

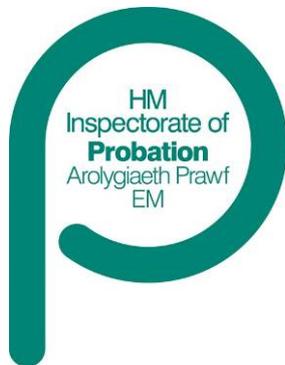
Report on an announced inspection of

HMP Hewell

by HM Chief Inspector of Prisons

22 August – 9 September 2016

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



Crown copyright 2017

You may re-use this information (excluding logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence/> or email: psi@nationalarchives.gsi.gov.uk

Where we have identified any third party copyright material you will need to obtain permission from the copyright holders concerned.

Any enquiries regarding this publication should be sent to us at the address below or: hmiprisons.enquiries@hmiprisons.gsi.gov.uk

This publication is available for download at: <http://www.justiceinspectorates.gov.uk/hmiprisons/>

Printed and published by:
Her Majesty's Inspectorate of Prisons
Victory House
6th floor
30–34 Kingsway
London
WC2B 6EX
England

Contents

Introduction	5
Fact page	7
About this inspection and report	9
Summary	11
Section 1. Safety	19
Section 2. Respect	27
Section 3. Purposeful activity	39
Section 4. Resettlement	47
Section 5. Summary of recommendations and good practice	55
Section 6. Appendices	61
Appendix I: Inspection team	61
Appendix II: Progress on recommendations from the last report	63
Appendix III: Care Quality Commission Requirement Notice	71
Appendix IV: Photographs	73
Appendix V: Prison population profile	77
Appendix VI: Summary of prisoner questionnaires and interviews	83

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 Hewell is a complex institution located in rural Worcestershire. Much of the prison is a relatively modern local facility holding 1074 adult male prisoners and serving courts in the West Midlands. Linked to the main prison, and about half a mile away, is an old grade II listed country house, The Grange, which operates as an open prison holding 200 prisoners.

The differences in the purpose and role of both sites caused us to assess each facility separately. On the open site we found a successful prison that, whilst needing some renovation and decoration, was safe, respectful and ensuring reasonably good regime and resettlement opportunities. Use of release on temporary license (ROTL) had improved and was being used effectively to support the open site's resettlement work. Overall, the outcomes we found there were reasonably good or good.

As we reported when we last inspected the closed site, Hewell remained a prison with many challenges and areas of serious concern. However, we also found some notable improvements and it was striking how very good and poor outcomes existed side by side. Our main concerns at the closed site were regarding issues of safety and respect, and we have highlighted a number of main recommendations relating to these. The first of our main recommendations prioritises the need for better first night arrangements. Prisoners are particularly vulnerable on arrival and yet at the closed site first night procedures were chaotic, staff were overwhelmed and prisoners felt unsafe. Similarly, we have highlighted the need to address the level of violence, which was far too high. The prison had already begun good work – some of it innovative – to help reduce violence, but much of it was new and not yet embedded or applied consistently.

Levels of self-harm had increased and four prisoners had taken their own lives since we last inspected. The case management of those at risk required improvement and the prison had not applied itself with sufficient determination to implementing the recommendations made by the Prisons and Probation Ombudsman (PPO) following investigations into these deaths. In contrast, those we spoke to who were at risk felt well supported by wing staff.

A further key concern related to basic standards around the prison. The segregation unit was in a terrible state; many cells around the prison were overcrowded or in a similarly poor condition and the inpatient facility in health care was very poor. We have made main recommendations in respect of all these areas. The situation would have been worse if it had not been for reasonably good if somewhat diffident staff-prisoner relationships; notwithstanding their friendly approach, staff needed to be more robust in challenging poor behaviour. There had been some recent initiatives to improve the promotion of equality but work remained tentative.

We found too many prisoners locked in cell on the closed site during the working day, but most had access to some learning and work opportunities and there were enough to occupy all for at least part of the day. Learning and skills management was good and teaching much improved. We found prisoners motivated to learn, with generally good attendance and punctuality. Success rates were good and our colleagues from Ofsted assessed provision as good overall.

Similarly we found resettlement services at both the open and closed sites to be reasonably good. Some aspects of offender management were very good and there was some impressive joint working with the community rehabilitation company (CRC). There was some very effective and innovative work across the various resettlement pathways, including support for families, accommodation and offending behaviour.

At the time of the inspection, the deputy governor was in temporary charge and the prison was awaiting the arrival of a new governor. But this uncertainty had not led to lack of leadership; indeed, we found the management team to be focused, innovative and committed to tackling the prison's

problems. We found improvement in many areas and examples of good practice. Nevertheless, very big challenges – operationally, managerially and in terms of resources – were still to be addressed and outcomes for too many prisoners on the closed site were very poor.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

November 2016

Fact page

Task of the establishment

Category B local male prison and category D open male prison

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

Public

Region/Department

West Midlands

Number held

1,074 closed site, 204 open site

Certified normal accommodation

1,003

Operational capacity

1,278

Date of last full inspection

July 2014

Brief history

HMP Hewell was opened on 25 June 2008. It consists of a closed category B male site and an open category D male site. House blocks 1 to 6 hold remand (including potential category A prisoners), sentenced and vulnerable prisoners. The Grange resettlement unit, a grade II* listed manor house built in 1894, is the category D open site.

Short description of residential units

Closed site

The six house blocks have single and double cells, all with in-cell sanitation.

House blocks 1, 2A spur and 3	predominantly convicted prisoners; resettlement focus
House block 4	prisoners with drug or alcohol issues
House block 5, 2B spur	vulnerable prisoners
House block 2A spur	restorative justice spur
House block 6	induction/first night unit

The Grange resettlement unit

A large three-storey house with dormitory accommodation of varying sizes for standard and enhanced category D male prisoners. There is also a hostel in an annex and a small community hostel in the grounds (Harwood House) for selected applicants.

Name of governor

Acting governor Jane Bailey

Escort contractor

GEOAmey

Health service provider

Care UK

Learning and skills providers

Milton Keynes College

Independent Monitoring Board chair

David Aylin

Community rehabilitation company (CRC)

Staffordshire and West Midlands CRC

Warwickshire and West Mercia CRC

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 and induction were reasonable but the first night unit remained chaotic. There was more violence than at other local prisons. The number of self-harm incidents was high and ACCT² processes were still underdeveloped. Security was well managed and generally proportionate, but the availability of drugs remained very high. The segregation environment lacked decency and some prisoners had been held in unsafe and unhygienic conditions. Too much use of force paperwork was incomplete, providing little assurance of proportionality. Substance use services had deteriorated. There were no significant safety concerns on the open site. **Outcomes for prisoners were poor for the closed site and good for the open site against this healthy prison test.***
- S2 *At the last inspection in 2014 we found that outcomes for prisoners at Hewell were poor for the closed and reasonably good for the open site against this healthy prison test. We made 24 recommendations in the area of safety. At this follow-up inspection we found that eight of the recommendations had been achieved, five had been partially achieved and 11 had not been achieved.*
- S3 Prisoners were generally positive about escort journeys. The reception area had been decorated but holding cells were still bare and provided little information. The routine strip-searching of all prisoners placed on the closed site was disproportionate. Reception and first night assessment interviews were carried out appropriately but not always with sufficient privacy. The first night unit remained chaotic and undermanaged. Staff sometimes appeared overwhelmed and, as a consequence, prisoners did not receive enough supervision or support on the unit. First night cells were dirty and unprepared. In our survey, fewer prisoners than at other local prisons and the last inspection said they felt safe on their first night. Induction on the main site was adequate and had improved since the last inspection. The induction process for those going to the open site had improved but was in need of further development in consultation with prisoners.
- S4 In our survey, fewer prisoners on the closed site than at the previous inspection said they had been victimised by prisoners or staff; however, almost a quarter said they currently felt unsafe and the number of violent incidents was high, more than at other local prisons. The strategic management of violence reduction had improved but processes to manage violence had not been fully embedded. For example, not all violent incidents were investigated and, while an innovative restorative justice approach was used to resolve and prevent conflict, it was only used in a minority of cases. A 'complex needs' meeting was a positive initiative that helped staff to focus on important safety issues for individual prisoners; however, its remit was too broad to be fully effective. In the previous six months, there had not been any violent incidents on the open site. Prisoners told us they felt safe there but survey results on safety were mixed and required more investigation by managers.
- S5 There had been four self-inflicted deaths since the previous inspection and the number of prisoners harming themselves had increased. ACCT processes were not sufficiently robust, some ACCTs were closed too early and many related Prison and Probation Ombudsman recommendations had not been achieved. Listener³ suites were in poor condition and access

² Assessment, care in custody and teamwork case management of prisoners at risk of suicide and self-harm.

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

to Listeners was variable. However, prisoners at risk of self-harm said they received good support from wing staff and the reviews we attended were conducted well. No ACCTs or self-harm incidents had been reported in the previous six months on the open site.

- S6 There was a safeguarding policy and a number of referrals had been made to the local authority.
- S7 Security led meetings were given a high priority and attendance was good. There were strong links between the security committee and other important areas, and joint strategic planning was developing well. The management of intelligence had improved and procedural security was generally proportionate, although we saw insufficient control and supervision of prisoners on some residential units. Drug supply reduction efforts were developing, but 60% of prisoners on the closed site said it was easy to obtain illegal drugs; mandatory drug testing rates had exceeded the target for the previous six months. On the open site, security procedures were proportionate and risk management systems effective.
- S8 Living conditions in the segregation unit were very poor. Communal areas were dirty and some cells were in an appalling condition. One occupied cell was unfit for use, with exposed live wires and a broken leaking toilet. About half the cells were out of use and it was taking too long to effect basic repairs. The regime for longer stay prisoners was poor. Although staff were friendly, planning to manage and support the significant number of prisoners with complex needs was inadequate.
- S9 The number of adjudications had increased but charges appeared appropriate and hearings were conducted fairly. Prisoners were more positive about the fairness of the incentives and earned privileges scheme than at the last inspection.
- S10 Recorded levels of force were similar to other local prisons and the last inspection. Governance was improving but there were still significant gaps. Important paperwork was often incomplete and some was missing altogether. We also found evidence of under-reporting. While many accounts from officers gave assurance that force was proportionate and used as a last resort, some were not sufficiently detailed.
- S11 Fewer prisoners with drug and alcohol problems than at the last inspection reported helpful support, and they no longer had access to group work. Many prisoners arriving with treatment needs were not placed on the detoxification unit, increasing some risks, especially for alcohol detoxification patients. Methadone and general medications queues were inadequately managed; 16% said they had developed a problem with diverted medications in the prison against the comparator of 8%.

Respect

S12 *Cleanliness was not good enough on the closed site but reasonable on the open site. Many cells on the closed site had graffiti and both sites needed refurbishment and redecoration. Most staff were polite but did not always challenge prisoners when necessary. Despite recent improvements, equality work remained under-resourced and was generally weak. Faith provision was good. Many prisoners were negative about the food on the closed site but more positive on the open site. Complaints procedures were improving and generally good. There were significant weaknesses in health provision and the environment was very poor. **Outcomes for prisoners were not sufficiently good for the closed site and reasonably good for the open site against this healthy prison test.***

S13 *At the last inspection in 2014, we found that outcomes for prisoners in Hewell were not sufficiently good for the closed site and reasonably good for the open site against this healthy prison test. We made 35 recommendations in the area of respect.⁴ At this follow-up inspection we found that 10 of the recommendations had been achieved, four had been partially achieved and 21 had not been achieved.*

S14 The cleanliness of the open site had improved, but was variable at best on the closed site. Many cells on the closed site remained in very poor condition, with large amounts of graffiti, missing windows, insufficient and broken furniture and utensils. Ventilation in the induction unit was poor, causing high levels of humidity. Damaged cells remained out of action for too long. There were often long delays in answering cell bells. The open site remained in need of significant refurbishment and redecoration and some toilets and washrooms were in poor condition. Access to clean clothes and bedding was good, but both staff and prisoners reported regular difficulties in acquiring enough cleaning equipment. Too many cells designed for one were being used by two prisoners. Applications were now managed reasonably well and prisoner information desk workers were improving communication between prisoners and staff.

S15 In our survey, most prisoners said that staff treated them respectfully and results had improved significantly at the open site. We observed mostly friendly and supportive interactions, but saw a lack of challenge of poor behaviour and verbal abuse on the closed site. Consultation was reasonably good.

S16 Despite recent efforts to improve provision for diverse groups, the strategic management of equality had been neglected and the work was under-resourced. Equality monitoring tool data were analysed reasonably well and some efforts had been made to investigate adverse findings, but subsequent remedial action had been slow. Consultation with prisoners in protected groups was poor, although steps were being taken to remedy this. There had been some improvement in response times for discrimination incident report forms, investigations were generally thorough and outcomes appropriate. There was no proactive wing care planning for prisoners with disabilities and there was evidence of significant unmet needs. There were not enough dedicated activities for older prisoners. Provision for foreign nationals was weak and younger prisoners did not receive enough support to adjust to the adult environment. Case conference notes for transgender prisoners demonstrated good multidisciplinary support for this group.

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.

- S17 Faith provision was generally good. A full chaplaincy team was in place and we saw evidence of some very impressive chaplaincy work. The team was very well integrated into the work of the prison and pastoral care was strong. Facilities for corporate worship for most prisoners were good, but provision for Friday prayers was less so. The ablutions area in the main site was dirty and dilapidated.
- S18 Prisoners had very little confidence in the complaints system. Many replies had been very late, but response times had improved in recent months. The management of confidential access complaints had improved considerably since our previous inspection. Complaint responses were generally fair, although some were not investigated well enough and some replies were brusque.
- S19 The range of catering provision had improved, but prisoners on the closed site remained negative about it. Those on the open site were generally content with the food. Too much kitchen equipment was out of order on the closed site and the dining room on the open site was grubby and lacked proper seating. Prisoners' shop purchases were now delivered to cells, avoiding the problems with theft identified at our last inspection. Access to the canteen for newly arrived prisoners had also improved.
- S20 Prisoners in our survey were extremely negative about access to and the quality of health care. We found a number of significant shortcomings in provision despite some recent improvements. Parts of the health care unit were filthy and poorly ventilated. One of the waiting areas was in an unacceptable condition and had prominent racist and violent graffiti, and what appeared to be blood on the walls. It was redecorated during the inspection. Prisoners had access to an appropriate range of primary care services, although waiting times to see a GP were too long. The environment in the inpatient unit was very poor, the regime was limited and there was little therapeutic activity. Medicine management processes were weak despite efforts to address the problem. Too many prisoners regularly experienced delays in receiving their repeat prescriptions, resulting in unacceptable gaps in treatment, sometimes for serious conditions. Emergency equipment was inadequately prepared, creating substantial risks. Dental provision was of a good standard and waiting times had improved. The integrated mental health team provided a basic service and offered a limited range of therapeutic interventions. The Care Quality Commission (CQC) found there were breaches of the relevant regulations and has issued a requirement notice. (See Appendix III.)

Purposeful activity

- S21 *Too many prisoners on the closed site were locked behind their doors during the core day. Management of learning and skills had improved significantly. The quality of teaching and learning was good. The library and PE department provided generally good services. **Outcomes for prisoners were reasonably good on both sites against this healthy prison test.***
- S22 *At the last inspection in 2014, we found that outcomes for prisoners in Hewell were not sufficiently good in the closed site and reasonably good in the open site against this healthy prison test. We made 10 recommendations in the area of purposeful activity. At this follow-up inspection we found that six of the recommendations had been achieved, two had been partially achieved and two had not been achieved.*
- S23 The regime ran largely to time on the closed site. Over the course of a number of roll checks, we found 46% of prisoners locked in their cells during the working day, but nearly all eligible prisoners were involved in structured activity each day. Fully employed workers were unlocked for around nine and a half hours but many prisoners were unlocked for as

little as four hours. Exercise on the bare and often dirty yards was too short at only 30 minutes, and not available during the working week for those fully employed.

- S24 Learning and skills performance management was good, and teaching, learning and assessment on both sites had improved. Partnership working between the prison, the education provider and employers providing training and employment was good. Quality improvement was good and allocation to activities was effective. The pay policy did not incentivise education and training over work.
- S25 There were sufficient activity places to occupy all prisoners for at least part of the day. There was a wide range of courses but few qualifications were available to those undertaking double glazing and cycle maintenance. Progression opportunities for level 2 vocational qualifications at the closed site were limited but good at the open site, where temporary release was used appropriately to allow prisoners to attend college courses. At the open site, useful partnerships had been developed with training companies, leading to positive employment outcomes. Vulnerable prisoners had access to limited vocational training courses and to only one work area, where they did repetitive and unchallenging work.
- S26 Teaching and learning for education and vocational training courses was good across both sites. Specialist outreach support for English and mathematics was provided in work and training areas. Well qualified, enthusiastic and experienced staff motivated learners to make good progress and very effective use was made of peer mentors. Individual learning plans were not used effectively in most vocational training workshops and progress reviews failed to focus sufficiently on the development of employment skills.
- S27 Prisoners were well behaved and motivated to learn, developing some very good work skills. However, activities undertaken in the closed prison workshops were not always demanding enough to prepare prisoners for employment on release. Progress was being tracked and recorded well. Attendance and punctuality were good for education courses but less so in double glazing and recycling.
- S28 There were good success rates on education and vocational training courses. Reasonably good use was made of an employment passport to assess and accredit work skills. Outcomes for English and mathematics were low but improving. There was low achievement of industrial cleaning qualifications.
- S29 The library provided a good range of well used services, although there was not enough analysis of data to target non-users. The gym was accessible, well used and offered a good range of vocational courses with suitable qualifications.

Resettlement

S30 *Strategic management of resettlement had improved and there was very good joint working between the community rehabilitation companies (CRCs) and prison. Some aspects of offender management were very good. However, cross-deployment of offender supervisors was a serious problem affecting the quality of work with many prisoners. Public protection work was sound. Reintegration assessment, planning and support were generally good. There were a number of creative and promising initiatives to support rehabilitation, but many had yet to become embedded. The use of restorative justice approaches was especially promising. Excellent work was done to support family contact. **Outcomes for prisoners were reasonably good on both sites against this healthy prison test.***

S31 *At the last inspection in 2014, we found that outcomes for prisoners in Hewell were not sufficiently good in the closed site and reasonably good in the open site against this healthy prison test. We made seven recommendations in the area of resettlement. At this follow-up inspection we found that three of the recommendations had been achieved, two had been partially achieved and two had not been achieved.*

S32 There was very close communication and joint working between the departments and teams engaged in resettlement work, helping to ensure a coherent prisoner experience. There were comprehensive policy documents, and a needs analysis had recently been conducted. Prisoners were involved in many aspects of resettlement work in partnership with staff and with direct oversight and support from managers.

S33 Offender management processes had improved since the previous inspection and there were some examples of excellent work, with good quality offender assessment system (OASys) and sentence planning being used to good effect. However, OASys quality was not uniformly good, and management processes to govern performance and to quality assure offender supervisors' work were not robust. Redeployment of uniformed offender supervisors on both sites meant that they did not have sufficient time to deliver consistent quality of assessment or frequency of contact. At the open site, OASys assessments and sentence plans were reviewed for all prisoners within a few weeks of arrival. There was no multidisciplinary case review for prisoners at the open site until the first formal risk review after three months. At the closed site, the team worked hard to ensure that relatively few OASys assessments were late (15 during the inspection).

S34 Public protection procedures were generally robust. MAPPAs (multi-agency public protection arrangements) procedures had improved, and the quality of MAPPAs reports was sufficient to good. Categorisation processes were also sound. However, the options for progressive transfers to suitable training prisons were limited, especially for category B offenders, including sex offenders. Population pressures meant that it was often not possible to move those approaching release to their home area. At the open site, appropriate discretion was exercised in deciding whether to return those found in breach of trust to closed conditions, and relatively few had been returned.

S35 There was limited provision for those serving indeterminate sentences. A support group was being formed and responsibility for supervising this group was being appropriately transferred to probation staff.

S36 Coordinated working between prison and CRC staff was supporting good early assessment of resettlement needs on arrival. The parallel activity of two CRCs covering different areas was working well. The quarterly resettlement fairs continued to grow and had an important role. Pre-release work by the CRCs was reasonable and developing well. Management of

release on temporary licence processes on the open site was a strength and produced good results. A quarter of those on the open site worked out of the prison each day. Risk assessments for temporary release were very thorough and multidisciplinary.

- S37 Well-trained resettlement peer supporters facilitated referrals to the accommodation service and specialist housing workers handled more complex cases. Overall, releases to settled accommodation appeared to be quite high. There was reasonable support for those in need of finance advice. Lower complexity cases were dealt with by peer supporters and more complex and urgent cases by Citizens' Advice staff working alongside the CRCs. There was very effective partnership working with employers, providing good employment and training opportunities. Not enough education, training and employment outcome data were collected and collated to enable proper evaluation of prisoner interventions.
- S38 Discharge planning arrangements were generally appropriate for those with health needs, but pre-release planning for prisoners with complex mental health problems was limited. The integrated substance misuse service had good links with the CRCs to arrange recovery support after release and supported accommodation where necessary.
- S39 Support for family relationships had further improved since the previous inspection. A dedicated team provided a wide range of innovative interventions to help prisoners maintain and re-establish contact with their children and families. The visitors' centre was welcoming and supportive. The visits area at the closed site had improved and was a reasonable environment. There were some delays in starting visits and telephone bookings took too long to complete. Visits on the open site were held in a very relaxed and welcoming atmosphere.
- S40 Accredited programmes had been discontinued since the previous inspection, but a variety of interventions were being delivered as a result of a strong entrepreneurial approach by prison and CRC staff. Some one-to-one work was done on both sites. The restorative justice unit had developed into a spur where restorative and community principles were very constructively applied. The well-being course run by the chaplaincy at the open site was very promising. The enhanced behaviour management and CF03⁵ programmes were giving valuable support to a few of the most hard-to-engage men. An officer and a prisoner working together provided good support for veterans.

⁵ A European-funded national project to work with prisoners who are the hardest to engage.

Main concerns and recommendations

S41 Concern: The chaotic first night unit did not provide a safe and supportive environment for new arrivals. It held a range of prisoners with complex needs and staff were unable to provide them with sufficient support or supervision. Many first night cells were dirty and unprepared.

Recommendation: The first night unit should provide a clean, safe and adequately prepared environment for newly arrived prisoners.

S42 Concern: Almost a quarter of those on the closed site said they felt unsafe. The number of violent incidents, some of them serious, was high and had increased since the last inspection. Processes to manage violence were not fully embedded. Not all violent incidents were investigated and innovative restorative justice approaches to resolve and prevent conflict were underused.

Recommendation: Managers should take a rigorous approach to identifying, investigating and dealing with violence, including through better use of restorative justice.

S43 Concern: Living conditions in the segregation unit were very poor. Communal areas were dirty and many cells were in an appalling state. Some cells were filthy and conditions in at least one were unsafe. About half the cells were out of use and it was taking too long to effect repairs. Planning to manage and support the significant number of prisoners with complex needs was inadequate.

Recommendation: Senior managers should ensure that the segregation unit provides a clean, decent and safe environment, with individual care planning in place for longer-stay prisoners and those with complex needs.

S44 Concern: Many cells on the closed site remained in very poor condition, with large amounts of graffiti, missing windows, insufficient and broken furniture and utensils, and poor ventilation in the induction unit. The open site remained in need of significant refurbishment and redecoration.

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

S45 Concern: The inpatient unit was in a poor state of repair, dirty, and not sufficiently therapeutic, with a very restricted regime. The health care centre was in parts filthy, with some offensive graffiti and poor ventilation.

Recommendation: All areas in health care, including the inpatient unit, should be fit for purpose, in good condition and should meet NHS standards for cleanliness. The inpatient unit should provide sufficient therapeutic activity.

S46 Concern: Medicine management processes were weak and too many prisoners regularly experienced delays in receiving their repeat prescriptions, resulting in unacceptable gaps in treatment, sometimes for serious conditions.

Recommendation: The management of medicines should be robust and ensure that prisoners receive their medication at appropriate times and that there are no gaps in continuity of treatment.

Section 1. Safety

Courts, escorts and transfers

Expected outcomes:

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

- I.1 In our survey, most prisoners said they felt safe and were treated respectfully during the journey to the prison. Vans that we inspected were clean and relationships between escort staff and prisoners were polite and relaxed. Journeys were relatively short for most prisoners, but there were not enough toilet breaks for those who travelled long distances.
- I.2 Some prisoners, particularly at the open site, reported problems with the loss of property on arrival. There was no systematic approach to tracing property left at other prisons. Prisoners relied on the goodwill of individual staff to ask sending establishments about lost property.

Recommendation

- I.3 **A formal process should be introduced to trace property lost during transfer.**

Early days in custody

Expected outcomes:

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

- I.4 The reception area was clean and had been decorated since the last inspection. However, holding rooms were bare, with uncomfortable seating and offensive graffiti etched into the windows. Limited information about the first night and induction was available to prisoners in reception and we could find no information in foreign languages.
- I.5 All prisoners placed in the closed site were routinely strip-searched on arrival, including those transferred from other prisons, which was inappropriate. Category D prisoners due to move to the open site were processed through the main reception area and there was evidence that some staff were still strip-searching them, although this was no longer a routine occurrence.
- I.6 Most reception and first night interviews included a wide range of questions to identify prisoners who might be at risk during their early days in custody. However, not all interviews were carried out with sufficient privacy; we saw two prisoners interviewed in rooms with open doors. Listeners⁶ and Insiders⁷ based in reception provided good support and reassurance to new arrivals.

⁶ Prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners.

⁷ Prisoners who introduce new arrivals to prison life.

- 1.7** There was a dedicated first night unit, but new prisoners could be accommodated on any house block depending on the available space. The first night unit held a range of prisoners with complex needs, including new arrivals, prisoners on ACCTs⁸ and prisoners waiting to move to other house blocks. This presented significant challenges for staff who appeared at times to be overwhelmed and were unable to provide sufficient support. Many first night cells were dirty and did not contain basic items such as pillows and kettles. In our survey, fewer prisoners than the comparator and the last inspection said they felt safe on their first night (see main recommendation S41).
- 1.8** The induction process on the closed site had been embedded since the last inspection. The first night and induction booklet completed by trained first night officers included a range of risk questions with a focus on prisoners who were in custody for the first time. Induction took place over three days and was delivered jointly by peer workers and staff. New arrivals said they valued the formal input from other prisoners. The induction process for prisoners on the open site had improved since the last inspection and now included a reception meeting with staff followed by a peer led induction. However, in our survey, fewer than half the prisoners on the open site said that it covered everything they needed to know. Prisoners transferring from closed to open conditions expressed particular concerns about the challenges they might face and the need for more staff support during this transition.

Recommendations

- 1.9 Prisoners should not be routinely strip-searched on arrival.**
- 1.10 Managers should ensure that the induction programme on the open site meets prisoners' needs effectively.**

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.

- 1.11** In our survey, fewer prisoners than at the last inspection said they had been victimised by staff or other prisoners. However, almost a quarter of those on the closed site said they currently felt unsafe and the number of violent incidents was high. During the previous six months, there had been 49 fights, 47 assaults on staff and 159 assaults on prisoners, some of them serious enough to result in hospitalisation. All these indicators were higher than at our last inspection and higher than at other local prisons (see main recommendation S42).
- 1.12** An adequate safer custody team was in place, although the manager had limited time to spend on the work. The violence management strategy document was good. The security department and the safer custody team held joint monthly meetings covering security and violence reduction.
- 1.13** The work of the safer custody team had improved since our last inspection but not all their procedures had been fully embedded. Recording of violent incidents now appeared accurate. Investigations into serious incidents were reasonably thorough, although some incidents

⁸ Assessment, care in custody and teamwork case management of prisoners at risk of suicide or self-harm.

were not investigated. Many violent incidents were referred to the police but rarely led to prosecution. Perpetrators were managed through the incentives and earned privileges (IEP) scheme, disciplinary procedures, location moves, the Timewise programme⁹ and/or restorative justice. Restorative justice work to avoid and resolve conflict was useful, but only used in a few cases. There was only one full-time restorative justice prisoner mentor (see main recommendation S42 and attitudes, thinking and behaviour section). The most serious perpetrators were classed as violent management nominals and discussed at the supporting complex prisoners meeting. These meetings were multidisciplinary and potentially valuable but too many cases were discussed at the expense of detail.

- I.14** Six weapons had been recovered during a weapons amnesty in 2015. The amnesty was not well promoted and prisoners felt that handing in weapons would have consequences. Learning from safer custody surveys was minimal. Vulnerable prisoners felt safe from physical attack, although they still experienced some verbal abuse from mainstream prisoners. The open site was safe and there had been no recorded fights or assaults during the previous six months. Prisoners knew that violence would result in a return to closed conditions.

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.15** Four prisoners had killed themselves since our inspection in 2014. During the last six months, 132 prisoners had harmed themselves, more than before our last inspection and at similar prisons. There had been no self-harm incidents or ACCTs opened on the open site during this period.
- I.16** The quality of ACCT procedures was not robust enough. Some care maps lacked actions to address underlying problems. Triggers were incorrectly recorded. Some case reviews were late or insufficiently multidisciplinary, although the reviews that we observed were good. A few ACCTs were closed too early and the Prisons and Probation Ombudsman's (PPO's) recommendations on ACCT procedures had not been fully implemented. Prisoners in crisis were positive about support they received from wing staff, but less so about health care staff (see paragraph 2.88 in the health care section). Staff from across the prison discussed prisoners who had been on an ACCT for more than 31 days at the supporting complex prisoners meeting (see section on bullying and violence reduction).
- I.17** There were three constant observation cells, two on health care and one in the segregation unit. At the time of our inspection, a prisoner was held in the segregation unit purely to prevent self-harm. The unit provided a restrictive environment and extremely poor living conditions that were especially inappropriate for prisoners in crisis (see paragraph I.44 in the segregation section).
- I.18** Twenty-one Listeners worked across the prison: 11 on the closed site and 10 on the open site. Listeners worked on reception but not on the first night centre. Prisoners reported variable access to Listeners. The four Listener suites remained in poor condition and were not ready to accommodate a prisoner and a Listener.

⁹ A 10-session programme that offers prisoners practical skills to help them manage their emotions while in custody.

Recommendations

- I.19 Assessment, care in custody and teamwork (ACCT) documentation should demonstrate consistent staff care for prisoners at risk of self-harm. Support arrangements should include good quality care planning and multidisciplinary reviews.** (Repeated recommendation I.36)
- I.20 The Listener suites should be in an appropriate condition and ready to accommodate a prisoner in crisis and a Listener.** (Repeated recommendation I.37)
- I.21 Prisoners should not be placed in the segregation unit solely because they are at risk of self-harm.**

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.22** The safeguarding adults policy reflected the key principles in the prison service instruction on safeguarding. Staff were not trained in adult safeguarding but they were alert to bullying and victimisation and said they would refer to the safer custody team if they believed a vulnerable prisoner was at risk. They could refer at-risk prisoners to the weekly ‘supporting complex prisoners’ meeting (see section on bullying and violence reduction).
- I.23** The prison had links with local adult social services and had made more than a dozen safeguarding referrals, but the local authority had assessed that prisoners’ vulnerability could be addressed by the prison. Victim support plans to care for at-risk prisoners who were being bullied were not always completed or used properly by wing staff.

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.24** There were no obvious weaknesses in physical security. A free-flow system to allow supervised movements at the beginning and end of planned regime activities was well managed and proportionate. Procedural security was generally well managed, although strip-searching prisoners in reception was excessive (see section on reception). Security risk assessments and management systems were effective and based on intelligence. They included information about prisoners’ behaviour in custody and historical data and were reviewed regularly by security staff. We saw no evidence that the prison was risk averse in allocating activity spaces.

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.25** The quality of monthly security committee meetings had improved and reflected the higher priority given to strategic planning based on effective communication and use of security information and intelligence. Meetings were well attended and links between security and other departments, including safer custody, had improved and were now strong.
- I.26** Monthly security objectives were agreed through the appropriate consideration of intelligence. Intelligence was well managed and the quality of information coming in to the security department had improved and was good. Local corruption prevention measures were well organised and there were excellent links with local and national police teams.
- I.27** Supervision in some areas, such as the induction unit, was ineffective and undermined a dynamic prison-wide approach to managing security. Some wing officers did not challenge poor behaviour and others did not maintain clear boundaries.
- I.28** There was an appropriate focus on extremism and the risks of radicalisation. There was regular support from NOMS and regular contact from a regional extremism strategy and intervention adviser who offered advice and guidance. Training had been introduced to help staff identify extremist behaviour indicators and how to report them.
- I.29** Drugs were widely available on the closed site. In our survey, 60% against the comparator of 39% said it was easy to get drugs and 16% said they had developed a problem with diverted medication against the comparator of 8%. Mandatory drug testing rates were rising and had exceeded the target for the previous six months. Suspicion testing was in place and 19 tests had been conducted during the six months to July 2016, with a reasonable positive rate of 36.8%, mostly for cannabis.
- I.30** Despite the prevalence of drugs, supply reduction initiatives were developing well and there was effective joint working between security and other departments represented at the drug strategy committee.

Recommendation

- I.31 Prisoners should be properly supervised on residential units and staff should challenge and report inappropriate or suspicious behaviour.**

Incentives and earned privileges

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.32** In our survey on the closed site, more prisoners than at the last inspection said that they were treated fairly under the IEP scheme and that it encouraged better behaviour. Key differentials included better pay, more and longer visits and access to enhanced family visit days.
- I.33** Prisoners new to custody were promoted to standard level after 14 days unless significant poor behaviour had been recorded. Prisoners transferring in maintained their current status.
- I.34** The IEP scheme was not used sufficiently to manage low-level consistent poor behaviour. Most of the 44 prisoners on the basic level had committed one significant act of poor

behaviour such as violence or possession of contraband (see section on staff-prisoner relationships). While few prisoners on the basic level remained on it for long, most were unemployed and their regime was poor with only one and a half hours unlocked each day and little opportunity to demonstrate improvements in behaviour.

Recommendation

- I.35 The IEP scheme should be used to manage lower level poor behaviour and acknowledge achievements.**

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.36** There had been 1,584 adjudications during the previous six months compared to 1,326 at the last inspection. This equated to about 166 adjudications per 100 of the population compared with 102 per 100 at other local prisons. This increase was attributed to robust management of disciplinary issues such as illicit drug use and violence, both of which the prison was still struggling to control (see sections on violence reduction and security).
- I.37** Records of hearings that we examined showed that they were conducted fairly and prisoners were given the opportunity to explain their version of events. Charges were appropriate and consistent and punishments proportionate and fair. Restorative justice techniques had been introduced to address conflict between prisoners following adjudications, usually for fighting or other violent offences (see sections on violence reduction and attitudes, thinking and behaviour).
- I.38** Governance of adjudication was reasonably good. Monthly statistics on the number and nature of adjudications presented to the senior management team were noted, categorised and used to identify and address trends. Standardisation meetings were well attended and minutes reflected very good levels of discussion of relevant issues.

The use of force

- I.39** The use of force was very rare on the open site. On the closed site, there had been 178 incidents of use of force during the previous six months, similar to the previous inspection. This reflected a rate of about 19 per 100 of the population, similar to other local prisons.
- I.40** Formal monitoring of incidents was improving. A use of force committee met each month to oversee processes and provide governance. Where information was available, incidents were discussed and associated paperwork was quality assured. Trends were identified as far as possible and appropriate action taken.
- I.41** However, there were significant gaps in the monitoring of incidents and some aspects of oversight were poor. Video recordings of planned incidents were not scrutinised adequately, and we were not confident that all planned incidents were videoed. Documentation was often incomplete, some was missing altogether, and we found evidence of under-reporting.

Although many accounts from officers that we examined gave assurance that force was proportionate and only used as a last resort, some were not detailed enough and we found a few examples of almost identical accounts on use of force forms that should have been completed independently.

- I.42** Use of special accommodation had reduced since the last inspection with six incidents involving four different prisoners in the previous six months. Authorisation paperwork had improved and, although we were unable to examine all of it due to an ongoing PPO investigation, documentation that we examined was completed correctly. It showed that special accommodation was justified and was used for no longer than necessary.

Recommendation

- I.43 All use of force incidents should be accurately and comprehensively recorded. There should be sufficient managerial oversight and incidents, videos and documentation should be effectively scrutinised.**

Segregation

- I.44** Relationships between officers and prisoners in the segregation unit were reasonable and we saw examples of staff engaging positively with prisoners. However, living conditions in the segregation unit were extremely poor. Communal landings were dirty, flooring was broken and there was ingrained dirt on stairs. About half the 24 cells on the unit were unfit for use because they had been seriously damaged by prisoners and it was taking too long to effect basic repairs. Most had been out of use for more than a month.
- I.45** Many occupied cells were filthy and, here too, basic repairs had not been carried out. There were broken toilets and sinks and damaged flooring. We found one cell with live bare wires protruding from the wall and a broken toilet that was leaking so badly that the occupant felt forced to urinate in paper cups (see Appendix IV and main recommendation S43).
- I.46** There had been 274 cases of segregation in the previous six months, compared with 207 at the previous inspection. There were 13 prisoners in segregation at the time of the inspection. Their average stay was about two weeks but a few had been segregated for much longer (three months). Staff told us that about half the current intake had refused to locate in the main prison for various reasons. Planning systems to address the needs of longer-stay prisoners and those with more complex needs were poor and their daily regime was impoverished. At most, prisoners could receive a shower, 30 minutes of exercise and a telephone call some time during the day (see main recommendation S43).
- I.47** Segregation reviews were completed on time, but there was little information to indicate that changes to behaviour or circumstances were being monitored or acted on. Individual care plans were not raised and behaviour targets were not set.
- I.48** Monthly segregation management meetings were well attended and information on the incidence of segregation and length of stay was analysed. However, there was little evidence that these meetings had much impact on raising operating standards or improving living conditions.

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.49** Clinical services were delivered by Care UK and psychosocial services by Inclusion, the substance misuse arm of the South Staffordshire and Shropshire NHS Foundation Trust, known locally as ISMS (integrated substance misuse service).
- I.50** Group work for prisoners with drug and alcohol problems was not being delivered while the provider reorganised and reduced the staff team. The redesigned service was scheduled for the end of October 2016. One-to-one work was continuing on the closed site, but significantly fewer prisoners than at the last inspection (69% against 85%) said the overall support offered was helpful.
- I.51** Prisoners at the open site had access to a regular ISMS worker and Alcoholics Anonymous meetings. There was no evening or weekend service for prisoners who worked off site.
- I.52** Prisoners arriving with clinical drug and/or alcohol treatment needs were not guaranteed a place on house block 4 (treatment unit) for their first night, which increased some risks, especially for prisoners receiving alcohol detoxification treatment.
- I.53** Prisoners on opiate substitution spoke highly of the clinical substance use nursing team but daily methadone administration was delivered by primary care nurses who did not know their patients.
- I.54** The supervision of the methadone queue was not robust enough. One officer covered the general medication administration hatch and the methadone hatch on two adjacent spurs at the same time. Too many prisoners crowded around the methadone hatch, resulting in a lack of confidentiality for individual prisoners and an increased risk of diversion and bullying.

Recommendations

- I.55 Prisoners on the open site should have access to ISMS services in the evening and at weekends.**
- I.56 The administration of all medication should be adequately supervised to ensure safety and confidentiality.**

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 About a third of cells were overcrowded. Cleanliness on the closed site was variable at best but had improved overall. Prisoners and staff reported problems in obtaining materials to maintain an acceptable level of cleanliness. Despite considerable efforts by cleaning parties, the exercise yards remained littered with rubbish thrown from cell windows.
- 2.2 Work had been done to address the previously poor condition of shower rooms and toilets on the closed site, but many cells had missing or damaged fixtures and fittings and poor or inadequate furniture. Some cells had broken windows, graffiti remained prevalent across the units and the offensive displays policy was not routinely enforced. Some damaged cells remained out of action for lengthy periods awaiting refurbishment. House block 6 was poorly ventilated and at times had damp, slippery floors due to condensation. Some cells had damp walls, clothes, bedding and personal property (see main recommendation S44).
- 2.3 Access to clothing and clean bedding was much improved and was now good. All arriving prisoners were issued with new clothes in reception and there were adequate stocks on the wings. All prisoners had the option of wearing their own clothes and could have clothes handed in within the first 28 days. Laundries were available on each unit.
- 2.4 Only 15% of prisoners in our survey said that cell call bells were responded to within five minutes and we witnessed some bells left unanswered for long periods.
- 2.5 In our survey, three-quarters of prisoners reported easy access to applications and about half said that they were dealt with fairly. The developing role of the prisoner information desk (PID) workers included acting as first point of contact for other prisoners and the logging of applications. Prisoners we spoke to were positive about these new arrangements.
- 2.6 Previous concerns over access to mail and telephones had been addressed and access was now good. Some telephones lacked privacy hoods.
- 2.7 The open site provided a reasonably relaxed environment and cleanliness had improved. External areas were well maintained and communal areas were clean and tidy. Poor flooring in the open dormitories had been replaced and the rooms were mostly clean. However, the whole site was in need of decoration and refurbishment, particularly the upper dormitories. A washroom on the upper floor had been out of action for some time pending maintenance and communal toilet and washroom facilities were in a poor state, with many broken fittings and damp and dirty floors.
- 2.8 Two separate 12-man units afforded good quality single accommodation for some of the prisoners who worked off site or were in further/higher education.

Recommendations

- 2.9 Single cells should not be used for double occupancy.** (Repeated recommendation 2.11)
- 2.10 Staff should respond to cell call bells within five minutes.** (Repeated recommendation 2.14)

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.

- 2.11** In our survey, the majority of prisoners on the closed site (77%) said that most staff treated them with respect and that they had a member of staff they could turn to with problems (70%). Results were even more positive on the open site, where 85% of prisoners said that most staff treated them with respect compared to 73% at the last inspection.
- 2.12** Most interactions that we observed were polite and supportive and staff had a reasonable knowledge of prisoners in their care. However, staff did not challenge poor behaviour on some wings, including verbal abuse, offensive displays in cells and smoking in communal areas.
- 2.13** The frequency of electronic prisoner case notes had improved. Almost all the 20 sets of case notes that we reviewed contained regular entries, some recording achievements and good work, although many were too brief to give an understanding of ongoing behaviour or concerns.
- 2.14** Consultation arrangements were good and a regular forum between managers and prisoners highlighted emerging and continuing issues on wings. PID workers (see section on residential units) collated issues from prisoners on their wings to disseminate to the group. There was evidence of improvements as a result of these meetings. Regular meetings were organised by wing managers to supplement the forums.

Recommendation

- 2.15 Staff should confidently challenge low-level poor behaviour on wings.**

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 characteristic¹¹ 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.

¹¹ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

Strategic management

- 2.16** Equality work had been neglected and, despite recent efforts to improve provision, it was under-resourced. An equality manager had been appointed three months before the inspection but could only devote half a day a week to this work.
- 2.17** A reasonable new equality policy had been published but had yet to be fully implemented. The action plan was basic and did not reflect the range of issues facing the prison. The diversity committee was chaired by the deputy governor but was poorly attended. There was evidence of important issues being repeatedly carried forward.
- 2.18** Equality monitoring tool data were analysed reasonably well and efforts had been made to investigate adverse findings, but action was too slow and intermittent. Prisoner equality representatives had only recently been recruited and were awaiting training before starting work. Consultation forums for prisoners in protected groups were planned but were not yet taking place.
- 2.19** There had been 56 discrimination incident reports (DIRFs) in the previous six months. There had been some recent improvement in response times to DIRFs, but they were still routinely late. The quality of responses had improved, investigations were more thorough and outcomes generally appropriate.
- 2.20** Black History Month had been well organised. There had been good engagement with outside groups, such as the Keyring project, which provided training for staff on learning difficulties.

Recommendation

- 2.21 Resources allocated to the management of equality work should be sufficient to meet needs, support prisoners, understand and address negative perceptions, and investigate and act on adverse monitoring data.**

Protected characteristics

- 2.22** Black and minority ethnic prisoners generally reported a worse experience than white prisoners in our survey. Only 67% on the closed site said staff treated them with respect, compared with 80% of white prisoners. There was evidence that prisoners making offensive discriminatory remarks were not challenged by staff and we saw some racist graffiti. The equality monitoring tool did not show a pattern of disproportionate treatment for most black and minority ethnic prisoners. However, the data revealed some concerns for Gypsy, Romany and Traveller and mixed race prisoners, which had not been investigated thoroughly.
- 2.23** At the time of the inspection, there were 98 foreign national prisoners. Survey results for foreign national prisoners varied but were significantly lower than for British prisoners in their formal dealings with staff, for example complaints, applications and the fairness of the IEP scheme. Some were unaware of their entitlement to a free five-minute international telephone call and others told us of protracted delays in making the call.
- 2.24** There was little use of professional interpretation on the wings and only £236 had been spent on telephone interpreting in the previous six months. Equality committee minutes indicated that for some months reception staff had been using 'Google Translate' instead of professional interpreting.

- 2.25** The on-site immigration team conducted a surgery every fortnight and prisoners we spoke to were aware they could attend. There was little access to independent legal advice. Ten immigration detainees had been held beyond the end of their sentence and the longest had been held for 11 months. Some detainees had only been told they were going to be removed shortly before the end of their sentence. Some had been held even though they were suitable for transfer to an immigration removal centre.
- 2.26** Our survey indicated that 325 prisoners (35%) on the closed site had a disability, in marked contrast to the open site where only 5% of prisoners said they had a disability. Prisoners with disabilities on the main site reported a worse experience in our survey across a broad range of questions. Arrangements for the evacuation of prisoners with disabilities were inadequate. Not everyone who might require assistance was noted on wing office notice boards. A number of staff in wing offices could not locate evacuation plans.
- 2.27** There were no wing care plans for prisoners with disabilities and need was not reviewed regularly. Poor care planning and governance presented considerable risks and there was evidence of significant unmet needs. A number of prisoners with more severe disabilities were unable to access certain parts of the prison. There were no paid carers. We found some retired prisoners and some with a disability and unable to work locked in their cells during the working day.
- 2.28** Survey results for older prisoners on the main site varied, although they responded similarly to other prisoners to most safety and respect questions. On the open site, older men responded similarly to others across most areas. Activities for older prisoners were limited.
- 2.29** Younger prisoners said there was little support to help them make the transition to the adult estate. The prison sought to accommodate young adults together, but otherwise there was no special provision for them. There was no risk assessment of young adults on the vulnerable prisoner wings in spite of the risk of grooming and exploitation.
- 2.30** There was no particular support for gay/bisexual prisoners. Several transgender prisoners had been held since the previous inspection. Case conference notes suggested good support for this group. However, some with particularly complex needs had been held in the segregation unit, which was concerning. There was also a record of staff failing to address a transgender prisoner by her chosen female name.

Recommendations

- 2.31** **Offensive and discriminatory behaviour should be challenged by staff.**
- 2.32** **Foreign national prisoners should have access to independent immigration advice and to telephone interpreting where necessary and should be given at least one month's notice of a decision to detain them.**
- 2.33** **Prisoners who need one should have a paid carer, an evacuation plan and a wing care plan, and plans should be reviewed regularly.**
- 2.34** **Prisoners unfit to work because of a disability or who are retired should not be locked in their cells during the day. Provision should be developed for these prisoners and for younger prisoners.**

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.

- 2.35** There was a full-time managing chaplain and the team of employed and sessional chaplains covered the main religions. Until recently there had been a long-term vacancy for a Roman Catholic chaplain. Although a visiting priest took weekly mass, other services for this group had been affected. In our survey on the main site, 43% said their religious beliefs were respected against the comparator of 49%, and 46% said they had access to a religious leader in private against 54% at the previous inspection. There had been no recent formal consultation with prisoners about faith issues, although faith provision had been covered in a recent survey.
- 2.36** However, the chaplaincy was very well integrated into the work of the prison, pastoral support was good and we saw some impressive work to support prisoners. Chaplaincy staff were visible around the prison. Bereavement support was good and we were particularly impressed by the group work on the wellbeing course (see section on attitudes, thinking and behaviour). The lead chaplain was a member of the senior management team and managed the children and families team (see section on children and families).
- 2.37** There were large well equipped chapels on the closed and open sites, used by Christians and most other faiths. The multi-faith room used for Friday prayers on the closed site was bare and looked on to a bleak exercise yard. The ablutions area on the closed site was dirty and dilapidated.
- 2.38** The chaplaincy was not always notified of assessment, care in custody and teamwork (ACCT) reviews, although this was improving. The contribution of a chaplain to a review that we observed was very good. There were some particularly good links with outside faith and other groups and these were being developed.

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.

- 2.39** There had been 1,344 complaints during the previous six months, of which very few were received from the open site. Prisoners on the closed site had little faith in the complaints process. Only 14% in our survey said complaints were dealt with fairly and 12% that they were dealt with quickly against respective comparators of 27% and 22%.
- 2.40** The complaints log showed long delays in responding to some complaints, although this had improved in recent months. The quality of responses was adequate, although some investigations were not thorough enough to effect a satisfactory conclusion. Some responses were terse and apologies were not always made when appropriate.
- 2.41** A sample of 10% of complaints was quality checked each month. Records showed that the checks were thorough and identified poor responses. Analysis and monitoring of complaints were reasonably good, but other systemic problems, such as with prisoners' property,

persisted. Many complaints concerned low-level matters which could have been dealt with through the applications process.

- 2.42** The management of the confidential access complaints procedure, which ensured that the governor or deputy governor dealt with sensitive complaints, had improved considerably since the last inspection. However, while responses were fair, some took too long and were brusque in tone.

Recommendation

- 2.43 All complaints should be investigated rigorously and promptly, and responses should be polite and full.**

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.

- 2.44** There was no longer an effective legal support service. There was a bail service, but use and outcomes of the service were not monitored. According to bail accommodation support services, only 16 referrals had been made in the previous six months. In our survey, only 11% of prisoners on the closed site said they found it easy to get bail information.
- 2.45** Two key legal textbooks were out of date. Legal visits took place in private and solicitors told us that the procedure for booking visits was reasonably efficient. Some prisoners were taken to visits too early and had to wait for about an hour in a cramped waiting room before their visit started. Toilets were not adequately screened and lacked privacy.

Recommendation

- 2.46 Prisoners should receive legal support according to their individual needs.**

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.

- 2.47** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)¹² and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. A number of areas have been identified that require improvement,

¹² 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>.

with subsequent notices issued by the CQC which have been detailed in Appendix III of this report.

Governance arrangements

- 2.48** The Care Quality Commission issued 'requirement to improve' notices following the inspection (see Appendix III).
- 2.49** Care UK had been the main health provider since April 2016. Commissioners and the prison acknowledged that Care UK had inherited a poor service and that, while some improvements had been made, significant work was still needed. The contract was closely monitored through the local delivery board and monthly performance and quality data, and commissioners had conducted additional assurance visits.
- 2.50** A health needs assessment informed service delivery and was underpinned by a comprehensive action plan.
- 2.51** Staff shortages had significantly affected service delivery. The problem had been mitigated by high use of agency staff and a recruitment campaign. Managerial and clinical supervision had been implemented and staff felt supported. Professional development was encouraged, although too few staff had completed their mandatory training. Time was being allocated for this. The reporting of clinical incidents was good and lessons learned informed service delivery.
- 2.52** The health care complaints system had recently been overhauled and complaints were now being answered and monitored effectively. The responses in our sample were easy to understand, focused and investigated thoroughly.
- 2.53** Areas in health care, including the inpatient unit, were dirty and poorly ventilated. The flooring needed replacing in the main corridor and many cells were in a very poor and dirty condition. The waiting area for vulnerable prisoners had prominent racist and violent graffiti, and what appeared to be blood on the walls. It was redecorated during the inspection. There was offensive graffiti in the main waiting area and the toilets were out of order and in a filthy condition for over two weeks, which was unacceptable (see main recommendation S45).
- 2.54** There had been a high rate of 'failure to attend' health appointments. This had improved recently by using prisoner information desk (PID) workers to deliver non-confidential appointment slips. This was a positive initiative.
- 2.55** Systems were in place for the prevention of communicable diseases and staff had access to a wide range of policies, including safeguarding.
- 2.56** The seals on the emergency resuscitation equipment bags were very difficult to break and there was no emergency medication and some out-of-date items in some bags. Monitoring was not effective. We brought this to the attention of the head of health care and were assured that this would be rectified within 24 hours.
- 2.57** Too few custody staff had received first aid or automated external defibrillator (AED) training and had no access to AEDs on either site. There was a risk of delay in life-saving treatment given the size of the closed site and the lack of 24-hour nursing cover on the open site. An ambulance was called promptly in an emergency.

- 2.58** Contact with Worcestershire County Council had been established to undertake social care assessments, and two prisoners were receiving care from external carers in the prison. Work was being conducted to raise awareness of the referral process. Access to mobility and health aids was satisfactory.
- 2.59** Waiting times for smoking cessation support were long, but additional staff had been trained and further sessions were planned.
- 2.60** Access to immunisations and screening for blood-borne viruses was good. Barrier protection was available and well advertised.

Recommendation

- 2.61** **The emergency resuscitation equipment, including emergency medication, should be in good order and should be monitored effectively. Discipline staff should be trained in basic life support and have access to and be trained in the use of automated external defibrillators.**

Delivery of care (physical health)

- 2.62** In our survey, only 23% of prisoners on the closed site and 20% on the open site thought that health services were good against respective comparators of 35% and 67%.
- 2.63** Prisoners received an initial health screening by a registered mental health nurse and appropriate referrals were made. Relevant risk information was reviewed and consent was requested for access to community records. An in-depth secondary screening was completed within 72 hours, although there was a backlog which was being addressed. A GP or a nurse prescriber was available during the evening to see new arrivals. A new health reception manager provided consistency and this was a promising initiative.
- 2.64** Weekday GP services were provided by regular doctors. Appointments were facilitated for prisoners needing to see the GP urgently 'on the day', but routine appointment waiting times were over four weeks on both sites, which was too long. Out-of-hours emergency GP cover was similar to that in the community.
- 2.65** The primary care team offered nurse-led clinics, including wound care, but clinics for long-term conditions managed by the GP were needed. A nurse practitioner provided three morning and evening clinics at the open site.
- 2.66** An appropriate range of primary care services was available with acceptable waiting times. An in-reach sexual health service, including a consultant, was available. Waiting times to see the nurse were too long but additional sessions were planned at both sites.
- 2.67** Too many external hospital appointments had been rescheduled, some because of a lack of custody escort staff.
- 2.68** The 20-bed inpatient unit was used for prisoners with physical and mental health needs. Care was adequate for most, although some had a very restricted regime in poor conditions. There was minimal therapeutic activity, and at times not enough staff to provide appropriate care for all (see main recommendation S45).

Recommendation

2.69 Prisoners should have timely access to see a GP and to external hospital appointments.

Pharmacy

- 2.70** Named patient and over-labelled medicines were obtained from Sigma Pharmaceuticals and stock medicines from AAH Pharmaceuticals. Medication was not always transported to pharmacy during lock-down which posed a security risk. Too many prisoners regularly experienced delays in receiving their repeat prescriptions, which interrupted their treatment. We identified several delays, including for dapsone, a potent antibacterial agent used for serious conditions. This was unacceptable (see main recommendation S46).
- 2.71** The pharmacy team was newly appointed. Medicine use reviews were advertised in the treatment rooms but so far none had been carried out.
- 2.72** All prisoners on medication on the open site received it in possession but only 10% on the closed site. The in-possession policy was inadequate and did not include the recognised 'traffic light' system of medicines. Risk assessments were not easily found on SystemOne (electronic case notes). Tradable medicines were not given in possession, but half the prisoners on medication were prescribed tradable medicines and more than 10% were prescribed two or more. The medicine queues were not supervised properly which compromised patient confidentiality and increased the likelihood of diversion. The gate on house block 4 had to be locked from the outside which compromised safety. There were no telephones in pharmacy or any of the treatment rooms.
- 2.73** There was no prison-specific drug formulary. Medicines were only supervised twice a day, and some recommended dosage intervals could not be adhered to. This prevented the adoption of the pain management ladder and encouraged the prescribing once or twice daily of potent modified release daily preparations such as tramadol and morphine. Five per cent of prisoners on medication were prescribed zopiclone, the hypnotic medicine to treat insomnia. This was given at 4pm, which was not appropriate.
- 2.74** Medicines were available to treat minor ailments without the need to see a doctor. Protocols to provide more potent medicines were available but not widely used. There was an out-of-hours policy but no list or dedicated stock for these circumstances.
- 2.75** Medicine storage was chaotic with no clear differentiation of in-possession, supervised, stock and minor ailments medicines. Stock reconciliation procedures were poor. Contrary to common prison practice, large quantities of medicines were given from stock. We observed oral dose syringes attached to liquid preparations and an expired eye ointment was in the fridge in the inpatient unit. Fridge temperatures were not always recorded each day. Some were outside the required limits and no remedial action had been taken. The medicine trolleys on some house blocks were not secured. Not all controlled drug registers complied with regulations.
- 2.76** Medicines management was discussed at the monthly clinical governance meeting and a separate medicines management meeting was being established.

Recommendations

- 2.77 Medicines supply and storage should be reviewed and robust stock reconciliation procedures introduced.**
- 2.78 The in-possession policy should be reviewed and, wherever possible, medicines should be supplied on a named patient basis for 28 days in possession.**
- 2.79 Medicine administration should take place at clinically appropriate times and be appropriately supervised by prison officers.** (Repeated recommendation 2.92)
- 2.80 The prescribing and administration of potentially tradable medication should reflect current best practice guidelines and measures should be put in place to reduce the quantity of tradable medicines prescribed.**
- 2.81 Secure lockable medicines storage facilities should be provided for all prisoners who receive their medicines in possession.** (Repeated recommendation 2.91)

Dentistry

- 2.82** Prisoners on both sites had timely access to a range of dental services equivalent to the community provided by 'Time for Teeth'. Dental cover was well organised and responsive to prisoners' needs. Effective systems were in place to ensure that all care and treatment was carried out safely to the required standards. The premises and equipment were clean and properly maintained in accordance with current legislation. Infection control standards were regularly audited and maintained.

Delivery of care (mental health)

- 2.83** Mental health care had been provided by South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT) since April 2016. Managers had started to implement a wide-ranging programme of change and development, including imminent plans to integrate the substance misuse psychosocial team with the mental health team.
- 2.84** The mental health nursing team was fully staffed and psychiatrist provision was good. However, there was no social worker, occupational therapist or psychologist and recruitment was under way. Mental health nurses had recently been removed from generic health duties and provided mental health care seven days a week. Therapeutic interventions were limited. A recent skills review had identified significant training needs which were being addressed.
- 2.85** Access to services was reasonable with an open referral system. A threshold assessment grid, past history and referral information were used by the team leader to prioritise and allocate patients at a daily meeting. There were 19 prisoners on the waiting list and the longest wait was five days. Urgent referrals were seen promptly.
- 2.86** The team caseload for primary and secondary care was 115 at the time of the inspection. The care programme approach was being developed. Complex cases were reviewed at a weekly multidisciplinary team meeting which was also used for reflective practice.
- 2.87** Patients on the inpatient unit were visited daily. A weekly meeting had recently been initiated for inpatient, mental health and prison managers to review patients and plan discharges.

- 2.88** Mental health involvement in the ACCT¹³ process was poor, which staff attributed to a lack of information sharing by prison staff. This had been noted as a priority area for action (see section on self-harm and suicide prevention).
- 2.89** Prison officers, including those working in the inpatient unit, were not routinely given mental health awareness training, but newly qualified officers had received some mental health input during their training.
- 2.90** Blood tests were carried out to monitor patients who had been prescribed antipsychotic medication and a well man clinic for prisoners with mental health conditions was being established.
- 2.91** Ten prisoners had been transferred to a secure hospital since April 2016. At the time of our inspection, four patients were awaiting transfer and one had been waiting 20 weeks. This was unacceptable.

Recommendations

- 2.92** Prisoners should have timely access to a full range of mental health support from an appropriately trained multidisciplinary team, including clinical psychology and group therapies.
- 2.93** All prison officers should receive regular mental health awareness training to identify and take action when a prisoner has a mental health condition.
- 2.94** Transfers under the Mental Health Act should occur expeditiously and within the current Department of Health transfer time guidelines.

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.

- 2.95** In our survey, only 10% of prisoners on the closed site said the food was good against the comparator of 21%. The food we tasted was hot, but bland. Serveries were reasonably clean but some trolleys were dirty. There were minimal facilities to eat communally on the closed site.
- 2.96** Prisoners on the open site were more positive; in our survey, 31% said the food was good and they could eat communally in the dining room or outside on picnic benches. The dining room was grubby and needed redecorating. It could only seat 24 prisoners. There were two microwaves in the dining room but no other facilities for prisoners to cook.
- 2.97** The range of food had improved. The menu was on a four-week cycle and prisoners could choose from five options including halal and vegan. Breakfast packs were more substantial but were still served on the previous day on the closed site. Prisoners could have two hot meals a day and were also offered fruit, salad and soup for lunch. Portion sizes were large.

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

Prisoners with special diets were catered for. Consultation arrangements were reasonably good.

- 2.98** Forty prisoners worked in the closed kitchens and 15 in the open kitchens. At both sites prisoners could train for an NVQ in hospitality and catering. All prisoners working in the kitchens completed a food hygiene course.
- 2.99** Too much equipment in the closed kitchens was out of order. Two ovens and two boiling pans were not working, many light bulbs needed replacing and a fridge leaked water. Neither kitchen used food from the prison farm.

Recommendations

- 2.100 All prisoners should be able to eat communally, and more of those on the open site should be able to cook for themselves.** (Repeated recommendation 2.114)
- 2.101 All kitchen equipment should be in working order.**

Purchases

Expected outcomes:

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

- 2.102** The prison shop system had improved since the last inspection. Prisoners ordered products from a canteen list on a Monday for delivery on Friday. New arrivals could buy a pack of shop products on arrival and again after seven days. This had reduced the need for prisoners to borrow items and the opportunities for debt and bullying. Shop purchases were now delivered straight to prisoners' cell doors which had reduced the incidence of missing products and theft. Prisoners could order products from a reasonable range of catalogues and Amazon, although not many prisoners knew that they could use Amazon. Prisoners were consulted four times a year about the contents of the shop product list.

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.¹⁴

- 3.1** During our roll checks, we found 46% of the population locked in cells. There was much frustration among prisoners who were unable to communicate with staff and there was almost constant ringing of cell call bells on some wings. The regime ran largely to time and there was little recorded regime slippage.
- 3.2** Wing cleaners and prisoners in full-time work could have about 9.5 hours out of cell and part-time workers about six hours. Many prisoners had as little as four hours and those on the basic level of the incentives and earned privileges scheme and some on the induction wing had only 1.5 hours.
- 3.3** Exercise periods on the bare and often dirty yards continued to be too short at 30 minutes and they were unnecessarily cancelled in inclement weather. Most association equipment was in a reasonable condition but most prisoners had only about 30 minutes a day on association.
- 3.4** Prisoners on the open site were able to go outside at any time of day and were not restricted to dormitories unnecessarily.

Recommendation

- 3.5 All prisoners should be unlocked during the core day, be able to engage in purposeful activity and have an hour's exercise outside each day in clean yards with seating areas.**

¹⁴ 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.

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.

3.6 Ofsted¹⁵ made the following assessments about the learning and skills and work provision:

Overall effectiveness of learning and skills and work: Good

Achievements of prisoners engaged in learning and skills and work: Good

Quality of learning and skills and work provision, including the quality of teaching, training, learning and assessment: Good

Personal development and behaviour: Good

Leadership and management of learning and skills and work: Good

Management of learning and skills and work

3.7 The operational management and quality of education and vocational skills provided by Milton Keynes College were good at both prison sites. Senior managers had introduced stringent performance management processes since the previous inspection which had resulted in improved quality of teaching, learning and assessment. Regular observations of teaching, together with good staff training and effective performance appraisals by managers, had all contributed to the quality of provision.

3.8 Partnership working between the prison, Milton Keynes College and employers had proved very effective and had resulted in good training and employment opportunities for prisoners. For example, an employer/training provider was training learners to repair and maintain rail tracks at the open prison site. Successful completion of this course provided excellent job opportunities with the company for prisoners on release. To date, 65% of those completing the course had gained employment.

3.9 The prison self-assessment report was accurate and an effectively prioritised action plan had been instrumental in improving the quality of learning, skills and work across both sites. The action plan was reviewed and updated at quarterly quality improvement group meetings. Key learning and skills partners from both sites regularly attended these meetings, provided progress updates and reviewed the impact of completed actions on quality improvements.

3.10 The priority of senior prison managers was to encourage prisoners at the closed site who were assessed as below level 1 English and/or mathematics to improve. Induction staff, National Careers Service advisers, community resettlement company staff and peer mentors all contributed to this. Prisoners who found it difficult to engage were encouraged to

¹⁵ 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>.

participate in activities by two staff working on a pilot funded by NOMS and by peer mentors working on the house blocks. However, the pay policy did not encourage prisoners to improve their education or vocational skills. For example, a wing cleaner carrying out basic cleaning tasks for part of the day could earn the same as a prisoner studying all day to improve his English, mathematics or vocational skills.

- 3.11 One-to-one mathematics and Turning Pages mentors (reading assistants), trained by The Shannon Trust reading scheme, offered good support to prisoners on the closed site to improve their English and mathematics skills. In some cases, peer mentors succeeded in encouraging prisoners to complete formal education courses and achieve qualifications.
- 3.12 The provision of advice and guidance by college and prison staff and qualified peers was particularly good. Prisoners were able to make well-informed decisions about the next steps in their education, employment, self-employment or training.
- 3.13 Prisoners developed valuable employability skills and some were given responsibility for projects such as setting up a working group to improve incentives for prisoners to participate in activities, planning for self-employment, and teamwork skills.

Recommendation

- 3.14 **The pay policy should provide incentives for prisoners to improve their education and/or vocational skills and knowledge.**

Provision of activities

- 3.15 The prison provided 864 purposeful activity places on the closed site and 197 on the open site. There were enough activity places for prisoners to engage in full-time or part-time activities throughout the week. Allocation to activities reflected previous experience, interests and attainment, particularly in English and mathematics. Managers had recently strengthened the process for allocating prisoners to purposeful activities by identifying suitable opportunities during induction. Most men were allocated promptly to an activity that met their needs and interests closely.
- 3.16 Induction and initial assessment ensured that prisoners were placed on the most appropriate training and education programme. All prisoners had swift access to accurate information about the good range of education, training and employment opportunities. Prisoners completed a well-structured initial assessment of their mathematics and English skills to help set clear targets for further and higher achievement.
- 3.17 The range of classroom-based courses was good, although at the open site opportunities to improve qualifications in English and mathematics were too limited. The vast majority of the provision was at entry level or level 1 with an increasing proportion of levels 2 and 3 provision in education. There were good opportunities to study Open University and distance learning courses.
- 3.18 The variety and quantity of purposeful work and vocational training had improved since the last inspection. The range of vocational courses delivered in the closed prison was now good and included painting and decorating, tiling, plastering and hospitality. In the open prison a training academy had been developed with a rail track training company, with very good employment outcomes. Good partnerships had been developed with other training companies, providing forklift truck and traffic management training.

- 3.19** There were sufficient industrial workshops at the closed prison, all working to commercial standards, although there was not always enough work to keep prisoners fully occupied. Work at the open prison focused on producing dairy and meat products at the prison farm.
- 3.20** Good progression opportunities were available to prisoners in the open prison by attending college courses through release on temporary licence (ROTL). At the closed site there were fewer progression opportunities and progression was poor in construction trades. Prisoners on the closed site who were employed in the double-glazing workshops and in cycle maintenance did not have access to sector-specific qualifications. Too many prisoners in the cycle maintenance workshop were undertaking repetitive assembly tasks, although a few used the skills they had learnt to service and refurbish old bicycles to be resold commercially.
- 3.21** Provision for vulnerable prisoners was restricted to a light assembly workshop undertaking mundane and repetitive work. They had limited opportunities to access vocational training courses.

Recommendations

- 3.22 English and mathematics courses should be provided on the open site for prisoners with identified needs.**
- 3.23 Prisoners working in double-glazing and cycle maintenance workshops should be able to achieve suitable qualifications.**
- 3.24 More opportunities should be available for progression to level 2 on the closed site and vulnerable prisoners should have better access to purposeful work and vocational training.**

Quality of provision

- 3.25** Teaching, learning and assessment had improved since the last inspection and were good. All staff were enthusiastic and used their skills and experience effectively to motivate learners to progress in practical and written work. Teachers had high expectations of learners and planned learning well so that prisoners engaged well in activities and enjoyed learning. Teachers used learning technology particularly well to stimulate and enhance learning.
- 3.26** Teachers provided specialised English and mathematics outreach support in training and work areas. This helped prisoners to improve their skills without needing to attend education courses.
- 3.27** Teachers quickly identified prisoners needing extra help with their studies. Good additional support was provided which enabled learners to achieve well. Since the previous inspection, a very effective peer mentoring course and enthusiastic and qualified mentors were used well to support other learners.
- 3.28** Teachers and trainers monitored learners' progress thoroughly and gave effective written and verbal feedback to help them improve their work. In most sessions learners kept daily logs of their progress, which helped them to focus on their achievement objectives.
- 3.29** In education, teachers routinely corrected errors and regularly emphasised the importance of good English and mathematics skills in the workplace. For example, in a radio production

lesson, learners practised mathematics by planning schedule timings and developing radio show presentations.

- 3.30** Teachers promoted equality and diversity well. Learners developed an understanding of the importance of listening to the views of others and being sensitive to their differences. In one session learners explored how faith, religion and culture differences could lead to communication conflicts.
- 3.31** Since the previous inspection, education managers had improved the quality and effectiveness of the observations of education lessons and vocational training. The quality of teaching, learning and assessment was consistently good. However, PE and accredited courses delivered by prison staff were not systematically observed for improvement.
- 3.32** Prisoners attending vocational training workshops were well prepared for learning and participated well in individual and group activities. Vocational training was well planned to allow individual learners to work on different units and start the courses as soon as a place became available. Trainers provided a good range of extension activities in the construction workshops to challenge the abler learners, and trainers incorporated practical activities to develop mathematics skills.
- 3.33** Targets set in individual learning plans were often unsuitable: they were too course specific and did not focus enough on skills development. Learners' progress reviews, although regular, failed to record adequately the achievement or advancement of English, mathematics or employment skills. Target setting was much better in the tiling workshop where a new individual learning plan was being piloted.

Recommendations

- 3.34 Regular observations should be carried out of all prison staff delivering courses to improve teaching, learning and assessment.**
- 3.35 Individual learning plans should be used more effectively to plan and review learners' progress and the development of employability skills.**

Personal development and behaviour

- 3.36** Prisoners' behaviour was very good and they demonstrated awareness of the importance of showing respect to each other and to staff. Almost all prisoners appeared to be developing a curiosity for learning and an appropriate work ethic.
- 3.37** Attendance at education was good and had improved considerably since the previous inspection. However, attendance was low in the double-glazing and recycling workshops. Punctuality to activities was good.
- 3.38** Prisoners enjoyed attending education and vocational training courses and developed self-confidence and social and work skills which prepared them well for resettlement into the community. They achieved good employability and life skills through the range and level of education and vocational training courses offered. There were good opportunities for men working in prison industries to have employment skills assessed, to gain an internally accredited 'employment passport'.

- 3.39 Specialist courses to improve prisoners' parenting skills were very effective. Courses such as 'Baby Bonding' and 'Me and My Dad' helped prisoners to maintain family relationships and supported successful resettlement.
- 3.40 Progress in education and vocational training was carefully tracked. Learners were clear about their progress and their next steps.
- 3.41 Activities in the closed prison workshops were not always demanding enough to prepare prisoners for the rigours of full-time employment on release.

Recommendation

- 3.42 **All workshop places should be fully used and prisoners should be fully engaged in productive activities when they attend.**

Education and vocational achievements

- 3.43 Achievement on almost all courses was good and showed improving trends. Outcomes for prisoners in English and mathematics indicated significant improvement, but pass rates in functional skills qualifications remained low. Teachers ensured that prisoners' skills in English and mathematics improved by integrating functional skills activities with other subjects, such as calculating distances and delivery schedules in self-employment courses.
- 3.44 Prisoners developed a good range of creative and technical skills in the radio production course. They learned how to plan, develop, record and broadcast shows to a good standard, including news and features researched and prepared by other prisoners.
- 3.45 Vocational training success rates in 2015 to 2016 were good across both sites for the large majority of learners. Lower success rates were recorded in painting and decorating and industrial cleaning, but these had improved in the past six months. Success rates on PE and healthy living courses were good across both sites.
- 3.46 The quality of practical work was of a high standard and the quality of written work in portfolios was acceptable. Prisoners worked well to meet deadlines and quality standards in commercial workshops.
- 3.47 The employment passport used in work areas to record employment related skills was a good attempt to accredit important work skills. However, the standards required for assessment as competent were not clear, and assessments were inconsistent across workshops.

Recommendations

- 3.48 **Clear information and guidance should be provided about the standards of competence expected to achieve the employment passport.**
- 3.49 **Prisoners should be supported to achieve good success rates on all courses.**

Library

- 3.50** Worcestershire County Council ran the library at both sites. The libraries were located centrally and provided a good range of books, journals, DVDs and other media, including publications to support education and training courses. The libraries were promoted well and had generous opening hours, which included three evenings a week and weekends at the open site. There was a wide range of books for prisoners whose first language was not English. All prisoners had planned access to the library at least once a week. The library had an appropriate range of legal books and Prison Service Orders.
- 3.51** One newly appointed full-time librarian and five library assistants made up three full-time posts, supported by prisoner peer mentors. Management of prisoners in the library was effective. Prisoners using the libraries demonstrated good behaviour and positive attitudes. Visitor numbers had fallen slightly but remained good, and lending rates had increased. The prison had only recently started to use data and information to monitor, analyse and evaluate the participation of different groups of prisoners in library services.
- 3.52** Prisoners made good use of the libraries as learning resources, including those studying Open University and distance learning courses. Adequate book stocks on each house block at the closed site were monitored effectively. Vulnerable prisoners had good access to a satellite library, which held a good stock of suitable publications to meet their needs and interests. The librarian coordinated The Shannon Trust¹⁶ reading plan and reading mentors were used effectively to promote reading and research.

Recommendation

- 3.53** **Library attendance data should be analysed to determine how to engage prisoners not using the facility.**

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.

- 3.54** PE provision was good, with a variety of recreational team sports, weights and cardiovascular training. At the open site, a prisoners' football team played in the local Sunday football league, establishing good links with the local community. PE staff were well qualified and experienced and this was reflected in the range of courses and fitness programmes offered to prisoners.
- 3.55** Facilities were well maintained, although four treadmills needed repair in the closed gym, and in the open gym equipment suffered from corrosion and general wear and tear. Prisoners made extensive use of the well-equipped weights room in the closed gym. The shower facilities and changing areas were satisfactory. There was a limited range of PE equipment on the vulnerable prisoners' unit which was well used.
- 3.56** The number of prisoners using the gym was adequate. In the closed prison, 46% of prisoners were active gym users and in the open prison 50%. Access to recreational PE was good in the closed site gym with full-time, part-time and vulnerable prisoners able to use it four

¹⁶ Provides peer-mentored reading plan resources and training to prisons.

times a week. Enhanced prisoners could have an additional PE session on Friday afternoon. In the open prison, prisoners were able to use the gym during the evenings and weekends.

- 3.57** Before using the facilities, prisoners undertook a thorough induction to assess their fitness to participate and were trained to use the equipment. Remedial provision for prisoners referred by health services was good and there was adequate provision for older prisoners. Some prisoners undertook the role of ‘health champions’ and promoted appropriate personal fitness and healthy lifestyles well to their peers.
- 3.58** There was a good range of accredited PE provision from level 1 to level 3 on both sites. This was complemented by the healthy lifestyle courses delivered by the healthy lifestyle coordinator. Success rates were consistently high.
- 3.59** Since the previous inspection, PE staff were no longer deployed to work on the house blocks, which had resulted in the cancellation of recreational PE sessions. There were good relationships between PE staff and prisoners.

Recommendation

- 3.60 PE equipment should be repaired promptly or replaced to maximise use and availability of all facilities.**

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 Resettlement work was managed energetically and outcomes had improved significantly since the previous inspection. Two community rehabilitation companies (Staffordshire and West Midlands CRC and Warwickshire and West Mercia CRC) had started work. The potential for prisoners from different home areas to receive different levels of service was managed well through excellent three-way cooperation between the CRCs and the prison. Information sharing was good, and coordination was achieved through a pattern of daily, weekly, monthly and quarterly meetings involving a widening range of staff and partners at each level.
- 4.2 There was a comprehensive resettlement strategy, which was used to develop action plans and drive improvement. A needs analysis had recently been conducted, through a face-to-face survey of almost 200 prisoners, and further actions were being followed up as a result. There was now a comprehensive policy for the offender management unit (OMU), which was efficient and well coordinated despite the redeployment of uniformed staff (see paragraph 4.7).
- 4.3 The management of release on temporary licence (ROTL) had developed since the previous inspection. Multidisciplinary contributions were made to all risk assessments which were considered in rigorous detail. The very low number of absconds and temporary release failures illustrated the thoroughness of the process.
- 4.4 Prisoners were used effectively in resettlement work with their peers. The potential weaknesses in oversight of this work, identified at the previous inspection, had been corrected. Resettlement peer advisers were now selected, trained to level 3 and supported by a St Giles' Trust worker, and their work was overseen by prison managers daily.

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 Offender management work had strengthened: staff had worked hard on offender assessment system (OASys) completions and there was a backlog of only 15 cases. Almost all sentence plans examined included key areas linked to offending and risk of harm. On the whole, the quality was good, with some excellent examples and a few less good. The countersigning and quality assurance processes had not always identified clear weaknesses.
- 4.6 Most good assessments that we saw were completed by the seven probation officers in post across both sites. They shared expertise with prison offender supervisors informally and

within the constraints of officer redeployment. OASys assessments were completed for all prisoners on the open site within a few weeks of arrival. These were not used as the basis for multidisciplinary case review until the three-month point (see public protection section).

- 4.7** Frequency of contact between offender supervisors and prisoners was inconsistent across the prison. There were many examples of good communication, but in our survey only 18% in the closed site said they had a named offender supervisor against the comparator of 30%. Evidence showed that the uniformed offender supervisors on both sites were routinely redeployed for at least half their hours on duty, and this significantly restricted their ability to speak to prisoners whose cases they managed, and to carry out sentence planning in sufficient depth and quality. A weekly OMU forum for prisoners on the closed site was a promising new initiative.

Recommendations

- 4.8** Experienced probation staff should share good practice with prison service colleagues systematically through training and quality checking of OASys.
- 4.9** All offender supervisors should have the time needed to complete OASys assessments of sufficient quality, and to maintain contact with prisoners on their case load.

Public protection

- 4.10** Satisfactory arrangements were in place for public protection. There had been improvements to the MAPPA (multi-agency public protection arrangements) procedures since the last inspection: notification of release and requests for MAPPA level confirmations were now sent to offender managers six months before the release date. The quality of MAPPA F reports was adequate in all cases and good in some.
- 4.11** An interdepartmental risk management team (IRMT) met monthly on the closed site and addressed an appropriate range of risk issues effectively. The management of risk on the open site was very good in respect of ROTL, and the enhanced behaviour management scheme was working well, involving risk assessment by a psychologist and subsequent interventions where needed. While cases from the open site could be referred to the closed site IRMT meeting, there was no routine provision for multidisciplinary risk assessment and case management before the first ROTL board, three months after arrival.

Categorisation

- 4.12** Systems for categorisation of new prisoners and for category reviews were sound and well implemented. There was increasing difficulty transferring men to other prisons for interventions needed for constructive use of their sentence, especially category B prisoners. A significant number of sex offenders remained at Hewell for long periods without undertaking offending behaviour work.
- 4.13** At the open site, managers returned men to closed conditions when their behaviour merited it, but showed appropriate discretion in allowing a further opportunity to prove their trustworthiness when there were mitigating circumstances. The numbers downgraded to category C were relatively low.

- 4.14** On the closed site, it was often not possible to move prisoners approaching release to their home area, because prisoners were generally not moved in groups of less than four to a particular prison on cost grounds.

Recommendation

- 4.15** **Prisoners should be transferred to appropriate prisons within reasonable timescales when their sentence plan requires specific interventions unavailable at Hewell, or when they are to be released shortly to a different area.**

Indeterminate sentence prisoners

- 4.16** There were seven lifers and 12 prisoners serving indeterminate sentences for public protection (IPP) at the open site. On the closed site there were 10 lifers and 26 serving IPP sentences. There had been little systematic provision for these prisoners, but a support group was being established, and they were now allocated to probation officers to enhance consistency of support and management. Lifers who had not yet reached their tariff were beginning to arrive at the open site; a good start had been made in providing constructive activity and progression for them during the relatively long period before they could be allowed to work off site.

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.

- 4.17** The effectiveness of joint working between OMU and the CRCs was illustrated by the management of new arrivals to the closed site. Every prisoner was interviewed by an offender supervisor and appropriate CRC worker together during the first three days, to complete both parts of the basic custody screening.
- 4.18** Resettlement peer advisers – six on the closed site and two on the open site – were contributing well to good outcomes in the resettlement pathways (see paragraph 4.4). The quarterly resettlement fairs, for prisoners with up to six months to serve, continued to flourish, with up to 52 organisations and departments represented. Pre-release drop-in sessions were held each week for prisoners with four weeks to serve, and those not attending were followed up individually. A new 'departure lounge' project used the outside visitors' centre for released prisoners to meet or contact family or mentors, with prisoners from the open site on hand to give support.
- 4.19** On the open site, 27% were working in the community on ROTL at the time of the inspection. Effective work over the previous six months, combined with thorough risk assessment by relevant departments, had led to an increase in the numbers on ROTL. The approach to day and overnight release for resettlement preparation was appropriate, although only 35% in our survey said that they had had overnight release.

Accommodation

4.20 Well-trained and well-supervised resettlement peer supporters gave brief advice and information to prisoners and facilitated referrals to the accommodation service delivered by the two in-house CRCs. Specialist housing workers from partner agencies attended the prison regularly to handle more complex cases needing special accommodation and support. Releases to settled accommodation were reasonably high according to the statistics we saw.

Education, training and employment

4.21 There were good partnership arrangements between the prison, education and training providers, the two CRCs and local employers which gave prisoners good opportunities to work outside on the open site. Many prisoners were working outside or undertaking further education on ROTL to improve their education, skills and employment opportunities. Twenty-five prisoners were doing voluntary work, 23 working with employers on at least the legal minimum wage and 16 on part-time external college courses.

4.22 The contract for careers advice held by Prospects was delivered well. Information, advice and guidance provided by Prospects advisers, and the production of a skills action plan to guide prisoners' needs, were good. Advisers and CRC staff delivered effective one-to-one pre-release courses to help prisoners with job search, CVs, and disclosing offences to prospective employers. Good use was made of the virtual campus¹⁷ for pre-release training courses at the open site. The virtual campus was infrequently used for this purpose on the closed site.

4.23 Information on prisoners' education, training and employment outcomes after their release was collected or informally received by several partner organisations. Data were not collected and collated centrally from all partners to enable evaluations of the effectiveness of interventions to be carried out.

Recommendations

4.24 **The virtual campus should be used effectively at the closed site for preparation for work and job search activities.**

4.25 **A systematic method of collecting and collating all data about education, training and employment outcomes should be introduced to enable evaluations of the effectiveness of interventions to be carried out.**

Health care

4.26 Prisoners were seen in reception before discharge and given a prescription for a week's medication to take to a pharmacy on release. A health summary was sent to their GP. Pre-release planning for prisoners with complex mental health needs was limited. Prisoners with severe and enduring mental health problems were not managed under the care programme approach, although this was developing (see mental health section). Links with a local hospice were being developed to meet the needs of patients with palliative and end-of-life needs.

¹⁷ Internet access for prisoners to community education, training and employment opportunities.

Drugs and alcohol

- 4.27** The integrated substance misuse service had good links with community agencies to arrange recovery support on release and with the CRCs to arrange supported accommodation where necessary. The resettlement peer supporters provided a valuable service in signposting, giving advice and encouraging other prisoners to use self-help to access substance use support after release.

Finance, benefit and debt

- 4.28** The CRCs used a three-tier approach to provide support with finance, benefit and debt issues, which enabled lower complexity cases to be dealt with by peer supporters, and the more complex and urgent cases to be dealt with by Citizens' Advice staff working with the CRCs. This appeared to be an effective approach. The same services were available on the open site.

Children, families and contact with the outside world

- 4.29** The children and families work was jointly managed by the chaplaincy and the restorative justice team. The range of interventions to help prisoners to maintain or re-establish contact with their children and families was very good and had increased since the last inspection. A new project in partnership with Barnardo's focused on supporting children affected by imprisonment. Since January 2016 the project had taken 38 referrals and had 16 open cases at the time of the inspection. A full-time coordinator divided her time between contact with prisoners inside and community work supporting their families.
- 4.30** Other interventions to support families included Storybook Dads¹⁸ and the Me and My Dad parenting programme. During the previous six months, there had been 38 referrals to the latter course which was designed to encourage and equip prisoners to develop their relationships with their children and focus on communication, listening, language and the importance of play. The family support team organised weekly family visits of 2.5 hours in the visits hall which prisoners who had completed a child centred course could apply to join. Eleven tables in the visits hall were set aside each week to accommodate these referrals. The family support team had strong links with community organisations such as social services, Cafcass¹⁹, police and legal representatives. There had been 15 child contact visits (for fathers with children in local authority care) in the last 12 months and three goodbye visits (for fathers whose children were going into care permanently).
- 4.31** Nine themed family days had taken place on each site in the last 12 months. Access to family days was not restricted to enhanced prisoners and the number of applications was managed well.
- 4.32** The visitors' centre was clean and well equipped and offered a welcoming space to families and friends who used the resource before and after visits. The centre was staffed by five part-time family support workers who offered advice and guidance to visitors, particularly those visiting prison for the first time. Prisoners from the open site continued to be offered employment in the canteen.
- 4.33** The facilities in the visits hall on the closed site were reasonable and included comfortable seats, a staffed play area which had been redecorated since the last inspection, and a tea bar

¹⁸ Project for prisoners to record stories for their children.

¹⁹ Children and Family Court Advisory Support Service.

run by volunteers selling a range of hot and cold refreshments. The supervision by staff in the visits hall allowed reasonable privacy during visits and prisoners and visitors said the visits experience was generally positive. There were some delays in the start times of visits on the closed site. We saw visitors queuing outside the visits hall after the published start time and there were delays for some prisoners in accessing the hall. Visitors reported inefficiencies with the national visits telephone booking line, including difficulties in speaking to an operator and delays in booking visits. When we called the booking line, the first available visit date was in 10 days' time which did not meet the statutory entitlement for unconvicted prisoners.

- 4.34** Visits on the open site were held in the main hall which provided a relaxed and welcoming environment. Visits could take place outside when the weather permitted. Activities on family days at the open site were provided by the family support team and food was supplied by the prison.

Recommendation

- 4.35** **Visits should start on time on the closed site and the visits booking system should be able to manage the number and diverse requirements of visitors.**

Good practice

- 4.36** *A dedicated team provided a very good range and quality of innovative interventions to help prisoners maintain or re-establish contact with their children and families.*

Attitudes, thinking and behaviour

- 4.37** No accredited programmes were available at Hewell following the withdrawal of funding from local prisons. Some work on victim awareness and anger management was done by probation staff using in-cell workbooks, although not in all appropriate cases.
- 4.38** Two programmes were being piloted: 'Journeyman' in partnership with the Geese Theatre group, addressing risk of self-harm, and 'Timewise', an intervention for prisoners who commit violence in custody. A high level of programme work was achieved for prisoners managed by the two CRCs, such as the 'Man in the Mirror' course focusing on risk factors for domestic violence. Resettlement interventions were provided very well by the CRCs. A well-being course, delivered by a multidisciplinary team led by the chaplaincy, appeared promising. It focused on the impact of various kinds of loss. Men spoke highly of it, appreciating the opportunity to explore and resolve issues in a safe and non-judgmental atmosphere.
- 4.39** The restorative justice (RJ) unit had a very constructive influence on the closed site. The RJ spur, a third of house block 2, used community principles to inform residential life; work was done, using this spur, to reintegrate alienated men from segregation into the wider population. Through weekly prisoner meetings and close supervision and support by qualified and motivated staff, restorative justice was succeeding in empowering prisoners and enabling them to support their peers. Restorative interventions were used regularly, including the Supporting Offenders through Restorative Inside course which involved safe and constructive encounter with victims. This work was well established, and merited further development as a testing ground for wider application in the Prison Service.

- 4.40** Psychologists and the 'CF03' project²⁰ were working well in liaison with other departments with a limited number of men with particularly challenging behaviours or risk (see main recommendation S42).

Recommendation

- 4.41** **The restorative justice work should be developed further, if possible across all wings, and used as a model for similar work in other local prisons.**

Good practice

- 4.42** *The restorative justice (RJ) team was using RJ principles to shape community life on a residential unit, to support reintegration of men from segregation to normal location, and to deliver specific restorative justice training. The positive influence of this work spread through several parts of the prison to a significant number of men.*

Additional resettlement services

- 4.43** Prisoners on the open site had access to a wellbeing course, which addressed the problems of coping with many types of loss. The course was run by the chaplaincy and offered up to six places four times a year. Prisoners we spoke to on the course all said they had benefited greatly from it. The ability to explore and resolve issues in a safe and non-judgemental atmosphere was a common theme in each prisoner's comments.
- 4.44** Committed work was being done to support veterans in custody, under the leadership of a prison officer who often gave his own time for this. He worked with peer advisers to help ex-servicemen with practical resettlement issues, in liaison with the Soldiers, Sailors and Airmen's Association (SSAFA).

²⁰ A European-funded national project to work with prisoners who are the hardest to engage.

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 The first night unit should provide a clean, safe and adequately prepared environment for newly arrived prisoners. (S41)
- 5.2 Managers should take a rigorous approach to identifying, investigating and dealing with violence, including through better use of restorative justice. (S42)
- 5.3 Senior managers should ensure that the segregation unit provides a clean, decent and safe environment, with individual care planning in place for longer-stay prisoners and those with complex needs. (S43)
- 5.4 Prison cells, showers and communal areas should provide clean, hygienic and well maintained conditions for prisoners on both sites. (S44)
- 5.5 All areas in health care, including the inpatient unit, should be fit for purpose, in good condition and should meet NHS standards for cleanliness. The inpatient unit should provide sufficient therapeutic activity. (S45)
- 5.6 The management of medicines should be robust and ensure that prisoners receive their medication at appropriate times and that there are no gaps in continuity of treatment. (S46)

Recommendation

To NOMS and the governor

Offender management and planning

- 5.7 Prisoners should be transferred to appropriate prisons within reasonable timescales when their sentence plan requires specific interventions unavailable at Hewell, or when they are to be released shortly to a different area. (4.15)

Recommendations

To the governor

Courts, escort and transfers

- 5.8 A formal process should be introduced to trace property lost during transfer. (1.3)

Early days in custody

- 5.9 Prisoners should not be routinely strip-searched on arrival. (1.9)

- 5.10** Managers should ensure that the induction programme on the open site meets prisoners' needs effectively. (1.10)

Self-harm and suicide

- 5.11** Assessment, care in custody and teamwork (ACCT) documentation should demonstrate consistent staff care for prisoners at risk of self-harm. Support arrangements should include good quality care planning and multidisciplinary reviews. (1.19, repeated recommendation 1.36)
- 5.12** The Listener suites should be in an appropriate condition and ready to accommodate a prisoner in crisis and a Listener. (1.20, repeated recommendation 1.37)
- 5.13** Prisoners should not be placed in the segregation unit solely because they are at risk of self-harm. (1.21)

Security

- 5.14** Prisoners should be properly supervised on residential units and staff should challenge and report inappropriate or suspicious behaviour. (1.31)

Incentives and earned privileges

- 5.15** The IEP scheme should be used to manage lower level poor behaviour and acknowledge achievements. (1.35)

Discipline

- 5.16** All use of force incidents should be accurately and comprehensively recorded. There should be sufficient managerial oversight and incidents, videos and documentation should be effectively scrutinised. (1.43)

Substance misuse

- 5.17** Prisoners on the open site should have access to ISMS services in the evening and at weekends. (1.55)
- 5.18** The administration of all medication should be adequately supervised to ensure safety and confidentiality. (1.56)

Residential units

- 5.19** Single cells should not be used for double occupancy. (2.9, repeated recommendation 2.11)
- 5.20** Staff should respond to cell call bells within five minutes. (2.10, repeated recommendation 2.14)

Staff-prisoner relationships

- 5.21** Staff should confidently challenge low-level poor behaviour on wings. (2.15)

Equality and diversity

- 5.22** Resources allocated to the management of equality work should be sufficient to meet needs, support prisoners, understand and address negative perceptions, and investigate and act on adverse monitoring data. (2.21)
- 5.23** Offensive and discriminatory behaviour should be challenged by staff. (2.31)
- 5.24** Foreign national prisoners should have access to independent immigration advice and to telephone interpreting where necessary and should be given at least one month's notice of a decision to detain them. (2.32)
- 5.25** Prisoners who need one should have a paid carer, an evacuation plan and a wing care plan, and plans should be reviewed regularly. (2.33)
- 5.26** Prisoners unfit to work because of a disability or who are retired should not be locked in their cells during the day. Provision should be developed for these prisoners and for younger prisoners. (2.34)

Complaints

- 5.27** All complaints should be investigated rigorously and promptly, and responses should be polite and full. (2.43)

Legal rights

- 5.28** Prisoners should receive legal support according to their individual needs. (2.46)

Health services

- 5.29** The emergency resuscitation equipment, including emergency medication, should be in good order and should be monitored effectively. Discipline staff should be trained in basic life support and have access to and be trained in the use of automated external defibrillators. (2.61)
- 5.30** Prisoners should have timely access to see a GP and to external hospital appointments. (2.69)
- 5.31** Medicines supply and storage should be reviewed and robust stock reconciliation procedures introduced. (2.77)
- 5.32** The in-possession policy should be reviewed and, wherever possible, medicines should be supplied on a named patient basis for 28 days in possession. (2.78)
- 5.33** Medicine administration should take place at clinically appropriate times and be appropriately supervised by prison officers. (2.79, repeated recommendation 2.92)
- 5.34** The prescribing and administration of potentially tradable medication should reflect current best practice guidelines and measures should be put in place to reduce the quantity of tradable medicines prescribed. (2.80)
- 5.35** Secure lockable medicines storage facilities should be provided for all prisoners who receive their medicines in possession. (2.81, repeated recommendation 2.91)

- 5.36** Prisoners should have timely access to a full range of mental health support from an appropriately trained multidisciplinary team, including clinical psychology and group therapies. (2.92)
- 5.37** All prison officers should receive regular mental health awareness training to identify and take action when a prisoner has a mental health condition. (2.93)
- 5.38** Transfers under the Mental Health Act should occur expeditiously and within the current Department of Health transfer time guidelines. (2.94)

Catering

- 5.39** All prisoners should be able to eat communally, and more of those on the open site should be able to cook for themselves. (2.100, repeated recommendation 2.114)
- 5.40** All kitchen equipment should be in working order. (2.101)

Time out of cell

- 5.41** All prisoners should be unlocked during the core day, be able to engage in purposeful activity and have an hour's exercise outside each day in clean yards with seating areas. (3.5)

Learning and skills and work activities

- 5.42** The pay policy should provide incentives for prisoners to improve their education and/or vocational skills and knowledge. (3.14)
- 5.43** English and mathematics courses should be provided on the open site for prisoners with identified needs. (3.22)
- 5.44** Prisoners working in double-glazing and cycle maintenance workshops should be able to achieve suitable qualifications. (3.23)
- 5.45** More opportunities should be available for progression to level 2 on the closed site and vulnerable prisoners should have better access to purposeful work and vocational training. (3.24)
- 5.46** Regular observations should be carried out of all prison staff delivering courses to improve teaching, learning and assessment. (3.34)
- 5.47** Individual learning plans should be used more effectively to plan and review learners' progress and the development of employability skills. (3.35)
- 5.48** All workshop places should be fully used and prisoners should be fully engaged in productive activities when they attend. (3.42)
- 5.49** Clear information and guidance should be provided about the standards of competence expected to achieve the employment passport. (3.48)
- 5.50** Prisoners should be supported to achieve good success rates on all courses. (3.49)
- 5.51** Library attendance data should be analysed to determine how to engage prisoners not using the facility. (3.53)

Physical education and healthy living

- 5.52** PE equipment should be repaired promptly or replaced to maximise use and availability of all facilities. (3.60)

Offender management and planning

- 5.53** Experienced probation staff should share good practice with prison service colleagues systematically through training and quality checking of OASys. (4.8)
- 5.54** All offender supervisors should have the time needed to complete OASys assessments of sufficient quality, and to maintain contact with prisoners on their case load. (4.9)

Reintegration planning

- 5.55** The virtual campus should be used effectively at the closed site for preparation for work and job search activities. (4.24)
- 5.56** A systematic method of collecting and collating all data about education, training and employment outcomes should be introduced to enable evaluations of the effectiveness of interventions to be carried out. (4.25)
- 5.57** Visits should start on time on the closed site and the visits booking system should be able to manage the number and diverse requirements of visitors. (4.35)
- 5.58** The restorative justice work should be developed further, if possible across all wings, and used as a model for similar work in other local prisons. (4.41)

Examples of good practice

- 5.59** A dedicated team provided a very good range and quality of innovative interventions to help prisoners maintain or re-establish contact with their children and families. (4.36)
- 5.60** The restorative justice (RJ) team was using RJ principles to shape community life on a residential unit, to support reintegration of men from segregation to normal location, and to deliver specific restorative justice training. The positive influence of this work spread through several parts of the prison to a significant number of men. (4.42)

Section 6. Appendices

Appendix I: Inspection team

Martin Lomas	Deputy chief inspector
Hindpal Singh Bhui	Team leader
Fionnuala Gordon	Inspector
Colin Carroll	Inspector
Deri Hughes-Roberts	Inspector
Martin Kettle	Inspector
Gordon Riach	Inspector
Paul Rowlands	Inspector
Jonathan Tickner	Inspector
Joe Simmonds	Researcher
Alissa Redmond	Researcher
Anna Fenton	Researcher
Tim McSweeney	Researcher
Emma Seymour	Researcher
Paul Roberts	Substance misuse inspector
Maureen Jamieson	Health services inspector
Liz Walsh	Health services inspector
Deborah Hylands	Pharmacist
Gary Turney	Care Quality Commission inspector
John Grimmer	Ofsted inspector
Matt Benbow	Ofsted inspector
Dan Grant	Ofsted inspector
Paddy Doyle	Offender management inspector
Sue McGrath	Offender management inspector

Appendix II: Progress on recommendations from the last report

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

Safety

Prisoners, particularly the most vulnerable, are held safely.

*At the last inspection in 2014, there were significant weaknesses in reception, first night and induction processes. Prisoners reported high levels of victimisation and we were not confident about the accuracy of data on violent incidents. Some serious allegations had been poorly investigated on the closed site. There were a high number of self-harm incidents. Security measures were generally proportionate. Reintegration planning for a minority of difficult cases in the segregation unit lacked sophistication. Force was used proportionately, but governance of special accommodation was weak. Mandatory drug testing (MDT) positive rates on the closed site were high and prescribing practices were poor. There was no evidence of significant safety concerns on the open site. **Outcomes for prisoners were poor for the closed site and reasonably good for the open site against this healthy prison test.***

Main recommendations

Managers should investigate and address the underlying causes of violent behaviour, including debt-related bullying. Rigorous violence reduction procedures should be in place, and all allegations of assault by staff should be investigated thoroughly and promptly, and fully recorded. (S42)

Achieved

All prisoners in the segregation unit should have detailed care and reintegration plans, based on an initial and continuing assessment of their risks and needs, specific time-bound targets and access to as full a regime as possible. (S43)

Not achieved

Recommendations

Prisoners' property should accompany them to court and during transfer. (1.4)

Not achieved

Category D new arrivals should be transferred directly to the open site and no longer accommodated on the closed site. (1.12)

Achieved

The holding rooms in reception should be decorated, kept clean and have adequate reading material and seating, and prisoners should not be held in them for long periods. (1.13)

Not achieved

All new arrivals should receive a first night assessment and appropriate first night checks, and they should be accommodated in clean and well-prepared cells. (1.14)

Not achieved

All prisoners should receive an induction soon after arrival, and the programme for open site prisoners should include a full introduction to open conditions. (I.15)

Partially achieved

Assessment, care in custody and teamwork (ACCT) documentation should demonstrate consistent staff care for prisoners at risk of self-harm. Support arrangements should include good quality care planning and multidisciplinary reviews. (I.36)

Not achieved (Recommendation repeated, I.19)

The Listener suites should be in an appropriate condition and ready to accommodate a prisoner in crisis and a Listener. (I.37)

Not achieved (Recommendation repeated, I.20)

The gated cells in segregation should not be used solely to prevent self-harming. (I.38)

Not 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.41)

Achieved

Prisoners should only be strip-searched following a risk assessment. (I.52)

Not achieved

The security team should act on information from security information reports promptly and develop stronger links with other key departments. (I.53)

Achieved

Closed visits should be authorised only when there is significant risk justified by security intelligence, and prisoners and visitors should be told about appeal procedures. (I.54)

Partially achieved

There should be a drug and alcohol supply reduction strategy that includes the application of a consistent testing regime, including weekend and risk-based testing. (I.55)

Partially achieved

Prisoners should be able to contribute to their incentives and earned privileges (IEP) reviews, and be informed in writing of the action they need to take to progress. Decisions to demote prisoners should be fair, clearly justified and based on patterns of behaviour. (I.60)

Not achieved

The incentives and earned privileges (IEP) scheme should be linked to the sentence planning process, and should be used to challenge prisoners to achieve agreed targets. (I.61)

Not achieved

There should be detailed analyses of all disciplinary procedures, including adjudications, use of force and segregation. (I.68)

Achieved

Collective punishments should not be threatened or used. (I.69)

Achieved

There should be quality assurance of all use of force incidents as soon as possible after the incident, with fuller discussion at the use of force meetings. (I.74)

Not achieved

The use of special accommodation should be fully documented, including the reasons why a prisoner is located there, and prisoners should be moved as soon as they are compliant. (1.75)

Achieved

The integrated substance misuse service (ISMS) should be sufficiently resourced to deliver timely clinical reviews, recovery-focused treatment, and contracted one-to-one and group-work interventions. (1.85)

Partially achieved

A strategic action plan should be developed and reviewed at the monthly drug strategy meeting. (1.86)

Achieved

Prisoners on the open site should have access to ISMS services in the evening and at weekends, and to a weekly Alcoholics Anonymous meeting. (1.87)

Partially achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection in 2014, cleanliness was improving across both sites. There was a significant problem of overcrowding. Prisoners were generally treated with respect but staff lacked time to engage with them. Equality work was underdeveloped and there was inadequate support for some groups. Faith provision was good. There was poor governance of the confidential access complaints procedure and too many general complaints were for low-level matters. There were significant weaknesses in health services. Food was reasonable and prisoners could dine in association. The ineffective shop system created significant risks.

Outcomes for prisoners were not sufficiently good for the closed site and reasonably good for the open site against this healthy prison test.

Recommendations

Standards of cleanliness in all areas should be significantly improved and maintained and facilities refurbished to an acceptable standard. (2.10)

Not achieved

Single cells should not be used for double occupancy. (2.11)

Not achieved (Recommendation repeated, 2.9)

Dormitory accommodation on the open site should be refurbished and offer appropriate levels of privacy and space. (2.12)

Not achieved

Prisoners should have keys to lock their own cells, or officers should lock cells without delay when prisoners leave the wing. (2.13)

Achieved

Staff should respond to cell call bells within five minutes. (2.14)

Not achieved (Recommendation repeated, 2.10)

Every prisoner application should receive a substantive response within a fixed timescale. (2.15)

Not achieved

There should be regular checks on each prisoner by a named member of staff who is aware of his individual needs and provides support. A good quality record of contact should be maintained. (2.24)
Not achieved

Effective prisoner consultation arrangements should be developed on both sites. (2.25)
Achieved

The prison should extend equality monitoring to include all protected characteristics. (2.31)
Achieved

Discrimination incident reporting forms should be investigated within a reasonable timescale and prisoners informed of the outcome in writing. Effective quality assurance procedures should be put in place. (2.32, repeated recommendation 2.25)
Partially achieved

Minority groups should be systematically identified, supported and consulted, to ensure that their needs are assessed, negative perceptions understood and inequalities of treatment addressed. Dedicated support forums should be in place. (2.39)
Not achieved

Immigration detainees should not be held in prisons other than in exceptional circumstances following risk assessment. (2.40)
Not achieved

Foreign nationals should have access to independent immigration advice and to telephone interpreting where necessary, especially for confidential matters. (2.41)
Not achieved

Prisoners who need one should have a paid carer and a care plan. (2.42)
Not achieved

The prison should investigate prisoners' views and needs related to faith and religion to inform the provision of faith activities. (2.48)
Not achieved

All complaints, including confidential access complaints, should be investigated fully and promptly, and monitored by the senior management team. (2.56)
Partially achieved

Legal services officers should be sufficiently trained, and information about legal services should be prominently displayed. (2.61)
Not achieved

Legal visits should start on time, and prisoners should have adequate waiting facilities. (2.62)
Not achieved

All health care staff should complete annual mandatory training, and custody staff should be trained in the use of defibrillators. (2.72)
Not achieved

Prisoners' access to health services should be significantly improved: they should not have to wait more than two weeks for routine GP appointments, and there should be sufficient officers to ensure that they can attend booked health care appointments inside the prison and at outside hospitals. (2.81)
Not achieved

Prisoners should only be admitted to the inpatient unit for their health care needs. (2.82)

Achieved

The inpatient unit should provide a regime that supports a therapeutic environment, and cells should be clean, well decorated and maintained. (2.83)

Not achieved

Pharmacy-led clinics and medicine use reviews should be introduced. (2.90, repeated 2.81)

Partially achieved

Secure lockable medicines storage facilities should be provided for all prisoners who receive their medication in possession. (2.91)

Not achieved (Recommendation repeated, 2.81)

Medicine administration should take place at clinically appropriate times and be appropriately supervised by prison officers. (2.92)

Not achieved (Recommendation repeated, 2.79)

The reason a patient does not receive medication should be recorded, and there should be a robust process for following up patients. (2.93)

Achieved

The use of patient group directions should be expanded to allow the supply of a wider range of medicines by registered nurses. (2.94)

Achieved

Patients receiving secondary mental health care should be seen by a named nurse to ensure the continuity of their care. (2.104)

Achieved

The care programme approach should be used for the management of patients with enduring mental health problems. (2.105)

Partially achieved

Prisoners should have access to professional counselling services. (2.106, repeated recommendation 2.91)

Not achieved

Mental health awareness training should be delivered to all prison staff. (2.107)

Not achieved

On the closed site, breakfast packs should be more substantial and served on the day they are to be eaten, food and drink should be in date, and fresh fruit should be offered every day. (2.113)

Achieved

All prisoners should be able to eat communally, and more of those on the open site should be able to cook for themselves. (2.114)

Not achieved (Recommendation repeated, 2.100)

Prisoners should be able to buy items from the prison shop within 24 hours of arrival, and receive their shop orders within seven days thereafter. (2.118)

Achieved

The prison should ensure that goods in prisoners' shop orders are not removed at any stage of the packing, delivery and distribution process. (2.119)

Achieved

Purposeful activity

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

*At the last inspection in 2014, too many prisoners on the closed site were locked in cells during the core working day. The variety of education and vocational training was adequate across both sites. There were too few activity places on the closed site and they were not fully used. Management of learning and skills was inadequate across both sites, although improving. Participation in PE and access to the library were generally good on both sites. **Outcomes for prisoners were not sufficiently good on the closed site and reasonably good on the open site against this healthy prison test.***

Main recommendation

Prisoners should be unlocked and engaged in constructive activity during the working day. The number and quality of employment and other activity places should be increased and fully used. (S44)
Not achieved

Recommendations

All prisoners should be given an hour's exercise outside each day. (3.4)
Not achieved

The prison should ensure that all information gained about prisoners at induction is used effectively to place them in appropriate activities that best suit their needs. (3.12)
Achieved

Observations of teaching, learning and assessment by the OLASS provider should be better recorded and extended to include all areas of learning and skills, and used to share best practice. (3.13)
Partially achieved

Learning and skills data collection and analysis should be improved to inform decision-making and target-setting, and the prison's learning and skills self-assessment should be of sufficient quality to aid quality improvement. (3.14)
Achieved

There should be a wider range of education courses and employment opportunities for the more able and longer-term prisoners, more work opportunities for vulnerable prisoners, and better promotion of Open University and distance learning courses. (3.18)
Partially achieved

The quality of teaching should be improved to ensure that all learners experience consistently good teaching, learning and assessment. (3.21)
Achieved

There should be better monitoring of the quality of provision to improve pass rates in qualifications that have low achievements. (3.24)
Achieved

All prisoners allocated to activities should arrive on time. (3.25)
Achieved

Recreational sessions should not be cancelled. (3.34)

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 2014, strategic management of resettlement was reasonably good. Offender management was poor across both sites and offender supervisors were unable to work effectively with prisoners. There were significant weaknesses in public protection work. Prisoner resettlement peer workers helped prisoners with practical needs. There was some innovative and effective work across most resettlement pathways. **Outcomes for prisoners were not sufficiently good on both sites against this healthy prison test.***

Main recommendation

Offender assessment system (OASys) assessments for prisoners who arrive at the open site should be reviewed so that their levels of risk in open conditions are well understood and inform sentence planning and temporary release objectives. Public protection processes should include a check with the appropriate community contact of the prisoner's MAPPA risk level six months before release and during consideration for temporary release. (S45)

Achieved

Recommendations

Offender supervisors should have time to manage prisoners' sentences appropriately, and oversee achievement of sentence plan and resettlement targets. (4.16)

Not achieved

All eligible prisoners should have a sentence plan and OASys assessments should be completed on time. (4.17)

Partially achieved

All relevant prisoners should have a good quality risk management plan that addresses the risk they pose in prison and on release. (4.18)

Achieved

Interdepartmental risk management team meetings should identify all the risk factors relevant to release plans, and actions agreed at previous meetings should be consistently implemented. (4.22)

Achieved

All prisoners should have access to the virtual campus to support their learning, education and employability. (4.34)

Partially achieved

The play area in the closed site visits hall should be renovated with new equipment purchased. (4.45)

Not achieved

Appendix III: Care Quality Commission Requirement Notice



Requirement Notices

Provider: Care UK Clinical Services Limited

Location: HMP Hewell

Location ID: 1-2501302725

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 regulations that were not being met. The provider must send CQC a report that says what action it is going to take to meet these regulations.

Regulation 12 Safe care and treatment	12.—(2) Care and treatment must be provided in a safe way for service users.
--	---

How the regulation was not being met:

The intention of this regulation is to prevent people from receiving unsafe care and treatment and prevent avoidable harm or risk of harm. Providers must make sure that medicines are managed appropriately to make sure people are safe.

Medicines must be administered accurately, and in accordance with the prescriber's instructions and at suitable times to make sure that prisoners are not placed at risk.

We found that staff did not manage patients' medicines consistently and safely and as a result patients did not always receive their medicines promptly. Too many patients regularly experienced delays in receiving their repeat prescriptions, resulting in unacceptable gaps in treatment, which posed a risk.

Recommended dosage intervals were not adhered to. We found that medicines used to assist sleep or which had a sedative effect and had been prescribed to be taken at night time were administered between 4pm and 6pm on weekdays and 3pm and 5pm on weekends and bank holidays. This was unacceptable.

Medicine storage was disorganised with no clear differentiation of in-possession, supervised, stock or minor ailments medicines. This could potentially lead to risk of people receiving the wrong medicines.

Fridge temperatures were not routinely recorded and some were outside of the

required limits with no remedial action taken to help ensure quality of medicines was maintained and therefore safe to take.

We found that not all emergency resuscitation bags contained appropriate emergency medicine, and that some items were missing or out of date. This could result in patients not getting the appropriate lifesaving care and treatment that they would need in an emergency and therefore being subjected to risk.

Appendix IV: Photographs

Health care



Health care waiting area



Occupied segregation cell



Crisis cell



Appendix V: Prison population profile

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

House blocks 1 – 6, closed site

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	1	545	55.4
Recall	0	122	12.4
Convicted unsentenced	0	82	8.3
Remand	0	220	22.3
Civil prisoners	0	4	0.4
Detainees	0	8	0.8
Total	1	985	100

Sentence	18–20 yr olds	21 and over	%
Unsentenced	0	325	33
Less than six months	0	138	14
six months to less than 12 months	0	90	9.1
12 months to less than 2 years	0	88	8.9
2 years to less than 4 years	0	73	7.4
4 years to less than 10 years	1	45	4.6
10 years and over (not life)	0	138	14.1
ISPP (indeterminate sentence for public protection)	0	53	5.4
Life	0	35	6
Total	1	985	100

Age	Number of prisoners	%
Please state minimum age here:		
Under 21 years	1	0.1
21 years to 29 years	357	36.2
30 years to 39 years	355	36
40 years to 49 years	156	15.8
50 years to 59 years	84	8.5
60 years to 69 years	19	1.9
70 plus years	14	1.4
Please state maximum age here:		
Total	986	100

Nationality	18–20 yr olds	21 and over	%
British	1	883	89.7
Foreign nationals	0	98	9.9
Total	1	981	99.6

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	0	42	4.3
Uncategorised sentenced	0	323	32.8
Category A	0	0	0
Category B	1	72	7.4
Category C	0	533	54.1
Category D	0	15	1.5
Other			
Total	1	985	100

Ethnicity	18–20 yr olds	21 and over	%
White	0	785	79.6
British	0	719	72.9
Irish	0	9	0.9
Gypsy/Irish Traveller	0	10	1
Other white	0	47	4.8
Mixed	1	36	3.8
White and black Caribbean	1	26	2.7
White and black African	0	1	0.1
White and Asian	0	4	0.4
Other mixed	0	5	0.5
Asian or Asian British	0	65	6.6
Indian	0	19	1.9
Pakistani	0	29	2.9
Bangladeshi	0	3	0.3
Chinese	0	1	0.1
Other Asian	0	13	1.3
Black or black British	0	87	8.8
Caribbean	0	44	4.5
African	0	28	2.8
Other black	0	15	1.5
Other ethnic group	0	6	0.6
Arab	0	0	0
Other ethnic group	0	6	0.6
Not stated	0	6	0.6
Total	0	985	100

Religion	18–20 yr olds	21 and over	%
Baptist	0	1	0.1
Church of England	0	94	9.5
Roman Catholic	0	111	11.3
Other Christian denominations	1	190	19.4
Muslim	0	92	9.3
Sikh	0	12	1.2
Hindu	0	0	0.0
Buddhist	0	16	1.6
Jewish	0	2	0.2
Other	0	16	1.6
No religion	0	449	45.5
Total	1	983	99.8

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

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	1	0.1	196	19.9
1 month to 3 months	0	0	69	7
3 months to six months	0	0	224	22.7
six months to 1 year	0	0	135	13.7
1 year to 2 years	0	0	27	2.7
2 years to 4 years	0	0	9	0.9
4 years or more	0	0	0	0
Total	1	0.1	660	66.9

Sentenced prisoners only

	18–20 yr olds	21 and over	%
Foreign nationals detained post sentence expiry	0	1	0.1
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).	0	0	0
Total	0	1	0.1

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	133	13.5
1 month to 3 months	0	0	21	2.1
3 months to six months	0	0	88	8.8
six months to 1 year	0	0	75	7.6
1 year to 2 years	0	0	8	0.8
2 years to 4 years	0	0	0	0
4 years or more	0	0	0	0
Total	0	0	325	33

House block 8, The Grange, open site**Population breakdown by:**

Status	18–20 yr olds	21 and over	%
Sentenced	0	180	100
Recall	0	0	0
Convicted unsentenced	0	0	0
Remand	0	0	0
Civil prisoners	0	0	0
Detainees	0	0	0
Total	0	180	100

Sentence	18–20 yr olds	21 and over	%
Unsentenced	0	0	0
Less than six months	0	1	0.6
six months to less than 12 months	0	2	1.1
12 months to less than 2 years	0	1	0.6
2 years to less than 4 years	0	12	6.7
4 years to less than 10 years	0	20	11.1
10 years and over (not life)	0	100	55.6
ISPP (indeterminate sentence for public protection)	0	25	13.9
Life	0	19	17.3
Total	0	180	100

Age	Number of prisoners	%
Please state minimum age here:		
Under 21 years	0	0
21 years to 29 years	47	26.1
30 years to 39 years	77	42.8
40 years to 49 years	40	22.2
50 years to 59 years	12	6.7
60 years to 69 years	2	1.1
70 plus years	2	1.1
Please state maximum age here:		
Total	180	100

Nationality	18–20 yr olds	21 and over	%
British	0	179	99.4
Foreign nationals	0	1	0.6
Total	0	180	100

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	0	0	0
Uncategorised sentenced	0	0	0
Category A	0	0	0
Category B	0	0	0
Category C	0	0	0
Category D	0	180	100
Other	0	0	0
Total	0	180	0

Ethnicity	18–20 yr olds	21 and over	%
White	0	90	50
British	0	84	46.7
Irish	0	3	1.7
Gypsy/Irish Traveller	0	1	0.6
Other white	0	2	1.1
Mixed	0	0	
White and black Caribbean	0	7	3.9
White and black African	0	0	0
White and Asian	0	4	2.2
Other mixed	0	3	1.7
Asian or Asian British	0	55	30.6
Indian	0	27	15
Pakistani	0	23	12.8
Bangladeshi	0	3	1.7
Chinese	0	0	0
Other Asian	0	2	1.1
Black or black British	0	20	11.1
Caribbean	0	17	9.4
African	0	0	0
Other black	0	3	1.7
Other ethnic group	0	1	0.6
Arab	0	1	0.6
Other ethnic group	0		
Not stated	0	0	0
Total	0	180	100

Religion	18–20 yr olds	21 and over	%
Baptist	0	0	0
Church of England	0	14	7.8
Roman Catholic	0	14	7.8
Other Christian denominations	0	33	18.3
Muslim	0	56	31.1
Sikh	0	11	6.1
Hindu	0	0	0
Buddhist	0	3	1.7
Jewish	0	0	0
Other	0	2	1.1
No religion	0	47	26.1
Total	0	180	100

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

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	14	7.8
1 month to 3 months	0	0	63	35
3 months to six months	0	0	25	13.9
six months to 1 year	0	0	33	18.3
1 year to 2 years	0	0	39	21.7
2 years to 4 years	0	0	6	3.3
4 years or more	0	0	0	0
Total	0	0	180	100

Sentenced prisoners only

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

Unsentenced prisoners only

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

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 establishment.²¹ 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 22 August 2016 the prisoner population at HMP Hewell was 984 on the closed site and 185 on the open site. Using the method described above, questionnaires were distributed to a sample of 219 prisoners on the closed site and a sample of 179 prisoners on the open site.²²

On the Hewell closed site we received a total of 171 completed questionnaires, a response rate of 78%. Six respondents refused to complete a questionnaire and 42 questionnaires were not returned.

²¹ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments) and we routinely 'oversample' to ensure we achieve the minimum number of responses required.

²² Surveys were not distributed to six prisoners who were on release on temporary licence (ROTL) on the day of the survey.

Wing/unit	Number of completed survey returns
1	30
2	17
3	30
4	37
5	16
6	38
Health care unit	2
Segregation unit	1

On the open site we received a total of 103 completed questionnaires, a response rate of 58%. No respondents refused to complete a questionnaire and 76 surveys were not returned.

Presentation of survey results and analyses

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

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 differences²³ 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 Hewell (closed) in 2016 compared with responses from prisoners surveyed in all other local prisons. This comparator is based on all responses from prisoner surveys carried out in 33 local prisons since April 2013.
- The current survey responses from HMP Hewell (closed) in 2016 compared with the responses of prisoners surveyed at HMP Hewell (closed) in 2014.
- 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 prisoners who consider themselves to have a disability and those who do not consider themselves to have a disability.

²³ 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.

- A comparison within the 2016 survey between those who are aged 50 and over and those under 50.

The following comparative analyses are presented for Hewell open site:

- The current survey responses from HMP Hewell (open) in 2016 compared with responses from prisoners surveyed in all other open prisons. This comparator is based on all responses from prisoner surveys carried out in 15 open prisons since April 2012.
- The current survey responses from HMP Hewell (open) in 2016 compared with the responses of prisoners surveyed at HMP Hewell (open) in 2014.
- 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 the responses of Muslim prisoners and non-Muslim prisoners.
- A comparison within the 2016 survey between those who are aged 50 and over and those under 50.

Survey summary

Section I: About You

Q1.2	How old are you?			
	Under 21	1	(1%)	
	21 - 29.....	62	(36%)	
	30 - 39.....	62	(36%)	
	40 - 49.....	25	(15%)	
	50 - 59.....	13	(8%)	
	60 - 69.....	3	(2%)	
	70 and over	4	(2%)	
Q1.3	Are you sentenced?			
	Yes	95	(56%)	
	Yes - on recall.....	16	(9%)	
	No - awaiting trial.....	39	(23%)	
	No - awaiting sentence	17	(10%)	
	No - awaiting deportation.....	2	(1%)	
Q1.4	How long is your sentence?			
	Not sentenced	58	(35%)	
	Less than 6 months	27	(16%)	
	6 months to less than 1 year	24	(14%)	
	1 year to less than 2 years	12	(7%)	
	2 years to less than 4 years	15	(9%)	
	4 years to less than 10 years	20	(12%)	
	10 years or more	4	(2%)	
	IPP (indeterminate sentence for public protection)	6	(4%)	
	Life.....	0	(0%)	
Q1.5	Are you a foreign national (i.e. do not have UK citizenship)?			
	Yes	19	(11%)	
	No.....	150	(89%)	
Q1.6	Do you understand spoken English?			
	Yes	169	(99%)	
	No.....	1	(1%)	
Q1.7	Do you understand written English?			
	Yes	166	(98%)	
	No.....	3	(2%)	
Q1.8	What is your ethnic origin?			
	White - British (English/ Welsh/ Scottish/ Northern Irish).....	117 (69%)	Asian or Asian British - Chinese	0 (0%)
	White - Irish	5 (3%)	Asian or Asian British - other	0 (0%)
	White - other.....	13 (8%)	Mixed race - white and black Caribbean.....	6 (4%)
	Black or black British - Caribbean.....	9 (5%)	Mixed race - white and black African	1 (1%)
	Black or black British - African	4 (2%)	Mixed race - white and Asian	1 (1%)
	Black or black British - other	2 (1%)	Mixed race - other.....	1 (1%)
	Asian or Asian British - Indian	1 (1%)	Arab.....	0 (0%)
	Asian or Asian British - Pakistani.....	7 (4%)	Other ethnic group	1 (1%)
	Asian or Asian British - Bangladeshi.....	1 (1%)		

Q1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?		
	Yes	11 (7%)	
	No.....	154 (93%)	
Q1.10	What is your religion?		
	None.....	59 (35%)	Hindu
	Church of England	40 (24%)	Jewish
	Catholic	32 (19%)	Muslim
	Protestant.....	2 (1%)	Sikh
	Other Christian denomination	7 (4%)	Other.....
	Buddhist.....	4 (2%)	8 (5%)
Q1.11	How would you describe your sexual orientation?		
	Heterosexual/ Straight	168 (99%)	
	Homosexual/Gay.....	0 (0%)	
	Bisexual.....	2 (1%)	
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	56 (33%)	
	No.....	113 (67%)	
Q1.13	Are you a veteran (ex- armed services)?		
	Yes	13 (8%)	
	No.....	156 (92%)	
Q1.14	Is this your first time in prison?		
	Yes	60 (35%)	
	No.....	110 (65%)	
Q1.15	Do you have children under the age of 18?		
	Yes	96 (56%)	
	No.....	75 (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	122 (72%)	
	2 hours or longer	39 (23%)	
	Don't remember	9 (5%)	
Q2.2	On your most recent journey here, were you offered anything to eat or drink?		
	My journey was less than two hours.....	122 (72%)	
	Yes	19 (11%)	
	No.....	27 (16%)	
	Don't remember.....	2 (1%)	
Q2.3	On your most recent journey here, were you offered a toilet break?		
	My journey was less than two hours	122 (72%)	
	Yes	4 (2%)	
	No.....	44 (26%)	
	Don't remember	0 (0%)	

Q2.4	On your most recent journey here, was the van clean?	
	Yes	94 (55%)
	No.....	60 (35%)
	Don't remember	16 (9%)
Q2.5	On your most recent journey here, did you feel safe?	
	Yes	131 (78%)
	No.....	36 (21%)
	Don't remember	1 (1%)
Q2.6	On your most recent journey here, how were you treated by the escort staff?	
	Very well.....	38 (22%)
	Well	80 (47%)
	Neither	40 (24%)
	Badly.....	8 (5%)
	Very badly	1 (1%)
	Don't remember.....	2 (1%)
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	100 (58%)
	Yes, I received written information	3 (2%)
	No, I was not told anything	62 (36%)
	Don't remember	8 (5%)
Q2.8	When you first arrived here did your property arrive at the same time as you?	
	Yes	138 (81%)
	No.....	27 (16%)
	Don't remember	6 (4%)

Section 3: Reception, first night and induction

Q3.1	How long were you in reception?	
	Less than 2 hours.....	67 (39%)
	2 hours or longer.....	98 (57%)
	Don't remember.....	6 (4%)
Q3.2	When you were searched, was this carried out in a respectful way?	
	Yes	131 (78%)
	No	25 (15%)
	Don't remember	12 (7%)
Q3.3	Overall, how were you treated in reception?	
	Very well.....	19 (11%)
	Well.....	80 (47%)
	Neither	45 (26%)
	Badly.....	19 (11%)
	Very badly	6 (4%)
	Don't remember	2 (1%)

Q3.4 Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)

<i>Loss of property</i>	25 (15%)	<i>Physical health</i>	29 (17%)
<i>Housing problems</i>	25 (15%)	<i>Mental health</i>	52 (31%)
<i>Contacting employers</i>	13 (8%)	<i>Needing protection from other prisoners</i>	7 (4%)
<i>Contacting family</i>	55 (33%)	<i>Getting phone numbers</i>	58 (34%)
<i>Childcare</i>	2 (1%)	<i>Other</i>	6 (4%)
<i>Money worries</i>	43 (25%)	<i>Did not have any problems</i>	41 (24%)
<i>Feeling depressed or suicidal</i>	38 (22%)		

Q3.5 Did you receive any help/support from staff in dealing with these problems when you first arrived here?

<i>Yes</i>	30 (18%)
<i>No</i>	94 (57%)
<i>Did not have any problems</i>	41 (25%)

Q3.6 When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)

<i>Tobacco</i>	145 (85%)
<i>A shower</i>	26 (15%)
<i>A free telephone call</i>	129 (76%)
<i>Something to eat</i>	124 (73%)
<i>PIN phone credit</i>	97 (57%)
<i>Toiletries/ basic items</i>	94 (55%)
<i>Did not receive anything</i>	2 (1%)

Q3.7 When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)

<i>Chaplain</i>	66 (41%)
<i>Someone from health services</i>	100 (62%)
<i>A Listener/Samaritans</i>	74 (46%)
<i>Prison shop/ canteen</i>	23 (14%)
<i>Did not have access to any of these</i>	37 (23%)

Q3.8 When you first arrived here, were you offered information on the following? (Please tick all that apply to you.)

<i>What was going to happen to you</i>	67 (41%)
<i>What support was available for people feeling depressed or suicidal</i>	62 (38%)
<i>How to make routine requests (applications)</i>	52 (32%)
<i>Your entitlement to visits</i>	49 (30%)
<i>Health services</i>	67 (41%)
<i>Chaplaincy</i>	54 (33%)
<i>Not offered any information</i>	58 (36%)

Q3.9 Did you feel safe on your first night here?

<i>Yes</i>	107 (64%)
<i>No</i>	52 (31%)
<i>Don't remember</i>	7 (4%)

Q3.10 How soon after you arrived here did you go on an induction course?

<i>Have not been on an induction course</i>	39 (24%)
<i>Within the first week</i>	96 (59%)
<i>More than a week</i>	23 (14%)
<i>Don't remember</i>	4 (2%)

Q3.11	Did the induction course cover everything you needed to know about the prison?	
	<i>Have not been on an induction course</i>	39 (24%)
	<i>Yes</i>	58 (35%)
	<i>No</i>	53 (32%)
	<i>Don't remember</i>	14 (9%)
Q3.12	How soon after you arrived here did you receive an education ('skills for life') assessment?	
	<i>Did not receive an assessment</i>	46 (28%)
	<i>Within the first week</i>	71 (43%)
	<i>More than a week</i>	30 (18%)
	<i>Don't remember</i>	17 (10%)

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>N/A</i>
	<i>Communicate with your solicitor or legal representative?</i>	9 (6%)	30 (19%)	25 (16%)	37 (24%)	35 (22%)	21 (13%)
	<i>Attend legal visits?</i>	10 (7%)	57 (38%)	25 (16%)	15 (10%)	14 (9%)	31 (20%)
	<i>Get bail information?</i>	2 (1%)	14 (10%)	23 (16%)	24 (17%)	35 (24%)	46 (32%)
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>						27 (16%)
	<i>Yes</i>						61 (37%)
	<i>No</i>						76 (46%)
Q4.3	Can you get legal books in the library?						
	<i>Yes</i>						47 (29%)
	<i>No</i>						16 (10%)
	<i>Don't know</i>						99 (61%)
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>	79 (48%)	82 (50%)	2 (1%)			
	<i>Are you normally able to have a shower every day?</i>	148 (90%)	16 (10%)	1 (1%)			
	<i>Do you normally receive clean sheets every week?</i>	128 (80%)	29 (18%)	4 (2%)			
	<i>Do you normally get cell cleaning materials every week?</i>	47 (29%)	114 (70%)	2 (1%)			
	<i>Is your cell call bell normally answered within five minutes?</i>	24 (15%)	126 (78%)	11 (7%)			
	<i>Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?</i>	88 (54%)	72 (44%)	2 (1%)			
	<i>If you need to, can you normally get your stored property?</i>	28 (18%)	82 (51%)	50 (31%)			
Q4.5	What is the food like here?						
	<i>Very good</i>						2 (1%)
	<i>Good</i>						14 (9%)
	<i>Neither</i>						42 (26%)
	<i>Bad</i>						59 (36%)
	<i>Very bad</i>						47 (29%)
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>						15 (9%)
	<i>Yes</i>						73 (45%)
	<i>No</i>						76 (46%)

Q4.7	Can you speak to a Listener at any time, if you want to?	
	Yes	99 (60%)
	No.....	23 (14%)
	Don't know	43 (26%)
Q4.8	Are your religious beliefs respected?	
	Yes	71 (43%)
	No.....	25 (15%)
	Don't know/ N/A.....	69 (42%)
Q4.9	Are you able to speak to a Chaplain of your faith in private if you want to?	
	Yes	76 (46%)
	No.....	18 (11%)
	Don't know/ N/A.....	70 (43%)
Q4.10	How easy or difficult is it for you to attend religious services?	
	I don't want to attend	34 (21%)
	Very easy.....	22 (13%)
	Easy.....	43 (26%)
	Neither.....	14 (9%)
	Difficult.....	7 (4%)
	Very difficult.....	7 (4%)
	Don't know	37 (23%)

Section 5: Applications and complaints

Q5.1	Is it easy to make an application?	
	Yes.....	122 (74%)
	No	31 (19%)
	Don't know	12 (7%)
Q5.2	Please answer the following questions about applications. (If you have not made an application please tick the 'not made one' option.)	
		<i>Not made one</i> Yes No
	Are applications dealt with fairly?	15 (9%) 65 (41%) 80 (50%)
	Are applications dealt with quickly (within seven days)?	15 (10%) 40 (26%) 96 (64%)
Q5.3	Is it easy to make a complaint?	
	Yes	68 (42%)
	No	45 (28%)
	Don't know	48 (30%)
Q5.4	Please answer the following questions about complaints. (If you have not made a complaint please tick the 'not made one' option.)	
		<i>Not made one</i> Yes No
	Are complaints dealt with fairly?	79 (48%) 12 (7%) 72 (44%)
	Are complaints dealt with quickly (within seven days)?	79 (50%) 9 (6%) 69 (44%)
Q5.5	Have you ever been prevented from making a complaint when you wanted to?	
	Yes	28 (18%)
	No.....	130 (82%)

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>	82 (51%)
	<i>Very easy.....</i>	5 (3%)
	<i>Easy.....</i>	6 (4%)
	<i>Neither.....</i>	24 (15%)
	<i>Difficult.....</i>	28 (18%)
	<i>Very difficult.....</i>	15 (9%)

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>	32 (20%)
	<i>Yes.....</i>	68 (43%)
	<i>No.....</i>	47 (29%)
	<i>Don't know.....</i>	13 (8%)
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>	32 (20%)
	<i>Yes.....</i>	61 (39%)
	<i>No.....</i>	57 (36%)
	<i>Don't know.....</i>	8 (5%)
Q6.3	In the last six months have any members of staff physically restrained you (C&R)?	
	<i>Yes.....</i>	15 (9%)
	<i>No.....</i>	149 (91%)
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>	130 (83%)
	<i>Very well.....</i>	7 (4%)
	<i>Well.....</i>	7 (4%)
	<i>Neither.....</i>	4 (3%)
	<i>Badly.....</i>	6 (4%)
	<i>Very badly.....</i>	3 (2%)

Section 7: Relationships with staff

Q7.1	Do most staff treat you with respect?	
	<i>Yes.....</i>	126 (77%)
	<i>No.....</i>	37 (23%)
Q7.2	Is there a member of staff you can turn to for help if you have a problem?	
	<i>Yes.....</i>	112 (70%)
	<i>No.....</i>	48 (30%)
Q7.3	Has a member of staff checked on you personally in the last week to see how you are getting on?	
	<i>Yes.....</i>	48 (30%)
	<i>No.....</i>	114 (70%)

Q7.4	How often do staff normally speak to you during association?	
	<i>Do not go on association</i>	10 (6%)
	<i>Never</i>	34 (21%)
	<i>Rarely</i>	49 (31%)
	<i>Some of the time</i>	44 (28%)
	<i>Most of the time</i>	16 (10%)
	<i>All of the time</i>	7 (4%)
Q7.5	When did you first meet your personal (named) officer?	
	<i>I have not met him/her</i>	123 (77%)
	<i>In the first week</i>	14 (9%)
	<i>More than a week</i>	12 (8%)
	<i>Don't remember</i>	11 (7%)
Q7.6	How helpful is your personal (named) officer?	
	<i>Do not have a personal officer/ I have not met him/ her</i>	123 (77%)
	<i>Very helpful</i>	15 (9%)
	<i>Helpful</i>	10 (6%)
	<i>Neither</i>	6 (4%)
	<i>Not very helpful</i>	4 (3%)
	<i>Not at all helpful</i>	2 (1%)

Section 8: Safety

Q8.1	Have you ever felt unsafe here?			
	<i>Yes</i>	90 (56%)		
	<i>No</i>	72 (44%)		
Q8.2	Do you feel unsafe now?			
	<i>Yes</i>	38 (24%)		
	<i>No</i>	120 (76%)		
Q8.3	In which areas have you felt unsafe? (Please tick all that apply to you.)			
	<i>Never felt unsafe</i>	72 (47%)	<i>At meal times</i>	19 (13%)
	<i>Everywhere</i>	34 (22%)	<i>At health services</i>	10 (7%)
	<i>Segregation unit</i>	6 (4%)	<i>Visits area</i>	12 (8%)
	<i>Association areas</i>	27 (18%)	<i>In wing showers</i>	20 (13%)
	<i>Reception area</i>	5 (3%)	<i>In gym showers</i>	7 (5%)
	<i>At the gym</i>	8 (5%)	<i>In corridors/stairwells</i>	17 (11%)
	<i>In an exercise yard</i>	23 (15%)	<i>On your landing/wing</i>	29 (19%)
	<i>At work</i>	10 (7%)	<i>In your cell</i>	18 (12%)
	<i>During movement</i>	27 (18%)	<i>At religious services</i>	2 (1%)
	<i>At education</i>	8 (5%)		
Q8.4	Have you been victimised by other prisoners here?			
	<i>Yes</i>	48 (29%)		
	<i>No</i>	115 (71%)		

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>	21 (13%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	23 (14%)
	<i>Sexual abuse</i>	3 (2%)
	<i>Feeling threatened or intimidated</i>	29 (18%)
	<i>Having your canteen/property taken</i>	20 (12%)
	<i>Medication</i>	11 (7%)
	<i>Debt</i>	7 (4%)
	<i>Drugs</i>	7 (4%)
	<i>Your race or ethnic origin</i>	9 (6%)
	<i>Your religion/religious beliefs</i>	7 (4%)
	<i>Your nationality</i>	5 (3%)
	<i>You are from a different part of the country than others</i>	7 (4%)
	<i>You are from a traveller community</i>	1 (1%)
	<i>Your sexual orientation</i>	3 (2%)
	<i>Your age</i>	4 (2%)
	<i>You have a disability</i>	3 (2%)
	<i>You were new here</i>	19 (12%)
	<i>Your offence/ crime</i>	8 (5%)
	<i>Gang related issues</i>	10 (6%)
Q8.6	Have you been victimised by staff here?	
	Yes	34 (21%)
	No	128 (79%)
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>	18 (11%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	10 (6%)
	<i>Sexual abuse</i>	2 (1%)
	<i>Feeling threatened or intimidated</i>	16 (10%)
	<i>Medication</i>	13 (8%)
	<i>Debt</i>	3 (2%)
	<i>Drugs</i>	4 (2%)
	<i>Your race or ethnic origin</i>	6 (4%)
	<i>Your religion/religious beliefs</i>	5 (3%)
	<i>Your nationality</i>	2 (1%)
	<i>You are from a different part of the country than others</i>	2 (1%)
	<i>You are from a traveller community</i>	1 (1%)
	<i>Your sexual orientation</i>	2 (1%)
	<i>Your age</i>	1 (1%)
	<i>You have a disability</i>	5 (3%)
	<i>You were new here</i>	5 (3%)
	<i>Your offence/ crime</i>	3 (2%)
	<i>Gang related issues</i>	1 (1%)
Q8.8	If you have been victimised by prisoners or staff, did you report it?	
	Not been victimised	101 (66%)
	Yes	14 (9%)
	No	38 (25%)

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 (11%)	1 (1%)	10 (6%)	18 (11%)	42 (26%)	71 (44%)
	The nurse	14 (9%)	4 (3%)	42 (27%)	24 (15%)	28 (18%)	43 (28%)
	The dentist	31 (20%)	1 (1%)	4 (3%)	11 (7%)	29 (19%)	80 (51%)

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	23 (15%)	6 (4%)	34 (22%)	25 (16%)	26 (16%)	44 (28%)
	The nurse	15 (10%)	11 (7%)	40 (26%)	28 (18%)	22 (14%)	39 (25%)
	The dentist	62 (40%)	4 (3%)	20 (13%)	16 (10%)	18 (12%)	36 (23%)
Q9.3	What do you think of the overall quality of the health services here?						
	<i>Not been</i>						13 (8%)
	<i>Very good</i>						4 (3%)
	<i>Good</i>						29 (18%)
	<i>Neither</i>						27 (17%)
	<i>Bad</i>						31 (20%)
	<i>Very bad</i>						54 (34%)
Q9.4	Are you currently taking medication?						
	<i>Yes</i>						92 (57%)
	<i>No</i>						69 (43%)
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>						69 (43%)
	<i>Yes, all my meds</i>						17 (11%)
	<i>Yes, some of my meds</i>						15 (9%)
	<i>No</i>						59 (37%)
Q9.6	Do you have any emotional or mental health problems?						
	<i>Yes</i>						80 (50%)
	<i>No</i>						80 (50%)
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>						80 (50%)
	<i>Yes</i>						19 (12%)
	<i>No</i>						60 (38%)

Section 10: Drugs and alcohol

Q10.1	Did you have a problem with drugs when you came into this prison?		
	<i>Yes</i>		58 (36%)
	<i>No</i>		104 (64%)
Q10.2	Did you have a problem with alcohol when you came into this prison?		
	<i>Yes</i>		42 (26%)
	<i>No</i>		120 (74%)
Q10.3	Is it easy or difficult to get illegal drugs in this prison?		
	<i>Very easy</i>		71 (45%)
	<i>Easy</i>		23 (15%)
	<i>Neither</i>		5 (3%)
	<i>Difficult</i>		1 (1%)
	<i>Very difficult</i>		2 (1%)
	<i>Don't know</i>		56 (35%)

Q10.4	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	27 (17%)
	Easy.....	19 (12%)
	Neither.....	20 (13%)
	Difficult.....	8 (5%)
	Very difficult.....	5 (3%)
	Don't know.....	78 (50%)
Q10.5	Have you developed a problem with illegal drugs since you have been in this prison?	
	Yes.....	28 (17%)
	No.....	135 (83%)
Q10.6	Have you developed a problem with diverted medication since you have been in this prison?	
	Yes.....	25 (15%)
	No.....	137 (85%)
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.....	90 (57%)
	Yes.....	44 (28%)
	No.....	23 (15%)
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.....	120 (74%)
	Yes.....	21 (13%)
	No.....	22 (13%)
Q10.9	Was the support or help you received, whilst in this prison, helpful?	
	Did not have a problem/ did not receive help.....	106 (70%)
	Yes.....	32 (21%)
	No.....	14 (9%)

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 (12%)	23 (14%)	55 (33%)	16 (10%)	34 (20%)	19 (11%)
	Vocational or skills training	35 (22%)	7 (4%)	44 (28%)	23 (14%)	35 (22%)	15 (9%)
	Education (including basic skills)	24 (16%)	17 (11%)	62 (40%)	20 (13%)	25 (16%)	6 (4%)
	Offending behaviour programmes	62 (42%)	3 (2%)	21 (14%)	21 (14%)	24 (16%)	17 (11%)
Q11.2	Are you currently involved in the following? (Please tick all that apply to you.)						
	Not involved in any of these.....					43 (28%)	
	Prison job.....					77 (51%)	
	Vocational or skills training.....					12 (8%)	
	Education (including basic skills).....					34 (23%)	
	Offending behaviour programmes.....					4 (3%)	

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	36 (25%)	37 (26%)	51 (36%)	18 (13%)
	Vocational or skills training	48 (40%)	28 (23%)	30 (25%)	15 (12%)
	Education (including basic skills)	35 (28%)	41 (32%)	37 (29%)	14 (11%)
	Offending behaviour programmes	57 (48%)	18 (15%)	29 (24%)	15 (13%)
Q11.4	How often do you usually go to the library?				
	<i>Don't want to go</i>				21 (13%)
	<i>Never</i>				49 (31%)
	<i>Less than once a week</i>				35 (22%)
	<i>About once a week</i>				45 (29%)
	<i>More than once a week</i>				6 (4%)
Q11.5	Does the library have a wide enough range of materials to meet your needs?				
	<i>Don't use it</i>				57 (36%)
	<i>Yes</i>				59 (38%)
	<i>No</i>				41 (26%)
Q11.6	How many times do you usually go to the gym each week?				
	<i>Don't want to go</i>				36 (23%)
	<i>0</i>				37 (23%)
	<i>1 to 2</i>				28 (18%)
	<i>3 to 5</i>				48 (30%)
	<i>More than 5</i>				9 (6%)
Q11.7	How many times do you usually go outside for exercise each week?				
	<i>Don't want to go</i>				16 (10%)
	<i>0</i>				37 (23%)
	<i>1 to 2</i>				47 (29%)
	<i>3 to 5</i>				44 (28%)
	<i>More than 5</i>				16 (10%)
Q11.8	How many times do you usually have association each week?				
	<i>Don't want to go</i>				7 (4%)
	<i>0</i>				13 (8%)
	<i>1 to 2</i>				21 (13%)
	<i>3 to 5</i>				36 (23%)
	<i>More than 5</i>				80 (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>				28 (18%)
	<i>2 to less than 4 hours</i>				33 (21%)
	<i>4 to less than 6 hours</i>				24 (15%)
	<i>6 to less than 8 hours</i>				31 (19%)
	<i>8 to less than 10 hours</i>				20 (13%)
	<i>10 hours or more</i>				13 (8%)
	<i>Don't know</i>				10 (6%)

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	52 (33%)
	No	108 (68%)
Q12.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	62 (40%)
	No	94 (60%)
Q12.3	Have you had any problems getting access to the telephones?	
	Yes	48 (30%)
	No	110 (70%)
Q12.4	How easy or difficult is it for your family and friends to get here?	
	<i>I don't get visits</i>	26 (16%)
	<i>Very easy</i>	11 (7%)
	<i>Easy</i>	32 (20%)
	<i>Neither</i>	15 (9%)
	<i>Difficult</i>	40 (25%)
	<i>Very difficult</i>	30 (19%)
	<i>Don't know</i>	4 (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>	58 (37%)
	Yes	63 (40%)
	No	36 (23%)
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>	94 (59%)
	<i>No contact</i>	37 (23%)
	<i>Letter</i>	16 (10%)
	<i>Phone</i>	10 (6%)
	<i>Visit</i>	10 (6%)
Q13.3	Do you have a named offender supervisor in this prison?	
	Yes	28 (18%)
	No	127 (82%)
Q13.4	Do you have a sentence plan?	
	<i>Not sentenced</i>	58 (36%)
	Yes	26 (16%)
	No	78 (48%)
Q13.5	How involved were you in the development of your sentence plan?	
	<i>Do not have a sentence plan/not sentenced</i>	136 (85%)
	<i>Very involved</i>	2 (1%)
	<i>Involved</i>	6 (4%)
	<i>Neither</i>	5 (3%)
	<i>Not very involved</i>	2 (1%)
	<i>Not at all involved</i>	9 (6%)

- 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> | 136 (85%) |
| <i>Nobody</i> | 16 (10%) |
| <i>Offender supervisor</i> | 6 (4%) |
| <i>Offender manager</i> | 4 (3%) |
| <i>Named/ personal officer</i> | 1 (1%) |
| <i>Staff from other departments</i> | 1 (1%) |
- Q13.7 Can you achieve any of your sentence plan targets in this prison?**
- | | |
|--|-----------|
| <i>Do not have a sentence plan/not sentenced</i> | 136 (84%) |
| <i>Yes</i> | 9 (6%) |
| <i>No</i> | 5 (3%) |
| <i>Don't know</i> | 11 (7%) |
- 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> | 136 (86%) |
| <i>Yes</i> | 4 (3%) |
| <i>No</i> | 9 (6%) |
| <i>Don't know</i> | 9 (6%) |
- 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> | 136 (86%) |
| <i>Yes</i> | 9 (6%) |
| <i>No</i> | 8 (5%) |
| <i>Don't know</i> | 5 (3%) |
- Q13.10 Do you have a needs based custody plan?**
- | | |
|-------------------------|----------|
| <i>Yes</i> | 7 (4%) |
| <i>No</i> | 75 (47%) |
| <i>Don't know</i> | 76 (48%) |
- Q13.11 Do you feel that any member of staff has helped you to prepare for your release?**
- | | |
|------------------|-----------|
| <i>Yes</i> | 13 (8%) |
| <i>No</i> | 141 (92%) |
- 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 | 35 (24%) | 26 (18%) | 87 (59%) |
| Accommodation | 38 (25%) | 35 (23%) | 77 (51%) |
| Benefits | 30 (20%) | 42 (28%) | 76 (51%) |
| Finances | 32 (23%) | 24 (17%) | 86 (61%) |
| Education | 38 (27%) | 24 (17%) | 80 (56%) |
| Drugs and alcohol | 35 (24%) | 43 (30%) | 67 (46%) |
- 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> | 58 (36%) |
| <i>Yes</i> | 42 (26%) |
| <i>No</i> | 60 (38%) |

Main comparator and comparator to last time



Prisoner survey responses HMP Hewell (Closed) 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

		HMP Hewell (Closed) 2016	Local prisons comparator	HMP Hewell (Closed) 2016	HMP Hewell (Closed) 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		171	6,092	171	164
SECTION 1: General information					
1.2	Are you under 21 years of age?	1%	6%	1%	2%
1.3	Are you sentenced?	66%	68%	66%	62%
1.3	Are you on recall?	10%	10%	10%	18%
1.4	Is your sentence less than 12 months?	31%	20%	31%	17%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	4%	3%	4%	6%
1.5	Are you a foreign national?	11%	13%	11%	9%
1.6	Do you understand spoken English?	99%	97%	99%	97%
1.7	Do you understand written English?	98%	96%	98%	97%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	20%	25%	20%	28%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	7%	5%	7%	6%
1.1	Are you Muslim?	8%	13%	8%	9%
1.11	Are you homosexual/gay or bisexual?	1%	3%	1%	3%
1.12	Do you consider yourself to have a disability?	33%	26%	33%	23%
1.13	Are you a veteran (ex-armed services)?	8%	5%	8%	7%
1.14	Is this your first time in prison?	35%	33%	35%	27%
1.15	Do you have any children under the age of 18?	56%	54%	56%	64%
SECTION 2: Transfers and escorts					
On your most recent journey here:					
2.1	Did you spend more than 2 hours in the van?	23%	23%	23%	22%
For those who spent two or more hours in the escort van:					
2.2	Were you offered anything to eat or drink?	40%	39%	40%	40%
2.3	Were you offered a toilet break?	8%	8%	8%	4%
2.4	Was the van clean?	55%	57%	55%	51%
2.5	Did you feel safe?	78%	74%	78%	70%
2.6	Were you treated well/very well by the escort staff?	70%	67%	70%	63%
2.7	Before you arrived here were you told that you were coming here?	59%	63%	59%	64%
2.7	Before you arrived here did you receive any written information about coming here?	2%	3%	2%	5%
2.8	When you first arrived here did your property arrive at the same time as you?	81%	78%	81%	73%

Main comparator and comparator to last time

Key to tables

		HMP Hewell (Closed) 2016	Local prisons comparator	HMP Hewell (Closed) 2016	HMP Hewell (Closed) 2014
Any percentage highlighted in green is significantly better					
Any percentage highlighted in blue is significantly worse					
Any percentage highlighted in orange shows a significant difference in 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?	39%	39%	39%	32%
3.2	When you were searched in reception, was this carried out in a respectful way?	78%	77%	78%	76%
3.3	Were you treated well/very well in reception?	58%	62%	58%	59%
When you first arrived:					
3.4	Did you have any problems?	76%	77%	76%	76%
3.4	Did you have any problems with loss of property?	15%	16%	15%	22%
3.4	Did you have any housing problems?	15%	23%	15%	18%
3.4	Did you have any problems contacting employers?	8%	6%	8%	3%
3.4	Did you have any problems contacting family?	33%	35%	33%	29%
3.4	Did you have any problems ensuring dependants were being looked after?	1%	3%	1%	3%
3.4	Did you have any money worries?	25%	24%	25%	18%
3.4	Did you have any problems with feeling depressed or suicidal?	23%	24%	23%	23%
3.4	Did you have any physical health problems?	17%	18%	17%	21%
3.4	Did you have any mental health problems?	31%	25%	31%	26%
3.4	Did you have any problems with needing protection from other prisoners?	4%	9%	4%	8%
3.4	Did you have problems accessing phone numbers?	34%	32%	34%	32%
For those with problems:					
3.5	Did you receive any help/ support from staff in dealing with these problems?	24%	31%	24%	36%
When you first arrived here, were you offered any of the following:					
3.6	Tobacco?	85%	76%	85%	77%
3.6	A shower?	15%	29%	15%	11%
3.6	A free telephone call?	76%	52%	76%	76%
3.6	Something to eat?	73%	70%	73%	66%
3.6	PIN phone credit?	57%	50%	57%	53%
3.6	Toiletries/ basic items?	55%	57%	55%	49%

Key to tables

Main comparator and comparator to last time

Key to tables		HMP Hewell (Closed) 2016	Local prisons comparator	HMP Hewell (Closed) 2016	HMP Hewell (Closed) 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in 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?	41%	45%	41%	41%
3.7	Someone from health services?	62%	66%	62%	72%
3.7	A Listener/Samaritans?	46%	30%	46%	45%
3.7	Prison shop/ canteen?	14%	22%	14%	7%
	When you first arrived here were you offered information about any of the following:				
3.8	What was going to happen to you?	41%	40%	41%	34%
3.8	Support was available for people feeling depressed or suicidal?	38%	35%	38%	35%
3.8	How to make routine requests?	32%	34%	32%	26%
3.8	Your entitlement to visits?	30%	33%	30%	28%
3.8	Health services?	41%	43%	41%	40%
3.8	The chaplaincy?	33%	39%	33%	31%
3.9	Did you feel safe on your first night here?	65%	69%	65%	73%
3.10	Have you been on an induction course?	76%	74%	76%	69%
	For those who have been on an induction course:				
3.11	Did the course cover everything you needed to know about the prison?	47%	49%	47%	44%
3.12	Did you receive an education (skills for life) assessment?	72%	74%	72%	68%
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?	25%	36%	25%	39%
4.1	Attend legal visits?	44%	50%	44%	50%
4.1	Get bail information?	11%	17%	11%	13%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	37%	42%	37%	54%
4.3	Can you get legal books in the library?	29%	35%	29%	38%
	For the wing/unit you are currently on:				
4.4	Are you normally offered enough clean, suitable clothes for the week?	49%	49%	49%	45%
4.4	Are you normally able to have a shower every day?	90%	73%	90%	89%
4.4	Do you normally receive clean sheets every week?	80%	66%	80%	73%
4.4	Do you normally get cell cleaning materials every week?	29%	51%	29%	45%
4.4	Is your cell call bell normally answered within five minutes?	15%	24%	15%	12%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	54%	56%	54%	59%
4.4	Can you normally get your stored property, if you need to?	18%	20%	18%	18%
4.5	Is the food in this prison good/very good?	10%	21%	10%	13%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	45%	46%	45%	46%
4.7	Are you able to speak to a Listener at any time, if you want to?	60%	52%	60%	58%
4.8	Are your religious beliefs are respected?	43%	49%	43%	46%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	46%	50%	46%	54%
4.10	Is it easy/very easy to attend religious services?	40%	44%	40%	34%

Main comparator and comparator to last time

Key to tables

	Any percentage highlighted in green is significantly better	HMP Hewell (Closed) 2016	Local prisons comparator	HMP Hewell (Closed) 2016	HMP Hewell (Closed) 2014
	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?	74%	71%	74%	76%
	For those who have made an application:				
5.2	Do you feel applications are dealt with fairly?	45%	47%	45%	43%
5.2	Do you feel applications are dealt with quickly (within seven days)?	29%	32%	29%	30%
5.3	Is it easy to make a complaint?	42%	49%	42%	54%
	For those who have made a complaint:				
5.4	Do you feel complaints are dealt with fairly?	14%	27%	14%	31%
5.4	Do you feel complaints are dealt with quickly (within seven days)?	12%	22%	12%	24%
5.5	Have you ever been prevented from making a complaint when you wanted to?	18%	22%	18%	19%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	7%	18%	7%	13%
SECTION 6: Incentives and earned privileges scheme					
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	43%	39%	43%	36%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	39%	39%	39%	32%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	9%	10%	9%	6%
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?	52%	34%	52%	41%
SECTION 7: Relationships with staff					
7.1	Do most staff, in this prison, treat you with respect?	77%	72%	77%	78%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	70%	66%	70%	73%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	30%	27%	30%	25%
7.4	Do staff normally speak to you most of the time/all of the time during association?	14%	17%	14%	11%
7.5	Do you have a personal officer?	23%	34%	23%	26%
	For those with a personal officer:				
7.6	Do you think your personal officer is helpful/very helpful?	68%	67%	68%	69%

Main comparator and comparator to last time

Key to tables

		HMP Hewell (Closed) 2016	Local prisons comparator	HMP Hewell (Closed) 2016	HMP Hewell (Closed) 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in 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?	56%	48%	56%	48%
8.2	Do you feel unsafe now?	24%	22%	24%	24%
8.4	Have you been victimised by other prisoners here?	30%	32%	30%	37%
Since you have been here, have other prisoners:					
8.5	Made insulting remarks about you, your family or friends?	13%	13%	13%	20%
8.5	Hit, kicked or assaulted you?	14%	10%	14%	14%
8.5	Sexually abused you?	2%	2%	2%	6%
8.5	Threatened or intimidated you?	18%	17%	18%	22%
8.5	Taken your canteen/property?	12%	8%	12%	16%
8.5	Victimised you because of medication?	7%	5%	7%	15%
8.5	Victimised you because of debt?	4%	4%	4%	12%
8.5	Victimised you because of drugs?	4%	5%	4%	9%
8.5	Victimised you because of your race or ethnic origin?	6%	4%	6%	5%
8.5	Victimised you because of your religion/religious beliefs?	4%	4%	4%	3%
8.5	Victimised you because of your nationality?	3%	3%	3%	4%
8.5	Victimised you because you were from a different part of the country?	4%	4%	4%	7%
8.5	Victimised you because you are from a Traveller community?	1%	2%	1%	2%
8.5	Victimised you because of your sexual orientation?	2%	2%	2%	2%
8.5	Victimised you because of your age?	3%	3%	3%	4%
8.5	Victimised you because you have a disability?	2%	4%	2%	5%
8.5	Victimised you because you were new here?	12%	6%	12%	14%
8.5	Victimised you because of your offence/crime?	5%	6%	5%	6%
8.5	Victimised you because of gang related issues?	6%	5%	6%	7%

Main comparator and comparator to last time

Key to tables

		HMP Hewell (Closed) 2016	Local prisons comparator	HMP Hewell (Closed) 2016	HMP Hewell (Closed) 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in 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?	21%	33%	21%	33%
	Since you have been here, have staff:				
8.7	Made insulting remarks about you, your family or friends?	11%	12%	11%	18%
8.7	Hit, kicked or assaulted you?	6%	6%	6%	9%
8.7	Sexually abused you?	1%	1%	1%	5%
8.7	Threatened or intimidated you?	10%	14%	10%	16%
8.7	Victimised you because of medication?	8%	6%	8%	9%
8.7	Victimised you because of debt?	2%	2%	2%	4%
8.7	Victimised you because of drugs?	3%	3%	3%	3%
8.7	Victimised you because of your race or ethnic origin?	4%	4%	4%	3%
8.7	Victimised you because of your religion/religious beliefs?	3%	4%	3%	3%
8.7	Victimised you because of your nationality?	1%	3%	1%	4%
8.7	Victimised you because you were from a different part of the country?	1%	3%	1%	2%
8.7	Victimised you because you are from a Traveller community?	1%	1%	1%	2%
8.7	Victimised you because of your sexual orientation?	1%	1%	1%	1%
8.7	Victimised you because of your age?	1%	2%	1%	3%
8.7	Victimised you because you have a disability?	3%	3%	3%	4%
8.7	Victimised you because you were new here?	3%	5%	3%	5%
8.7	Victimised you because of your offence/crime?	2%	5%	2%	4%
8.7	Victimised you because of gang related issues?	1%	3%	1%	3%
	For those who have been victimised by staff or other prisoners:				
8.8	Did you report any victimisation that you have experienced?	27%	34%	27%	32%

Main comparator and comparator to last time

Key to tables

	Any percentage highlighted in green is significantly better	HMP Hewell (Closed) 2016	Local prisons comparator	HMP Hewell (Closed) 2016	HMP Hewell (Closed) 2014
	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 9: Health services					
9.1	Is it easy/very easy to see the doctor?	7%	21%	7%	18%
9.1	Is it easy/very easy to see the nurse?	30%	42%	30%	40%
9.1	Is it easy/very easy to see the dentist?	3%	9%	3%	5%
	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?	30%	40%	30%	35%
9.2	The nurse?	36%	50%	36%	54%
9.2	The dentist?	26%	29%	26%	21%
9.3	The overall quality of health services?	23%	35%	23%	37%
9.4	Are you currently taking medication?	57%	52%	57%	67%
	For those currently taking medication:				
9.5	Are you allowed to keep possession of some or all of your medication in your own cell?	35%	58%	35%	48%
9.6	Do you have any emotional well being or mental health problems?	50%	41%	50%	48%
	For those who have problems:				
9.7	Are you being helped or supported by anyone in this prison?	24%	41%	24%	59%
SECTION 10: Drugs and alcohol					
10.1	Did you have a problem with drugs when you came into this prison?	36%	33%	36%	36%
10.2	Did you have a problem with alcohol when you came into this prison?	26%	21%	26%	26%
10.3	Is it easy/very easy to get illegal drugs in this prison?	60%	39%	60%	38%
10.4	Is it easy/very easy to get alcohol in this prison?	29%	18%	29%	18%
10.5	Have you developed a problem with drugs since you have been in this prison?	17%	10%	17%	17%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	16%	8%	16%	13%
	For those with drug or alcohol problems:				
10.7	Have you received any support or help with your drug problem while in this prison?	66%	55%	66%	59%
10.8	Have you received any support or help with your alcohol problem while in this prison?	49%	54%	49%	67%
	For those who have received help or support with their drug or alcohol problem:				
10.9	Was the support helpful?	69%	75%	69%	85%

Main comparator and comparator to last time

Key to tables

		HMP Hewell (Closed) 2016	Local prisons comparator	HMP Hewell (Closed) 2016	HMP Hewell (Closed) 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in 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?	47%	31%	47%	40%
11.1	Vocational or skills training?	32%	29%	32%	32%
11.1	Education (including basic skills)?	51%	44%	51%	44%
11.1	Offending behaviour programmes?	16%	17%	16%	17%
Are you currently involved in any of the following activities:					
11.2	A prison job?	51%	44%	51%	46%
11.2	Vocational or skills training?	8%	8%	8%	8%
11.2	Education (including basic skills)?	23%	23%	23%	20%
11.2	Offending behaviour programmes?	3%	7%	3%	8%
11.3	Have you had a job while in this prison?	75%	69%	75%	80%
For those who have had a prison job while in this prison:					
11.3	Do you feel the job will help you on release?	35%	39%	35%	43%
11.3	Have you been involved in vocational or skills training while in this prison?	60%	56%	60%	66%
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?	38%	44%	38%	43%
11.3	Have you been involved in education while in this prison?	73%	66%	73%	73%
For those who have been involved in education while in this prison:					
11.3	Do you feel the education will help you on release?	45%	50%	45%	47%
11.3	Have you been involved in offending behaviour programmes while in this prison?	52%	53%	52%	65%
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?	29%	40%	29%	38%
11.4	Do you go to the library at least once a week?	33%	28%	33%	28%
11.5	Does the library have a wide enough range of materials to meet your needs?	38%	32%	38%	30%
11.6	Do you go to the gym three or more times a week?	36%	23%	36%	24%
11.7	Do you go outside for exercise three or more times a week?	38%	40%	38%	34%
11.8	Do you go on association more than five times each week?	51%	42%	51%	58%
11.9	Do you spend ten or more hours out of your cell on a weekday?	8%	9%	8%	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%	30%	33%	39%
12.2	Have you had any problems with sending or receiving mail?	40%	49%	40%	54%
12.3	Have you had any problems getting access to the telephones?	30%	35%	30%	22%
12.4	Is it easy/ very easy for your friends and family to get here?	27%	35%	27%	29%

Main comparator and comparator to last time

Key to tables

		HMP Hewell (Closed) 2016	Local prisons comparator	HMP Hewell (Closed) 2016	HMP Hewell (Closed) 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in 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?	64%	62%	64%	59%
For those who are sentenced what type of contact have you had with your offender manager:					
13.2	No contact?	56%	43%	56%	37%
13.2	Contact by letter?	24%	27%	24%	37%
13.2	Contact by phone?	15%	13%	15%	24%
13.2	Contact by visit?	15%	36%	15%	32%
13.3	Do you have a named offender supervisor in this prison?	18%	30%	18%	24%
For those who are sentenced:					
13.4	Do you have a sentence plan?	25%	33%	25%	27%
For those with a sentence plan:					
13.5	Were you involved/very involved in the development of your plan?	33%	54%	33%	57%
Who is working with you to achieve your sentence plan targets:					
13.6	Nobody?	67%	46%	67%	48%
13.6	Offender supervisor?	25%	32%	25%	32%
13.6	Offender manager?	17%	25%	17%	44%
13.6	Named/ personal officer?	4%	11%	4%	8%
13.6	Staff from other departments?	4%	19%	4%	8%
For those with a sentence plan:					
13.7	Can you achieve any of your sentence plan targets in this prison?	36%	52%	36%	46%
13.8	Are there plans for you to achieve any of your targets in another prison?	18%	28%	18%	38%
13.9	Are there plans for you to achieve any of your targets in the community?	41%	31%	41%	67%
13.10	Do you have a needs based custody plan?	4%	7%	4%	9%
13.11	Do you feel that any member of staff has helped you to prepare for release?	9%	10%	9%	12%
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?	23%	26%	23%	34%
13.12	Accommodation?	31%	32%	31%	35%
13.12	Benefits?	36%	34%	36%	38%
13.12	Finances?	22%	21%	22%	25%
13.12	Education?	23%	27%	23%	33%
13.12	Drugs and alcohol?	39%	40%	39%	48%
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?	41%	45%	41%	49%

Diversity analysis



Key question responses (ethnicity and foreign national) HMP Hewell (Closed) 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

		Black and minority ethnic prisoners	White prisoners	Foreign national prisoners	British 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				
Number of completed questionnaires returned		34	135	19	150
1.3	Are you sentenced?	57%	68%	68%	66%
1.5	Are you a foreign national?	21%	8%		
1.6	Do you understand spoken English?	100%	99%	100%	99%
1.7	Do you understand written English?	97%	98%	94%	99%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)			39%	18%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	8%	7%	7%
1.1	Are you Muslim?	32%	2%	16%	8%
1.12	Do you consider yourself to have a disability?	18%	37%	22%	34%
1.13	Are you a veteran (ex-armed services)?	6%	8%	16%	7%
1.14	Is this your first time in prison?	38%	34%	58%	32%
2.6	Were you treated well/very well by the escort staff?	74%	68%	58%	71%
2.7	Before you arrived here were you told that you were coming here?	68%	56%	47%	59%
3.2	When you were searched in reception, was this carried out in a respectful way?	73%	80%	63%	80%
3.3	Were you treated well/very well in reception?	53%	60%	53%	58%
3.4	Did you have any problems when you first arrived?	80%	75%	74%	76%
3.7	Did you have access to someone from health care when you first arrived here?	66%	61%	59%	62%
3.9	Did you feel safe on your first night here?	55%	68%	58%	65%
3.10	Have you been on an induction course?	79%	75%	72%	76%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	24%	25%	17%	26%

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
	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?	34%	52%	58%	47%
4.4	Are you normally able to have a shower every day?	82%	92%	95%	89%
4.4	Is your cell call bell normally answered within five minutes?	6%	17%	28%	13%
4.5	Is the food in this prison good/very good?	9%	10%	16%	9%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	35%	47%	17%	47%
4.7	Are you able to speak to a Listener at any time, if you want to?	47%	63%	47%	61%
4.8	Do you feel your religious beliefs are respected?	57%	40%	66%	40%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	48%	46%	37%	48%
5.1	Is it easy to make an application?	65%	77%	37%	79%
5.3	Is it easy to make a complaint?	36%	44%	16%	45%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	38%	44%	19%	45%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	32%	41%	25%	40%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	9%	9%	12%	8%
7.1	Do most staff, in this prison, treat you with respect?	67%	80%	77%	77%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	64%	72%	59%	71%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	13%	15%	7%	15%
7.4	Do you have a personal officer?	27%	22%	32%	22%
8.1	Have you ever felt unsafe here?	66%	53%	57%	56%
8.2	Do you feel unsafe now?	31%	22%	13%	25%
8.3	Have you been victimised by other prisoners?	43%	26%	24%	31%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	27%	16%	6%	19%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	15%	3%	6%	6%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	9%	3%	0%	5%
8.5	Have you been victimised because of your nationality? (By prisoners)	6%	2%	6%	3%
8.5	Have you been victimised because you have a disability? (By prisoners)	3%	2%	0%	2%

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
	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?	27%	19%	17%	22%
8.7	Have you ever felt threatened or intimidated by staff here?	15%	9%	0%	11%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	9%	2%	0%	4%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	3%	3%	0%	4%
8.7	Have you been victimised because of your nationality? (By staff)	0%	2%	0%	2%
8.7	Have you been victimised because you have a disability? (By staff)	3%	3%	0%	4%
9.1	Is it easy/very easy to see the doctor?	13%	5%	6%	7%
9.1	Is it easy/ very easy to see the nurse?	42%	27%	19%	31%
9.4	Are you currently taking medication?	48%	59%	30%	61%
9.6	Do you feel you have any emotional well being/mental health issues?	24%	57%	24%	53%
10.3	Is it easy/very easy to get illegal drugs in this prison?	66%	58%	30%	64%
11.2	Are you currently working in the prison?	60%	49%	53%	52%
11.2	Are you currently undertaking vocational or skills training?	13%	7%	12%	8%
11.2	Are you currently in education (including basic skills)?	23%	22%	47%	19%
11.2	Are you currently taking part in an offending behaviour programme?	0%	3%	0%	3%
11.4	Do you go to the library at least once a week?	25%	34%	57%	30%
11.6	Do you go to the gym three or more times a week?	53%	32%	62%	34%
11.7	Do you go outside for exercise three or more times a week?	38%	37%	24%	40%
11.8	On average, do you go on association more than five times each week?	48%	52%	32%	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)	9%	8%	12%	8%
12.2	Have you had any problems sending or receiving mail?	48%	38%	19%	43%
12.3	Have you had any problems getting access to the telephones?	31%	30%	24%	32%

Diversity Analysis



Key question responses (disability and age over 50) HMP Hewell (Closed) 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		56	113		
				20	150
1.3	Are you sentenced?	66%	65%	85%	63%
1.5	Are you a foreign national?	7%	13%	5%	12%
1.6	Do you understand spoken English?	98%	100%	100%	99%
1.7	Do you understand written English?	69%	99%	100%	98%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	11%	25%	5%	22%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	12%	5%	5%	7%
1.1	Are you Muslim?	7%	9%	0%	10%
1.12	Do you consider yourself to have a disability?			56%	30%
1.13	Are you a veteran (ex-armed services)?	14%	4%	26%	5%
1.14	Is this your first time in prison?	32%	36%	65%	32%
2.6	Were you treated well/very well by the escort staff?	66%	72%	75%	69%
2.7	Before you arrived here were you told that you were coming here?	57%	60%	35%	61%
3.2	When you were searched in reception, was this carried out in a respectful way?	73%	81%	89%	76%
3.3	Were you treated well/very well in reception?	52%	61%	80%	55%
3.4	Did you have any problems when you first arrived?	96%	65%	74%	76%
3.7	Did you have access to someone from health care when you first arrived here?	65%	61%	37%	65%
3.9	Did you feel safe on your first night here?	59%	69%	53%	66%
3.10	Have you been on an induction course?	79%	76%	61%	78%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	26%	25%	25%	25%

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?	48%	48%	78%	45%
4.4	Are you normally able to have a shower every day?	87%	91%	94%	89%
4.4	Is your cell call bell normally answered within five minutes?	12%	17%	6%	16%
4.5	Is the food in this prison good/very good?	4%	12%	22%	8%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	43%	45%	44%	44%
4.7	Are you able to speak to a Listener at any time, if you want to?	53%	63%	74%	58%
4.8	Do you feel your religious beliefs are respected?	39%	44%	58%	41%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	54%	43%	53%	45%
5.1	Is it easy to make an application?	76%	72%	84%	72%
5.3	Is it easy to make a complaint?	45%	41%	32%	43%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	42%	43%	50%	41%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	35%	41%	30%	40%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	13%	6%	11%	8%
7.1	Do most staff, in this prison, treat you with respect?	75%	78%	84%	76%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	71%	70%	74%	69%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	10%	17%	11%	15%
7.4	Do you have a personal officer?	25%	23%	12%	24%
8.1	Have you ever felt unsafe here?	60%	52%	58%	55%
8.2	Do you feel unsafe now?	35%	20%	16%	25%
8.3	Have you been victimised by other prisoners?	30%	30%	28%	30%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	21%	17%	17%	18%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	6%	6%	12%	5%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	6%	4%	12%	4%
8.5	Have you been victimised because of your nationality? (By prisoners)	6%	2%	6%	3%
8.5	Have you been victimised because of your age? (By prisoners)	6%	1%	12%	1%
8.5	Have you been victimised because you have a disability? (By prisoners)	6%	0%	6%	1%

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?	30%	16%	24%	21%
8.7	Have you ever felt threatened or intimidated by staff here?	13%	8%	12%	10%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	4%	4%	6%	4%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	6%	2%	0%	4%
8.7	Have you been victimised because of your nationality? (By staff)	4%	0%	0%	1%
8.7	Have you been victimised because of your age? (By staff)	0%	1%	0%	1%
8.7	Have you been victimised because you have a disability? (By staff)	10%	0%	6%	3%
9.1	Is it easy/very easy to see the doctor?	6%	8%	12%	6%
9.1	Is it easy/ very easy to see the nurse?	26%	31%	41%	28%
9.4	Are you currently taking medication?	79%	47%	79%	55%
9.6	Do you feel you have any emotional well being/mental health issues?	84%	34%	42%	51%
10.3	Is it easy/very easy to get illegal drugs in this prison?	64%	58%	53%	61%
11.2	Are you currently working in the prison?	38%	58%	22%	55%
11.2	Are you currently undertaking vocational or skills training?	6%	8%	6%	8%
11.2	Are you currently in education (including basic skills)?	21%	22%	34%	21%
11.2	Are you currently taking part in an offending behaviour programme?	0%	4%	0%	3%
11.4	Do you go to the library at least once a week?	32%	33%	56%	30%
11.6	Do you go to the gym three or more times a week?	23%	43%	11%	40%
11.7	Do you go outside for exercise three or more times a week?	36%	37%	37%	38%
11.8	On average, do you go on association more than five times each week?	51%	52%	26%	54%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	8%	9%	21%	7%
12.2	Have you had any problems sending or receiving mail?	44%	39%	34%	41%
12.3	Have you had any problems getting access to the telephones?	39%	27%	24%	31%

Main comparator and comparator to last time



Prisoner survey responses HMP Hewell (Open) 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

		HMP Hewell (Open) 2016	Open prisons comparator	HMP Hewell (Open) 2016	HMP Hewell (Open) 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		103	2,132	103	110
SECTION 1: General information					
1.2	Are you under 21 years of age?	0%	0%	0%	0%
1.3	Are you on recall?	0%	3%	0%	0%
1.4	Is your sentence less than 12 months?	6%	3%	6%	4%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	6%	11%	6%	7%
1.5	Are you a foreign national?	0%	2%	0%	5%
1.6	Do you understand spoken English?	100%	99%	100%	98%
1.7	Do you understand written English?	100%	99%	100%	98%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	43%	27%	43%	43%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	1%	3%	1%	3%
1.1	Are you Muslim?	23%	12%	23%	16%
1.11	Are you homosexual/gay or bisexual?	2%	2%	2%	1%
1.12	Do you consider yourself to have a disability?	5%	12%	5%	12%
1.13	Are you a veteran (ex-armed services)?	6%	7%	6%	5%
1.14	Is this your first time in prison?	62%	52%	62%	53%
1.15	Do you have any children under the age of 18?	58%	53%	58%	58%
SECTION 2: Transfers and escorts					
On your most recent journey here:					
2.1	Did you spend more than 2 hours in the van?	27%	47%	27%	32%
For those who spent two or more hours in the escort van:					
2.2	Were you offered anything to eat or drink?	63%	82%	63%	60%
2.3	Were you offered a toilet break?	8%	11%	8%	6%
2.4	Was the van clean?	46%	67%	46%	52%
2.5	Did you feel safe?	83%	85%	83%	73%
2.6	Were you treated well/very well by the escort staff?	64%	79%	64%	63%
2.7	Before you arrived here were you told that you were coming here?	62%	80%	62%	77%
2.7	Before you arrived here did you receive any written information about coming here?	30%	14%	30%	15%
2.8	When you first arrived here did your property arrive at the same time as you?	77%	92%	77%	83%

Main comparator and comparator to last time

Key to tables

		HMP Hewell (Open) 2016	Open prisons comparator	HMP Hewell (Open) 2016	HMP Hewell (Open) 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in 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?	62%	75%	62%	67%
3.2	When you were searched in reception, was this carried out in a respectful way?	77%	88%	77%	77%
3.3	Were you treated well/very well in reception?	74%	83%	74%	69%
When you first arrived:					
3.4	Did you have any problems?	52%	42%	52%	54%
3.4	Did you have any problems with loss of property?	21%	9%	21%	19%
3.4	Did you have any housing problems?	8%	8%	8%	10%
3.4	Did you have any problems contacting employers?	3%	2%	3%	3%
3.4	Did you have any problems contacting family?	25%	10%	25%	20%
3.4	Did you have any problems ensuring dependants were being looked after?	2%	1%	2%	3%
3.4	Did you have any money worries?	18%	10%	18%	17%
3.4	Did you have any problems with feeling depressed or suicidal?	5%	4%	5%	4%
3.4	Did you have any physical health problems?	10%	8%	10%	11%
3.4	Did you have any mental health problems?	9%	5%	9%	5%
3.4	Did you have any problems with needing protection from other prisoners?	4%	1%	4%	4%
3.4	Did you have problems accessing phone numbers?	21%	11%	21%	17%
For those with problems:					
3.5	Did you receive any help/ support from staff in dealing with these problems?	45%	46%	45%	38%
When you first arrived here, were you offered any of the following:					
3.6	Tobacco?	18%	57%	18%	30%
3.6	A shower?	27%	37%	27%	28%
3.6	A free telephone call?	42%	42%	42%	33%
3.6	Something to eat?	48%	50%	48%	37%
3.6	PIN phone credit?	23%	58%	23%	29%
3.6	Toiletries/ basic items?	33%	41%	33%	23%

Main comparator and comparator to last time

Key to tables

	Any percentage highlighted in green is significantly better	HMP Hewell (Open) 2016	Open prisons comparator	HMP Hewell (Open) 2016	HMP Hewell (Open) 2014
	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?	59%	58%	59%	56%
3.7	Someone from health services?	46%	75%	46%	53%
3.7	A Listener/Samaritans?	32%	41%	32%	35%
3.7	Prison shop/ canteen?	14%	31%	14%	21%
	When you first arrived here were you offered information about any of the following:				
3.8	What was going to happen to you?	51%	69%	51%	50%
3.8	Support was available for people feeling depressed or suicidal?	27%	48%	27%	31%
3.8	How to make routine requests?	36%	57%	36%	37%
3.8	Your entitlement to visits?	41%	56%	41%	39%
3.8	Health services?	40%	66%	40%	39%
3.8	The chaplaincy?	46%	57%	46%	46%
3.9	Did you feel safe on your first night here?	77%	92%	77%	69%
3.10	Have you been on an induction course?	98%	95%	98%	94%
	For those who have been on an induction course:				
3.11	Did the course cover everything you needed to know about the prison?	47%	73%	47%	55%
3.12	Did you receive an education (skills for life) assessment?	82%	87%	82%	89%
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?	41%	60%	41%	52%
4.1	Attend legal visits?	39%	48%	39%	55%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	25%	26%	25%	29%
4.3	Can you get legal books in the library?	42%	48%	42%	46%
	For the wing/unit you are currently on:				
4.4	Are you normally able to have a shower every day?	96%	99%	96%	92%
4.4	Do you normally receive clean sheets every week?	51%	68%	51%	53%
4.4	Do you normally get cell cleaning materials every week?	35%	64%	35%	33%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	59%	79%	59%	48%
4.4	Can you normally get your stored property, if you need to?	57%	43%	57%	58%
4.5	Is the food in this prison good/very good?	31%	39%	31%	38%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	49%	52%	49%	42%
4.7	Are you able to speak to a Listener at any time, if you want to?	61%	61%	61%	39%
4.8	Are your religious beliefs are respected?	52%	54%	52%	47%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	60%	67%	60%	65%
4.10	Is it easy/very easy to attend religious services?	50%	56%	50%	48%

Main comparator and comparator to last time

Key to tables

		HMP Hewell (Open) 2016	Open prisons comparator	HMP Hewell (Open) 2016	HMP Hewell (Open) 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in 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?	87%	86%	87%	84%
	For those who have made an application:				
5.2	Do you feel applications are dealt with fairly?	70%	71%	70%	70%
5.2	Do you feel applications are dealt with quickly (within seven days)?	53%	59%	53%	53%
5.3	Is it easy to make a complaint?	38%	53%	38%	56%
	For those who have made a complaint:				
5.4	Do you feel complaints are dealt with fairly?	25%	41%	25%	51%
5.4	Do you feel complaints are dealt with quickly (within seven days)?	30%	43%	30%	44%
5.5	Have you ever been prevented from making a complaint when you wanted to?	22%	16%	22%	13%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	11%	37%	11%	24%
SECTION 6: Relationships with staff					
6.1	Do most staff, in this prison, treat you with respect?	85%	79%	85%	73%
6.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	85%	77%	85%	78%
6.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	25%	33%	25%	24%
6.4	Do staff normally speak to you most of the time/all of the time during association?	30%	20%	30%	23%
6.5	Do you have a personal officer?	81%	75%	81%	56%
	For those with a personal officer:				
6.6	Do you think your personal officer is helpful/very helpful?	70%	73%	70%	60%

Main comparator and comparator to last time

Key to tables

		HMP Hewell (Open) 2016	Open prisons comparator	HMP Hewell (Open) 2016	HMP Hewell (Open) 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 7: Safety					
7.1	Have you ever felt unsafe here?	26%	18%	26%	31%
7.2	Do you feel unsafe now?	13%	7%	13%	14%
7.3	Have you been victimised by other prisoners here?	21%	15%	21%	21%
Since you have been here, have other prisoners:					
7.5	Made insulting remarks about you, your family or friends?	8%	6%	8%	9%
7.5	Hit, kicked or assaulted you?	5%	1%	5%	1%
7.5	Sexually abused you?	1%	0%	1%	1%
7.5	Threatened or intimidated you?	10%	7%	10%	14%
7.5	Taken your canteen/property?	7%	1%	7%	1%
7.5	Victimised you because of medication?	1%	1%	1%	2%
7.5	Victimised you because of debt?	2%	1%	2%	1%
7.5	Victimised you because of drugs?	1%	1%	1%	2%
7.5	Victimised you because of your race or ethnic origin?	9%	1%	9%	3%
7.5	Victimised you because of your religion/religious beliefs?	7%	1%	7%	3%
7.5	Victimised you because of your nationality?	3%	1%	3%	1%
7.5	Victimised you because you were from a different part of the country?	3%	2%	3%	2%
7.5	Victimised you because you are from a traveller community?	1%	0%	1%	1%
7.5	Victimised you because of your sexual orientation?	2%	1%	2%	2%
7.5	Victimised you because of your age?	4%	1%	4%	4%
7.5	Victimised you because you have a disability?	2%	1%	2%	1%
7.5	Victimised you because you were new here?	5%	2%	5%	6%
7.5	Victimised you because of your offence/crime?	3%	3%	3%	2%
7.5	Victimised you because of gang related issues?	4%	1%	4%	1%

Main comparator and comparator to last time

Key to tables

Key to tables		HMP Hewell (Open) 2016	Open prisons comparator	HMP Hewell (Open) 2016	HMP Hewell (Open) 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 7: Safety continued					
7.6	Have you been victimised by staff here?	23%	21%	23%	24%
	Since you have been here, have staff:				
7.7	Made insulting remarks about you, your family or friends?	10%	7%	10%	5%
7.7	Hit, kicked or assaulted you?	1%	0%	1%	2%
7.7	Sexually abused you?	1%	0%	1%	1%
7.7	Threatened or intimidated you?	10%	9%	10%	10%
7.7	Victimised you because of medication?	4%	1%	4%	1%
7.7	Victimised you because of debt?	2%	0%	2%	1%
7.7	Victimised you because of drugs?	3%	1%	3%	1%
7.7	Victimised you because of your race or ethnic origin?	5%	3%	5%	6%
7.7	Victimised you because of your religion/religious beliefs?	4%	2%	4%	3%
7.7	Victimised you because of your nationality?	4%	1%	4%	3%
7.7	Victimised you because you were from a different part of the country?	1%	1%	1%	2%
7.7	Victimised you because you are from a traveller community?	1%	0%	1%	1%
7.7	Victimised you because of your sexual orientation?	1%	0%	1%	1%
7.7	Victimised you because of your age?	2%	1%	2%	3%
7.7	Victimised you because you have a disability?	3%	1%	3%	2%
7.7	Victimised you because you were new here?	5%	3%	5%	3%
7.7	Victimised you because of your offence/crime?	8%	2%	8%	2%
7.7	Victimised you because of gang related issues?	2%	0%	2%	1%
	For those who have been victimised by staff or other prisoners:				
7.8	Did you report any victimisation that you have experienced?	37%	24%	37%	9%

Main comparator and comparator to last time

Key to tables

Any percentage highlighted in green is significantly better	HMP Hewell (Open) 2016	Open prisons comparator	HMP Hewell (Open) 2016	HMP Hewell (Open) 2014	
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: Health services					
8.1	Is it easy/very easy to see the doctor?	8%	54%	8%	25%
8.1	Is it easy/very easy to see the nurse?	34%	74%	34%	61%
8.1	Is it easy/very easy to see the dentist?	1%	28%	1%	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:					
8.2	The doctor?	20%	66%	20%	46%
8.2	The nurse?	34%	77%	34%	54%
8.2	The dentist?	13%	56%	13%	30%
8.3	The overall quality of health services?	20%	67%	20%	41%
8.4	Are you currently taking medication?	46%	45%	46%	44%
For those currently taking medication:					
8.5	Are you allowed to keep possession of some or all of your medication in your own cell?	100%	98%	100%	97%
8.6	Do you have any emotional well being or mental health problems?	17%	14%	17%	8%
For those who have problems:					
8.7	Are you being helped or supported by anyone in this prison?	39%	61%	39%	31%
SECTION 9: Drugs and alcohol					
9.1	Did you have a problem with drugs when you came into this prison?	5%	11%	5%	14%
9.2	Did you have a problem with alcohol when you came into this prison?	6%	10%	6%	10%
9.3	Is it easy/very easy to get illegal drugs in this prison?	35%	37%	35%	41%
9.4	Is it easy/very easy to get alcohol in this prison?	28%	21%	28%	33%
9.5	Have you developed a problem with drugs since you have been in this prison?	3%	2%	3%	4%
9.6	Have you developed a problem with diverted medication since you have been in this prison?	2%	2%	2%	3%
For those with drug or alcohol problems:					
9.7	Have you received any support or help with your drug problem while in this prison?	64%	78%	64%	54%
9.8	Have you received any support or help with your alcohol problem while in this prison?	78%	82%	78%	64%
For those who have received help or support with their drug or alcohol problem:					
9.9	Was the support helpful?	82%	90%	82%	87%

Main comparator and comparator to last time

Key to tables

		HMP Hewell (Open) 2016	Open prisons comparator	HMP Hewell (Open) 2016	HMP Hewell (Open) 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 10: Activities					
Is it very easy/ easy to get into the following activities:					
10.1	A prison job?	72%	77%	72%	74%
10.1	Vocational or skills training?	50%	59%	50%	52%
10.1	Education (including basic skills)?	64%	72%	64%	75%
10.1	Offending Behaviour Programmes?	29%	35%	29%	31%
Are you currently involved in any of the following activities:					
10.2	A prison job?	78%	71%	78%	65%
10.2	Vocational or skills training?	13%	18%	13%	17%
10.2	Education (including basic skills)?	14%	23%	14%	19%
10.2	Offending Behaviour Programmes?	3%	5%	3%	3%
10.3	Have you had a job while in this prison?	96%	94%	96%	93%
For those who have had a prison job while in this prison:					
10.3	Do you feel the job will help you on release?	27%	45%	27%	54%
10.3	Have you been involved in vocational or skills training while in this prison?	86%	82%	86%	84%
For those who have had vocational or skills training while in this prison:					
10.3	Do you feel the vocational or skills training will help you on release?	43%	65%	43%	69%
10.3	Have you been involved in education while in this prison?	88%	85%	88%	88%
For those who have been involved in education while in this prison:					
10.3	Do you feel the education will help you on release?	37%	63%	37%	67%
11.3	Have you been involved in offending behaviour programmes while in this prison?	70%	71%	70%	77%
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?	28%	49%	28%	45%
10.4	Do you go to the library at least once a week?	66%	53%	66%	45%
10.5	Does the library have a wide enough range of materials to meet your needs?	51%	62%	51%	34%
10.6	Do you go to the gym three or more times a week?	69%	50%	69%	56%
10.7	Do you go outside for exercise three or more times a week?	87%	76%	87%	73%
10.8	Do you go on association more than five times each week?	79%	78%	79%	73%
10.9	Do you spend ten or more hours out of your cell on a weekday?	51%	57%	51%	56%
SECTION 11: Friends and family					
11.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	59%	54%	59%	60%
11.2	Have you had any problems with sending or receiving mail?	32%	20%	32%	33%
11.3	Have you had any problems getting access to the telephones?	28%	11%	28%	15%
11.4	Is it easy/ very easy for your friends and family to get here?	63%	40%	63%	61%

Main comparator and comparator to last time

Key to tables

		HMP Hewell (Open) 2016	Open prisons comparator	HMP Hewell (Open) 2016	HMP Hewell (Open) 2014
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 12: Preparation for release					
12.1	Do you have a named offender manager (home probation officer) in the probation service?	82%	94%	82%	90%
	For those who have an offender manager what type of contact have you had:				
12.2	No contact?	18%	17%	18%	13%
12.2	Contact by letter?	28%	40%	28%	31%
12.2	Contact by phone?	63%	57%	63%	58%
12.2	Contact by visit?	21%	39%	21%	42%
12.3	Do you have a named offender supervisor in this prison?	86%	92%	86%	52%
12.4	Do you have a sentence plan?	74%	81%	74%	78%
	For those with a sentence plan:				
12.5	Were you involved/very involved in the development of your plan?	79%	74%	79%	63%
	Who is working with you to achieve your sentence plan targets:				
12.6	Nobody?	37%	28%	37%	45%
12.6	Offender supervisor?	54%	58%	54%	25%
12.6	Offender manager?	34%	40%	34%	33%
12.6	Named/ personal officer?	20%	19%	20%	9%
12.6	Staff from other departments?	17%	19%	17%	21%
	For those with a sentence plan:				
12.7	Can you achieve any of your sentence plan targets in this prison?	67%	77%	67%	61%
12.8	Are there plans for you to achieve any of your targets in another prison?	11%	12%	11%	17%
12.9	Are there plans for you to achieve any of your targets in the community?	46%	48%	46%	45%
12.10	Do you have a needs based custody plan?	3%	7%	3%	11%
12.11	Do you feel that any member of staff has helped you to prepare for release?	32%	36%	32%	31%
	For those that need help do you know of anyone in this prison who can help you on release with the following:				
12.12	Employment?	47%	55%	47%	52%
12.12	Accommodation?	30%	50%	30%	40%
12.12	Benefits?	24%	51%	24%	34%
12.12	Finances?	24%	44%	24%	27%
12.12	Education?	37%	55%	37%	46%
12.12	Drugs and alcohol?	33%	59%	33%	39%
	Have you been provided with information on the following:				
12.13	Resettlement day release?	69%	75%	69%	66%
12.13	Resettlement overnight release?	68%	73%	68%	64%
	Have you had access to the following:				
12.14	Resettlement day release?	68%	63%	68%	68%
12.14	Resettlement overnight release?	35%	50%	35%	64%
12.14	Special purpose leave?	11%	32%	11%	39%
	Please answer the following about your preparation for release:				
12.15	Were you given up to date information about this prison before you came here?	25%	27%	25%	38%
12.15	Were you helped to prepare for open conditions before you came here (increased responsibility etc)?	25%	30%	25%	34%
12.15	Do you feel you have been given greater responsibility here than when you were in closed conditions?	78%	80%	78%	70%
12.15	Have you been on a preparation for release course?	8%	19%	8%	26%
12.15	Is this prison near your home area or your intended release address?	78%	48%	78%	70%
12.15	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	56%	62%	56%	59%

Diversity analysis



Key Question Responses (ethnicity and religion) HMP Hewell (Open) 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

		Black and minority ethnic prisoners	White 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				
Number of completed questionnaires returned		43	56	23	76
1.5	Are you a foreign national?	0%	0%	0%	0%
1.6	Do you understand spoken English?	100%	100%	100%	100%
1.7	Do you understand written English?	100%	100%	100%	100%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)			100%	25%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	2%	0%	2%
1.1	Are you Muslim?	54%	0%		
1.12	Do you consider yourself to have a disability?	0%	9%	0%	7%
1.13	Are you a veteran (ex-armed services)?	5%	7%	0%	8%
1.14	Is this your first time in prison?	72%	54%	78%	56%
2.6	Were you treated well/very well by the escort staff?	62%	69%	56%	68%
2.7	Before you arrived here were you told that you were coming here?	41%	78%	34%	72%
3.2	When you were searched in reception, was this carried out in a respectful way?	73%	83%	68%	82%
3.3	Were you treated well/very well in reception?	76%	75%	68%	76%
3.4	Did you have any problems when you first arrived?	56%	50%	42%	53%
3.7	Did you have access to someone from health care when you first arrived here?	54%	41%	55%	45%
3.9	Did you feel safe on your first night here?	70%	87%	73%	82%
3.10	Have you been on an induction course?	100%	96%	100%	97%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	46%	37%	45%	41%
4.4	Are you normally able to have a shower every day?	97%	95%	95%	96%
4.5	Is the food in this prison good/very good?	32%	32%	36%	31%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	51%	50%	50%	51%
4.7	Are you able to speak to a Listener at any time, if you want to?	54%	67%	50%	63%
4.8	Do you feel your religious beliefs are respected?	69%	41%	68%	47%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	74%	46%	68%	55%
5.1	Is it easy to make an application?	88%	89%	73%	92%
5.3	Is it easy to make a complaint?	33%	42%	18%	44%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White 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				
6.1	Do most staff, in this prison, treat you with respect?	84%	91%	73%	91%
6.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	93%	85%	82%	89%
6.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	32%	30%	36%	30%
6.4	Do you have a personal officer?	82%	81%	68%	84%
7.1	Have you ever felt unsafe here?	31%	17%	28%	21%
7.2	Do you feel unsafe now?	18%	7%	13%	11%
7.3	Have you been victimised by other prisoners?	28%	13%	24%	15%
7.5	Have you ever felt threatened or intimidated by other prisoners here?	13%	7%	5%	9%
7.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	15%	4%	14%	7%
7.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	10%	4%	14%	4%
7.5	Have you been victimised because of your nationality? (By prisoners)	3%	2%	0%	3%
7.5	Have you been victimised because you have a disability? (By prisoners)	0%	4%	0%	3%
7.6	Have you been victimised by a member of staff?	25%	15%	33%	18%
7.7	Have you ever felt threatened or intimidated by staff here?	13%	4%	23%	6%
7.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	10%	2%	10%	4%
7.7	Have you been victimised because of your religion/religious beliefs? (By staff)	10%	0%	18%	0%
7.7	Have you been victimised because of your nationality? (By staff)	3%	5%	5%	4%
7.7	Have you been victimised because you have a disability? (By staff)	0%	5%	0%	4%
8.1	Is it easy/very easy to see the doctor?	10%	5%	13%	6%
8.1	Is it easy/ very easy to see the nurse?	33%	37%	29%	36%
8.4	Are you currently taking medication?	43%	48%	13%	54%
8.6	Do you feel you have any emotional well being/mental health issues?	15%	17%	18%	16%
9.3	Is it easy/very easy to get illegal drugs in this prison?	28%	41%	18%	38%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White 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				
10.2	Are you currently working in the prison?	71%	83%	64%	82%
10.2	Are you currently undertaking vocational or skills training?	16%	12%	18%	12%
10.2	Are you currently in education (including basic skills)?	13%	15%	13%	15%
10.2	Are you currently taking part in an offending behaviour programme?	0%	6%	0%	4%
10.4	Do you go to the library at least once a week?	64%	66%	55%	68%
10.6	Do you go to the gym three or more times a week?	82%	60%	68%	68%
10.7	Do you go outside for exercise three or more times a week?	81%	90%	87%	87%
10.8	On average, do you go on association more than five times each week?	77%	83%	76%	80%
10.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	38%	64%	24%	59%
11.2	Have you had any problems sending or receiving mail?	21%	38%	19%	35%
11.3	Have you had any problems getting access to the telephones?	24%	29%	18%	33%
	Have you been provided with information on the following:				
12.12	Resettlement day release?	76%	65%	64%	69%
12.12	Resettlement overnight release?	71%	65%	63%	68%
	Have you had access to the following:				
12.13	Resettlement day release?	76%	62%	63%	68%
12.13	Resettlement overnight release?	32%	37%	22%	40%
12.13	Special purpose leave?	9%	12%	17%	9%
	Please answer the following about your preparation for release:				
12.14	Were you given up to date information about this prison before you came here?	24%	28%	31%	25%
12.14	Were you helped to prepare for open conditions before you came here (increased responsibility etc)?	24%	26%	31%	24%
12.14	Do you feel you have been given greater responsibility here than when you were closed conditions?	87%	72%	86%	74%
12.14	Have you been on a preparation for release course?	11%	5%	27%	3%
12.14	Is this prison near your home area or your intended release address?	84%	76%	75%	80%

Diversity analysis



Key Question Responses (age - over 50) HMP Hewell (Open) 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

		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		16	86
1.5	Are you a foreign national?	0%	0%
1.6	Do you understand spoken English?	100%	100%
1.7	Do you understand written English?	100%	100%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	18%	48%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	7%	0%
1.1	Are you Muslim?	7%	27%
1.12	Do you consider yourself to have a disability?	14%	3%
1.13	Are you a veteran (ex-armed services)?	7%	6%
1.14	Is this your first time in prison?	69%	61%
2.6	Were you treated well/very well by the escort staff?	86%	60%
2.7	Before you arrived here were you told that you were coming here?	82%	59%
3.2	When you were searched in reception, was this carried out in a respectful way?	80%	77%
3.3	Were you treated well/very well in reception?	82%	73%
3.4	Did you have any problems when you first arrived?	72%	49%
3.7	Did you have access to someone from health care when you first arrived here?	48%	46%
3.9	Did you feel safe on your first night here?	85%	76%
3.10	Have you been on an induction course?	100%	97%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	36%	42%
4.4	Are you normally able to have a shower every day?	100%	95%
4.5	Is the food in this prison good/very good?	59%	26%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	74%	45%
4.7	Are you able to speak to a Listener at any time, if you want to?	74%	58%
4.8	Do you feel your religious beliefs are respected?	52%	52%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	41%	63%
5.1	Is it easy to make an application?	82%	88%
5.3	Is it easy to make a complaint?	56%	35%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	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		
6.1	Do most staff, in this prison, treat you with respect?	100%	84%
6.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	93%	84%
6.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	41%	28%
6.4	Do you have a personal officer?	67%	84%
7.1	Have you ever felt unsafe here?	15%	27%
7.2	Do you feel unsafe now?	7%	14%
7.3	Have you been victimised by other prisoners?	7%	22%
7.5	Have you ever felt threatened or intimidated by other prisoners here?	7%	11%
7.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	0%	10%
7.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	0%	8%
7.5	Have you been victimised because of your nationality? (By prisoners)	0%	3%
7.5	Have you been victimised because of your age? (By prisoners)	0%	5%
7.5	Have you been victimised because you have a disability? (By prisoners)	0%	3%
7.6	Have you been victimised by a member of staff?	7%	25%
7.7	Have you ever felt threatened or intimidated by staff here?	7%	11%
7.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	0%	6%
7.7	Have you been victimised because of your religion/religious beliefs? (By staff)	0%	5%
7.7	Have you been victimised because of your nationality? (By staff)	7%	4%
7.7	Have you been victimised because of your age? (By staff)	0%	3%
7.7	Have you been victimised because you have a disability? (By staff)	0%	4%
8.1	Is it easy/very easy to see the doctor?	15%	6%
8.1	Is it easy/ very easy to see the nurse?	85%	24%
9.4	Are you currently taking medication?	85%	39%
8.6	Do you feel you have any emotional well being/mental health issues?	19%	16%
9.3	Is it easy/very easy to get illegal drugs in this prison?	48%	32%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	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		
10.2	Are you currently working in the prison?	85%	77%
10.2	Are you currently undertaking vocational or skills training?	15%	13%
10.2	Are you currently in education (including basic skills)?	15%	15%
10.2	Are you currently taking part in an offending behaviour programme?	0%	4%
10.4	Do you go to the library at least once a week?	93%	60%
10.6	Do you go to the gym three or more times a week?	33%	76%
10.7	Do you go outside for exercise three or more times a week?	85%	87%
10.8	On average, do you go on association more than five times each week?	80%	79%
10.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	64%	49%
11.2	Have you had any problems sending or receiving mail?	26%	32%
11.3	Have you had any problems getting access to the telephones?	15%	31%
	Have you been provided with information on the following:		
12.12	Resettlement day release?	50%	73%
12.12	Resettlement overnight release?	50%	70%
	Have you had access to the following:		
12.13	Resettlement day release?	56%	70%
12.13	Resettlement overnight release?	24%	37%
12.13	Special purpose leave?	0%	12%
	Please answer the following about your preparation for release:		
12.14	Were you given up to date information about this prison before you came here?	26%	25%
12.14	Were you helped to prepare for open conditions before you came here (increased responsibility etc)?	26%	24%
12.14	Do you feel you have been given greater responsibility here than when you were closed conditions?	74%	79%
12.14	Have you been on a preparation for release course?	0%	10%
12.14	Is this prison near your home area or your intended release address?	93%	75%