always routinely called in response to an emergency code. Not all custody staff had basic life support skills and there were no AEDs on the wings.
- 2.43** Social care arrangements were exemplary with systematic processes and effective liaison with the local authority. Nominated professionals undertook assessments in a timely way and we saw evidence of good care planning and personal care for two prisoners with age-related needs (see paragraphs 2.17 and 2.18). A trust safeguarding policy was in place. All staff had received appropriate safeguarding training and knew how to raise concerns (see paragraph 1.31).
- 2.44** Information for prisoners about health care was poor with only one leaflet available. The complaints system was not well advertised, but appropriate responses were made to the issues raised.
- 2.45** An external well-being coordinator commissioned and funded by NHS England and provided by Warrington Borough Council had established an impressive range of health promotion initiatives. However, prisoner engagement in this area had reduced since our last inspection and programmes were not well advertised. Regular health screening clinics were organised and there was good access to vaccination programmes, but uptake was variable. Barrier protection was available.

Recommendations

- 2.46** **There should be robust local clinical governance arrangements, including adequate staffing and information systems. Clinical audits and prisoner engagement should drive service improvement.**
- 2.47** **Prison staff should have basic life support skills and easy access to automated external defibrillators located on the wings. Ambulance services should be called promptly in a medical emergency using the agreed codes.**

Good practice

- 2.48** *Social care arrangements were comprehensive and delivered excellent outcomes for prisoners with identified social care needs.*

Delivery of care (physical health)

- 2.49** Initial health screening on reception was undertaken by dedicated registered nursing staff who identified key health concerns and ensured early access to specialist health care if clinically indicated. A review of case records indicated that secondary follow-up was not always completed routinely.

- 2.50** We observed professional staff interacting well with prisoners. There was good access to an appropriate range of clinics, although prisoners could wait too long to see the GP. There were no triage arrangements and applications were assigned to appointments by the night-duty nurse with no further oversight. Prisoners were dependent on prison staff to get urgent appointments, though a special sick clinic (immediate health treatment without an appointment) was available each evening to support men with acute ill health.
- 2.51** Out-of-hours cover was provided by Warrington GP out-of-hours service and by Bridgewater NHS Trust. Most of the clinical records that we scrutinised were adequate, though some were superficial, and care plans for men with long-term ill health were basic. Chronic disease management needed development, including enhanced capability among the nursing team, but oversight and outcomes for prisoners with complex needs were adequate. Prisoners had appropriate access to external health care appointments and any proposed cancellations were clinically risk assessed and ultimately determined by senior health staff.

Recommendation

- 2.52 Health applications should result in timely access for prisoners to the GP for routine and urgent care.**

Pharmacy

- 2.53** The pharmacy was clean, tidy and secure. Medicines, including controlled drugs, were appropriately stored and safely managed. Standard operating procedures were in place but these had not been read by all staff and required review following recent changes. Fridge temperatures had routinely fallen below 2 degrees C, which could have compromised stock.
- 2.54** Controlled drug management was adequate, although the provider did not have a Home Office licence. There was no lead pharmacist and the service operated a functional dispensing role with a few medicine management tasks. Governance and oversight of practice were weak and there were no pharmacy-led clinics.
- 2.55** Medicines were mainly administered from a central point in the health care department. Integrated drug treatment scheme services were provided on C wing. Medicines were administered twice a day at 8am and 5.15pm or 3pm at weekends. Medicines for sedation were supplied at the later medicine round. Privacy and confidentiality for prisoners were limited, but prisoners from F and G wings who received treatments through the gate into the waiting room had no privacy at all and the process was undignified. The large number of prisoners held in the waiting areas and the group movements to wings increased the risk of diversion. We were told of imminent plans for all medicine administration to be moved to the wings.
- 2.56** Most medicines were supplied in possession, but the in-possession policy was not consistently applied. GPs identified risk, but in-possession risk assessments were not available on SystemOne¹⁶. Clinical approaches which had not been ratified by the medicines management committee were being applied, with some tradable medicines supplied as seven days in possession. Patients did not sign when collecting in-possession medicines, although they did initiate requests for repeat prescriptions. Few prisoners had access to a secure locker. The collection of high-risk medications, such as anti-psychotics, were not systematically followed up. On F and G wings, in-possession medicines were supplied by the

¹⁶ Electronic clinical information system.

pharmacy team which gave prisoners the opportunity to receive advice. Prisoners on other wings collected in-possession medicines at lunchtime from nurses in the health care centre.

- 2.57** Prescriptions were printed from SystmOne and dispensed in a timely manner. Although there was a formulary, this was not followed. Most medicines were provided on a named patient basis. Nurses had access to a limited special sick list for minor ailments. Special sick men were recorded on SystmOne but were not reviewed by the pharmacist. There was a limited range of patient group directions¹⁷ and a few medicines on the canteen list.

Recommendations

- 2.58 Pharmacist-led clinics/formal medicine use reviews should be implemented.**
(Repeated recommendation 2.92)
- 2.59 The planned changes in medicine administration arrangements should be implemented as soon as possible to preserve prisoners' dignity and confidentiality.**
- 2.60 There should be a regular oversight of medicines management arrangements to ensure risk is clinically identified, addressed and routinely reviewed, including limiting prisoner access to tradable medicines. This should be led by the medicines management committee, which a pharmacy representative should routinely attend.**

Dentistry

- 2.61** A full range of NHS treatments were available and the dentist provided excellent support and oral health advice. Prisoners had reasonable access to the dentist for routine care and dental services provided eight sessions a week, which ensured that urgent referrals could be seen promptly. The dental suite was well designed and suitably equipped. Dental equipment was appropriately maintained, and there were safe arrangements to dispose of waste materials, including a separate area for decontamination.

Delivery of care (mental health)

- 2.62** Greater Manchester West NHS Foundation Trust provided specialist mental health services. The mental health team was enthusiastic and well led. There was an open referral system and demand was high with about 20 referrals a week. An on-call system at weekends was to be based on site from July 2016. A weekly 'first point of contact' meeting identified men requiring immediate attention and others needing routine assessment who were usually seen within two weeks. Men were often diverted to the GP or counselling service for initial support. More low-intensity psychosocial interventions were required to ensure an appropriate range of services were available. Plans were well advanced to address this shortfall, but prisoners were not kept abreast of these developments and feedback on application decisions was not clear. Information on the nature and availability of services was poor and the health and well-being initiatives needed more promotion. Many prisoners were unclear how to access services.

¹⁷ Authorise appropriate health care professionals to supply and administer prescription-only medicine.

- 2.63** The team consisted predominantly of nurses. There was a small psychology and psychiatry resource which was too limited to meet the demand and level of complexity that we observed. The caseload at the time of the inspection was 113, including 21 prisoners with enduring and significant mental health problems who were managed under the enhanced care programme approach (CPA). Prisoners with challenging presentations were discussed regularly, but we found very limited evidence of any comprehensive CPA plans or clinical formulations, including for some acutely psychotic men with complex needs. A specialist learning disability nurse was able to undertake neuro-cognitive assessments.
- 2.64** Working relationships with other areas of the prison were positive but there had been no recent mental health awareness training for prison staff. The mental health team supported men held in the care and separation unit and attended relevant ACCT case reviews (see paragraph 1.23). There had been very significant delays in transferring two prisoners to hospital who needed treatment under the Mental Health Act.

Recommendations

- 2.65 Prisoners should have access to a full range of therapeutic interventions, including low-intensity psychosocial interventions.**
- 2.66 The skill mix of the mental health team should ensure an appropriate range of professional skills, particularly psychology and psychiatry.**
- 2.67 All prisoners identified as requiring enhanced input through the care programme approach should have comprehensive CPA plans.**
- 2.68 Prisoners should be transferred to external health care beds within Department of Health target timescales.**

Catering

Expected outcomes:

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

- 2.69** The catering department was well managed and staff provided a good working environment for the 20 prisoners who worked with them in the kitchen. The kitchen was clean but worn in places. A journal recorded the dates, times and food temperatures from delivery to being placed on food trolleys to be taken to residential units.
- 2.70** Wing serveries were filthy on most residential units and food trolleys were dirty. Served workers did not wear protective clothing while serving meals and had not received basic food hygiene training. Supervision by staff was generally poor.
- 2.71** Lunch and dinner were selected from a four-week rolling menu with a reasonable variety of healthy options, including portions of fruit and vegetables every day. The quality of food that we sampled was reasonable but, in our survey, only a quarter of respondents said that the food was good.
- 2.72** Consultation arrangements were very good. There were food comment books on each wing and prisoners were surveyed twice a year. The catering manager attended consultation

meetings with prisoners and there was evidence that their views were taken seriously and their suggestions acted on.

Recommendation

- 2.73 Wing serveries should be clean and properly supervised by staff. Servery workers should wear appropriate protective clothing and receive basic food hygiene training.**

Purchases

Expected outcomes:

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

- 2.74** Prisoners could buy a reasonable range of goods to meet diverse needs. There were over 300 products, many of which had been suggested at regular prisoner consultation meetings. New arrivals were advanced the cost of a smoker's pack or a grocery pack. Prisoners who arrived late could submit a shop order. Order forms were collected only on Tuesday mornings and some newly arrived prisoners could wait up to 11 days to receive a full canteen order.
- 2.75** Prisoners could shop from catalogues and could order newspapers and magazines every week. There was an administration charge on catalogue items, which was unnecessary.

Recommendation

- 2.76 Prisoners should be able to receive a full canteen order within 72 hours of arrival and not be charged an administration fee for items ordered through catalogues.**

Section 3. Purposeful activity

Time out of cell

Expected outcomes:

All prisoners are actively encouraged to engage in activities available during unlock and the prison offers a timetable of regular and varied activities.¹⁸

- 3.1** In theory, fully employed prisoners could spend about 9.5 hours out of their cells during the week and 5.5 hours at weekends. In practice, the published core day was often curtailed, especially at weekends. Industrial action by prison officers in May 2016 had severely curtailed the regime. Prisoners could now spend one hour each day in the fresh air, which was an improvement. However, roll checks found that about a third of prisoners were locked in their cells during the working day, far too many for a training prison (see main recommendation S45).

Learning and skills and work activities

Expected outcomes:

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

- 3.2** *Ofsted¹⁹ made the following assessments about the learning and skills and work provision:*

Overall effectiveness of learning and skills and work:	Requires improvement
<i>Achievements of prisoners engaged in learning and skills and work:</i>	<i>Requires improvement</i>
<i>Quality of learning and skills and work provision, including the quality of teaching, training, learning and assessment:</i>	<i>Requires improvement</i>
<i>Personal development and behaviour:</i>	<i>Requires improvement</i>
<i>Leadership and management of learning and skills and work:</i>	<i>Requires improvement</i>

Management of learning and skills and work

- 3.3** The leadership and management of learning and skills and work required improvement. Prison managers could not ensure that prisoners attended scheduled activities and work because of frequent lockdowns following security breaches and staff shortages in key areas.

¹⁸ Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

¹⁹ Ofsted is the Office for Standards in Education, Children's Services and Skills. It reports directly to the UK Parliament and is independent and impartial. It (inter alia) inspects and regulates services that provide education and skills for all ages, including those in custody. For information on Ofsted's inspection framework, please visit: <http://www.ofsted.gov.uk>.

Actions taken by prison managers to address these problems had not proved effective (see main recommendation S45).

- 3.4 The education and vocational training provision delivered by The Manchester College, rebranded as Novus, was good. Joint working between prison managers and senior Novus staff had improved and there was a well-planned, coherent curriculum based on a needs analysis that made good use of local labour market intelligence. Links with local employers were still in their infancy but had resulted in a few successful employment outcomes.
- 3.5 The arrangements for monitoring Novus' performance were adequate and there were regular meetings between prison and Novus managers. However, there was little evidence that N-ergy, the training provider contracted to deliver vocational qualifications in prison industries, was scrutinised or challenged by prison managers.
- 3.6 Novus managers had introduced robust performance management arrangements and, following the last inspection, had managed several underperforming staff out of the service. Arrangements for appraising teaching staff and setting improvement targets were good. Teachers were appropriately qualified and experienced and all had a relevant teaching qualification or were working towards one.
- 3.7 Prison managers had yet to develop a procedure for carrying out observations of workshop and industries practice. In contrast, Novus quality improvement arrangements were robust. Their observation procedure maintained good standards of teaching and learning and was integrated with the appraisal, staff development and training processes. Action plans following observations were sound. The training and development of teachers were particularly good.
- 3.8 The prison self-assessment report was not evaluative enough and contained few judgements about the quality of vocational training or the range of jobs undertaken by prisoners. The quality improvement plan contained targets but no details of how they would be achieved. The Novus self-assessment report was evaluative and concise and the accompanying quality improvement plan was detailed and addressed the key areas of underperformance.
- 3.9 Prison managers had discontinued the quality improvement group and the head of reducing reoffending had introduced monthly meetings covering all aspects of reoffending and resettlement, including learning and skills and work. Attendance at these meetings was variable and, although a range of actions were identified, there were no clear timescales for completion. Several actions, such as introducing a qualification in recycling, were carried forward from one meeting to the next because they had not been achieved.

Recommendations

- 3.10 **Prison managers should ensure that the provider contracted to deliver vocational qualifications in prison workshops and industries is rigorously performance managed.**
- 3.11 **There should be a robust observation process for prison workshops and industries, producing an evaluative self-assessment report. The achievement of improvement actions should be closely monitored.**

Provision of activities

- 3.12** The prison provided about 200 full-time and about 1,100 part-time work places. Novus could accommodate about 330 learners in classroom-based provision in the morning and a similar number in the afternoon. There were not enough activity places for all prisoners to engage in full-time learning and skills and work activities. Far too many men were unemployed for a training prison (see main recommendation S45).
- 3.13** Allocations took account of prisoners' interests and previous experiences and attainment, particularly in English and mathematics. The process for allocating prisoners to purposeful activities had recently been strengthened and most prisoners, including vulnerable prisoners, were allocated to an activity that met their needs and interests. The range of provision for vulnerable prisoners had improved since the previous inspection and some workshops encouraged vulnerable prisoners to work alongside mainstream prisoners, which was good.
- 3.14** The range of classroom-based courses and vocational training programmes offered by Novus was appropriate. A few prisoners were following Open University courses.

Quality of provision

- 3.15** The quality of teaching, learning and assessment provided by the prison needed improvement, but much of the teaching and learning that we saw in Novus classrooms and workshops was of good quality.
- 3.16** The prison offered a broad range of education and industrial work for learners, but it did not offer enough accredited qualifications in workshop settings, such as warehousing and the laundry, and instructors did not record the development of prisoners' employability skills. Peer mentors were used effectively throughout the education provision and in most vocational training and industry areas, although none of the mentors had achieved mentoring qualifications. All staff paid good attention to ensuring that prisoners in work observed safe working practices.
- 3.17** Prisoners engaged in industries and workshops did not have an individual learning plan to record their targets, skills development or progress. Learners in Novus education and vocational training benefited from good individual learning plans. Teachers recorded previous learning and qualifications to identify learners' starting points, but a few teachers did not use initial assessments to plan individual learning in lessons.
- 3.18** A few Novus teachers did not integrate mathematics and English adequately in lessons. Some of the work activity in prison industries was mundane and repetitive, for example prisoners in the breakfast packing workshop were poorly motivated with no targets or challenging tasks to complete.
- 3.19** Vulnerable prisoners had good access to education and made progress. Access to industry and work for vulnerable prisoners was limited, although the prison offered some activities for mixed groups of vulnerable and mainstream prisoners.
- 3.20** The quality of classroom teaching, learning and assessment was good. Teachers and trainers were knowledgeable, with relevant industrial experience. Prisoners were engaged and enthusiastic and made good progress in sessions. Equality of opportunity was promoted well in the classroom but not as effectively in vocational training or industries. Most teachers and trainers planned sessions effectively so that prisoners acquired a broad range of skills. Some developed skills beyond those required for the qualification.

- 3.21** There was a good range of resources for education and training. Well-equipped classrooms were decorated with stimulating displays of prisoners' work and posters promoted the benefits of learning, diversity and self-improvement. Teachers used interactive learning technology effectively to enhance teaching and learning. Equipment in the vocational training, industries and work areas was of high quality and met commercial standards; the laundry was equipped with machinery to provide a commercial cleaning service.

Recommendations

- 3.22** **Novus managers should ensure that all teachers plan lessons effectively by making better use of initial assessments and integrating mathematics and English in lessons.**
- 3.23** **Prison managers should ensure that prisoners receive more instruction and can engage in more challenging work in industry and work areas to enable them to develop their skills and achieve qualifications.**

Personal development and behaviour

- 3.24** The development of prisoners' preparation for life after prison was significantly hampered by many being unable to attend scheduled activities. A range of complex reasons for poor attendance was evident and included staff shortages, security concerns and refusals that went unchallenged. Although senior managers, including the governor, had tried to improve poor attendance, at the time of the inspection, too many prisoners were in their cell during the core day (see main recommendation S45). Their ability to develop employability and life skills was limited further by the lack of opportunity in prison industries to achieve relevant accreditation. A few prisoners developed self-confidence and skills which prepared them for employment and training on release, particularly those working as mentors, Listeners²⁰ and peer supporters.
- 3.25** Regime and operational restrictions led to poor punctuality, particularly in the afternoon sessions, when prisoners often arrived up to 30 minutes late. Prisoners' behaviour was good during learning sessions and in work. They demonstrated an appropriate work ethic and respect for each other and for staff. Pay rates were equitable which encouraged participation in purposeful activity.

Education and vocational achievements

- 3.26** Achievements were good in most English and mathematics courses, especially at level 1, but low in entry level English and in reading at level 2. Novus managers had taken corrective action, but it was too soon to judge the impact. Achievement on most Novus courses was good during 2014 and 2015, with no significant disparities in performance between different groups of learners.
- 3.27** The prison had contracted with a private training company for the delivery of vocational training in work skills and manufacturing operations. In the previous year, only a handful of prisoners had enrolled and gained these qualifications. Prisoners developed a range of vocational skills, particularly in construction trades and the prison coffee shop. Teachers and trainers helped to develop English and mathematics skills but not in a consistent manner.

²⁰ Prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners.

Recommendation

- 3.28 More prisoners should benefit from vocational training courses delivered by the contracted private training company.**

Library

- 3.29** Warrington Borough Council provided the library service. Two full-time and one part-time librarian, supported by two orderlies, an equality mentor and a Toe by Toe²¹ reading support mentor managed the service well. An appropriate collection of fiction and non-fiction books included texts in different languages, large print books and pictorial novels. Facilities for independent study and research were suitable and included computers linked to the Prison Service virtual campus²² (but see paragraph 4.32). Prisoners had good access to legal texts and Prison Service orders and instructions for reference and research.
- 3.30** The librarian and staff promoted the library services successfully and encouraged prisoners to read and improve their literacy. Initiatives such as Reading Ahead²³ and Storybook Dads²⁴ were highly visible and popular with prisoners. A good proportion of prisoners used the library regularly and quickly developed a curiosity for information and a healthy interest in literature. The library did not have enough information about careers, training and job opportunities.
- 3.31** New arrivals were made aware of the library service on induction. Almost all prisoners attended the library during induction to complete activities relating to education and training. Prisoners on each residential wing were entitled to one library visit a week. Prison staff did not analyse data on the use that different groups of prisoners made of library services. Library opening hours did not include evenings or weekends, which limited access for prisoners engaged in full-time work.

Recommendations

- 3.32 The library should stock more information and resources to help with job search and training opportunities.**
- 3.33 Prisoners working full time in prison industries should have sufficient access to the library. Data on library use should be analysed to identify and address inequitable access or use of the library services by any group.**

²¹ A phonics-based approach to helping prisoners learn to read (usually delivered as part of the Shannon Trust reading plan).

²² Internet access for prisoners to community education, training and employment opportunities.

²³ A reading initiative encouraging prisoners to take part in a six book reading challenge using the prison library (formerly the six book reading challenge).

²⁴ Fathers in prison make bedtime story CDs and DVDs and other educational gifts for their children.

Physical education and healthy living

Expected outcomes:

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

- 3.34** The physical education provision covered a wide range of sport and fitness activities and resources, including a sports hall, cardiovascular equipment and weights and resistance machinery. Prisoners could attend a range of team sports throughout the week, including indoor football, basketball and volleyball. Prisoners made good use of the gym facilities. Gym staff ran well-attended special fitness sessions for older and vulnerable prisoners but there was no monitoring, analysis and evaluation of participation in physical activity by different groups of men.
- 3.35** Gym facilities included a designated classroom for sport and fitness training courses. Qualifications up to level 2 were offered and achievement rates were good. Most prisoners who completed a level 1 qualification progressed to level 2.
- 3.36** PE staff had not developed good links with community sport and fitness organisations. They did not exploit opportunities for prisoners to play local teams or to engage with local employers and industry professionals to enhance their prospects of employment or training on release.
- 3.37** Most PE facilities were well maintained, but equipment such as weights and running machines needed repair and had been removed from use. The gym shower facilities were clean, decent and well maintained. Staff worked hard to maintain high standards of health and safety and the few accidents that occurred were managed and recorded well.

Recommendations

- 3.38** The use of sports and fitness facilities should be analysed to determine if all groups of prisoners participate in gym activities.
- 3.39** PE staff should develop links with local sports teams and employers to enhance the development of prisoners' health and fitness and improve their prospects of employment in the sector.

Section 4. Resettlement

Strategic management of resettlement

Expected outcomes:

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

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

Good planning ensures a seamless transition into the community.

- 4.1** There was a reducing re-offending strategy, but it was out of date and not based on a needs analysis. The strategy was not used to drive an integrated approach to resettlement, nor was there an overall action plan. While some effective support was given to many prisoners, especially in the last weeks of sentence, there was no comprehensive system to ensure that the resettlement needs of each prisoner were captured, communicated and addressed in a prison-wide context. In our survey, only 43% of prisoners against the comparator of 55% said that anything had happened at Risley to make it less likely that they would reoffend.
- 4.2** A monthly resettlement policy meeting was well attended by providers of resettlement services but less so by mainstream departments. Much less attention was given to offender management than to the practical pathway work. Some useful initiatives were being planned, such as an expansion of the 'welcome centre' (see paragraph 1.12), provision of practical help to newly released prisoners and a permanent centre in the prison for resettlement services.
- 4.3** In contrast to this increasing activity in practical reintegration support, the embattled offender management unit (OMU) was not able to coordinate the stages in the prisoner's sentence. Many aspects of resettlement support depended on prisoner self-report and self-referral rather than systematic, individual assessment of the needs and risks of each prisoner (see main recommendation S46).

Recommendation

- 4.4 A needs analysis of the whole population should be carried out, to ensure that the interventions delivered address the real needs and support the function of a resettlement prison effectively.**

Offender management and planning

Expected outcomes:

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

- 4.5** The team of case administrators in the OMU was below strength and was occupied mostly with processing receptions and discharges rather than coordinating activity to reduce the risk of reoffending. There were a few probation staff in the offender supervisor team, but most were supervising officers, who were routinely redeployed to other duties. Offender management team meetings took place, but minutes were not circulated and staff felt there were few constructive outcomes from them.

- 4.6** There were 287 prisoners with no OASys and 115 assessments were out of date. Most of this group left the prison without one. Some offender supervisors said they managed to do one or two OASys a month, and others much less. In our analysis of 12 assessments, we found only one case where preparation or motivational work was being done and in only two cases did we see evidence of sufficient offending behaviour work.
- 4.7** The assessment of the likelihood of reoffending was carried out in only half the cases. Most prisoners had sentence plans, but none of the objectives were focused on outcomes or had a timescale for completion. Some sentence planning meetings were held, but the offender supervisor was often unable to attend. Risk of harm assessments were generally adequate, but over half the cases were overdue for annual review and few had been reviewed following significant changes in the prisoner's circumstances. In only three cases was there evidence of contact between the prisoner and his offender supervisor and most were brief, chance encounters on the wing or in the grounds. Many prisoners knew who their supervisor was, but spoke of little contact and no awareness of their sentence plan, if they had one (see main recommendation S46).
- 4.8** There was unnecessary confusion in the handling of information for resettlement casework and no one place where information on a prisoner could be consulted. Different staff recorded information about prisoners on P-Nomis (electronic case notes), OASys, a case record system on a local drive, and a separate case management system maintained by Shelter.

Recommendations

- 4.9 All prisoners sentenced to 12 months or more should have an up-to-date OASys assessment before they are transferred to Risley.** (Repeated recommendation 4.17)
- 4.10 A resettlement information strategy should lay out a clear path towards an integrated system of record-keeping and information handling.**

Public protection

- 4.11** Risk management procedures were generally effective. However, the interdepartmental risk management meetings focused too much on internal risk issues discussed at safer prison meetings, and not enough on public protection in spite of attendance largely by public protection staff.
- 4.12** By no means all MAPPA (multi-agency public protection arrangements) prisoners were logged on the case management system on arrival. It was not clear if all MAPPA level 2 and 3 cases with a pre-release report were referred to the interdepartmental risk management team to oversee work towards releasing them. There was little evidence of practical public protection outcomes from the meetings.
- 4.13** MAPPA arrangements were not well understood by some prison offender supervisors, and most of their reports to community MAPPA meetings were not of sufficient quality or quality checked adequately. During the previous two months, five of the 11 submitted to MAPPA meetings were of an acceptable standard and six were poor and had not been reviewed by a senior manager before submission. There was no clear procedure for offender supervisors to receive the minutes to address and follow up actions from MAPPA meetings.

Recommendation

- 4.14 Preparations for the release of levels 2 and 3 MAPPA cases should be carried out in accordance with MAPPA guidance. Managers and the interdepartmental risk management team should ensure that this is done in every case.**

Categorisation

- 4.15** Case administration staff tracked prisoners who were due for a categorisation review efficiently, and gave the information to offender supervisors in good time. The supervisors had little time to progress the reviews and there were still considerable delays. OMU staff said that prisoners were often denied category D because there was no OASys assessment. Reviews were carried out without the prisoner. There were 16 category D prisoners at the time of the inspection.
- 4.16** Very few prisoners were released on home detention curfew (HDC) and none of the cases which we reviewed had led to a decision on HDC before the eligibility date.

Recommendation

- 4.17 Categorisation reviews and home detention curfew assessments should be carried out on time following a risk assessment based on an up-to-date OASys.**

Indeterminate sentence prisoners

- 4.18** Thirty-one prisoners were serving a life sentence and 70 an indeterminate sentence for public protection (IPP). Many indeterminate sentence prisoners (ISPs) were frustrated by lack of contact with offender supervisors and their inability to progress through their sentence (see paragraph 4.7).
- 4.19** There were no designated services or systematic support for ISPs, despite many of them being many years beyond their tariff expiry and reporting feeling 'hopeless'. Some IPPs had been assessed as at risk of self-harm and placed on assessment, care in custody and teamwork (ACCT) case management²⁵. We spoke to one prisoner who described his 'total despair' at not being able to see how he could work towards the end of his IPP sentence.

Recommendation

- 4.20 Additional support should be available to indeterminate sentence prisoners, based on reported needs, to reflect the nature of their sentence and the impact on them and their families.**

²⁵ Case management of prisoners at risk of suicide or self-harm.

Reintegration planning

Expected outcomes:

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

- 4.21 Shelter delivered a universal service on behalf of Purple Futures Community Rehabilitation Company to all prisoners in the mandated pathways; accommodation, finance, benefit and debt, employment, education and training, and signposting for victims of domestic abuse and sexual violence.
- 4.22 About a third of prisoners had not received basic custody screening in their previous establishment. Some of the screening records that we looked at were of poor quality and not aligned with OASys findings. Prisoners' resettlement needs were not thoroughly assessed on arrival and were not identified until prisoners were nearing release.
- 4.23 Shelter staff aimed to see every prisoner 12 weeks before release to develop a resettlement plan. However, many prisoners were not seen until six weeks before release, reducing the amount of time available to implement any actions. All prisoners nearing release were invited to attend multidisciplinary resettlement boards, which were held twice a week. This was a positive initiative and a good range of partners attended. Sessions were designated specifically for vulnerable prisoners on F and G wings.
- 4.24 Resettlement plans included helpful support with pathway needs, but were over-reliant on data reported by prisoners rather than other sources of information, such as OASys. The plans lacked important information about risk factors; for example, one case involved sexual offending against a child, where longstanding alcohol addiction had been identified as a disinhibiting and contributory factor. In an interview with Shelter, the prisoner said that alcohol was no longer an issue for him, but there was no evidence that this was followed up.
- 4.25 Shelter had access to NOMIS and OASys, but used their own case management system to which other partners and the prison did not have access. They identified release addresses from responsible officers in the community and shared resettlement plans with them, but we saw examples of cases where risk factors identified in OASys had not been picked up.
- 4.26 With the exception of accommodation, prisoners reported more negatively on practical resettlement help in our survey than in other prisons. We spoke to several prisoners nearing release and most said they had been seen by Shelter. Some were positive about the contact while others still had outstanding needs.

Recommendation

- 4.27 **A robust system of reintegration planning should identify needs on arrival and deliver timely, coordinated and well informed pre-release resettlement planning to ensure prisoners are released in as safe a manner as possible.**

Good practice

- 4.28 *All prisoners nearing release were invited to attend multidisciplinary resettlement boards. These were held twice a week and were well attended by a range of partners.*

Accommodation

- 4.29** Shelter provided an effective service by liaising with offender managers and other stakeholders to ensure that nearly all prisoners were released to an appropriate address. Some practical issues such as retention of accommodation and arrears were identified at the 'welcome centre', where prisoners could speak to peer workers.

Education, training and employment

- 4.30** The quality of the National Careers Service provided by Manchester Growth Company through their agent Career Connect required improvement.
- 4.31** All prisoners received an initial assessment which generated a skills action plan to support the prisoner's transition to further education, training or employment on release. The plans contained targets reflecting the prisoner's aspirations, but it was not clear how they linked with assessments carried out by other resettlement agencies, for example, on accommodation, finance and family needs. Prisoners did not have a structured plan for their release.
- 4.32** The National Careers Service had few links with local employers to promote recruitment and training opportunities. The prison did not offer a pre-release course but gave informal support on request. The use of the virtual campus²⁶ to support job search was still in its infancy. Very few prisoners gained employment or started a training course on release.

Recommendation

- 4.33** **The number of prisoners progressing into education, training or employment should be increased, for example by cultivating better links with local employers, introducing a pre-release course and developing the virtual campus to help with job search.**

Health care

- 4.34** Prisoners were given information on registering with a GP and provided with medicines to take out if required. Palliative care pathways had been established and appropriately used. There were good links with local community mental health teams and other partners to support discharge planning for prisoners with mental health needs.

Drugs and alcohol

- 4.35** CGL delivered substance misuse services in the prison and in the local community and links between the teams were excellent.²⁷ Community workers delivered interventions in the prison to prepare prisoners for release. Regular family days were facilitated by the CGL family worker.

²⁶ Internet access for prisoners to community education, training and employment opportunities.

²⁷ CGL refers to 'Change, Grow, Live', the organisation delivering support and treatment to prisoners who misuse substances. It was formerly known as the 'Crime Reduction Initiative'.

- 4.36** A take-home dose of Naloxone (an opiate antidote) was available to all prisoners with a history of injecting opiates; those released to the Warrington area could use a gate pick-up service and were additionally offered Naloxone training.

Finance, benefit and debt

- 4.37** The education provider delivered money management courses and two peer mentors had been given training and support by Shelter staff to help with debt issues. Debt packs were available containing information and templates to apply for help, but accredited training was not provided because of cost. Prisoners were still not able to open bank accounts before release.

Recommendation

- 4.38 Prisoners should be able to open bank accounts before their release date.**
(Repeated recommendation 4.43)

Children, families and contact with the outside world

- 4.39** Our survey indicated that over 600 prisoners had children under the age of 18. Only 24% said staff had helped them to maintain contact with family and friends against the comparator of 34% and 30% at the previous inspection. There was no general family support worker for prisoners, although there was a family worker for prisoners with substance misuse problems and Partners of Prisoners and Families Support Group (POPS) had recently employed a support worker for 'hard to reach' prisoners who had lost contact with their family. POPS also ran the visitors' centre and provided a range of services including information and guidance from trained staff.
- 4.40** There were no family, relationship or parenting courses. However, regular, well-attended family days were delivered in partnership with POPS. Prisoners on the standard level of the incentives and earned privileges scheme were eligible for family days, although not basic level prisoners. A programme of four family learning days a year had been introduced, the first of which took place shortly before the inspection. These provided an opportunity for children to take part in a well-planned range of learning activities with their fathers.
- 4.41** A number of prisoners told us of delays in new people being added to their list of authorised visitors. At the time of the inspection, there were delays of at least a week. Many visitors told us it was very difficult to get through to the visits booking office by telephone and the line was constantly engaged when we tested it. Most said it was easier to book by email.
- 4.42** There were welcome plans to extend the small visitors' centre. Following consultation with visitors, the visits process had been improved with reduced queues and waiting times, although visits frequently started 10 to 15 minutes late. The visits hall was a large, clean area with relaxed seating. POPS ran a very good crèche and a bar serving snacks. Prison staff were relaxed and friendly and visitors said they were treated well. Prisoners were required to wear a sash in the hall for security and identification purposes, which was disproportionate.
- 4.43** POPS ran useful quarterly forums with visitors which were attended by the governor and invited members of the senior management team.

Recommendations

- 4.44 All prisoners should have access to a family support worker and a range of courses to support and strengthen family ties.**
- 4.45 The visits booking line should be answered promptly.**

Attitudes, thinking and behaviour

- 4.46** Interventions to address the likelihood of reoffending and risk of harm were delivered by the thinking skills programme, with over 80 places a year, and Resolve, the programme for violent offenders, with over 40 places. There was a high standard of delivery and very low rates of attrition. Staff worked hard to involve families and family members had attended programme reviews. Strenuous efforts were made to enable offender supervisors to attend these reviews. The Sycamore Tree programme, helping prisoners to explore restorative justice, was delivered by the chaplaincy several times a year. In-cell work packs were used by a number of prisoners. Counselling services were provided by the health care department (see paragraph 2.62).
- 4.47** A change in the area strategy for prisoners with sexual offences had resulted in the removal of sex offender treatment programmes (SOTPs) from Risley to HMP Wymott. The population at Risley included some prisoners who had undertaken SOTP, some waiting to do it, and others maintaining their innocence. Although the psychology team did a little motivational and engagement work with individual prisoners, many felt that they were treading water at Risley.

Recommendation

- 4.48 The portfolio of programmes delivered should be reviewed in the light of a full needs assessment, to ensure that as many prisoners as possible can address their offending behaviour meaningfully.**

Section 5. Summary of recommendations and good practice

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

Main recommendations

To the governor

- 5.1** Managers should ensure that all staff complete necessary records accurately and comprehensively following every use of force. All baton incidents should also be fully investigated to ensure proportionality, and the outcome should be recorded. (S43)
- 5.2** Prison cells, showers and communal areas should provide clean, hygienic and well maintained conditions for all prisoners. (S44)
- 5.3** Prisoners should be unlocked during the core day and be able to engage in full-time purposeful activity. Managers should ensure consistent participation, attendance and punctuality in all areas. (S45)
- 5.4** Managers should drive, monitor and support an integrated approach to resettlement that includes an up-to-date reducing reoffending strategy, an associated action plan, and regular cross-departmental meetings. Each prisoner should receive a comprehensive assessment of risks and needs on arrival, and an offender supervisor should ensure that timely and well coordinated interventions and support are part of a coherent plan for best use of the sentence. (S46)

Recommendations

To NOMS

Courts, escort and transfers

- 5.5** Prisoners should be given sufficient notice of planned transfers to enable them to telephone their family and/or legal adviser subject to evidence of security considerations. (1.4)

Offender management and planning

- 5.6** All prisoners sentenced to 12 months or more should have an up-to-date OASys assessment before they are transferred to Risley. (4.9)

Recommendation

To NOMS and the governor

Reintegration planning

- 5.7** The portfolio of programmes delivered should be reviewed in the light of a full needs assessment, to ensure that as many prisoners as possible can address their offending behaviour meaningfully. (4.48)

Recommendations

To the governor

Early days in custody

- 5.8** First night arrangements should be applied consistently throughout the prison to ensure that the needs of all new prisoners are met. (1.13)
- 5.9** On arrival, prisoners should be given written information in a language they understand about prison rules and procedures and what will happen during their first few days at Risley. (1.14)

Bullying and violence reduction

- 5.10** A comprehensive strategic approach to addressing antisocial behaviour should include timely and thorough investigations and individually targeted work. (1.19)
- 5.11** Staff should explore with prisoners why they feel unsafe and violence investigations should be carried out promptly. (1.20)

Self-harm and suicide

- 5.12** Constant watch cells should provide a clean and decent environment for prisoners in crisis. (1.27)
- 5.13** Prisoners should have access to Listeners at all times, including after evening lock up. (1.28)

Incentives and earned privileges

- 5.14** Strategic oversight of the IEP scheme should be strengthened to ensure that it is used effectively to address violence and other antisocial behaviour. (1.44)

Discipline

- 5.15** The segregation unit should be refurbished and kept clean. (1.53)
- 5.16** Segregated prisoners should have reintegration plans and receive systematic support to return to residential units. (1.54)

Residential units

- 5.17** Applications should be responded to on time and managers should carry out regular quality checks of staff responses. Staff should engage regularly with prisoners during the core day and periods of association. (2.5)

Staff-prisoner relationships

- 5.18** Staff should engage regularly with prisoners during the core day and periods of association. (2.8)

Equality and diversity

- 5.19** Equality and diversity work should include effective action planning, purposeful meetings, prompt investigation of adverse equality monitoring data and good consultation arrangements with each protected group. (2.12)
- 5.20** Foreign national prisoners should be supported through forums, good access to information and advice about their status and use of professional interpreting. Prisoners should have at least a few weeks notice of a decision to detain them. (2.21)
- 5.21** All prisoners with disabilities should be identified, a regular review of their needs should be conducted and additional support implemented promptly. Prisoners unfit to work through disability should not be locked in their cell during the core day. (2.22)
- 5.22** Provision for older prisoners should be developed, including activities. (2.23)

Complaints

- 5.23** Managers should ensure that low-level domestic issues are promptly resolved by residential staff on the wings and explore with prisoners why they have limited confidence in the complaints system. (2.31)

Legal rights

- 5.24** Prisoners should be able to see their legal representatives in private. (2.33)

Health services

- 5.25** There should be robust local clinical governance arrangements, including adequate staffing and information systems. Clinical audits and prisoner engagement should drive service improvement. (2.46)
- 5.26** Prison staff should have basic life support skills and easy access to automated external defibrillators located on the wings. Ambulance services should be called promptly in a medical emergency using the agreed codes. (2.47)
- 5.27** Health applications should result in timely access for prisoners to the GP for routine and urgent care. (2.52)
- 5.28** Pharmacist-led clinics/formal medicine use reviews should be implemented. (2.58)
- 5.29** The planned changes in medicine administration arrangements should be implemented as soon as possible to preserve prisoners' dignity and confidentiality. (2.59)
- 5.30** There should be a regular oversight of medicines management arrangements to ensure risk is clinically identified, addressed and routinely reviewed, including limiting prisoner access to tradable medicines. This should be led by the medicines management committee, which a pharmacy representative should routinely attend. (2.60)
- 5.31** Prisoners should have access to a full range of therapeutic interventions, including low-intensity psychosocial interventions. (2.65)
- 5.32** The skill mix of the mental health team should ensure an appropriate range of professional skills, particularly psychology and psychiatry. (2.66)

- 5.33** All prisoners identified as requiring enhanced input through the care programme approach should have comprehensive CPA plans. (2.67)
- 5.34** Prisoners should be transferred to external health care beds within Department of Health target timescales. (2.68)

Catering

- 5.35** Wing serveries should be clean and properly supervised by staff. Servery workers should wear appropriate protective clothing and receive basic food hygiene training. (2.73)

Purchases

- 5.36** Prisoners should be able to receive a full canteen order within 72 hours of arrival and not be charged an administration fee for items ordered through catalogues. (2.76)

Learning and skills and work activities

- 5.37** Prison managers should ensure that the provider contracted to deliver vocational qualifications in prison workshops and industries is rigorously performance managed. (3.10)
- 5.38** There should be a robust observation process for prison workshops and industries, producing an evaluative self-assessment report. The achievement of improvement actions should be closely monitored. (3.11)
- 5.39** Novus managers should ensure that all teachers plan lessons effectively by making better use of initial assessments and integrating mathematics and English in lessons. (3.22)
- 5.40** Prison managers should ensure that prisoners receive more instruction and can engage in more challenging work in industry and work areas to enable them to develop their skills and achieve qualifications. (3.23)
- 5.41** More prisoners should benefit from vocational training courses delivered by the contracted private training company. (3.28)
- 5.42** The library should stock more information and resources to help with job search and training opportunities. (3.32)
- 5.43** Prisoners working full time in prison industries should have sufficient access to the library. Data on library use should be analysed to identify and address inequitable access or use of the library services by any group. (3.33)

Physical education and healthy living

- 5.44** The use of sports and fitness facilities should be analysed to determine if all groups of prisoners participate in gym activities. (3.38)
- 5.45** PE staff should develop links with local sports teams and employers to enhance the development of prisoners' health and fitness and improve their prospects of employment in the sector. (3.39)

Strategic management of resettlement

- 5.46** A needs analysis of the whole population should be carried out, to ensure that the interventions delivered address the real needs and support the function of a resettlement prison effectively. (4.4)

Offender management and planning

- 5.47** A resettlement information strategy should lay out a clear path towards an integrated system of record-keeping and information handling. (4.10)
- 5.48** Preparations for the release of levels 2 and 3 MAPPA cases should be carried out in accordance with MAPPA guidance. Managers and the interdepartmental risk management team should ensure that this is done in every case. (4.14)
- 5.49** Categorisation reviews and home detention curfew assessments should be carried out on time following a risk assessment based on an up-to-date OASys. (4.17)
- 5.50** Additional support should be available to indeterminate sentence prisoners, based on reported needs, to reflect the nature of their sentence and the impact on them and their families. (4.20)

Reintegration planning

- 5.51** A robust system of reintegration planning should identify needs on arrival and deliver timely, coordinated and well informed pre-release resettlement planning to ensure prisoners are released in as safe a manner as possible. (4.27)
- 5.52** The number of prisoners progressing into education, training or employment should be increased, for example by cultivating better links with local employers, introducing a pre-release course and developing the virtual campus to help with job search. (4.33)
- 5.53** Prisoners should be able to open bank accounts before their release date. (4.38)
- 5.54** All prisoners should have access to a family support worker and a range of courses to support and strengthen family ties. (4.44)
- 5.55** The visits booking line should be answered promptly. (4.45)

Examples of good practice

- 5.56** A mental health worker attended every segregation review. This helped the most challenging men in the prison to receive tailored support for their mental health needs. (1.55)
- 5.57** The CGL Foundations of Rehabilitation programme provided prisoners with a rigorous framework and opportunity to change their addictive behaviour and address other life-controlling problems, including offending. The emphasis on vulnerable prisoners taking responsibility while receiving positive peer support appeared particularly effective. (1.60)
- 5.58** Social care arrangements were comprehensive and delivered excellent outcomes for prisoners with identified social care needs. (2.48)

5.59 All prisoners nearing release were invited to attend multidisciplinary resettlement boards. These were held twice a week and were well attended by a range of partners. (4.28)

Section 6. Appendices

Appendix I: Inspection team

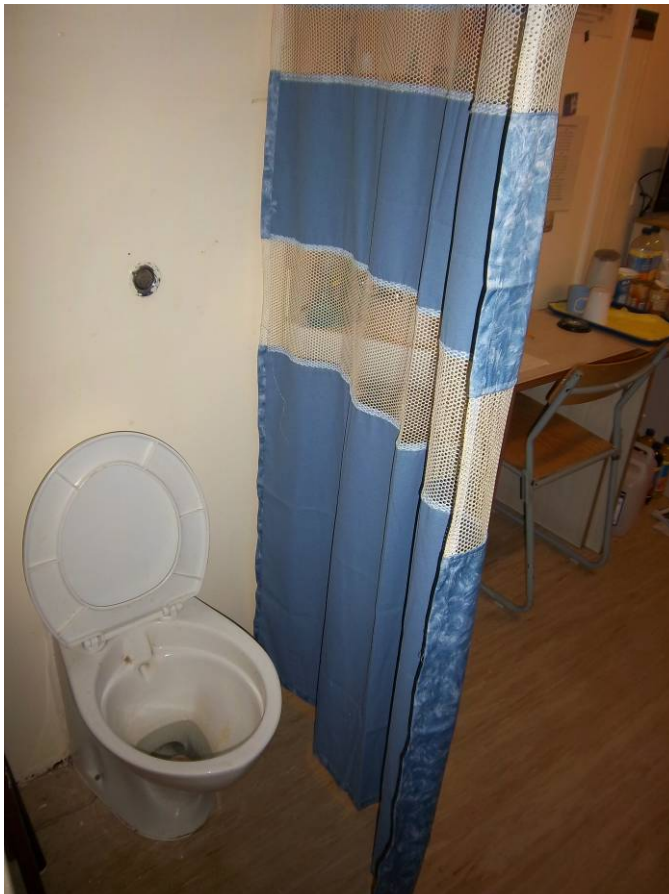
Peter Clarke	Chief Inspector
Hindpal Singh Bhui	Team leader
Fionnuala Gordon	Inspector
Beverley Alden	Inspector
Colin Carroll	Inspector
Deri Hughes-Roberts	Inspector
Martin Kettle	Inspector
Gordon Riach	Inspector
Maneer Afsar	Inspector (shadowing)
Heidi Webb	Researcher
Helen Ranns	Researcher
Tim McSweeney	Researcher
Patricia Taflan	Researcher
Paul Roberts	Substance misuse inspector
Steve Eley	Health services inspector
Richard Chapman	Pharmacist
Karena Reed	Care Quality Commission inspector
Jai Sharda	Ofsted inspector
Darryl Jones	Ofsted inspector
Daniel Grant	Ofsted inspector
Keith Humphreys	Offender management inspector
Tracy Green	Offender management inspector

Appendix II: Photographs

Single cell



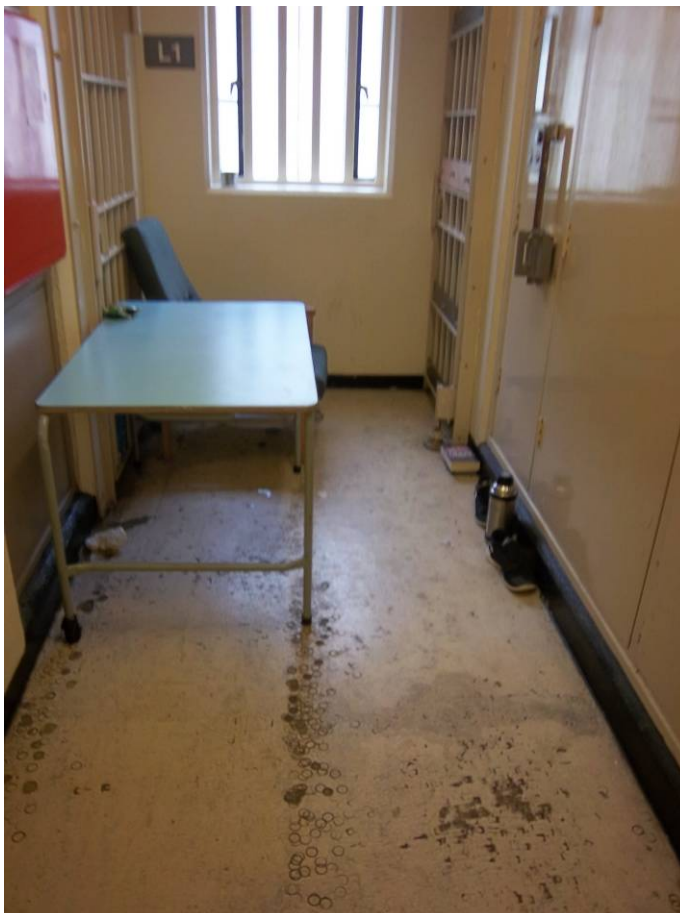
Shared cell



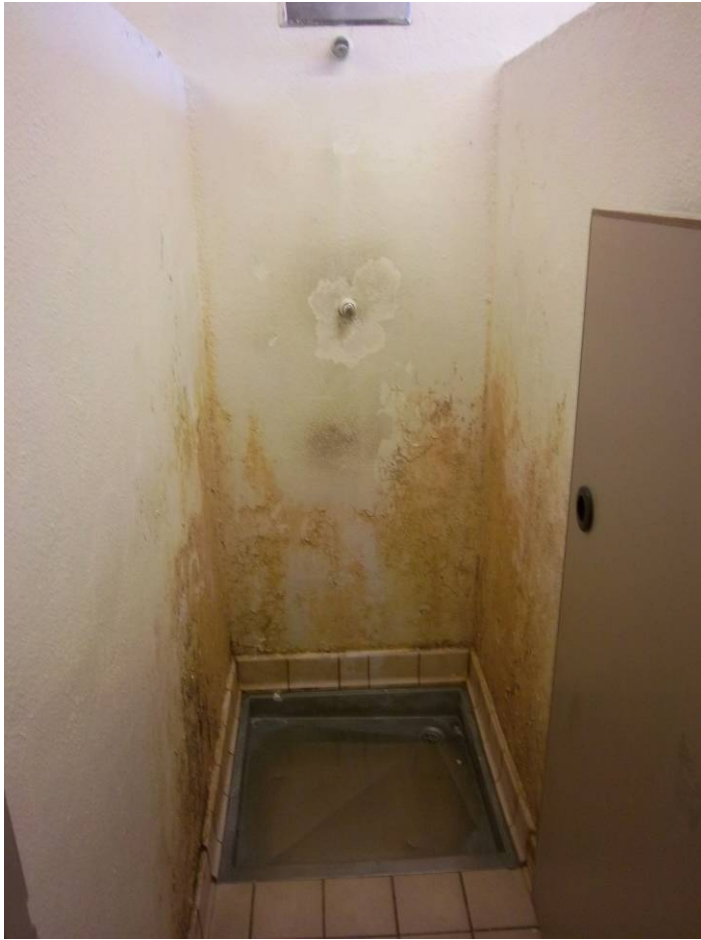
Constant watch cell



Outside constant watch cell



Wing shower



Appendix III: 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

Prisoners, particularly the most vulnerable, are held safely.

*At the last inspection in 2013, prisoners were not given sufficient notice of transfers and some arrivals had long waits on vans outside reception. Reception was welcoming, but there were lengthy delays. First night procedures were reasonable, but induction needed to be more comprehensive. Most prisoners felt safe and the level of violence and number of incidents were not high. Violence reduction processes were inadequate. Support for prisoners at risk of self-harm was good. A risk-based approach to security had led to positive changes, but some practices remained disproportionate. Some elements of the incentives and earned privileges (IEP) scheme were too punitive, but it gave the majority reasonable incentives to progress. Adjudications were well managed and use of force was generally proportionate. The segregation regime and environment were poor. Relationships were reasonable. Prisoners were positive about substance misuse support, but the recovery unit needed attention. **Outcomes for prisoners were reasonably good against this healthy prison test.***

Main recommendation

The strategy to tackle antisocial behaviour should be based on improved investigations, focused on individual behaviour and have good management oversight. (S39)

Not achieved

Recommendations

Prisoners should not be held in vans for excessive periods awaiting reception. (1.5)

Achieved

Prisoners should be given sufficient notice of planned transfers to enable them to make a call to their family and/or legal adviser subject to well-evidenced security considerations. (1.6)

Not achieved (Recommendation repeated, 1.4)

All prisoners who do not speak English should receive adequate induction information in a language they understand. (1.19)

Not achieved

All prisoners should be able to have a shower on the day of their arrival irrespective of what time they arrive. (1.17)

Not achieved

The analysis of the indicators of violence should be improved so that it identifies priorities and is used to inform a violence reduction strategy. (1.28)

Partially achieved

Entries in TAB booklets should demonstrate meaningful interaction focusing on challenging antisocial behaviour, and prisoners should be upgraded as soon as behaviour improves. Management checks of booklets should challenge poor quality entries. (I.29)

Not achieved

All serious incidents of self-harm should be investigated to establish underlying reasons for them and ensure lessons are learned. (I.37)

Achieved

The governor should initiate contact with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (I.40)

Achieved

Strip-searching of prisoners should only be conducted for well-evidenced security reasons. Decisions to squat-search must be supported by specific intelligence and recorded and monitored by the security committee. (I.49)

Achieved

The establishment should ensure that the MDT programme is adequately resourced to undertake the required level of weekend and suspicion testing. (I.50)

Achieved

Whenever a prisoner is located in segregation, the exceptional circumstances to justify this should be clearly recorded in the ACCT document. (I.69)

Achieved

The segregation unit environment should be improved and a better regime provided. (I.70)

Not achieved

Entries recording prisoners' behaviour in the segregation unit should show meaningful interaction focused on dealing with underlying behaviour. (I.71)

Not achieved

The Ravensmoor Unit should not be used as an overspill segregation unit. If it remains open, its function should be made explicit and a decent regime should be provided with a clear emphasis on progression. (I.72)

Achieved

The prisoner mix in the recovery unit on Culcheth Wing South should be addressed without delay to preserve the integrity of the programme and to give those interested in recovery the best possible chance of success. (I.78)

Partially achieved

Discipline staff working on Culcheth Wing should be specifically selected for the role. (I.79)

Partially achieved

Respect

Prisoners are treated with respect for their human dignity.

*At the last inspection in 2013, living conditions were mixed; Birchwood Wing was very poor. Prisoners faced a number of daily frustrations. Relationships were superficially respectful, but prisoners complained about the attitude of a small but influential minority of staff. This was having a pervasive impact on a number of prisoner outcomes. Equality and diversity support was mixed; the prison offered some good support for older prisoners, but there were gaps, particularly for foreign nationals. Faith provision was excellent. Prisoners lacked confidence in the complaints process and only a minimal legal service was offered. Health services were reasonable overall, although we had some concerns about the management of medications. Prisoners did not like the food and some complained about the items available in the prison shop. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

Main recommendations

Birchmoor Wing should be completely refurbished or replaced. (S40)

Not achieved

Staff on wings, including personal officers, should interact with prisoners so that they become more aware of their individual circumstances. They should use this knowledge to support work to reduce the risk of reoffending by encouraging prisoners to engage positively with the regime. (S41)

Not achieved

Recommendations

Effective wing inspections should identify damaged or missing fabric, furniture and telephones, which should be repaired or replaced. (2.14)

Not achieved

An efficient application process should be introduced and monitored. (2.15)

Partially achieved

Prisoners should be able to access stored property within 48 hours of making an application. (2.16)

Not achieved

Prisoners should be able to obtain any relevant cleaning materials. (2.17)

Partially achieved

The diversity policy should be based on a needs analysis of all protected characteristics and describe how the needs of each characteristic would be met. (2.29)

Not achieved

Monitoring for equality of treatment should be carried out across a range of diversity strands. (2.30)

Achieved

SMART monitoring should include areas of local interest or concern. (2.31)

Not achieved

Senior managers should investigate and address the perceptions of victimisation identified in the survey by some groups of prisoners. (2.45)

Not achieved

Wing officers should use telephone interpreting services and other facilities consistently to enable them to communicate with foreign national prisoners. (2.46)

Not achieved

Prisoners should have access to regular independent immigration advice services. (2.47)

Not achieved

Technology such as Skype should be introduced to help foreign national prisoners stay in touch with family abroad. (2.48)

Not achieved

The prison should explore prisoners' negative perceptions of the complaints process to increase confidence in the process. (2.58)

Not achieved

Prisoners should be able to see their legal representatives in private. (2.63)

Not achieved (Recommendation repeated, 2.33)

There should be an up-to-date health needs assessment that addresses the increasing complexity of physical and mental health care needs in the prison population. (2.74)

Achieved

The NHS commissioner, governor, and heads of service should agree on how to reduce the large number of prisoners not attending appointments. (2.75)

Achieved

The partnership board should review the cause of delays when prisoners require hospital appointments to prevent unnecessary cancellations. (2.84)

Achieved

The full range of pharmacy standards operating procedures should be ratified by the medicines management committee at the earliest opportunity. (2.91)

Partially achieved

Pharmacist-led clinics/formal medicine use reviews should be implemented. (2.92)

Not achieved (Recommendation repeated, 2.58)

The administration processes in the main treatment room should be revised to preserve prisoners' dignity and confidentiality. (2.93)

Not achieved

The medicines management committee should review the in-possession policy and the number of prisoners on tradable medication. (2.94)

Partially achieved

The process of transporting and administering methadone should be revised. (2.95)

Partially achieved

A full range of services for prisoners with moderate mental health needs should be available. (2.103)

Partially achieved

Services for prisoners with learning disabilities should be developed to include a robust referral process to internal and community services. (2.104)

Achieved

The serving of food should be effectively supervised by staff. (2.113)

Not achieved

Lunch and dinner should be served at normal meal times. (2.114)

Achieved

Purposeful activity

Prisoners are able, and expected, to engage in activity that is likely to benefit them.

*At the last inspection in 2013, time out of cell for those in activities was reasonable, but much worse for a large minority. The management of work and vocational training was good, although in education it needed improvement. There were plans to develop further the range and standard of provision and the prison had sufficient activity places, although these were significantly underused. Too much teaching needed improvement. Attendance and punctuality were poor and some accommodation in education was inadequate. The achievements of those regularly in activities were good and the qualifications offered to sex offenders were equitable. The library was good, but access limited. Physical education (PE) provided a good range of opportunities. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

Main recommendations

Senior managers should implement swiftly their plans to improve aspects of the prison regime to increase participation, attendance and punctuality in all activities. (S42)

Not achieved

The college should provide focused training and support to improve the quality of teaching and learning and share more effectively the good practice that some teachers use to provide stimulating, enjoyable and effective learning activities. (S43)

Achieved

Recommendations

Most prisoners should be consistently unlocked for the advertised times during the core day. (3.4)

Not achieved

Prisoners should have at least one hour a day in the open air. (3.5)

Achieved

The prison should ensure that the learning and skills improvement strategy results in better quality provision and the use of the available activity places. (3.12)

Not achieved

The observation of teaching and learning process should be implemented across all learning activities in the prison and quality assurance processes should be applied to ensure outcomes give an accurate picture of the quality of teaching and learning. (3.13)

Partially achieved

Work on centralising the allocation process should continue to ensure the system is efficient and equitable. (3.14)

Achieved

More education staff should be deployed in workshops and industries to meet the literacy and numeracy needs of prisoners not attending education classes. (3.18)

Partially achieved

Learning materials should be put into context so that prisoners understand the purpose of the activities and the relevance of the qualification to their future employment. (3.28)

Partially achieved

The results of learners' initial assessment and prior learning should be entered on an individual learning plan and given to teachers at the start of courses so they can plan individual learning more effectively and set prisoners challenging improvement targets. (3.29)

Partially achieved

The employability skills prisoners develop at work should be recorded. (3.30)

Not achieved

Qualifications up to level 3 should be available for prisoners who develop high skills levels. (3.31)

No longer relevant

Extractor fans should be provided in the brick work and textile workshops and the breakfast packing workshop moved to an area that provides natural light. (3.32)

Partially achieved

The Manchester College should provide data on how many learners achieve full qualifications. (3.38)

Achieved

Prisoners should have weekly access to the library. (3.42)

Achieved

Resettlement

Prisoners are prepared for their release back into the community and effectively helped to reduce the likelihood of reoffending.

*At the last inspection in 2013, strategic management of resettlement was developing, but a whole prison approach was not yet evident. The prison needed to focus more on addressing the needs of prisoners spending short periods at the establishment before release. Offender management arrangements were generally good, but there was a considerable backlog in assessments and other key processes. Needs were assessed on arrival, but pre-release work needed better coordination. Public protection arrangements were robust. The prison offered some good support in the resettlement pathways but work on children and families needed to be better. **Outcomes for prisoners were reasonably good against this healthy prison test.***

Main recommendation

Services to help prisoners maintain or rebuild relationships with their children, partners and families should be further developed and include a qualified and experienced family support worker. (S44)

Partially achieved

Recommendations

The RRDP should be complemented by a strategy document that sets out the services provided for different groups of prisoners and the role of the OMU in promoting successful resettlement. (4.7)

Achieved

All prisoners sentenced to 12 months or more should have an up-to-date OASys assessment before they are transferred to Risley. (4.17)

Not achieved (Recommendation repeated, 4.9)

There should be routine management oversight of assessment and sentence planning in all high risk of harm cases or those involving child protection issues. (4.18)

Achieved

There should be regular offender management meetings to monitor performance and set priorities. (4.19)

Partially achieved

Prisoners should be informed when they are subject to telephone or mail monitoring, except in exceptional circumstances. (4.26)

Achieved

Merseyside Connexions should work more closely with other agencies to ensure that they better meet the needs of all prisoners. (4.39)

No longer relevant

Prisoners should be able to open bank accounts before their release date. (4.43)

Not achieved (Recommendation repeated, 4.38)

The visitors' centre should be large enough to accommodate all the visitors using it, and waiting times for visitors should be reduced. (4.50)

Not achieved

Adequate provision should be available for prisoners convicted of sexual offences to address their areas of risk without undue delay, and to work with those at some stage of denial. (4.55)

Not achieved

Prisoners should have better access to counselling services. (4.57)

Achieved

Appendix IV: Care Quality Commission Requirement Notice

Requirement Notices

Provider: Bridgewater Community Healthcare NHS Foundation Trust

Location: HMP Risley

Location ID: RY2ZA

Regulated activities: Treatment of disease, disorder, or injury, Diagnostic and screening and Surgical procedures.

Action we have told the provider to take

The table below shows the regulation that was not being met. The provider must send CQC a report that says what action it is going to take to meet the regulation.

Regulation 17 Good governance

We found that the registered person had not established and operated effective local systems and processes to monitor and provide assurances about the safety and quality of services provided.

This was in breach of regulation 17.

How the regulation was not being met:

We had concerns that a robust system of governance was not in place to monitor the effectiveness and quality of service provision. Local monitoring arrangements did not ensure safe and effective service delivery. Evidence showed that service provision was not monitored in a way that effectively identified the following deficits, highlighted at inspection.

Medicines management

- The monitoring of access times for GP clinics did not lead to improvements or ensure that patients received timely appointments.
- Systems to ensure that formal medicine reviews were completed were not effective. This included the monitoring of in-possession risk assessments and medicine use reviews.

Patient engagement and involvement

- Monitoring did not ensure that patients had access to information about health care, including in accessible formats.
- There was no system to monitor the effectiveness of the patient involvement and engagement arrangements.
- A system was in place to gather the views of patients after they had left the prison but this did not include the views of patients who actively used the health care service in order to gather feedback about their current experience of healthcare provision.

Staff involvement and support

- Evidence was not available to reflect the systems that were in place to show that regular meetings took place with staff to communicate operational arrangements and involve staff in the running of the service.
- Monitoring arrangements were not in place to ensure staffing levels were sufficient and consistently maintained to meet the needs of patients in a timely way

Appendix V: Prison population profile

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

Status	18–20-year-olds	21 and over	%
Sentenced	0	1,032	93.7
Recall	0	67	6.1
Convicted unsentenced	0	0	0.0
Remand	0	0	0.0
Civil prisoners	0	0	0.0
Detainees	0	2	0.2
Total	0	1,101	100

Sentence	18–20-year-olds	21 and over	%
Unsentenced	0	2	0.2
Less than six months	0	4	0.4
six months to less than 12 months	0	26	2.4
12 months to less than 2 years	0	149	13.5
2 years to less than 3 years	0	228	20.7
3 years to less than 4 years	0	204	18.5
4 years to less than 10 years	0	349	31.7
10 years and over (not life)	0	38	3.5
ISPP (indeterminate sentence for public protection)	0	70	6.4
Life	0	31	9.2
Total	0	1,101	100

Age	Number of prisoners	%
Please state minimum age here: 18	-	-
Under 21 years	0	0.0
21 years to 29 years	409	37.1
30 years to 39 years	341	31.0
40 years to 49 years	228	20.7
50 years to 59 years	77	7.0
60 years to 69 years	33	3.0
70 plus years	13	1.2
Please state maximum age here: 81	-	-
Total	1,101	100

Nationality	18–20-year-olds	21 and over	%
British	0	916	83.2
Foreign nationals	0	184	16.7
Total	0	1,101	100

Security category	18–20-year-olds	21 and over	%
Uncategorised unsentenced			
Uncategorised sentenced			
Category A			
Category B			
Category C	0	1,085	98.5
Category D	0	16	1.5
Other			
Total	0	1,101	100

Ethnicity	18–20-year-olds	21 and over	%
White			
British	0	812	73.8
Irish	0	10	0.9
Gypsy/Irish Traveller	0	3	0.3
Other white	0	61	5.5
	0	886	80.5
Mixed			
White and black Caribbean	0	15	1.4
White and black African	0	3	0.3
White and Asian	0	3	0.3
Other mixed	0	12	1.1
	0	33	3.0
Asian or Asian British			
Indian	0	10	0.9
Pakistani	0	49	4.5
Bangladeshi	0	9	0.8
Chinese	0	4	0.4
Other Asian	0	20	1.8
	0	92	8.4
Black or black British			
Caribbean	0	26	2.4
African	0	21	1.9
Other black	0	20	1.8
	0	67	6.1
Other ethnic group			
Arab	0	2	0.2
Other ethnic group	0	19	1.7
	0	21	1.9
Not stated	0	2	0.2
Total	0	1,101	100

Religion	18–20-year-olds	21 and over	%
Baptist	0	0	0.0
Church of England	0	234	21.3
Roman Catholic	0	266	24.2
Other Christian denominations	0	79	7.2
Muslim	0	122	11.1
Sikh	0	3	0.3
Hindu	0	5	0.5
Buddhist	0	13	1.2
Jewish	0	2	0.2
Other	0	22	2.0
Not stated	0	4	0.4
No religion	0	351	31.9
Total	0	1,101	100

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

Sentenced prisoners only

Length of stay	18–20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0.0	138	12.5
1 month to 3 months	0	0.0	240	21.8
3 months to six months	0	0.0	266	24.2
six months to 1 year	0	0.0	241	21.9
1 year to 2 years	0	0.0	143	13.0
2 years to 4 years	0	0.0	47	4.3
4 years or more	0	0.0	23	2.1
Total	0	0	1,099	99.8

Sentenced prisoners only

	18–20-year-olds	21 and over	%
Foreign nationals detained post sentence expiry	0	0	0.0
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).	0	0	0.0
Total	0	0	0

Unsentenced prisoners only

Length of stay	18–20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0.0	1	50.0
1 month to 3 months	0	0.0	0	0.0
3 months to six months	0	0.0	0	0.0
six months to 1 year	0	0.0	0	0.0
1 year to 2 years	0	0.0	0	0.0
2 years to 4 years	0	0.0	1	50.0
4 years or more	0	0.0	0	0.0
Total	0	0	2	0.2

Main offence	18–20-year-olds	21 and over	%
	Not available	Not available	
Total			

Appendix VI: Summary of prisoner questionnaires and interviews

Prisoner survey methodology

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

Sampling

The prisoner survey was conducted on a representative sample of the prison population. Using a robust statistical formula provided by a government department statistician we calculated the sample size required to ensure that our survey findings reflected the experiences of the entire population of the establishment²⁸. Respondents were then randomly selected from a P-Nomis prisoner population printout using a stratified systematic sampling method. We also ensured that the proportion of black and minority ethnic prisoners in the sample reflected the proportion in the prison as a whole.

Distributing and collecting questionnaires

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

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

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

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

Survey response

At the time of the survey on 13 June 2016 the prisoner population at HMP Risley was 1,105. Using the method described above, questionnaires were distributed to a sample of 222 prisoners.

We received a total of 190 completed questionnaires, a response rate of 86%. This included two questionnaires completed via interview. Nine respondents refused to complete a questionnaire and 23 questionnaires were not returned.

Wing/unit	Number of completed survey returns
A	33
B	18
C	33
D	30

²⁸ 95% confidence interval with a sampling error of 7%. The formula assumes an 80% response rate (70% in open establishments) and we routinely 'oversample' to ensure we achieve the minimum number of responses required.

E	31
F	5
G	34
R	4
Segregation unit	2

Presentation of survey results and analyses

Over the following pages we present the survey results for HMP Risley.

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

We also present a number of comparative analyses. In all the comparative analyses that follow, statistically significant differences²⁹ are indicated by shading. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading. If the difference is not statistically significant there is no shading. Orange shading has been used to show a statistically significant difference in prisoners' background details.

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

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

The following comparative analyses are presented:

- The current survey responses from HMP Risley in 2016 compared with responses from prisoners surveyed in all other category C training prisons. This comparator is based on all responses from prisoner surveys carried out in 36 category C training prisons since April 2012.
- The current survey responses from HMP Risley in 2016 compared with the responses of prisoners surveyed at HMP Risley in 2013.
- A comparison within the 2016 survey between the responses of white prisoners and those from a black and minority ethnic group.
- A comparison within the 2016 survey between those who are British nationals and those who are foreign nationals.
- A comparison within the 2016 survey between the responses of Muslim prisoners and non-Muslim prisoners.
- A comparison within the 2016 survey between the responses of prisoners who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2016 survey between those who are aged 50 and over and those under 50.
- A comparison within the 2016 survey between the responses of prisoners on VP wings (F and G) and the rest of the establishment (A, B, C, D, E and R).

²⁹ 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 0.01 which means that there is only a 1% likelihood that the difference is due to chance.

Survey summary

Section I: About you

Q1.2	How old are you?		
	Under 21	0	(0%)
	21 - 29.....	53	(28%)
	30 - 39.....	68	(36%)
	40 - 49.....	39	(21%)
	50 - 59.....	15	(8%)
	60 - 69.....	10	(5%)
	70 and over	3	(2%)
Q1.3	Are you sentenced?		
	Yes	168	(89%)
	Yes - on recall.....	20	(11%)
	No - awaiting trial.....	0	(0%)
	No - awaiting sentence	0	(0%)
	No - awaiting deportation.....	1	(1%)
Q1.4	How long is your sentence?		
	Not sentenced	1	(1%)
	Less than 6 months	3	(2%)
	6 months to less than 1 year	13	(7%)
	1 year to less than 2 years	30	(16%)
	2 years to less than 4 years	58	(31%)
	4 years to less than 10 years	60	(32%)
	10 years or more	5	(3%)
	IPP (indeterminate sentence for public protection)	12	(6%)
	Life.....	5	(3%)
Q1.5	Are you a foreign national (i.e. do not have UK citizenship)?		
	Yes	30	(16%)
	No.....	156	(84%)
Q1.6	Do you understand spoken English?		
	Yes	183	(97%)
	No.....	5	(3%)
Q1.7	Do you understand written English?		
	Yes	181	(96%)
	No.....	8	(4%)
Q1.8	What is your ethnic origin?		
	White - British (English/ Welsh/ Scottish/ Northern Irish).....	133	(71%)
	White - Irish	2	(1%)
	White - other.....	17	(9%)
	Black or black British - Caribbean.....	3	(2%)
	Black or black British - African	4	(2%)
	Black or black British - other	1	(1%)
	Asian or Asian British - Indian	1	(1%)
	Asian or Asian British - Pakistani.....	11	(6%)
	Asian or Asian British - Bangladeshi.....	1	(1%)
	Asian or Asian British - Chinese	1	(1%)
	Asian or Asian British - other	2	(1%)
	Mixed race - white and black Caribbean ..	4	(2%)
	Mixed race - white and black African.....	0	(0%)
	Mixed race - white and Asian.....	2	(1%)
	Mixed race - other	1	(1%)
	Arab	3	(2%)
	Other ethnic group.....	1	(1%)

Q1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?		
	Yes		2 (1%)
	No.....		182 (99%)
Q1.10	What is your religion?		
	None.....	57 (30%)	Hindu..... 1 (1%)
	Church of England	61 (32%)	Jewish..... 0 (0%)
	Catholic	31 (16%)	Muslim..... 23 (12%)
	Protestant.....	6 (3%)	Sikh
	Other Christian denomination	3 (2%)	Other
	Buddhist	2 (1%)	4 (2%)
Q1.11	How would you describe your sexual orientation?		
	Heterosexual/ Straight		179 (97%)
	Homosexual/Gay.....		1 (1%)
	Bisexual.....		4 (2%)
Q1.12	Do you consider yourself to have a disability (i.e. do you need help with any long term physical, mental or learning needs)?		
	Yes		50 (27%)
	No.....		137 (73%)
Q1.13	Are you a veteran (ex- armed services)?		
	Yes		10 (5%)
	No.....		178 (95%)
Q1.14	Is this your first time in prison?		
	Yes		81 (43%)
	No.....		107 (57%)
Q1.15	Do you have children under the age of 18?		
	Yes		104 (56%)
	No.....		83 (44%)

Section 2: Courts, transfers and escorts

Q2.1	On your most recent journey here, how long did you spend in the van?		
	Less than 2 hours		144 (77%)
	2 hours or longer		30 (16%)
	Don't remember		12 (6%)
Q2.2	On your most recent journey here, were you offered anything to eat or drink?		
	My journey was less than two hours		144 (78%)
	Yes		25 (14%)
	No.....		10 (5%)
	Don't remember		6 (3%)
Q2.3	On your most recent journey here, were you offered a toilet break?		
	My journey was less than two hours		144 (77%)
	Yes		5 (3%)
	No.....		34 (18%)
	Don't remember		3 (2%)
Q2.4	On your most recent journey here, was the van clean?		
	Yes		108 (58%)
	No.....		61 (33%)
	Don't remember		18 (10%)

Q2.5	On your most recent journey here, did you feel safe?	
	Yes	153 (82%)
	No.....	29 (16%)
	Don't remember	4 (2%)
Q2.6	On your most recent journey here, how were you treated by the escort staff?	
	Very well.....	63 (34%)
	Well.....	77 (41%)
	Neither	35 (19%)
	Badly.....	8 (4%)
	Very badly	1 (1%)
	Don't remember	3 (2%)
Q2.7	Before you arrived, were you given anything or told that you were coming here? (Please tick all that apply to you.)	
	Yes, someone told me	104 (56%)
	Yes, I received written information	4 (2%)
	No, I was not told anything	76 (41%)
	Don't remember	2 (1%)
Q2.8	When you first arrived here did your property arrive at the same time as you?	
	Yes	166 (90%)
	No.....	18 (10%)
	Don't remember	1 (1%)

Section 3: Reception, first night and induction

Q3.1	How long were you in reception?			
	Less than 2 hours	54 (29%)		
	2 hours or longer	125 (67%)		
	Don't remember	8 (4%)		
Q3.2	When you were searched, was this carried out in a respectful way?			
	Yes	155 (84%)		
	No	17 (9%)		
	Don't remember	12 (7%)		
Q3.3	Overall, how were you treated in reception?			
	Very well.....	46 (25%)		
	Well.....	95 (51%)		
	Neither	27 (14%)		
	Badly.....	13 (7%)		
	Very badly	6 (3%)		
	Don't remember	0 (0%)		
Q3.4	Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)			
	Loss of property	30 (16%)	Physical health	25 (14%)
	Housing problems.....	25 (14%)	Mental health	39 (21%)
	Contacting employers	3 (2%)	Needing protection from other prisoner	11 (6%)
	Contacting family	51 (28%)	Getting phone numbers.....	37 (20%)
	Childcare	5 (3%)	Other	12 (6%)
	Money worries.....	27 (15%)	Did not have any problems.....	66 (36%)
	Feeling depressed or suicidal.....	39 (21%)		

Q3.5	Did you receive any help/support from staff in dealing with these problems when you first arrived here?	
	Yes	41 (23%)
	No.....	75 (41%)
	Did not have any problems	66 (36%)
Q3.6	When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)	
	Tobacco.....	146 (78%)
	A shower	28 (15%)
	A free telephone call.....	68 (36%)
	Something to eat.....	102 (55%)
	PIN phone credit.....	96 (51%)
	Toiletries/ basic items	77 (41%)
	Did not receive anything	6 (3%)
Q3.7	When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)	
	Chaplain	91 (49%)
	Someone from health services.....	125 (68%)
	A Listener/Samaritans	41 (22%)
	Prison shop/ canteen	36 (20%)
	Did not have access to any of these.....	34 (18%)
Q3.8	When you first arrived here, were you offered information on the following? (Please tick all that apply to you.)	
	What was going to happen to you	67 (37%)
	What support was available for people feeling depressed or suicidal.....	60 (33%)
	How to make routine requests (applications)	63 (35%)
	Your entitlement to visits.....	53 (29%)
	Health services	82 (46%)
	Chaplaincy	70 (39%)
	Not offered any information.....	58 (32%)
Q3.9	Did you feel safe on your first night here?	
	Yes	143 (78%)
	No.....	34 (19%)
	Don't remember	6 (3%)
Q3.10	How soon after you arrived here did you go on an induction course?	
	Have not been on an induction course.....	25 (14%)
	Within the first week.....	128 (70%)
	More than a week	23 (13%)
	Don't remember.....	7 (4%)
Q3.11	Did the induction course cover everything you needed to know about the prison?	
	Have not been on an induction course	25 (14%)
	Yes	84 (47%)
	No.....	54 (31%)
	Don't remember	14 (8%)
Q3.12	How soon after you arrived here did you receive an education ('skills for life') assessment?	
	Did not receive an assessment.....	51 (28%)
	Within the first week.....	67 (37%)
	More than a week	44 (24%)
	Don't remember	20 (11%)

Section 4: Legal rights and respectful custody

Q4.1	How easy is it to.....					
		<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	<i>Communicate with your solicitor or legal representative?</i>	18 (10%)	47 (26%)	21 (12%)	43 (24%)	18 (10%)
	<i>Attend legal visits?</i>	15 (9%)	47 (29%)	25 (16%)	18 (11%)	8 (5%)
	<i>Get bail information?</i>	3 (2%)	20 (13%)	24 (16%)	16 (10%)	18 (12%)
						72 (47%)
Q4.2	Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?					
	<i>Not had any letters.....</i>					56 (31%)
	<i>Yes.....</i>					58 (32%)
	<i>No.....</i>					67 (37%)
Q4.3	Can you get legal books in the library?					
	<i>Yes.....</i>					69 (38%)
	<i>No.....</i>					15 (8%)
	<i>Don't know.....</i>					99 (54%)
Q4.4	Please answer the following questions about the wing/unit you are currently living on:					
		<i>Yes</i>	<i>No</i>	<i>Don't know</i>		
	<i>Do you normally have enough clean, suitable clothes for the week?</i>	124 (67%)	57 (31%)	4 (2%)		
	<i>Are you normally able to have a shower every day?</i>	144 (78%)	40 (22%)	1 (1%)		
	<i>Do you normally receive clean sheets every week?</i>	123 (67%)	52 (28%)	9 (5%)		
	<i>Do you normally get cell cleaning materials every week?</i>	101 (55%)	78 (43%)	4 (2%)		
	<i>Is your cell call bell normally answered within five minutes?</i>	39 (21%)	129 (70%)	17 (9%)		
	<i>Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?</i>	108 (58%)	76 (41%)	2 (1%)		
	<i>If you need to, can you normally get your stored property?</i>	31 (17%)	92 (51%)	59 (32%)		
Q4.5	What is the food like here?					
	<i>Very good.....</i>					4 (2%)
	<i>Good.....</i>					40 (21%)
	<i>Neither.....</i>					55 (29%)
	<i>Bad.....</i>					46 (25%)
	<i>Very bad.....</i>					42 (22%)
Q4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?					
	<i>Have not bought anything yet/ don't know.....</i>					8 (4%)
	<i>Yes.....</i>					86 (47%)
	<i>No.....</i>					90 (49%)
Q4.7	Can you speak to a Listener at any time, if you want to?					
	<i>Yes.....</i>					89 (48%)
	<i>No.....</i>					17 (9%)
	<i>Don't know.....</i>					79 (43%)
Q4.8	Are your religious beliefs respected?					
	<i>Yes.....</i>					84 (45%)
	<i>No.....</i>					23 (12%)
	<i>Don't know/ N/A.....</i>					78 (42%)

Q4.9 Are you able to speak to a Chaplain of your faith in private if you want to?

Yes	106 (57%)
No.....	7 (4%)
Don't know/ N/A.....	73 (39%)

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

<i>I don't want to attend</i>	56 (30%)
Very easy.....	32 (17%)
Easy	40 (22%)
Neither	9 (5%)
Difficult.....	10 (5%)
Very difficult.....	7 (4%)
Don't know	30 (16%)

Section 5: Applications and complaints

Q5.1 Is it easy to make an application?

Yes	130 (70%)
No	48 (26%)
Don't know	9 (5%)

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

	Not made one	Yes	No
Are applications dealt with fairly?	11 (6%)	72 (41%)	94 (53%)
Are applications dealt with quickly (within seven days)?	11 (6%)	50 (29%)	112 (65%)

Q5.3 Is it easy to make a complaint?

Yes	86 (46%)
No	44 (24%)
Don't know	56 (30%)

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

	Not made one	Yes	No
Are complaints dealt with fairly?	84 (46%)	22 (12%)	78 (42%)
Are complaints dealt with quickly (within seven days)?	84 (47%)	21 (12%)	73 (41%)

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

Yes	40 (23%)
No.....	137 (77%)

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

<i>Don't know who they are</i>	69 (38%)
Very easy.....	9 (5%)
Easy	26 (14%)
Neither	40 (22%)
Difficult.....	24 (13%)
Very difficult.....	13 (7%)

Section 6: Incentive and earned privileges scheme

Q6.1 Have you been treated fairly in your experience of the incentive and earned privileges (IEP) scheme? (This refers to enhanced, standard and basic levels.)

<i>Don't know what the IEP scheme is</i>	21 (12%)
Yes	81 (45%)
No	56 (31%)
<i>Don't know</i>	22 (12%)

Q6.2 Do the different levels of the IEP scheme encourage you to change your behaviour? (This refers to enhanced, standard and basic levels.)

<i>Don't know what the IEP scheme is</i>	21 (12%)
Yes	71 (40%)
No	72 (40%)
<i>Don't know</i>	15 (8%)

Q6.3 In the last six months have any members of staff physically restrained you (C&R)?

Yes	18 (10%)
No	162 (90%)

Q6.4 If you have spent a night in the segregation/care and separation unit in the last six months, how were you treated by staff?

<i>I have not been to segregation in the last 6 months</i>	165 (91%)
Very well	1 (1%)
Well	2 (1%)
Neither	9 (5%)
Badly	2 (1%)
Very badly	3 (2%)

Section 7: Relationships with staff

Q7.1 Do most staff treat you with respect?

Yes	122 (66%)
No	62 (34%)

Q7.2 Is there a member of staff you can turn to for help if you have a problem?

Yes	127 (70%)
No	54 (30%)

Q7.3 Has a member of staff checked on you personally in the last week to see how you are getting on?

Yes	40 (22%)
No	143 (78%)

Q7.4 How often do staff normally speak to you during association?

<i>Do not go on association</i>	8 (4%)
Never	57 (31%)
Rarely	46 (25%)
Some of the time	45 (24%)
Most of the time	22 (12%)
All of the time	7 (4%)

Q7.5	When did you first meet your personal (named) officer?	
	<i>I have not met him/her</i>	92 (51%)
	<i>In the first week</i>	30 (17%)
	<i>More than a week</i>	37 (20%)
	<i>Don't remember</i>	22 (12%)

Q7.6	How helpful is your personal (named) officer?	
	<i>Do not have a personal officer/ I have not met him/ her</i>	92 (52%)
	<i>Very helpful</i>	19 (11%)
	<i>Helpful</i>	24 (14%)
	<i>Neither</i>	17 (10%)
	<i>Not very helpful</i>	11 (6%)
	<i>Not at all helpful</i>	14 (8%)

Section 8: Safety

Q8.1	Have you ever felt unsafe here?	
	<i>Yes</i>	75 (41%)
	<i>No</i>	109 (59%)

Q8.2	Do you feel unsafe now?	
	<i>Yes</i>	34 (19%)
	<i>No</i>	146 (81%)

Q8.3	In which areas have you felt unsafe? (Please tick all that apply to you.)	
	<i>Never felt unsafe</i>	109 (61%)
	<i>Everywhere</i>	16 (9%)
	<i>Segregation unit</i>	5 (3%)
	<i>Association areas</i>	26 (15%)
	<i>Reception area</i>	9 (5%)
	<i>At the gym</i>	6 (3%)
	<i>In an exercise yard</i>	19 (11%)
	<i>At work</i>	16 (9%)
	<i>During movement</i>	21 (12%)
	<i>At education</i>	10 (6%)
	<i>At meal times</i>	11 (6%)
	<i>At health services</i>	20 (11%)
	<i>Visits area</i>	15 (8%)
	<i>In wing showers</i>	22 (12%)
	<i>In gym showers</i>	2 (1%)
	<i>In corridors/stairwells</i>	15 (8%)
	<i>On your landing/wing</i>	34 (19%)
	<i>In your cell</i>	16 (9%)
	<i>At religious services</i>	5 (3%)

Q8.4	Have you been victimised by other prisoners here?	
	<i>Yes</i>	44 (24%)
	<i>No</i>	141 (76%)

Q8.5	If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)	
	<i>Insulting remarks (about you or your family or friends)</i>	18 (10%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	14 (8%)
	<i>Sexual abuse</i>	1 (1%)
	<i>Feeling threatened or intimidated</i>	29 (16%)
	<i>Having your canteen/property taken</i>	11 (6%)
	<i>Medication</i>	4 (2%)
	<i>Debt</i>	10 (5%)
	<i>Drugs</i>	11 (6%)
	<i>Your race or ethnic origin</i>	4 (2%)
	<i>Your religion/religious beliefs</i>	4 (2%)
	<i>Your nationality</i>	4 (2%)
	<i>You are from a different part of the country than others</i>	2 (1%)
	<i>You are from a traveller community</i>	0 (0%)
	<i>Your sexual orientation</i>	3 (2%)
	<i>Your age</i>	1 (1%)
	<i>You have a disability</i>	4 (2%)
	<i>You were new here</i>	5 (3%)
	<i>Your offence/ crime</i>	7 (4%)
	<i>Gang related issues</i>	7 (4%)
Q8.6	Have you been victimised by staff here?	
	Yes	53 (28%)
	No	133 (72%)
Q8.7	If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)	
	<i>Insulting remarks (about you or your family or friends)</i>	21 (11%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	7 (4%)
	<i>Sexual abuse</i>	1 (1%)
	<i>Feeling threatened or intimidated</i>	23 (12%)
	<i>Medication</i>	12 (6%)
	<i>Debt</i>	1 (1%)
	<i>Drugs</i>	2 (1%)
	<i>Your race or ethnic origin</i>	5 (3%)
	<i>Your religion/religious beliefs</i>	6 (3%)
	<i>Your nationality</i>	5 (3%)
	<i>You are from a different part of the country than others</i>	4 (2%)
	<i>You are from a traveller community</i>	0 (0%)
	<i>Your sexual orientation</i>	2 (1%)
	<i>Your age</i>	2 (1%)
	<i>You have a disability</i>	5 (3%)
	<i>You were new here</i>	5 (3%)
	<i>Your offence/ crime</i>	4 (2%)
	<i>Gang related issues</i>	5 (3%)
Q8.8	If you have been victimised by prisoners or staff, did you report it?	
	Not been victimised	114 (66%)
	Yes	23 (13%)
	No	35 (20%)

Section 9: Health services

Q9.1	How easy or difficult is it to see the following people?						
		<i>Don't know</i>	<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	The doctor	18 (10%)	5 (3%)	33 (18%)	23 (13%)	65 (36%)	37 (20%)
	The nurse	28 (16%)	5 (3%)	46 (26%)	31 (18%)	42 (24%)	23 (13%)
	The dentist	26 (15%)	2 (1%)	16 (9%)	14 (8%)	58 (33%)	61 (34%)

Q9.2	What do you think of the quality of the health service from the following people?						
		<i>Not been</i>	<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Bad</i>	<i>Very bad</i>
	The doctor	35 (20%)	16 (9%)	51 (28%)	26 (15%)	31 (17%)	20 (11%)
	The nurse	39 (22%)	18 (10%)	55 (32%)	25 (14%)	19 (11%)	18 (10%)
	The dentist	57 (34%)	11 (7%)	40 (24%)	18 (11%)	21 (12%)	22 (13%)
Q9.3	What do you think of the overall quality of the health services here?						
	<i>Not been</i>						23 (13%)
	<i>Very good</i>						12 (7%)
	<i>Good</i>						53 (30%)
	<i>Neither</i>						31 (18%)
	<i>Bad</i>						29 (17%)
	<i>Very bad</i>						27 (15%)
Q9.4	Are you currently taking medication?						
	Yes						93 (51%)
	No						89 (49%)
Q9.5	If you are taking medication, are you allowed to keep some/ all of it in your own cell?						
	<i>Not taking medication</i>						89 (49%)
	<i>Yes, all my meds</i>						59 (33%)
	<i>Yes, some of my meds</i>						18 (10%)
	<i>No</i>						14 (8%)
Q9.6	Do you have any emotional or mental health problems?						
	Yes						62 (35%)
	No						117 (65%)
Q9.7	Are you being helped/ supported by anyone in this prison (e.g. a psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff)?						
	<i>Do not have any emotional or mental health problems</i>						117 (67%)
	Yes						16 (9%)
	No						42 (24%)

Section 10: Drugs and alcohol

Q10.1	Did you have a problem with drugs when you came into this prison?		
	Yes		54 (30%)
	No		125 (70%)
Q10.2	Did you have a problem with alcohol when you came into this prison?		
	Yes		32 (18%)
	No		147 (82%)
Q10.3	Is it easy or difficult to get illegal drugs in this prison?		
	<i>Very easy</i>		83 (46%)
	<i>Easy</i>		25 (14%)
	<i>Neither</i>		8 (4%)
	<i>Difficult</i>		4 (2%)
	<i>Very difficult</i>		1 (1%)
	<i>Don't know</i>		59 (33%)

Q10.4	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	20 (11%)
	Easy.....	21 (12%)
	Neither.....	20 (11%)
	Difficult.....	11 (6%)
	Very difficult.....	14 (8%)
	Don't know.....	94 (52%)
Q10.5	Have you developed a problem with illegal drugs since you have been in this prison?	
	Yes.....	23 (13%)
	No.....	155 (87%)
Q10.6	Have you developed a problem with diverted medication since you have been in this prison?	
	Yes.....	18 (10%)
	No.....	162 (90%)
Q10.7	Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?	
	Did not / do not have a drug problem.....	114 (67%)
	Yes.....	32 (19%)
	No.....	24 (14%)
Q10.8	Have you received any support or help (for example substance misuse teams) for your alcohol problem, whilst in this prison?	
	Did not / do not have an alcohol problem.....	147 (83%)
	Yes.....	15 (8%)
	No.....	16 (9%)
Q10.9	Was the support or help you received, whilst in this prison, helpful?	
	Did not have a problem/ did not receive help.....	134 (79%)
	Yes.....	25 (15%)
	No.....	10 (6%)

Section II: Activities

Q11.1	How easy or difficult is it to get into the following activities, in this prison?						
		<i>Don't know</i>	<i>Very Easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	Prison job	20 (11%)	19 (10%)	49 (26%)	24 (13%)	42 (23%)	31 (17%)
	Vocational or skills training	39 (23%)	5 (3%)	27 (16%)	27 (16%)	35 (21%)	33 (20%)
	Education (including basic skills)	30 (17%)	17 (10%)	54 (31%)	25 (15%)	22 (13%)	24 (14%)
	Offending behaviour programmes	44 (27%)	8 (5%)	25 (15%)	29 (18%)	24 (15%)	35 (21%)
Q11.2	Are you currently involved in the following? (Please tick all that apply to you.)						
	Not involved in any of these.....					48 (27%)	
	Prison job.....					97 (55%)	
	Vocational or skills training.....					12 (7%)	
	Education (including basic skills).....					37 (21%)	
	Offending behaviour programmes.....					7 (4%)	

Q11.3	If you have been involved in any of the following, while in this prison, do you think they will help you on release?				
		<i>Not been involved</i>	<i>Yes</i>	<i>No</i>	<i>Don't know</i>
	Prison job	42 (25%)	35 (21%)	72 (43%)	17 (10%)
	Vocational or skills training	54 (41%)	28 (21%)	38 (29%)	12 (9%)
	Education (including basic skills)	44 (29%)	44 (29%)	51 (34%)	11 (7%)
	Offending behaviour programmes	56 (42%)	27 (20%)	38 (29%)	12 (9%)
Q11.4	How often do you usually go to the library?				
	<i>Don't want to go</i>				19 (11%)
	<i>Never</i>				49 (28%)
	<i>Less than once a week</i>				44 (25%)
	<i>About once a week</i>				56 (31%)
	<i>More than once a week</i>				10 (6%)
Q11.5	Does the library have a wide enough range of materials to meet your needs?				
	<i>Don't use it</i>				54 (31%)
	<i>Yes</i>				69 (39%)
	<i>No</i>				54 (31%)
Q11.6	How many times do you usually go to the gym each week?				
	<i>Don't want to go</i>				47 (27%)
	<i>0</i>				60 (34%)
	<i>1 to 2</i>				37 (21%)
	<i>3 to 5</i>				33 (19%)
	<i>More than 5</i>				0 (0%)
Q11.7	How many times do you usually go outside for exercise each week?				
	<i>Don't want to go</i>				13 (7%)
	<i>0</i>				13 (7%)
	<i>1 to 2</i>				54 (30%)
	<i>3 to 5</i>				68 (38%)
	<i>More than 5</i>				30 (17%)
Q11.8	How many times do you usually have association each week?				
	<i>Don't want to go</i>				5 (3%)
	<i>0</i>				6 (3%)
	<i>1 to 2</i>				15 (8%)
	<i>3 to 5</i>				62 (34%)
	<i>More than 5</i>				92 (51%)
Q11.9	How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc.)				
	<i>Less than 2 hours</i>				51 (29%)
	<i>2 to less than 4 hours</i>				27 (15%)
	<i>4 to less than 6 hours</i>				31 (17%)
	<i>6 to less than 8 hours</i>				24 (13%)
	<i>8 to less than 10 hours</i>				19 (11%)
	<i>10 hours or more</i>				18 (10%)
	<i>Don't know</i>				8 (4%)

Section 12: Contact with family and friends

Q12.1	Have staff supported you and helped you to maintain contact with your family/friends while in this prison?	
	Yes	41 (23%)
	No	134 (77%)
Q12.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	96 (55%)
	No	80 (45%)
Q12.3	Have you had any problems getting access to the telephones?	
	Yes	64 (36%)
	No	114 (64%)
Q12.4	How easy or difficult is it for your family and friends to get here?	
	<i>I don't get visits</i>	38 (21%)
	<i>Very easy</i>	17 (9%)
	<i>Easy</i>	39 (22%)
	<i>Neither</i>	18 (10%)
	<i>Difficult</i>	32 (18%)
	<i>Very difficult</i>	29 (16%)
	<i>Don't know</i>	6 (3%)

Section 13: Preparation for release

Q13.1	Do you have a named offender manager (home probation officer) in the probation service?	
	<i>Not sentenced</i>	1 (1%)
	Yes	136 (78%)
	No	38 (22%)
Q13.2	What type of contact have you had with your offender manager since being in prison? (Please tick all that apply to you.)	
	<i>Not sentenced/ NA</i>	39 (23%)
	<i>No contact</i>	49 (28%)
	<i>Letter</i>	47 (27%)
	<i>Phone</i>	16 (9%)
	<i>Visit</i>	45 (26%)
Q13.3	Do you have a named offender supervisor in this prison?	
	Yes	120 (69%)
	No	54 (31%)
Q13.4	Do you have a sentence plan?	
	<i>Not sentenced</i>	1 (1%)
	Yes	82 (47%)
	No	92 (53%)
Q13.5	How involved were you in the development of your sentence plan?	
	<i>Do not have a sentence plan/ not sentenced</i>	93 (52%)
	<i>Very involved</i>	16 (9%)
	<i>Involved</i>	27 (15%)
	<i>Neither</i>	10 (6%)
	<i>Not very involved</i>	8 (4%)
	<i>Not at all involved</i>	25 (14%)

Q13.6 Who is working with you to achieve your sentence plan targets? (Please tick all that apply to you.)

<i>Do not have a sentence plan/ not sentenced</i>	93 (53%)
<i>Nobody</i>	48 (27%)
<i>Offender supervisor</i>	26 (15%)
<i>Offender manager</i>	18 (10%)
<i>Named/ personal officer</i>	4 (2%)
<i>Staff from other departments</i>	10 (6%)

Q13.7 Can you achieve any of your sentence plan targets in this prison?

<i>Do not have a sentence plan/ not sentenced</i>	93 (52%)
<i>Yes</i>	41 (23%)
<i>No</i>	20 (11%)
<i>Don't know</i>	25 (14%)

Q13.8 Are there plans for you to achieve any of your sentence plan targets in another prison?

<i>Do not have a sentence plan/ not sentenced</i>	93 (52%)
<i>Yes</i>	13 (7%)
<i>No</i>	38 (21%)
<i>Don't know</i>	34 (19%)

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

<i>Do not have a sentence plan/ not sentenced</i>	93 (52%)
<i>Yes</i>	14 (8%)
<i>No</i>	29 (16%)
<i>Don't know</i>	42 (24%)

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

<i>Yes</i>	5 (3%)
<i>No</i>	76 (43%)
<i>Don't know</i>	94 (54%)

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

<i>Yes</i>	13 (7%)
<i>No</i>	161 (93%)

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

	<i>Do not need help</i>	<i>Yes</i>	<i>No</i>
Employment	40 (25%)	26 (16%)	92 (58%)
Accommodation	42 (26%)	43 (27%)	76 (47%)
Benefits	38 (23%)	36 (22%)	88 (54%)
Finances	39 (26%)	23 (15%)	89 (59%)
Education	42 (28%)	21 (14%)	86 (58%)
Drugs and alcohol	54 (35%)	34 (22%)	65 (42%)

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

<i>Not sentenced</i>	1 (1%)
<i>Yes</i>	75 (42%)
<i>No</i>	101 (57%)

Main comparator and comparator to last time



Prisoner survey responses HMP Risley 2016

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

Key to tables

Key to tables		HMP Risley 2016	Category C training prisons comparator	HMP Risley 2016	HMP Risley 2013
Any percentage highlighted in green is significantly better					
Any percentage highlighted in blue is significantly worse					
Any percentage highlighted in orange shows a significant difference in prisoners' background details					
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		190	6,302	190	197
SECTION 1: General information					
1.2	Are you under 21 years of age?	0%	2%	0%	0%
1.3	Are you sentenced?	100%	100%	100%	99%
1.3	Are you on recall?	11%	9%	11%	8%
1.4	Is your sentence less than 12 months?	9%	6%	9%	7%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	6%	9%	6%	14%
1.5	Are you a foreign national?	16%	9%	16%	15%
1.6	Do you understand spoken English?	97%	99%	97%	96%
1.7	Do you understand written English?	96%	98%	96%	93%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	19%	25%	19%	20%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	1%	4%	1%	3%
1.1	Are you Muslim?	12%	13%	12%	10%
1.11	Are you homosexual/gay or bisexual?	3%	4%	3%	5%
1.12	Do you consider yourself to have a disability?	27%	21%	27%	18%
1.13	Are you a veteran (ex-armed services)?	5%	6%	5%	4%
1.14	Is this your first time in prison?	43%	38%	43%	38%
1.15	Do you have any children under the age of 18?	56%	51%	56%	48%
SECTION 2: Transfers and escorts					
On your most recent journey here:					
2.1	Did you spend more than 2 hours in the van?	16%	46%	16%	29%
For those who spent two or more hours in the escort van:					
2.2	Were you offered anything to eat or drink?	61%	74%	61%	62%
2.3	Were you offered a toilet break?	12%	8%	12%	5%
2.4	Was the van clean?	58%	62%	58%	62%
2.5	Did you feel safe?	82%	79%	82%	85%
2.6	Were you treated well/very well by the escort staff?	75%	73%	75%	72%
2.7	Before you arrived here were you told that you were coming here?	56%	61%	56%	59%
2.7	Before you arrived here did you receive any written information about coming here?	2%	14%	2%	5%
2.8	When you first arrived here did your property arrive at the same time as you?	90%	85%	90%	90%

Main comparator and comparator to last time

Key to tables

		HMP Risley 2016	Category C training prisons comparator	HMP Risley 2016	HMP Risley 2013
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 3: Reception, first night and induction					
3.1	Were you in reception for less than 2 hours?	29%	55%	29%	26%
3.2	When you were searched in reception, was this carried out in a respectful way?	84%	85%	84%	87%
3.3	Were you treated well/very well in reception?	75%	76%	75%	70%
	When you first arrived:				
3.4	Did you have any problems?	64%	61%	64%	55%
3.4	Did you have any problems with loss of property?	16%	18%	16%	15%
3.4	Did you have any housing problems?	14%	12%	14%	9%
3.4	Did you have any problems contacting employers?	2%	2%	2%	2%
3.4	Did you have any problems contacting family?	28%	18%	28%	18%
3.4	Did you have any problems ensuring dependants were being looked after?	3%	2%	3%	1%
3.4	Did you have any money worries?	15%	13%	15%	17%
3.4	Did you have any problems with feeling depressed or suicidal?	21%	14%	21%	13%
3.4	Did you have any physical health problems?	14%	13%	14%	6%
3.4	Did you have any mental health problems?	21%	16%	21%	11%
3.4	Did you have any problems with needing protection from other prisoners?	6%	5%	6%	3%
3.4	Did you have problems accessing phone numbers?	20%	16%	20%	21%
	For those with problems:				
3.5	Did you receive any help/ support from staff in dealing with these problems?	35%	36%	35%	33%
	When you first arrived here, were you offered any of the following:				
3.6	Tobacco?	78%	74%	78%	81%
3.6	A shower?	15%	28%	15%	12%
3.6	A free telephone call?	36%	42%	36%	42%
3.6	Something to eat?	55%	56%	55%	56%
3.6	PIN phone credit?	51%	51%	51%	60%
3.6	Toiletries/ basic items?	41%	47%	41%	33%

Key to tables

Main comparator and comparator to last time

	Any percentage highlighted in green is significantly better	HMP Risley 2016	Category C training prisons comparator	HMP Risley 2016	HMP Risley 2013
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 3: Reception, first night and induction continued					
	When you first arrived here did you have access to the following people:				
3.7	The chaplain or a religious leader?	50%	53%	50%	50%
3.7	Someone from health services?	68%	70%	68%	70%
3.7	A Listener/Samaritans?	22%	34%	22%	28%
3.7	Prison shop/ canteen?	20%	24%	20%	15%
	When you first arrived here were you offered information about any of the following:				
3.8	What was going to happen to you?	37%	50%	37%	43%
3.8	Support was available for people feeling depressed or suicidal?	33%	40%	33%	32%
3.8	How to make routine requests?	35%	44%	35%	46%
3.8	Your entitlement to visits?	29%	40%	29%	40%
3.8	Health services?	46%	52%	46%	47%
3.8	The chaplaincy?	39%	48%	39%	46%
3.9	Did you feel safe on your first night here?	78%	82%	78%	83%
3.10	Have you been on an induction course?	86%	91%	86%	83%
	For those who have been on an induction course:				
3.11	Did the course cover everything you needed to know about the prison?	55%	60%	55%	54%
3.12	Did you receive an education (skills for life) assessment?	72%	84%	72%	72%
SECTION 4: Legal rights and respectful custody					
	In terms of your legal rights, is it easy/very easy to:				
4.1	Communicate with your solicitor or legal representative?	36%	45%	36%	42%
4.1	Attend legal visits?	39%	47%	39%	54%
4.1	Get bail information?	15%	14%	15%	12%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	32%	39%	32%	43%
4.3	Can you get legal books in the library?	38%	42%	38%	45%
	For the wing/unit you are currently on:				
4.4	Are you normally offered enough clean, suitable clothes for the week?	67%	67%	67%	65%
4.4	Are you normally able to have a shower every day?	78%	93%	78%	89%
4.4	Do you normally receive clean sheets every week?	67%	72%	67%	86%
4.4	Do you normally get cell cleaning materials every week?	55%	67%	55%	57%
4.4	Is your cell call bell normally answered within five minutes?	21%	36%	21%	26%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	58%	70%	58%	67%
4.4	Can you normally get your stored property, if you need to?	17%	24%	17%	14%
4.5	Is the food in this prison good/very good?	24%	31%	24%	19%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	47%	48%	47%	51%
4.7	Are you able to speak to a Listener at any time, if you want to?	48%	57%	48%	56%
4.8	Are your religious beliefs are respected?	45%	53%	45%	56%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	57%	59%	57%	54%
4.10	Is it easy/very easy to attend religious services?	39%	50%	39%	39%

Main comparator and comparator to last time

Key to tables

	Any percentage highlighted in green is significantly better	HMP Risley 2016	Category C training prisons comparator	HMP Risley 2016	HMP Risley 2013
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 5: Applications and complaints					
5.1	Is it easy to make an application?	70%	82%	70%	79%
	For those who have made an application:				
5.2	Do you feel applications are dealt with fairly?	43%	58%	43%	50%
5.2	Do you feel applications are dealt with quickly (within seven days)?	31%	40%	31%	27%
5.3	Is it easy to make a complaint?	46%	60%	46%	52%
	For those who have made a complaint:				
5.4	Do you feel complaints are dealt with fairly?	22%	34%	22%	29%
5.4	Do you feel complaints are dealt with quickly (within seven days)?	22%	29%	22%	20%
5.5	Have you ever been prevented from making a complaint when you wanted to?	23%	19%	23%	17%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	19%	30%	19%	22%
SECTION 6: Incentives and earned privileges scheme					
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	45%	49%	45%	56%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	40%	45%	40%	50%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	10%	7%	10%	3%
6.4	In the last six months, if you have spent a night in the segregation/ care and separation unit, were you treated very well/ well by staff?	17%	38%	17%	35%
SECTION 7: Relationships with staff					
7.1	Do most staff, in this prison, treat you with respect?	66%	80%	66%	76%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	70%	74%	70%	75%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	22%	31%	22%	20%
7.4	Do staff normally speak to you most of the time/all of the time during association?	16%	21%	16%	16%
7.5	Do you have a personal officer?	49%	65%	49%	63%
	For those with a personal officer:				
7.6	Do you think your personal officer is helpful/very helpful?	51%	63%	51%	55%

Main comparator and comparator to last time

Key to tables

		HMP Risley 2016	Category C training prisons comparator	HMP Risley 2016	HMP Risley 2013
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 8: Safety					
8.1	Have you ever felt unsafe here?	41%	36%	41%	28%
8.2	Do you feel unsafe now?	19%	15%	19%	12%
8.4	Have you been victimised by other prisoners here?	24%	27%	24%	27%
Since you have been here, have other prisoners:					
8.5	Made insulting remarks about you, your family or friends?	10%	12%	10%	13%
8.5	Hit, kicked or assaulted you?	8%	8%	8%	4%
8.5	Sexually abused you?	1%	1%	1%	2%
8.5	Threatened or intimidated you?	16%	16%	16%	17%
8.5	Taken your canteen/property?	6%	7%	6%	2%
8.5	Victimised you because of medication?	2%	4%	2%	4%
8.5	Victimised you because of debt?	5%	4%	5%	1%
8.5	Victimised you because of drugs?	6%	4%	6%	1%
8.5	Victimised you because of your race or ethnic origin?	2%	4%	2%	3%
8.5	Victimised you because of your religion/religious beliefs?	2%	3%	2%	2%
8.5	Victimised you because of your nationality?	2%	3%	2%	1%
8.5	Victimised you because you were from a different part of the country?	1%	4%	1%	2%
8.5	Victimised you because you are from a Traveller community?	0%	1%	0%	0%
8.5	Victimised you because of your sexual orientation?	2%	2%	2%	1%
8.5	Victimised you because of your age?	1%	3%	1%	3%
8.5	Victimised you because you have a disability?	2%	3%	2%	3%
8.5	Victimised you because you were new here?	3%	5%	3%	1%
8.5	Victimised you because of your offence/crime?	4%	4%	4%	9%
8.5	Victimised you because of gang related issues?	4%	4%	4%	4%

Main comparator and comparator to last time

Key to tables

		HMP Risley 2016	Category C training prisons comparator	HMP Risley 2016	HMP Risley 2013
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 8: Safety continued					
8.6	Have you been victimised by staff here?	29%	29%	29%	33%
	Since you have been here, have staff:				
8.7	Made insulting remarks about you, your family or friends?	11%	11%	11%	14%
8.7	Hit, kicked or assaulted you?	4%	4%	4%	2%
8.7	Sexually abused you?	1%	1%	1%	1%
8.7	Threatened or intimidated you?	12%	12%	12%	14%
8.7	Victimised you because of medication?	7%	3%	7%	3%
8.7	Victimised you because of debt?	1%	2%	1%	1%
8.7	Victimised you because of drugs?	1%	2%	1%	2%
8.7	Victimised you because of your race or ethnic origin?	3%	4%	3%	4%
8.7	Victimised you because of your religion/religious beliefs?	3%	3%	3%	2%
8.7	Victimised you because of your nationality?	3%	3%	3%	2%
8.7	Victimised you because you were from a different part of the country?	2%	3%	2%	2%
8.7	Victimised you because you are from a Traveller community?	0%	1%	0%	0%
8.7	Victimised you because of your sexual orientation?	1%	1%	1%	0%
8.7	Victimised you because of your age?	1%	2%	1%	1%
8.7	Victimised you because you have a disability?	3%	3%	3%	4%
8.7	Victimised you because you were new here?	3%	4%	3%	2%
8.7	Victimised you because of your offence/crime?	2%	4%	2%	7%
8.7	Victimised you because of gang related issues?	3%	2%	3%	3%
	For those who have been victimised by staff or other prisoners:				
8.8	Did you report any victimisation that you have experienced?	40%	40%	40%	40%

Main comparator and comparator to last time

Key to tables

	Any percentage highlighted in green is significantly better	HMP Risley 2016	Category C training prisons comparator	HMP Risley 2016	HMP Risley 2013
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	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 9: Health services					
9.1	Is it easy/very easy to see the doctor?	21%	29%	21%	26%
9.1	Is it easy/very easy to see the nurse?	29%	51%	29%	43%
9.1	Is it easy/very easy to see the dentist?	10%	14%	10%	13%
	For those who have been to the following services, do you think the quality of the health service from the following is good/very good:				
9.2	The doctor?	47%	47%	47%	56%
9.2	The nurse?	54%	56%	54%	55%
9.2	The dentist?	46%	43%	46%	45%
9.3	The overall quality of health services?	43%	42%	43%	43%
9.4	Are you currently taking medication?	51%	49%	51%	54%
	For those currently taking medication:				
9.5	Are you allowed to keep possession of some or all of your medication in your own cell?	85%	83%	85%	88%
9.6	Do you have any emotional well being or mental health problems?	35%	32%	35%	29%
	For those who have problems:				
9.7	Are you being helped or supported by anyone in this prison?	28%	51%	28%	46%
SECTION 10: Drugs and alcohol					
10.1	Did you have a problem with drugs when you came into this prison?	30%	24%	30%	21%
10.2	Did you have a problem with alcohol when you came into this prison?	18%	16%	18%	14%
10.3	Is it easy/very easy to get illegal drugs in this prison?	60%	40%	60%	27%
10.4	Is it easy/very easy to get alcohol in this prison?	23%	24%	23%	21%
10.5	Have you developed a problem with drugs since you have been in this prison?	13%	10%	13%	3%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	10%	7%	10%	5%
	For those with drug or alcohol problems:				
10.7	Have you received any support or help with your drug problem while in this prison?	57%	61%	57%	70%
10.8	Have you received any support or help with your alcohol problem while in this prison?	48%	64%	48%	48%
	For those who have received help or support with their drug or alcohol problem:				
10.9	Was the support helpful?	72%	77%	72%	86%

Main comparator and comparator to last time

Key to tables

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	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 11: Activities					
	Is it very easy/ easy to get into the following activities:				
11.1	A prison job?	37%	48%	37%	31%
11.1	Vocational or skills training?	19%	42%	19%	28%
11.1	Education (including basic skills)?	41%	57%	41%	51%
11.1	Offending behaviour programmes?	20%	23%	20%	16%
	Are you currently involved in any of the following activities:				
11.2	A prison job?	55%	60%	55%	62%
11.2	Vocational or skills training?	7%	16%	7%	11%
11.2	Education (including basic skills)?	21%	22%	21%	29%
11.2	Offending behaviour programmes?	4%	12%	4%	9%
11.3	Have you had a job while in this prison?	75%	83%	75%	84%
	For those who have had a prison job while in this prison:				
11.3	Do you feel the job will help you on release?	28%	44%	28%	44%
11.3	Have you been involved in vocational or skills training while in this prison?	59%	75%	59%	74%
	For those who have had vocational or skills training while in this prison:				
11.3	Do you feel the vocational or skills training will help you on release?	36%	57%	36%	60%
11.3	Have you been involved in education while in this prison?	71%	79%	71%	79%
	For those who have been involved in education while in this prison:				
11.3	Do you feel the education will help you on release?	42%	59%	42%	61%
11.3	Have you been involved in offending behaviour programmes while in this prison?	58%	71%	58%	68%
	For those who have been involved in offending behaviour programmes while in this prison:				
11.3	Do you feel the offending behaviour programme(s) will help you on release?	35%	50%	35%	55%
11.4	Do you go to the library at least once a week?	37%	43%	37%	36%
11.5	Does the library have a wide enough range of materials to meet your needs?	39%	46%	39%	48%
11.6	Do you go to the gym three or more times a week?	19%	34%	19%	32%
11.7	Do you go outside for exercise three or more times a week?	55%	53%	55%	53%
11.8	Do you go on association more than five times each week?	51%	65%	51%	79%
11.9	Do you spend ten or more hours out of your cell on a weekday?	10%	18%	10%	15%
SECTION 12: Friends and family					
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	24%	34%	24%	30%
12.2	Have you had any problems with sending or receiving mail?	55%	42%	55%	52%
12.3	Have you had any problems getting access to the telephones?	36%	20%	36%	38%
12.4	Is it easy/ very easy for your friends and family to get here?	31%	28%	31%	29%

Main comparator and comparator to last time

Key to tables

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	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 13: Preparation for release					
For those who are sentenced:					
13.1	Do you have a named offender manager (home probation officer) in the probation service?	78%	82%	78%	81%
For those who are sentenced what type of contact have you had with your offender manager:					
13.2	No contact?	37%	36%	37%	30%
13.2	Contact by letter?	35%	35%	35%	41%
13.2	Contact by phone?	12%	26%	12%	21%
13.2	Contact by visit?	34%	32%	34%	41%
13.3	Do you have a named offender supervisor in this prison?	69%	75%	69%	80%
For those who are sentenced:					
13.4	Do you have a sentence plan?	47%	64%	47%	73%
For those with a sentence plan:					
13.5	Were you involved/very involved in the development of your plan?	50%	53%	50%	48%
Who is working with you to achieve your sentence plan targets:					
13.6	Nobody?	58%	47%	58%	46%
13.6	Offender supervisor?	31%	37%	31%	41%
13.6	Offender manager?	22%	27%	22%	30%
13.6	Named/ personal officer?	5%	13%	5%	9%
13.6	Staff from other departments?	12%	15%	12%	14%
For those with a sentence plan:					
13.7	Can you achieve any of your sentence plan targets in this prison?	48%	62%	48%	61%
13.8	Are there plans for you to achieve any of your targets in another prison?	15%	19%	15%	19%
13.9	Are there plans for you to achieve any of your targets in the community?	16%	28%	16%	27%
13.10	Do you have a needs based custody plan?	3%	7%	3%	6%
13.11	Do you feel that any member of staff has helped you to prepare for release?	8%	16%	8%	13%
For those that need help do you know of anyone in this prison who can help you on release with the following:					
13.12	Employment?	22%	34%	22%	29%
13.12	Accommodation?	36%	37%	36%	31%
13.12	Benefits?	29%	39%	29%	32%
13.12	Finances?	21%	28%	21%	18%
13.12	Education?	20%	35%	20%	24%
13.12	Drugs and alcohol?	34%	44%	34%	36%
For those who are sentenced:					
13.13	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	43%	55%	43%	56%

Diversity analysis



Key question responses (ethnicity, foreign national and religion) HMP Risley 2016

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

Key to tables

Any percentage highlighted in green is significantly better		Black and minority ethnic prisoners	White prisoners	Foreign national prisoners	British prisoners	Muslim prisoners	Non-Muslim prisoners
Any percentage highlighted in blue is significantly worse							
Any percentage highlighted in orange shows a significant difference in prisoners' background details							
Percentages which are not highlighted show there is no significant difference							
Number of completed questionnaires returned		35	152	30	156	23	165
1.3	Are you sentenced?	100%	100%	97%	100%	100%	99%
1.5	Are you a foreign national?	38%	9%			35%	13%
1.6	Do you understand spoken English?	94%	99%	87%	99%	96%	98%
1.7	Do you understand written English?	92%	98%	80%	99%	91%	96%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)			48%	13%	87%	9%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	1%	4%	1%	0%	1%
1.1	Are you Muslim?	57%	2%	28%	10%		
1.12	Do you consider yourself to have a disability?	18%	29%	22%	28%	23%	27%
1.13	Are you a veteran (ex-armed services)?	3%	6%	10%	5%	0%	6%
1.14	Is this your first time in prison?	63%	38%	72%	37%	65%	40%
2.6	Were you treated well/very well by the escort staff?	63%	79%	53%	78%	61%	77%
2.7	Before you arrived here were you told that you were coming here?	54%	56%	68%	53%	57%	56%
3.2	When you were searched in reception, was this carried out in a respectful way?	68%	89%	70%	87%	69%	86%
3.3	Were you treated well/very well in reception?	63%	79%	71%	76%	65%	77%
3.4	Did you have any problems when you first arrived?	60%	66%	75%	63%	69%	64%
3.7	Did you have access to someone from health care when you first arrived here?	74%	66%	71%	66%	69%	67%
3.9	Did you feel safe on your first night here?	68%	80%	77%	78%	74%	79%
3.10	Have you been on an induction course?	94%	85%	89%	86%	95%	85%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	26%	38%	25%	37%	27%	37%

Diversity analysis

Key to tables

		Black and minority ethnic prisoners	White prisoners	Foreign national prisoners	British prisoners	Muslim prisoners	Non-Muslim prisoners
	Any percentage highlighted in green is significantly better						
	Any percentage highlighted in blue is significantly worse						
	Any percentage highlighted in orange shows a significant difference in prisoners' background details						
	Percentages which are not highlighted show there is no significant difference						
4.4	Are you normally offered enough clean, suitable clothes for the week?	63%	68%	72%	66%	65%	67%
4.4	Are you normally able to have a shower every day?	63%	81%	76%	78%	74%	78%
4.4	Is your cell call bell normally answered within five minutes?	28%	20%	21%	22%	31%	20%
4.5	Is the food in this prison good/very good?	14%	26%	17%	24%	22%	23%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	37%	48%	52%	46%	48%	46%
4.7	Are you able to speak to a Listener at any time, if you want to?	32%	52%	43%	48%	31%	51%
4.8	Do you feel your religious beliefs are respected?	56%	43%	70%	40%	65%	43%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	63%	56%	79%	52%	74%	54%
5.1	Is it easy to make an application?	66%	71%	76%	68%	61%	70%
5.3	Is it easy to make a complaint?	37%	48%	55%	44%	48%	46%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	44%	46%	30%	48%	37%	47%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	32%	42%	33%	40%	37%	40%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	3%	12%	11%	9%	9%	10%
7.1	Do most staff, in this prison, treat you with respect?	62%	67%	52%	69%	59%	67%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	68%	70%	78%	68%	73%	70%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	6%	18%	22%	14%	10%	16%
7.4	Do you have a personal officer?	58%	48%	50%	49%	57%	47%
8.1	Have you ever felt unsafe here?	37%	41%	43%	42%	43%	41%
8.2	Do you feel unsafe now?	15%	19%	22%	19%	19%	19%
8.3	Have you been victimised by other prisoners?	18%	25%	31%	23%	27%	24%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	9%	18%	14%	17%	13%	16%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	6%	1%	4%	2%	5%	2%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	9%	1%	4%	2%	18%	0%
8.5	Have you been victimised because of your nationality? (By prisoners)	9%	1%	10%	1%	9%	1%
8.5	Have you been victimised because you have a disability? (By prisoners)	0%	3%	0%	3%	0%	3%

Diversity analysis

Key to tables

Any percentage highlighted in green is significantly better		Black and minority ethnic prisoners	White prisoners	Foreign national prisoners	British prisoners	Muslim prisoners	Non-Muslim prisoners
Any percentage highlighted in blue is significantly worse							
Any percentage highlighted in orange shows a significant difference in prisoners' background details							
Percentages which are not highlighted show there is no significant difference							
8.6	Have you been victimised by a member of staff?	26%	30%	24%	29%	27%	29%
8.7	Have you ever felt threatened or intimidated by staff here?	12%	13%	4%	14%	13%	12%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	12%	1%	7%	2%	9%	2%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	9%	2%	4%	3%	9%	2%
8.7	Have you been victimised because of your nationality? (By staff)	9%	1%	7%	2%	9%	2%
8.7	Have you been victimised because you have a disability? (By staff)	0%	3%	0%	3%	0%	3%
9.1	Is it easy/very easy to see the doctor?	18%	22%	15%	22%	19%	20%
9.1	Is it easy/ very easy to see the nurse?	26%	30%	25%	29%	30%	29%
9.4	Are you currently taking medication?	44%	53%	37%	54%	55%	51%
9.6	Do you feel you have any emotional well being/mental health issues?	26%	36%	30%	36%	23%	37%
10.3	Is it easy/very easy to get illegal drugs in this prison?	48%	64%	42%	65%	41%	63%
11.2	Are you currently working in the prison?	38%	59%	50%	57%	32%	58%
11.2	Are you currently undertaking vocational or skills training?	10%	6%	7%	7%	11%	6%
11.2	Are you currently in education (including basic skills)?	38%	17%	36%	17%	42%	18%
11.2	Are you currently taking part in an offending behaviour programme?	7%	3%	4%	4%	0%	5%
11.4	Do you go to the library at least once a week?	38%	38%	46%	36%	43%	36%
11.6	Do you go to the gym three or more times a week?	13%	20%	19%	19%	13%	20%
11.7	Do you go outside for exercise three or more times a week?	50%	56%	52%	57%	59%	54%
11.8	On average, do you go on association more than five times each week?	37%	55%	42%	51%	38%	53%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	12%	10%	15%	9%	9%	10%
12.2	Have you had any problems sending or receiving mail?	56%	54%	50%	56%	50%	55%
12.3	Have you had any problems getting access to the telephones?	38%	35%	38%	37%	41%	36%

Diversity Analysis



Key question responses (disability, age over 50) HMP Risley 2016

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

Key to tables

		Consider themselves to have a disability	Do not consider themselves to have a disability		Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in green is significantly better					
	Any percentage highlighted in blue is significantly worse					
	Any percentage highlighted in orange shows a significant difference in prisoners' background details					
	Percentages which are not highlighted show there is no significant difference					
Number of completed questionnaires returned		50	137		28	160
1.3	Are you sentenced?	100%	100%		100%	99%
1.5	Are you a foreign national?	12%	16%		8%	18%
1.6	Do you understand spoken English?	96%	99%		100%	97%
1.7	Do you understand written English?	96%	97%		100%	95%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	12%	21%		14%	20%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	2%		0%	1%
1.1	Are you Muslim?	10%	13%		14%	12%
1.12	Do you consider yourself to have a disability?				47%	23%
1.13	Are you a veteran (ex-armed services)?	10%	4%		10%	5%
1.14	Is this your first time in prison?	35%	45%		53%	42%
2.6	Were you treated well/very well by the escort staff?	81%	74%		86%	73%
2.7	Before you arrived here were you told that you were coming here?	50%	58%		61%	55%
3.2	When you were searched in reception, was this carried out in a respectful way?	81%	86%		86%	84%
3.3	Were you treated well/very well in reception?	77%	76%		93%	72%
3.4	Did you have any problems when you first arrived?	83%	58%		68%	63%
3.7	Did you have access to someone from health care when you first arrived here?	71%	67%		64%	68%
3.9	Did you feel safe on your first night here?	65%	82%		86%	76%
3.10	Have you been on an induction course?	88%	86%		82%	87%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	41%	34%		38%	35%

Diversity Analysis

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to have a disability	Do not consider themselves to have a disability	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
4.4	Are you normally offered enough clean, suitable clothes for the week?	54%	71%	82%	64%
4.4	Are you normally able to have a shower every day?	70%	81%	71%	79%
4.4	Is your cell call bell normally answered within five minutes?	25%	20%	32%	19%
4.5	Is the food in this prison good/very good?	33%	21%	43%	20%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	39%	50%	63%	44%
4.7	Are you able to speak to a Listener at any time, if you want to?	52%	47%	61%	45%
4.8	Do you feel your religious beliefs are respected?	50%	44%	57%	43%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	63%	55%	68%	55%
5.1	Is it easy to make an application?	64%	72%	64%	70%
5.3	Is it easy to make a complaint?	52%	43%	53%	44%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	41%	47%	36%	47%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	40%	40%	37%	40%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	8%	11%	0%	11%
7.1	Do most staff, in this prison, treat you with respect?	67%	66%	82%	64%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	65%	71%	78%	68%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	14%	16%	22%	15%
7.4	Do you have a personal officer?	55%	47%	62%	47%
8.1	Have you ever felt unsafe here?	55%	35%	32%	42%
8.2	Do you feel unsafe now?	31%	14%	11%	20%
8.3	Have you been victimised by other prisoners?	40%	17%	18%	25%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	26%	12%	10%	17%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	2%	2%	0%	3%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	4%	2%	0%	3%
8.5	Have you been victimised because of your nationality? (By prisoners)	0%	3%	0%	3%
8.5	Have you been victimised because of your age? (By prisoners)	0%	1%	4%	0%
8.5	Have you been victimised because you have a disability? (By prisoners)	8%	0%	0%	3%

Diversity Analysis

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to have a disability	Do not consider themselves to have a disability	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
8.6	Have you been victimised by a member of staff?	42%	23%	22%	30%
8.7	Have you ever felt threatened or intimidated by staff here?	20%	10%	7%	13%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	2%	3%	0%	3%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	4%	3%	0%	4%
8.7	Have you been victimised because of your nationality? (By staff)	2%	3%	0%	3%
8.7	Have you been victimised because of your age? (By staff)	4%	0%	7%	0%
8.7	Have you been victimised because you have a disability? (By staff)	10%	0%	4%	3%
9.1	Is it easy/very easy to see the doctor?	23%	21%	26%	20%
9.1	Is it easy/ very easy to see the nurse?	41%	24%	34%	27%
9.4	Are you currently taking medication?	88%	38%	75%	46%
9.6	Do you feel you have any emotional well being/mental health issues?	72%	21%	29%	36%
10.3	Is it easy/very easy to get illegal drugs in this prison?	61%	61%	41%	64%
11.2	Are you currently working in the prison?	49%	58%	53%	56%
11.2	Are you currently undertaking vocational or skills training?	8%	6%	0%	8%
11.2	Are you currently in education (including basic skills)?	13%	23%	25%	20%
11.2	Are you currently taking part in an offending behaviour programme?	6%	3%	0%	5%
11.4	Do you go to the library at least once a week?	28%	41%	43%	37%
11.6	Do you go to the gym three or more times a week?	13%	21%	4%	22%
11.7	Do you go outside for exercise three or more times a week?	47%	59%	46%	57%
11.8	On average, do you go on association more than five times each week?	50%	52%	55%	50%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	10%	10%	11%	10%
12.2	Have you had any problems sending or receiving mail?	51%	56%	44%	57%
12.3	Have you had any problems getting access to the telephones?	41%	34%	32%	37%



Prisoner survey responses (VP Wings) HMP Risley 2016

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

Key to tables

		Vulnerable Prisoner Wings (F and G)	Main Population Wings (A, B, C, D, E and R)
	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		39	149
SECTION 1: General information			
1.2	Are you under 21 years of age?	0%	0%
1.3	Are you sentenced?	100%	99%
1.3	Are you on recall?	15%	9%
1.4	Is your sentence less than 12 months?	8%	8%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	15%	4%
1.5	Are you a foreign national?	10%	18%
1.6	Do you understand spoken English?	97%	97%
1.7	Do you understand written English?	97%	95%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	8%	22%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	1%
1.1	Are you Muslim?	5%	14%
1.11	Are you homosexual/gay or bisexual?	11%	1%
1.12	Do you consider yourself to have a disability?	34%	25%
1.13	Are you a veteran (ex-armed services)?	8%	5%
1.14	Is this your first time in prison?	62%	38%
1.15	Do you have any children under the age of 18?	46%	58%
SECTION 2: Transfers and escorts			
On your most recent journey here:			
2.1	Did you spend more than 2 hours in the van?	15%	17%
2.5	Did you feel safe?	79%	83%
2.6	Were you treated well/very well by the escort staff?	87%	73%
2.7	Before you arrived here were you told that you were coming here?	62%	54%
2.8	When you first arrived here did your property arrive at the same time as you?	95%	88%

Key to tables

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	Any percentage highlighted in blue is significantly worse		
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	Percentages which are not highlighted show there is no significant difference		
SECTION 3: Reception, first night and induction			
3.1	Were you in reception for less than 2 hours?	31%	29%
3.2	When you were searched in reception, was this carried out in a respectful way?	87%	84%
3.3	Were you treated well/very well in reception?	79%	75%
	When you first arrived:		
3.4	Did you have any problems?	62%	65%
3.4	Did you have any problems with loss of property?	18%	16%
3.4	Did you have any housing problems?	8%	15%
3.4	Did you have any problems contacting employers?	3%	1%
3.4	Did you have any problems contacting family?	28%	27%
3.4	Did you have any problems ensuring dependants were being looked after?	5%	2%
3.4	Did you have any money worries?	8%	17%
3.4	Did you have any problems with feeling depressed or suicidal?	34%	18%
3.4	Did you have any physical health problems?	18%	13%
3.4	Did you have any mental health problems?	18%	22%
3.4	Did you have any problems with needing protection from other prisoners?	10%	5%
3.4	Did you have problems accessing phone numbers?	10%	22%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	59%	84%
3.6	A shower?	5%	17%
3.6	A free telephone call?	26%	39%
3.6	Something to eat?	56%	53%
3.6	PIN phone credit?	18%	60%
3.6	Toiletries/ basic items?	56%	37%

Key to tables

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	Percentages which are not highlighted show there is no significant difference		
SECTION 3: Reception, first night and induction continued			
	When you first arrived here did you have access to the following people:		
3.7	The chaplain or a religious leader?	51%	49%
3.7	Someone from health services?	64%	69%
3.7	A Listener/Samaritans?	31%	20%
3.7	Prison shop/ canteen?	13%	22%
	When you first arrived here were you offered information about any of the following:		
3.8	What was going to happen to you?	41%	35%
3.8	Support was available for people feeling depressed or suicidal?	49%	29%
3.8	How to make routine requests?	54%	30%
3.8	Your entitlement to visits?	38%	27%
3.8	Health services?	56%	42%
3.8	The chaplaincy?	49%	35%
3.9	Did you feel safe on your first night here?	82%	77%
3.10	Have you been on an induction course?	81%	87%
3.12	Did you receive an education (skills for life) assessment?	77%	71%
SECTION 4: Legal rights and respectful custody			
	In terms of your legal rights, is it easy/very easy to:		
4.1	Communicate with your solicitor or legal representative?	45%	34%
4.1	Attend legal visits?	52%	36%
4.1	Get bail information?	10%	17%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	26%	33%
4.3	Can you get legal books in the library?	34%	39%
	For the wing/unit you are currently on:		
4.4	Are you normally offered enough clean, suitable clothes for the week?	84%	63%
4.4	Are you normally able to have a shower every day?	82%	76%
4.4	Do you normally receive clean sheets every week?	82%	63%
4.4	Do you normally get cell cleaning materials every week?	53%	56%
4.4	Is your cell call bell normally answered within five minutes?	21%	21%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	51%	60%
4.4	Can you normally get your stored property, if you need to?	22%	15%
4.5	Is the food in this prison good/very good?	34%	21%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	49%	47%
4.7	Are you able to speak to a Listener at any time, if you want to?	67%	44%
4.8	Are your religious beliefs are respected?	54%	44%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	62%	57%
4.10	Is it easy/very easy to attend religious services?	51%	36%

Key to tables

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	Percentages which are not highlighted show there is no significant difference		
SECTION 5: Applications and complaints			
5.1	Is it easy to make an application?	72%	69%
5.3	Is it easy to make a complaint?	51%	45%
5.5	Have you ever been prevented from making a complaint when you wanted to?	14%	25%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	34%	16%
SECTION 6: Incentive and earned privileges scheme			
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	54%	43%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	46%	38%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	3%	11%
SECTION 7: Relationships with staff			
7.1	Do most staff, in this prison, treat you with respect?	77%	64%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	77%	69%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	32%	20%
7.4	Do staff normally speak to you most of the time/all of the time during association?	21%	15%
7.5	Do you have a personal officer?	66%	45%

Key to tables

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	Percentages which are not highlighted show there is no significant difference		
SECTION 8: Safety			
8.1	Have you ever felt unsafe here?	39%	40%
8.2	Do you feel unsafe now?	22%	18%
8.4	Have you been victimised by other prisoners here?	36%	20%
	Since you have been here, have other prisoners:		
8.5	Made insulting remarks about you, your family or friends?	18%	7%
8.5	Hit, kicked or assaulted you?	15%	6%
8.5	Sexually abused you?	3%	0%
8.5	Threatened or intimidated you?	23%	13%
8.5	Taken your canteen/property?	5%	6%
8.5	Victimised you because of medication?	5%	1%
8.5	Victimised you because of debt?	3%	6%
8.5	Victimised you because of drugs?	3%	6%
8.5	Victimised you because of your race or ethnic origin?	0%	3%
8.5	Victimised you because of your religion/religious beliefs?	0%	3%
8.5	Victimised you because of your nationality?	0%	3%
8.5	Victimised you because you were from a different part of the country?	0%	1%
8.5	Victimised you because you are from a traveller community?	0%	0%
8.5	Victimised you because of your sexual orientation?	8%	0%
8.5	Victimised you because of your age?	3%	0%
8.5	Victimised you because you have a disability?	5%	1%
8.5	Victimised you because you were new here?	3%	3%
8.5	Victimised you because of your offence/crime?	10%	2%
8.5	Victimised you because of gang related issues?	3%	4%

Key to tables

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	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 8: Safety continued			
8.6	Have you been victimised by staff here?	26%	28%
	Since you have been here, have staff:		
8.7	Made insulting remarks about you, your family or friends?	10%	11%
8.7	Hit, kicked or assaulted you?	3%	3%
8.7	Sexually abused you?	3%	0%
8.7	Threatened or intimidated you?	15%	11%
8.7	Victimised you because of medication?	5%	6%
8.7	Victimised you because of debt?	3%	0%
8.7	Victimised you because of drugs?	0%	1%
8.7	Victimised you because of your race or ethnic origin?	0%	3%
8.7	Victimised you because of your religion/religious beliefs?	3%	3%
8.7	Victimised you because of your nationality?	0%	3%
8.7	Victimised you because you were from a different part of the country?	3%	2%
8.7	Victimised you because you are from a traveller community?	0%	0%
8.7	Victimised you because of your sexual orientation?	0%	1%
8.7	Victimised you because of your age?	3%	1%
8.7	Victimised you because you have a disability?	5%	1%
8.7	Victimised you because you were new here?	5%	2%
8.7	Victimised you because of your offence/crime?	5%	1%
8.7	Victimised you because of gang related issues?	0%	2%
SECTION 9: Health services			
9.1	Is it easy/very easy to see the doctor?	28%	19%
9.1	Is it easy/very easy to see the nurse?	34%	28%
9.1	Is it easy/very easy to see the dentist?	8%	11%
9.4	Are you currently taking medication?	67%	46%
9.6	Do you have any emotional well being or mental health problems?	41%	32%
SECTION 10: Drugs and alcohol			
10.1	Did you have a problem with drugs when you came into this prison?	16%	34%
10.2	Did you have a problem with alcohol when you came into this prison?	19%	18%
10.3	Is it easy/very easy to get illegal drugs in this prison?	61%	59%
10.4	Is it easy/very easy to get alcohol in this prison?	22%	23%
10.5	Have you developed a problem with drugs since you have been in this prison?	6%	14%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	5%	11%

Key to tables

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	Percentages which are not highlighted show there is no significant difference		
SECTION 11: Activities			
	Is it very easy/ easy to get into the following activities:		
11.1	A prison job?	74%	26%
11.1	Vocational or skills training?	18%	20%
11.1	Education (including basic skills)?	33%	44%
11.1	Offending Behaviour Programmes?	15%	22%
	Are you currently involved in any of the following activities:		
11.2	A prison job?	82%	48%
11.2	Vocational or skills training?	3%	8%
11.2	Education (including basic skills)?	8%	25%
11.2	Offending Behaviour Programmes?	0%	5%
11.4	Do you go to the library at least once a week?	46%	35%
11.5	Does the library have a wide enough range of materials to meet your needs?	34%	41%
11.6	Do you go to the gym three or more times a week?	18%	19%
11.7	Do you go outside for exercise three or more times a week?	50%	56%
11.8	Do you go on association more than five times each week?	68%	48%
11.9	Do you spend ten or more hours out of your cell on a weekday?	14%	9%
SECTION 12: Friends and family			
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	33%	21%
12.2	Have you had any problems with sending or receiving mail?	47%	57%
12.3	Have you had any problems getting access to the telephones?	30%	38%
12.4	Is it easy/ very easy for your friends and family to get here?	29%	32%
SECTION 13: Preparation for release			
13.3	Do you have a named offender supervisor in this prison?	90%	64%
13.10	Do you have a needs based custody plan?	5%	2%
13.11	Do you feel that any member of staff has helped you to prepare for release?	13%	6%