

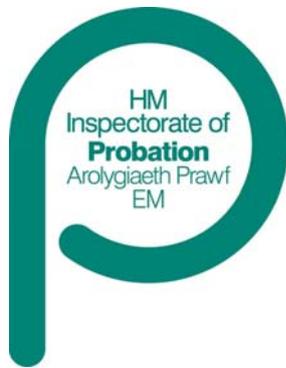
Report on an unannounced inspection of

HMP/YOI Thorn Cross

by HM Chief Inspector of Prisons

1–12 August 2016

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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

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Glossary of terms

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

Introduction

Thorn Cross is an open prison in Cheshire holding just over 380 prisoners. In recent years the prison has steadily evolved from being an establishment that held mainly younger prisoners to one that holds prisoners of all ages and sentence lengths. At this inspection nearly three quarters of the population were aged 30 or over and the majority were serving sentences in excess of four years. About 15% of prisoners were serving indeterminate sentences, although all prisoners were in the later stages of their sentences.

Thorn Cross has been a good establishment for many years. When we last inspected in 2012 we reported very positively and this inspection proved to be no exception. The prison remained a well-led and confident institution that delivered very good outcomes for prisoners. Across all of our healthy prison assessment areas – safety, respect, purposeful activity and resettlement – we were pleased to award our highest judgement.

In our survey very few prisoners indicated they felt unsafe. Good support was provided for new arrivals and there were few violent incidents. The number of prisoners at risk of self-harm was similarly few but those in crisis received adequate support. Security arrangements were proportionate and the number of absconds or temporary release failures was low. Integrated drug services were excellent.

Thorn Cross was a respectful prison. The environment and accommodation were good, although prisoners experienced some problems accessing some basic cleaning items and kit. Staff-prisoner relationships were overwhelmingly positive but more could be done to promote equality. Faith provision was well-integrated and valued by prisoners. Health outcomes were very good and also appreciated by prisoners. Food provision was very unpopular amongst prisoners and our observations indicated arrangements required significant improvement.

Prisoners had very good time out of their cells and were able to access good education and vocational training opportunities. Allocation to activity, the quality of teaching and outcomes achieved by learners were all impressive. More work opportunities were now also available but underemployment was evident in some areas. The resettlement needs of most prisoners were being met. Assessments of risk and sentencing planning were generally good and most prisoners could identify their offender supervisor. Public protection assessment procedures were sound. Resettlement and reintegration services were also good but could benefit from better integration with offender management structures and arrangements.

The number of prisoners working outside the prison on release on temporary licence (ROTL) had reduced in recent years although the prison was starting to increase that number. While we concluded that ROTL assessment procedures were appropriate, a number of prisoners expressed frustration about the perceived fairness of the scheme, particularly when compared to schemes at other category D prisons. More should be done to understand and address these negative perceptions.

We concluded our inspection at a time when the prison was about to change governors so faced a time of potential disruption. The prison, however, was on a firm footing and well placed for the future. Managers and staff were to be congratulated for their hard work and success. We have provided a number of recommendations which we hope will be useful in encouraging yet more improvement at the prison.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

October 2016

Fact page

Task of the establishment

Category D open resettlement establishment for young adult and adult male prisoners.

Prison status

Public

Region

North West

Number held

373

Certified normal accommodation

381

Operational capacity

381

Date of last full inspection

13-17 February 2012

Brief history

HMP and YOI Thorn Cross was purpose built in 1985 as an open establishment for male juvenile and young prisoners. It was re-roled in 2008 to become a prison for 18- to 25-year-old men but, due to the decrease in prisoners under 25, this upper age limit was removed in 2013.

Short description of residential units

The prison has seven residential units.

A – E units each unit has 60 single rooms.

F unit induction unit with nine shared (double) rooms. There are also four secure cells if required for prisoners transferring back to closed conditions.

G unit 30 shared (double) rooms.

Name of governor

Pia Sinha

Escort contractor

GEOAmey

Health service providers

Bridgewater Community Healthcare NHS Foundation Trust

Greater Manchester West Mental Health NHS Foundation Trust

Learning and skills provider

Novus

Independent Monitoring Board chair

Steven Kelham

Community rehabilitation company (CRC)

Cheshire and Greater Manchester 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 III respectively.
- A11 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in Appendix IV of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.¹

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

Summary

Safety

S1 *Prisoners felt safe at Thorn Cross. Early days work at the prison was thorough and prisoners received good help and support. There was little evidence of violence or bullying, and incidents of self-harm were very low. Security was proportionate, and absconds and release on temporary licence (ROTL) failures were low. A comparatively high use of adjudications contrasted with an underused incentives scheme. The integrated drug and alcohol service was excellent. **Outcomes for prisoners were good against this healthy prison test.***

S2 *At the last inspection in February 2012 we found that outcomes for prisoners in Thorn Cross were good against this healthy prison test. We made 17 recommendations in the area of safety. At this follow-up inspection we found that 12 of the recommendations had been achieved, one had been partially achieved, three had not been achieved and one was no longer relevant.*

S3 Prisoners in our survey were positive about their experience in reception. The environment was clean and welcoming, and procedures were thorough. Both staff and peer supporters provided excellent support to new arrivals. There were additional checks on new prisoners, and almost all survey respondents said they felt safe on their first night. Induction was delivered by a peer supporter with visits to relevant departments.

S4 Very few prisoners at Thorn Cross said they felt unsafe. There were very few violent incidents, and mediation had been used effectively. In our survey, only 3% of prisoners said they had been threatened or intimidated by other prisoners. The tackling antisocial behaviour (TAB) system was used to support prisoners who said that they had been bullied, but seldom to monitor and address the issues presented by perpetrators.

S5 The number of self-harm incidents and open assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm remained low; the latter were managed well when opened. There were no Samaritans-trained Listeners to provide confidential emotional support to fellow prisoners, and management of the previously strong peer support scheme had been weakened by a withdrawal of funds. Too few staff had knowledge of the safeguarding policy or the formal process to refer prisoners at risk, but most identified other ways to help those who needed it.

S6 Security measures were appropriate for a category D prison, and a good flow of security information was handled effectively. Searching was mainly intelligence-led, but almost all segregated prisoners were still strip searched on entry to the unit. Restrictions on movement around the prison, for example during work hours, were reasonable and proportionate. The level of absconds and temporary release failures was low. While mandatory drug testing rates were relatively high for an open prison, the strategic approach to supply reduction was developing well through improved joint working between departments. The prison was positively addressing prisoner use of steroids and new psychoactive substances (NPS).²

S7 The number of adjudications was relatively high for an open prison, in contrast to limited use of the incentives and earned privileges (IEP) scheme, and the balance between these

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

behaviour management systems merited examination. Adjudications were carried out in a proper and timely manner, and an equality assessment had been used to address an apparent imbalance. Recorded use of force, although higher than in other open prisons, was almost entirely for handcuffing those being returned to closed conditions. Some records of medical examination were missing from use of force paperwork. There had been some improvements to the segregation unit environment, and stays there were very short pending a move to closed conditions.

- S8 The integrated drug and alcohol service was excellent, delivering a wide range of recovery-focused interventions. The team also made very good use of experienced and highly motivated peer supporters. Almost all prisoners with substance misuse problems had received helpful support. The timing of methadone administration was inconsistent between weekends and weekdays, creating a very long gap between doses, but we were assured that this would be dealt with.

Respect

- S9 *The environment was well maintained and welcoming. Living accommodation was clean and well equipped. Applications and complaints were now dealt with more quickly and appropriately. Staff-prisoner relationships were mostly very good, and general prisoner consultation was effective. Work to ensure equality for all groups required improvement. The chaplaincy was a real strength. The health services were very good. There were problems with catering practices and the food was poor.*
Outcomes for prisoners were good against this healthy prison test.

- S10 *At the last inspection in February 2012 we found that outcomes for prisoners in Thorn Cross were reasonably good against this healthy prison test. We made 18 recommendations in the area of respect. At this follow-up inspection we found that nine of the recommendations had been achieved, two had been partially achieved, four had not been achieved and three were no longer relevant*

- S11 External areas were pleasant, well maintained and accessible to prisoners. Living conditions were generally good and the accommodation was clean. However, toilets in some rooms remained unscreened. Our survey highlighted recent problems with the supply of basic items; these were resolved during the inspection but required monitoring. Prisoners had good access to laundry facilities and showers, although some showers were grubby with poor flooring. There were sufficient telephones on each unit and access was good. In our survey, most prisoners said it was easy to make applications; application forms were freely available and responses were generally good.
- S12 In our survey, prisoners were very positive about the staff and most said they were treated with respect and had someone they could turn to. We saw many positive interactions between prisoners and staff from all disciplines. We were also assured that prison management was addressing concerns about a small number of staff. Staff entries on prisoner electronic case notes and management checks were good. Monthly consultation meetings with prisoners were well attended, and staff were responsive and addressed most matters within a reasonable time.
- S13 Equality and diversity work remained underdeveloped. There was little consultation with prisoners from protected characteristics groups. Very few discrimination complaints were submitted and the forms were often not available. The responses that we sampled were polite but did not always deal sufficiently with the issue or recommend further investigation. Prisoners from a black, Asian, or minority ethnic background were more negative about

their treatment than white prisoners, but there was some evidence that the prison was sighted on these issues and had begun to address them.

- S14 Faith provision was good. An energetic chaplaincy was particularly well integrated into the prison and provided valued support for many prisoners. The team's work with voluntary and community groups was particularly impressive.
- S15 In our survey, prisoners were negative about the time it took to answer complaints. The quality of the responses we reviewed was generally good, and the prison's own quality assurance was appropriate and responsive. The recent change from a paper to an electronic system had initially resulted in delays in responses, but a steady improvement had resulted in 95% of responses within agreed timescales in the previous month.
- S16 Health care was very good and most prisoners were positive about health services. Clinical staff were welcoming, professional and responsive. Work to promote health and well-being was excellent. There was good access to an appropriate range of primary care services, and long-term conditions were well managed. Medicines management was reasonable overall. Mental health services were good with a new counselling service and excellent links to the wider well-being service. The Care Quality Commission (CQC) found there were no breaches of the relevant regulations.
- S17 The food was very unpopular with prisoners – in our survey, only 12%, against the comparator of 41%, said it was good. Portions were too small and prisoners told us they supplemented their diet with food bought from the prison shop. Food hygiene arrangements in the kitchen were inadequate. Prisoners working in the kitchen were not allowed to do any cooking and could not attain any catering qualifications. There were microwaves and toasters on wings.
- S18 In our survey, significantly fewer prisoners than the comparator said the prison shop sold a wide enough range of goods to meet their needs. However, prisoners did have access to the prison's farm shop.

Purposeful activity

S19 *Time out of cell was excellent. The management of learning and skills was good and there was good quality vocational training and work opportunities. Some prisoners were not fully occupied during their work periods, and pay rates were low in key areas. The quality of teaching was good and maths and English were well embedded. Personal development and behaviour were also good and success rates were high. The PE programme focused appropriately on the physical well-being of prisoners. **Outcomes for prisoners were good against this healthy prison test.***

S20 *At the last inspection in February 2012 we found that outcomes for prisoners in Thorn Cross were good against this healthy prison test. We made six recommendations in the area of purposeful activity. At this follow-up inspection we found that five of the recommendations had been achieved and one had not been achieved.*

- S21 Time out of cell was excellent, although not all prisoners were purposefully occupied.
- S22 There was a good strategic focus on improving prisoners' English and maths as part of the prison's reducing reoffending agenda. With some exceptions, there were very good partnerships to provide working out opportunities and qualification progression opportunities. Prisoner consultative meetings were used well to identify learning, skills and

work issues and improve quality. In some work areas there was insufficient purposeful activity to occupy prisoners fully.

- S23 The allocation of prisoners to activities was effective. There had been a significant increase in contracted prison work since the last inspection but more was needed. There were good links with contract prison work companies and vocational courses to provide employment for prisoners on release. Pay rates were generally low and did not always reflect the importance of learning.
- S24 Learners benefited from good quality and well-resourced vocational training workshops. Learning was linked to initial assessments and identified support needs, and was well planned. Well-qualified and experienced tutors provided good teaching, learning and employability skills on education and vocational courses. English and maths were very well embedded into practical courses, and there was good use of the virtual campus (giving prisoners internet access to community education, training and employment opportunities) to support learning.
- S25 Prisoners in work areas and on learning and skills courses were well behaved and respectful. They were confident and very positive about the skills they were gaining. There was good development of independent learning skills on all courses and of work skills in vocational workshops, and individual learning plans focused well on personal skills development. Attendance and punctuality at activities were good. However, a minority of prisoners in prison work were not developing sufficient employability skills and an appropriate work ethic.
- S26 There were high success rates on education and vocational training courses, and learners produced high standards of work. There had also been an increase in access to level 2 qualifications since the last inspection.
- S27 The library was a welcoming environment with a good range of books and learning resources, but the opening times were limited. There was not enough data to identify individual prisoners visiting the library.
- S28 The PE department had good facilities and a wide range of equipment, with access to outside playing fields. Participation rates in PE were good. There was a good focus on the physical well-being of prisoners, a well-planned approach to increasing cardiovascular fitness, and effective links with other health partners to promote healthy living. Staff shortages had resulted in cancelled PE sessions and reduced access to recreational PE. The prison had not offered vocational courses with qualifications since March 2016.

Resettlement

- S29** *The resettlement needs of most prisoners were met. Most prisoners had a good quality offender assessment system (OASys) assessment and a sentence plan with appropriate targets. Assessment procedures for ROTL were good but application of the system caused significant frustration. Public protection procedures were sound. While there was some good pre-release provision, resettlement planning required better integration, and better coordination of services and improved communication with prisoners were needed. Through-the-gate support for those with specific health and drug support needs was very good. **Outcomes for prisoners were good against this healthy prison test.***
- S30** *At the last inspection in February 2012 we found that outcomes for prisoners in Thorn Cross were good against this healthy prison test. We made nine recommendations in the area of resettlement. At this follow-up inspection we found that three of the recommendations had been achieved and six had been partially achieved.*
- S31** Local offender management and reducing reoffending policies did not clearly identify an integrated and prison-wide approach to resettlement. Strategically, the work of the community rehabilitation company (CRC)³ was not fully integrated with that of the offender management unit (OMU). However, the needs of most prisoners were met. Prisoners expressed frustration that they received fewer ROTL opportunities than at other open establishments, and clarity on this issue was required.
- S32** In our survey, 97% of prisoners said they had an offender supervisor and 87% that they had a sentence plan which were higher than the comparators. There were good processes to ensure the timely completion of OASys assessments, although some prisoners arrived without an up-to-date assessment. The quality of OASys assessments completed by both probation and uniform offender supervisors was consistently good, and in some cases very good. Relationships between offender supervisors and prisoners were generally good, and appropriate sentence planning targets were set. Home detention curfew (HDC) applications were generally processed on time, and recategorisation back to closed conditions was proportionate.
- S33** There were good assessment procedures for those being considered for ROTL. Multi-agency public protection arrangements (MAPPA) procedures were sound. Some indeterminate sentence prisoners were frustrated by the delays in parole hearings. The prison met with prisoner lifer mentors but there was a lack of progress on some action points.
- S34** In our survey, fewer prisoners than the comparator said they knew who to turn to for help with a range of resettlement pathways. The CRC did not attend discharge boards and there was a lack of integration. Despite this, there was some good pre-release provision. Effective communication with prisoners about resettlement issues in general, and ROTL in particular, required improvement.
- S35** Although no prisoners were released without fixed accommodation, there was no follow-up of the sustainability of the accommodation they were released to. Prisoners could access support from trained Shelter peer workers for debt issues, and the prison offered money management courses. Prisoners could also open their own bank accounts.

³ Since May 2015 rehabilitation services, both in custody and after release, have been organised through CRCs which are responsible for work with medium- and low-risk offenders. The National Probation Service has maintained responsibility for high- and very high-risk offenders.

- S36 The careers service provided good support to identify and address barriers to progression for prisoners. It helped to agree suitable employment, training and education pathways in prison and after release. Information about prisoners' employment, training and education outcomes was not shared formally and systematically with partners, which led to potential duplication and affected the establishment's ability to analyse the effectiveness of interventions. There had been a significant reduction in prisoners working out on ROTL since the last inspection, although numbers were starting to increase.
- S37 Mental and physical health planning arrangements for prisoners due for release were very good with effective links to relevant community services. Links between the drug support team in the prison and its partner in the community were excellent.
- S38 The visits provision had improved, and the prison had added an extra visit session and more refreshments facilities. The varied range of family days was very good, and Storybook Dads (enabling prisoners to record a story for their children) was a well-used service. Although family support work was good it required better coordination.
- S39 In our survey, 83% of prisoners said they were involved in an offending behaviour programme, above the comparator of 70%. There was a range of appropriate interventions, and some prisoners used ROTL to attend programmes in the community.

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, fewer prisoners than the comparator said they had spent more than two hours on escort vans to reach the prison. However, reception was still closed over the staff lunch period and prisoners who arrived during this time had to wait on the van outside. Those who arrived just before reception closed at lunchtime were taken to E unit, where they had access to staff and prisoner peer mentors for support until reception reopened.
- I.2 The escort vans we saw were reasonably clean and all new arrivals said they had been given food and drink on their journeys.

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.3 The reception area was clean and large enough for the number of prisoners passing through, including the daily releases and receptions on release on temporary licence (ROTL). There was an average of nine new arrivals a week and very few court movements.
- I.4 The holding room was comfortable and held information specific to Thorn Cross. Prisoners waiting there were not locked in and had free access to toilets. Prisoners received a rub-down search on arrival from other prisons and return from court or ROTL. They were only strip searched on the basis of individual risk assessment and in response to security intelligence.
- I.5 All new arrivals were given access to shop packs and £2 telephone credit, which they paid back in instalments. In our survey, only 29% of prisoners said they could make a free telephone call on arrival. We observed that staff in reception offered some new arrivals a free telephone call while others had to use their telephone credit.
- I.6 Reception procedures were swift, and staff were polite and friendly. All new arrivals had a private interview with a member of staff and were then introduced to the reception peer worker, who took them to collect their bedding and basic items and then to health care. They were then escorted to the induction unit (F), where the peer worker helped them to settle in and provided general support (see also paragraph I.17 and recommendation I.19).
- I.7 Cells on F unit were well prepared and clean, although they were all double accommodation and the smallest cells in the prison. Prisoners had a further private interview with a member of staff, which covered safety and vulnerability issues. We observed excellent interactions between induction unit staff and prisoners, and there were additional checks on new arrivals during their first 24 hours. Although in our survey 97% of prisoners said they felt safe on their first night, they were negative about their access to Listeners – prisoners trained by the

Samaritans to provide confidential emotional support to fellow prisoners – and getting information about help for those feeling suicidal or depressed (see paragraph 1.17 and recommendation 1.19)

- 1.8** Induction started the next day and was led by the peer supporter. There was no formal induction presentation but prisoners met staff from all relevant departments, and the peer supporter gave them a tour of the prison and the various departments. New arrivals had education and resettlement assessments in the first few days and were given a detailed information booklet, although some of this was out of date. A record was kept of when all new arrivals had completed their induction. Most prisoners moved quickly from F to G unit once their induction was complete.

Recommendation

- 1.9 All new arrivals should be able to make a free telephone call.**

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.

- 1.10** There were almost no violent incidents recorded at Thorn Cross, even though it held a relatively high number of prisoners with a history of violent offending. There had been one prisoner-on-prisoner assault in the previous six months and no fights; there had been one fight in 15 months, which had been resolved well by mediation. In our survey, only 9% of prisoners said they had been victimised by other prisoners, against the comparator of 15%, and only 3%, against 8%, said other prisoners had threatened or intimidated them. Very few prisoners now felt victimised by staff.
- 1.11** The prison operated a ‘tackling antisocial behaviour’ (TAB) monitoring system. In 2016 to date, 11 TABs had been opened for perpetrators and eight for victims. However, nine of the perpetrators were on TABs for suspected use of illegal drugs, rather than bullying. This indicated that far fewer bullies than victims were identified, and raised the possibility that some intimidating behaviour was not being challenged. Violence reduction workbooks were used for the some of the few identified bullies. The TAB forms for victims rarely contained support plans, which made it difficult to evidence any care provided.
- 1.12** The violence reduction strategy was lifted almost entirely from the generic Prison Service Instruction, rather than being specific to Thorn Cross, and there was no clear local strategy for identifying and addressing current prominent issues. However, the weekly and bimonthly safer custody meetings gave detailed attention to individual cases (see also paragraph 1.15).

Recommendation

- 1.13 The prison should devise and implement its own violence reduction strategy based on local intelligence, including clear provision for identification of perpetrators and relevant interventions, and support plans for victims.**

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.14** Levels of self-harm were very low with just one incident in 2015 and none in the previous six months. The number of assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm was similarly low with just five opened in the previous six months. The quality of ACCT documents was good. Assessments were comprehensive, reviews were often chaired by the same case manager, care planning was mostly good, and there was regular meaningful interaction with prisoners at risk. The length of time prisoners spent on an ACCT was minimal, and those who had been subject to case management spoke highly of their care. Staff we spoke to had a good understanding of ACCT procedures, and there was ongoing training.
- I.15** The safer custody team was small but effective. It led a weekly meeting that identified any emerging risks and reviewed a broad range of intelligence to ensure individuals received any support required. It also led a bimonthly meeting that focused more on strategy. Both were well attended with appropriate contributions from the security, residential, chaplaincy, health and offender management teams.
- I.16** The establishment did not have its own policy for self-harm and suicide prevention, but instead referred to the generic Prison Service Instruction on safer custody. While the number of prisoners requiring support was relatively low, there was no local guidance designed to meet the specific needs of prisoners who were vulnerable while at Thorn Cross.
- I.17** In our survey, only 32% of prisoners said that they could see a Listener on reception, which was significantly lower than the comparator. This was in part due to confusion when completing the survey as the prison did not operate a Samaritans-trained Listener scheme, and instead used peer mentors to provide support. Although peer mentors were well trained and enthusiastic, their service lacked some of the safeguards of a Listener scheme, such as those protecting confidentiality, which give prisoners the confidence to talk to their peers. Additionally, following the withdrawal of funding for two staff to supervise and support peer workers, it was anticipated that there might be a decline in the current service without a member of staff to organise and debrief the prisoner team. A Samaritans-run scheme would have provided that important debriefing and support for those helping the more vulnerable prisoners.

Recommendations

- I.18** The prison should develop a safer custody policy specific to the risk and needs of the establishment.
- I.19** The prison should introduce a recognised and confidential Listener scheme to supplement the work of peer support workers.

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.⁴

I.20 Thorn Cross had a comprehensive framework for safeguarding, and the nominated safer custody manager attended the Warrington Safeguarding Adults Board. Although too few staff were aware of the formal policy, they had an understanding of how to refer any prisoners about whom they had concerns. Prisoners at risk were also identified through induction, the offender management unit (OMU), health care screening and the weekly safer custody meeting (see paragraph I.15).

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.21 There had been 752 security information reports in the previous six months, which was similar to the numbers in other open prisons and at the last inspection of Thorn Cross. The main issue was drugs, chiefly new psychoactive substances (NPS)⁵ and steroids. Although various items were dropped off in the grounds, many were recovered and there was little evidence of significant quantities of alcohol. In 2015-16, 139 mobile phones had been found. Actions identified from information reports, including suspicion drug tests, were always carried out within 72 hours. There were no banned visitors at the time of inspection.

I.22 The number of absconds and temporary release failures was low. There had been eight absconds in 2015-16, and two in 2016-17 to date. In 2015-16 there had been only two temporary release failures, and only two in the previous four months. There was appropriate attention to organised crime issues, and the prison was fully involved in extremism case management meetings which were also attended by the Muslim chaplain.

I.23 All searching was intelligence-led, apart from in the segregation unit where most of the prisoners were strip searched on entry, and the reasons for this were not documented.

I.24 There had been recent restrictions on movement around the prison that were unpopular with some prisoners, who had previously had more freedom to associate in communal areas at times of the working day when they were not actively engaged in work. Apart from at scheduled breaks, prisoners could not leave their workplace or house during the core working day unless with permission for a specific purpose. We found this was a proportionate response to prepare men for the disciplines of working life, although the policy should be reviewed for those who worked at weekends and had weekday rest days.

⁴ 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).

⁵ New drugs that mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life-threatening effects.

- I.25** The positive random mandatory drug testing (MDT) rate was 5.4 % for the six months to the end of July 2016. This was relatively high for a category D establishment, with most positive tests for cannabis. There had been 22 suspicion drug tests in the same period, with a positive rate of 25%. Suspicion tests were completed promptly. The MDT suite was clean, tidy and appropriately equipped.
- I.26** The prison's strategic approach to drug supply reduction was developing well with improved joint working between departments through the well-attended security and drug strategy committees. Good quality action plans were implemented. The drug strategy was addressing the problems of anabolic steroids and NPS, and there were good quality interventions from the drug team's peer supporters.

Recommendation

- I.27 Strip-searching of prisoners should be intelligence-led or based on specific suspicion.** (Repeated recommendation I.43)

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.28** The motivation for prisoners to behave was derived less through the formal incentives and earned privileges (IEP) scheme and more through the desire to remain in open conditions. New arrivals could retain their achieved level and, on average, 85% of prisoners in 2016 were on the enhanced level. There were no prisoners on the basic level at the time of inspection, there had been none in the last three months, and there had been an average of less than one prisoner a month on basic in the previous year. Prisoners were sometimes demoted to basic for a single offence, but this was assessed in each case according to the individual circumstances. There were no longer any differentials in pay due to IEP status alone, and the electricity was no longer turned off in the rooms of those on basic.
- I.29** Managers had recognised that some night staff had been too free with formal warnings. This had led to a prisoner survey, and a consequent regime review had resulted in prisoners being allowed to move within the units up to midnight.

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.30** There had been 178 adjudications in the previous six months, which was relatively high for an open prison. Many of the adjudications were for minor breaches of trust or of discipline, and the IEP system could have been used more effectively to address these issues. This merited further examination by the prison.

- I.31** Adjudications were carried out in an appropriately informal manner and resolved promptly with proper regard for process. The deputy governor quality assured adjudication records. There had been an equality impact assessment following evidence of over-representation of one ethnic group, which had clarified the situation effectively and showed no underlying problems.

Recommendation

- I.32** **The prison should implement a behaviour management strategy that makes more effective use of incentives and earned privileges and reserves the adjudication process for more serious offences.**

The use of force

- I.33** There had been 14 uses of force in the previous six months, which was high for an open prison, but almost all instances consisted of handcuffing men being returned to closed conditions. Exceptions were made when there was no risk of the prisoner escaping while under escort before the return. The use of force meeting had decided that there should be a dynamic risk assessment before handcuffing, although this was not evidenced in each case. Otherwise, documentation was now much more consistently completed, and checked at the appropriate level. There were reports of examination by a health care professional after use of force in most but not all cases. A camera was now available to film planned interventions, although there had been no occasion for its use.

Segregation

- I.34** In the previous six months, 28 prisoners had been segregated, which was below the average for open prisons. None had been segregated for their own protection, but 16 were pending adjudication. Almost all segregated prisoners were moved to a closed prison shortly afterwards.
- I.35** Only four discrete segregation cells were now used as the care and separation unit. The exercise yard had been improved, with flower tubs and other amenities. Staff were clear about how to support those who were segregated, and stays were generally only for about two hours.

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.36** The integrated clinical and psychosocial substance misuse services were delivered by Change, Grow, Live (CGL, formerly the Crime Reduction Initiative). Just over one-third of the population, 139 prisoners, were on the psychosocial caseload. The service was well integrated with the clinical team, delivering an excellent range of recovery-focused interventions. These included appropriate harm reduction information, an intensive recovery programme, mutual aid groups (including Narcotics Anonymous) and SMART (self-management and recovery training). Other activities that encouraged positive alternatives to drug-using lifestyles included a chess club, meditation classes and therapeutic walks in the local countryside.

- I.37** There was very good use of experienced and highly motivated peer supporters. These men delivered inductions, mutual aid groups, one-to-one support and awareness sessions on steroids and NPS in particular, which were known problems in the prison. In our survey, almost all prisoners who said they had substance misuse problems (96%) said they had received support and that the support had been helpful.
- I.38** In addition to the usual care plans, the CGL team worked with prisoners to devise 'risk management' plans. These written plans helped prisoners to identify their specific risk situations that could trigger a lapse, and devise ways to deal with those risks.
- I.39** Four prisoners were receiving opiate substitution treatment. Two were maintained for legitimate clinical reasons, and the other two were on reducing doses. Methadone was administered at different times on weekdays compared with the weekend, which meant that prisoners went more than 24 hours between doses on one day a week – contrary to national guidance (see also paragraph 2.48). However, the prison acknowledged this criticism and rectified it at the end of August so that a nurse would be available at 8am every day to dispense medication.

Good practice

- I.40** *The use of risk management plans in psychosocial substance misuse treatment improved prisoners' recovery outcomes and helped them to plan realistically for release.*

Section 2. Respect

Residential units

Expected outcomes:

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

- 2.1** The external areas of the prison were attractive and well maintained, and prisoners had good access to them. Living conditions on all units were good. Communal areas and cells were clean and well furnished, although prisoners had insufficient room to store their clothes and most hung them around their cell walls. All cells, except for those on F and G units, were single occupancy. The cells on G unit were adequate for two prisoners but those on F were small and cramped. All prisoners were given their own room key. G wing was no longer designated as an 'independent living unit' where prisoners were given additional facilities and support. However, some prisoners believed it was still designated as an independent unit and were consequently dissatisfied with their living arrangements.
- 2.2** Prisoners had good access to showers and communal toilets. Not all showers were clean and some floors needed repair. Toilets in cells on F unit were not screened, although this was partly offset by the free access that prisoners had to the screened communal facilities on the wing. There were association areas with well-maintained equipment.
- 2.3** In our survey, prisoners were negative about their access to cleaning materials and clean sheets. Before our inspection there had been some problems with access to basic items, such as laundry powder and soap. These issues seemed to have been resolved but provision needed to be maintained. All prisoners could wear their own clothes, which could be sent in within their first 28 days and every six months subsequently. Prisoners could access their property in reception by application. All units had good laundry facilities, including for bedding. There were sufficient telephones on each unit, and prisoners had good access to them, and to their mail.
- 2.4** Prisoner confidence in the application system was similar to the comparator. The positive staff-prisoner relationships meant that many issues were dealt with informally, rather than through the application system, and prisoners could also approach prisoner peer workers for help and advice.

Recommendations

- 2.5 All showers should be kept clean and well maintained.**
- 2.6 Prison managers should ensure that prisoners have consistent and regular access to basic items, such as cleaning materials.**

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.

- 2.7** Staff-prisoner relationships were good and were better than in similar prisons. In our survey, 87% of prisoners said that most staff treated them with respect, against the 78% comparator, and 87%, against 77%, said they had a member of staff they could turn to if they had a problem. Throughout the inspection, prisoners told us that most staff were helpful and courteous, and we saw many examples of positive, friendly and supportive relationships. Staff and prisoners referred to each other by their preferred names. Prisoners were able to nominate staff for performance recognition awards and many did so, which indicated the good relationships between staff and prisoners. Prisoners had raised concerns about a small number of staff, which managers were addressing.
- 2.8** In our survey, 83% of prisoners said they had a personal officer, against the comparator of 73%, of whom 80% said they found them helpful. Personal officer entries on the electronic case notes for prisoners were detailed and frequent, and many related to applications for release on temporary licence (ROTL); we saw some particularly good notes from offender supervisors. Management checks on the case files were very good but were not apparent in all the records.
- 2.9** Prisoner consultation arrangements were good. There was a monthly prisoner council meeting chaired by the residential governor, which was well attended by prisoners and staff from a wide range of departments. The minutes of these meetings showed that staff were responsive and that most issues raised were addressed within a reasonable time.

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 characteristic⁶ are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), gender, transgender issues, sexual orientation and age.

Strategic management

- 2.10** The Thorn Cross diversity, equality and inclusion (DEI) policy had recently been reviewed but remained underdeveloped. The policy encompassed all prisoners, staff and visitors but remained predominantly staff-focused. It was underpinned by an action plan; although this covered some of the key issues identified in two equality impact assessments completed in 2016, its findings and follow-up points were limited. Very few staff and no prisoners we spoke to were aware of the policy or action plan.
- 2.11** The diversity and equality action team (DEAT) met bimonthly and was chaired by a senior manager– this had been the deputy governor since January 2016, to provide more strategic

⁶ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

direction and oversight. The DEAT had a reasonable attendance but the individual leads for protected characteristic areas were not always present, and some had not attended any meeting in 2016.

- 2.12** The race equality and disability liaison officer was allocated 16 hours a week for his role, and prisoners spoke highly of his desire to address concerns raised. Prisoner DEAT representatives also met with the liaison officer regularly. Despite this, too many issues took too long to address. For example, we were told that issues with shower chairs for disabled prisoners and a newspaper requested by Gypsy and Traveller prisoners both took several months to resolve (see paragraph 2.19). Support groups for prisoners with protected characteristics were insufficiently structured or regular to avoid delays in addressing concerns raised (see section below).
- 2.13** Few discrimination incident reporting forms (DIRFs) were submitted, with just six in the previous six months. DIRFs were not always readily available in some residential areas. Those that were submitted were normally investigated by the liaison officer. Responses were polite but did not always give assurance that the complaint had been investigated fully. There was no external quality assurance of the complaints raised and the responses to them. However, the establishment was sighted on these concerns and had recently revised the procedure to allocate any newly submitted DIRFs to a senior manager or equality lead, with proposals for further quality assurance and discussion of lessons learned at the DEAT.
- 2.14** Staff training in equality and diversity had been increased in 2016 and 48% of staff had received further training at the time of inspection. The training was limited to a Civil Service online learning package. There was no training for prisoner representatives on the DEAT.

Recommendations

- 2.15** **The diversity and equality inclusion policy should be developed to ensure sufficient focus on prisoners, as well as staff.**
- 2.16** **Staff with designated roles for equality and diversity should attend the diversity and equality action team meeting or make a submission in writing.**

Protected characteristics

- 2.17** Prisoners with protected characteristics were identified on their initial reception, with the information dealt with promptly and passed on to relevant areas. Any issues that required further consideration were forwarded to the race equality and disability liaison officer. While the number of prisoners with protected characteristics was relatively low, the DEI policy was not sufficiently prisoner-focused to address their specific needs.
- 2.18** Black and Asian minority ethnic prisoners accounted for 12% of the population. In our survey, they were less positive than white prisoners across a number of indicators. Those who we spoke to also felt that they were treated unfairly in allocation to the more prestigious activity and ROTL requests. The establishment had identified some of these concerns through use of an equality monitoring tool and had recently introduced equality impact assessments to investigate negative perceptions. In addition, the prison had recently set up discussion forums for Black and Asian minority ethnic prisoners.
- 2.19** The establishment listed two prisoners who had identified themselves as from a Gypsy, Romany or Traveller background, but during the inspection we met four prisoners who considered themselves to be from this background. There was a forum for this group but it

had not run for several months as no staff had been available. Furthermore, a relatively simple and reasonable request from the group for a Gypsy, Romany, Traveller newspaper took several months to action, which was a missed opportunity.

- 2.20** There were 52 prisoners (14%) aged over 50. There was an older prisoner policy but it did not meet the complex needs of this group. The prison held a weekly coffee morning in the chapel, which provided welcome social interaction with like-minded people. However, repeated requests from the prisoner representative at the DEAT to hold a more formal meeting to discuss issues and concerns had not yet been met.
- 2.21** Numbers of prisoners in other protected characteristic groups were also relatively low, with just six prisoners with disabilities who needed support through a personal emergency evacuation plan (PEEP), one foreign national prisoner and one prisoner identified as gay. There were no support forums for these prisoners and no separate strategy for any protected characteristic group, other than the older prisoner policy. The prison needed to do more to ensure the needs of prisoners in minority groups were met.

Recommendation

- 2.22** **There should be regular consultation and support forums with prisoners from all minority groups, and issues raised should be pursued appropriately and within a reasonable time limit.**

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.

- 2.23** In our survey, only 43% of prisoners felt that their religious beliefs were respected, against the comparator of 55%. Despite this, we found an energetic chaplaincy that remained well integrated with all areas of the prison, and a good range of services for all faiths. The team consisted of a managing chaplain who was well supported by sessional and part-time staff, which ensured that all main faiths were provided for. Prisoners had confidence in the visible and supportive team, and we observed many attending the chaplaincy for a variety of reasons.
- 2.24** Staff from residential units and activity areas actively assisted with access to the chaplaincy facilities, which included a small group room with comfortable seating for a range of faith-based classes and support for prisoners in crisis, such as family bereavements.
- 2.25** The chaplaincy worked with an impressive range of voluntary groups, with over 260 volunteers supporting a variety of initiatives. These included study groups, drama groups and support for prisoners on escorted visits who had estranged or limited family contact. There were also close links with the Hallé Orchestra to help enhance prisoners' personal development through music, including open air concerts for all prisoners. Positive links to support restorative justice programmes continued; six Sycamore Tree courses a year were run with the costs met entirely from voluntary fundraising.

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.

- 2.26** An average of 38 complaints a month had been received in the previous six months. Complaint forms were readily accessible on all wings. In April 2016, the prison switched from a paper to an electronic system of responding to complaints. Initially this had led to substantial delays in responses, and in our survey only 28% of prisoners, against the 44% comparator, said that complaints were dealt with quickly. Response rates had improved and by July 2016, 95% had been responded to within the target of five working days.
- 2.27** There was a monthly analysis of complaints and their responses, and a detailed report was regularly provided to the senior management team. Complaints to the offender management unit (OMU) accounted for almost half of all complaints. The deputy governor carried out quality assurance, and we saw some examples of responses from prison staff being returned to them to correct shortfalls. Our own analysis of a random selection of complaints found that the standard of responses was good overall, and there were examples of complaints that were upheld.

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.

- 2.28** Although the prison had no staff trained in legal services, there was reasonable provision of information for prisoners, including a good range of legal texts in the prison library.
- 2.29** In our survey, prisoners were more negative than the comparators about communication with their legal representatives and accessing legal visits. The reason for this was not clear. Since the last inspection, extra staff had been recruited to manage the PIN (personal identification number) telephone system, which meant there were no longer significant delays in adding the names and telephone numbers of legal representatives to prisoners' telephone lists. Legal visits were available one morning a week and demand never prevented appointments being booked. We were told that if legal representatives could not attend on the allocated day, they could visit the prisoner during domestic visits sessions, although private rooms were not available.

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.

2.30 The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)⁷ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The CQC found no breaches of the relevant regulations and did not issue any 'requirement to improve' notices.

Governance arrangements

2.31 Health services were commissioned by NHS England. Primary health services were provided by Bridgewater Community Healthcare NHS Foundation Trust and mental health services by Greater Manchester West Mental Health NHS Foundation Trust. Partnership board arrangements were well established with evidence of effective and collaborative working relationships between prison and health providers. An up-to-date health needs assessment informed service provision.

2.32 Health care staff were welcoming and responsive to prisoners, and there was excellent visible clinical leadership. There were suitable training, induction, and supervision arrangements for staff. Key health care provider staff attended daily handover meetings. Clinical records were clear and sufficiently detailed, demonstrating good clinical care, including care planning for prisoners with complex care needs.

2.33 The modern health care suite provided a GP practice-type reception, waiting area and treatment rooms. A trained prisoner cleaner cleaned public areas and clinical room floors to a daily schedule, and all areas were visibly clean. Infection control arrangements were sound with good overall compliance with standards in the May 2016 audit.

2.34 The prison and health providers were well sighted on the Care Act and prisoner social care needs, and there were effective links with the local authority. There had been one referral for assessment in the last year, which had not met the threshold for social care provision.

2.35 There were effective arrangements for medical emergencies. All health care staff were trained in immediate life support and approximately half of all frontline prison staff were trained in basic life support. Emergency resuscitation equipment, including automated external defibrillators, was suitably located with recorded checks.

2.36 Management of communicable diseases was effective with good access to appropriate vaccinations. Clinical incidents were appropriately reported with a sound response to serious and untoward incidents and appropriately shared learning.

2.37 The health care department had a positive and well-embedded focus on health promotion, which included a range of literature, well-advertised access to barrier protection and nurse-led smoking cessation support. The Prison Health Improvement Project, led by Warrington Borough Council in partnership with prison and health providers, was an exciting exemplar

⁷ 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>.

in leading and supporting the health and wider well-being of prisoners. Prisoners themselves were actively involved in the project and some were well-being mentors. The project provided a blend of individual and groupwork focused on mental and physical health and well-being, and was being extended to include a course on suicide prevention.

- 2.38** There was no dedicated patient forum but prisoners contributed their views through regular patient exit questionnaires, complaints and compliments, as well as through the public health improvement group (which led the health improvement project). Although in our survey, fewer prisoners than the comparator (57% against 67%) said that the quality of health services was good, we found caring, responsive and clinically appropriate health services, and most prisoners we spoke to said they were satisfied with health services. Prisoners could make confidential health complaints, and the responses we sampled were prompt and mostly courteous.

Good practice

- 2.39** *The Prison Health Improvement Project informed both strategic and operational health care processes at the prison and supported sustained improvement to prisoner health and well-being in preparation for release.*

Delivery of care (physical health)

- 2.40** All new arrivals were screened by a nurse using a comprehensive health-screening template. The clinical records provided assurance of thorough clinical evaluation with excellent attention to immediate risks and appropriate referrals. During our visit, a prisoner was transferred in with some complex mental health needs and a history of non-compliance with medication; a risk-focused approach ensured his immediate well-being, through early communication with first night centre staff and prompt referral to the mental health team.
- 2.41** Health services were provided from 7.30am to 5.30pm on weekdays and to 12.15pm on weekends and bank holidays. The range of primary care services reflected the population's health needs, and waiting times were short. In our survey, only 46% of prisoners, against the comparator of 54%, said that access to the GPs was good. We found that prisoners were initially seen by a nurse and then waited a maximum of one week for a routine appointment—they could be seen the same day for urgent needs. The small team of GPs provided consistent and good clinical care. Out-of-hours cover was provided by Warrington GP out-of-hours service. Prisoners were given a GP's letter detailing blood and diagnostic test results and identifying any need for a further GP appointment. Non-attendance rates for primary care were low and followed up by nursing staff and/or a GP letter.
- 2.42** Patients could attend a nurse triage clinic each morning for clinical assessment and advice, but no triage protocols were used. Prisoners with long-term conditions, including diabetes, coronary heart disease, respiratory disease and epilepsy, were well managed with an appropriate range of nurse-led clinics. All prisoners between 40 and 74 were scheduled for an NHS health check; assessments were well conducted with an excellent approach by nurses that promoted the prisoner's responsibility for their health.
- 2.43** External hospital appointments were well organised with few cancellations, and these were monitored by health care staff.

Good practice

- 2.44** *Prisoners attending the GP were given a letter detailing their diagnostic test results and information about any further appointment, which supported good communication between health professionals and patients. The information provided to prisoners during their NHS health check also promoted self-responsibility for health.*

Pharmacy

- 2.45** Medicines were supplied from HMP Risley. Most were dispensed as named-patient items, with a small amount of stock medicines. Although prisoners could speak to a pharmacist by telephone if they requested, there were no pharmacy-led clinics or medicine use reviews. There were plans for a pharmacist from Risley to visit Thorn Cross monthly.
- 2.46** Most prisoners could keep their medicines with them (in possession). Nurses and GPs carried out a verbal risk assessment to enable this, but it was not formalised or systematically recorded on SystmOne (the clinical IT system); this was rectified during our visit. Prisoners did not routinely have locked storage facilities in their rooms, although portable lockable boxes could be provided if requested or deemed necessary by nursing staff. Random medicine compliance checks were carried out and in-possession status could be withdrawn if required. Some weekly in-possession medicine was routinely supplied without patient information leaflets, but nurses could print these if requested.
- 2.47** All prescribing and administration was through SystmOne. Prisoners could get their medicines at 7.30am, 12.15pm and 4.30pm. The afternoon session had been changed during our visit to ensure prisoners could have their prescribed medicines and collect their evening meal. Later medicine doses could be provided in possession. The medicine hatch in the pharmacy room provided very good confidentiality for prisoners collecting medicines.
- 2.48** Methadone was prescribed and administered by the Change, Grow, Live (CGL) team at 12.15pm on weekdays and 7.30am at weekends, which meant unacceptable intervals between the weekday and weekend doses, disrupting the regularity of dose times (see also paragraph 1.39). Patients due to leave prison were given advice on overdose treatment and given take-home naloxone (prescribed medicine to support overdose prevention).
- 2.49** Medicines were transported and securely stored with an adequate range of emergency stock. Stock checks by nursing staff did not include reconciliation of stock use, but this was rectified during our visit. Fridge temperatures were appropriately monitored.
- 2.50** A full range of standard operating procedures and policies had been signed by staff. A range of patient group directions enabled nurses to provide vaccinations, inhalers and treatment for minor ailments. There was a local prescribing formulary, and some clinical audits had been completed. Quarterly medicine managements meetings brought together the supplying pharmacist, GPs and the nurse prescriber.

Recommendations

- 2.51** Prisoners should have access to a pharmacist, including face-to-face advice, medicine use reviews and pharmacist-led clinics.
- 2.52** In-possession medication risk assessments, including both the drug and the patient, should be completed routinely and consistently, and reasons for the determination should be recorded on **SystemOne**. Lockable cupboards should be provided for patients prescribed in-possession medicines.

Dentistry

- 2.53** In our survey, fewer prisoners than the comparator (15% against 28%) said that they had good access to the dentist. We found short waiting times for routine treatment and nine men waiting to be seen. In our survey, fewer prisoners than the comparator (46% against 56%) said that the quality of dental services was good. We did not see the dentist during our visit but met both a dental nurse and dental therapist, and found that dental services were reasonable.
- 2.54** Primary care nurses provided basic triage of dental treatment need; prisoners with urgent needs could be seen within a maximum of one week or at a local community practice if required. Simple antibiotics and pain relief was provided by the GP or nurse prescriber. Prisoners could access the same range of NHS dental care and treatment as in the community.
- 2.55** The dental suite was visibly clean with appropriate decontamination arrangements. It was suitably equipped and all appropriate safety checks and regular servicing were completed and recorded. The suite was slightly isolated from the main health care department, but in an open prison, this was equivalent to a standalone community dental practice. Staff were aware of the standard emergency wall bell but not the buzzers linked to **SystemOne**, and this was rectified immediately after our visit. Dental staff had received appropriate basic life support training, and oxygen and emergency drugs were held in the suite. Paper dental records were stored in an unlocked cabinet in the main dental suite and also in a box on the decontamination room floor.

Recommendation

- 2.56** All patient records should be locked away in line with the **Caldicott requirements on the use and confidentiality of personal health information**.

Delivery of care (mental health)

- 2.57** Mental health provision was good and based on a 'stepped care' model (in line with contemporary community mental health services). Prisoners we spoke to were generally positive about their care.
- 2.58** Two mental health nurses attended the prison weekly; they provided consistent care and addressed identified need. A consultant forensic psychiatrist visited monthly, and shared care between mental health and primary care services, including the GP, was effective. Mental health staff received regular management supervision but not all received regular clinical supervision; this was addressed during our visit.

- 2.59** Use of a suitable referral pathway meant that prisoners arriving with a previously identified history of mental health problems or a new presentation were identified before arrival or during reception screening (see paragraph 2.40). Referrals were accepted from health and prison staff and prisoners themselves. A weekly single point of referral meeting enabled prompt and appropriate identification of need. New referrals were seen within seven days, and could be seen within 24 hours if necessary.
- 2.60** There were 14 prisoners on the caseload with approximately half with stable, severe and enduring mental health needs. Those with acute mental health needs were usually transferred to closed conditions pending transfer to a secure mental health bed; there had been no transfers since September 2015. Learning disability was identified on arrival and there was access to a learning disability nurse for advice or to work with men where appropriate. There were reasonable arrangements for prisoners with dual diagnosis needs (mental health and substance misuse). There was excellent collaborative working with other health and substance misuse colleagues through primary care team meetings and informal contact. Links with safer custody processes, including assessment, care in custody and teamwork (ACCT) case management reviews for prisoners in crisis, were good.
- 2.61** A new counselling service was scheduled to start immediately after our visit, to be supported by a new psychological well-being practitioner. A new clinical psychology service was awaiting recruitment.
- 2.62** Mental health awareness training sessions had been scheduled for both prison and primary care staff.

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.

- 2.63** The food was very unpopular with prisoners. In our survey, only 12%, against the comparator of 41%, said the food was good. Black and minority ethnic prisoners felt they were even less well-catered for: only 4%, against 14% of white prisoners, said the food was good. The food we tasted was not of a good quality. The menu lacked variety and portions were generally too small. Prisoners who worked outside the prison only had sandwiches for packed lunches and small microwaveable dinners; this was also insufficient. Their sandwiches were made the previous day but were not kept refrigerated.
- 2.64** Prisoners told us that due to the poor quality and quantity of the prison food, they had to supplement their diets disproportionately with food bought in the prison shop. As an indication of the extent of this problem, the security department told us that cans of tuna had become contraband items, found thrown in over the prison fence. All prisoners had access to microwaves and toasters; most of the toasters needed cleaning. There were some cooking facilities on G unit but these were rarely used.
- 2.65** Meal times were acceptable and wing serveries were clean and tidy. The kitchen was basically clean but we found uncovered, raw meat in the vegetable walk-in fridge and halal and non-halal utensils mixed together. There were also no separate chopping boards for different types of food or for halal food. Prisoners working in the kitchen did little or no actual cooking, but were employed in preparing vegetables and sandwiches. No catering qualifications were available in the kitchen, which was a lost opportunity.

Recommendations

- 2.66** The prison should improve the quality and quantity of the food provided, and ensure that prisoners receive adequate levels of nutrition.
- 2.67** Hygiene rules for cleaning and the safe storage and preparation of food should be followed at all times.
- 2.68** The catering department should ensure that Food Standards Agency regulations regarding the use of colour-coded chopping boards and separate utensils for the preparation and serving of halal food are followed in the kitchen and serveries.

Purchases

Expected outcomes:

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

- 2.69** In our survey, significantly fewer prisoners than the comparator (29% against 53%) said the prison shop sold a wide enough range of goods to meet their needs. Black and minority ethnic prisoners were even less satisfied with the selection; only 22%, against 31% of white respondents, felt the range was adequate. The shop arrangements and procedures were otherwise appropriate and well managed.
- 2.70** Prisoners could buy a good range of fresh fruit and vegetables from the prison's farm shop, which gave them a welcome increase in healthy eating options, but the prices were relatively high given prisoners' low incomes. Prisoners could order non-food items from a range of catalogues, and it was good that they were not charged the 50p administration fee per order that we often find.

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.⁸

- 3.1** In our survey, only 49% of prisoners, against the comparator of 57%, said that they had more than 10 hours out of room each day. However, we found that unlock was from 7.30am (earlier for some who worked outside the prison) until 8.30pm. A recent revision to association also allowed prisoners to be out on association on their landing and in landing rooms until midnight. Not all prisoners allocated to an activity were fully occupied, and some working in areas such as cleaning and the gardens were only purposefully occupied for about one hour a day (see also paragraph 3.9 and recommendation 3.14).
- 3.2** There were many opportunities for prisoners to exercise and have time in the fresh air, and we often saw them associating in the open air and gardens of the residential units.

Learning and skills and work activities

Expected outcomes:

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

3.3 *Ofsted⁹ made the following assessments about the learning and skills and work provision:*

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

⁸ 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.

⁹ 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>.

Management of learning and skills and work

- 3.4** The management of learning and skills and work was good. Senior managers and key partners were taking effective action to respond to changes to the prison population and to meet prisoner needs. The prison had a good strategic focus on improving prisoners' English and mathematics skills as part of its reducing reoffending agenda. Prisoners had to have level 1 or above in these subjects and/or agree to work towards level 2 qualifications before they could access courses and some work areas. As an incentive, prisoners were also given a cash bonus for the achievement of English and mathematics functional skills qualifications.
- 3.5** The operational management and quality of education and vocational training provided by Novus was outstanding. Some good partnership working had led to excellent work experience and paid work opportunities outside the prison, and employers offered prison contract work with good quality training, and employment opportunities when prisoners were released. Effective links with major employers also provided paid work experience for prisoners granted release on temporary licence (ROTL). In one innovation, Novus was working in partnership with a Manchester training provider and local construction employers in a pilot apprenticeship scheme. Three prisoners were to complete a prison construction course and then be assessed for National Vocational Qualifications (NVQs) and construction apprenticeship framework requirements while on ROTL working on employers' construction sites. There were plans to increase the number of these apprenticeships if the pilot was a success. Good partnership arrangements with the prison and a local further education college provided progression opportunities enabling learners to gain higher level qualifications while on ROTL.
- 3.6** The prison self-assessment was effective, self-critical and used well to evaluate the quality of learning, skills and work. Prisoner consultative meetings were used to identify general concerns and improve the quality of courses and prison activities. Senior managers and the prison's key partners had carried out a needs analysis of prisoners' learning requirements based on employment opportunities, which had improved the curriculum significantly. Learning was systematically observed by managers for quality improvement, and staff development was regularly discussed with suitable action taken. The prison's learning and skills partners had regular and effective meetings to discuss and improve the quality of the provision.
- 3.7** Prisoner pay rates were generally low and not an incentive to those on learning and skills courses— for example, a wing cleaner could earn more than someone on a course working to improve their learning and skills. The pay policy for prisoners working outside the prison had been changed to ensure that it met statutory minimum pay requirements.

Recommendation

- 3.8 Prisoners' pay should not disadvantage those attending learning courses in the prison.**

Provision of activities

- 3.9** The prison had insufficient purposeful activity to occupy prisoners fully throughout the week. A significant minority of prison work places, such as wing cleaning and litter picking, only occupied prisoners for part of the core day, were undemanding, and failed to develop sufficient employability skills and an appropriate work ethic.

- 3.10** The variety and range of education and vocational training in the prison was very good. The education provision offered around 64 full-time-equivalent places on weekdays and on one evening a week. Courses were available in English, mathematics, mentoring, art and a range of personal development courses, and offered from entry level to level 2. Novus provided good support to around 16 prisoners on distance learning. Induction to education was good, with tutors providing information about the courses available in the prison. Initial assessment was appropriate and identified the English and mathematics support needs of prisoners well. Novus staff were good at gathering information on prisoners' prior attainment from their previous prison, which they used effectively to ensure they were allocated to the most appropriate courses.
- 3.11** Novus provided around 72 full-time-equivalent places in vocational training. Courses were available at levels 1 and 2 in four pathways– construction, catering, rail track work and horticulture – based on the demands of the local labour market and links with local employers.
- 3.12** The prison provided 54 places in prison workshops, 50 places in land-based activities and around 85 other workplaces, such as wing cleaners and prison orderlies. Places in prison contract work had grown significantly since the last inspection with the addition of two shoe repair workshops, a recycling plant and a workshop for converting videos into DVDs. These workshops provided prisoners with good routes into direct employment with the employers that sponsored them.
- 3.13** Allocation to activities was fair, equitable and timely, and included the prisoner in an individual interview at which Novus staff, together with the head of learning and skills, assessed the short- and longer-term employment needs of the prisoner.

Recommendation

- 3.14** **Prison work should fully occupy prisoners at all times, and enable them to develop useful work skills and attributes to prepare for employment on release.**

Quality of provision

- 3.15** The quality of learning and skills provision in the prison was outstanding. Tutors created very effective learning environments using a variety of activities to engage and motivate learners, and they had high aspirations for their learners and encouraged them to progress and extend their learning. Tutors set tasks that were sufficiently challenging, and so learners made good progress during lessons. Individual support for learners was good, helping them stay on target and progress well. Tutors used questioning particularly well to assess learners' understanding during lessons. They planned learning effectively and ensured that it was at an appropriate level, which resulted in learners enjoying learning, remaining motivated and being fully engaged. Peer mentors were used very well in education and on vocational training courses to support the least able learners make good progress.
- 3.16** In English and mathematics, tutors made particularly good links to practical applications. For example, in a mathematics class, learners used the prison's garden to measure flowerbeds, which was then used to calculate volumes. Part of an English class took place in the prison farm shop where learners gathered information on the type of products for sale; this was then used to design an advertising leaflet, ensuring spelling and grammar were used correctly. Novus staff encouraged learners to apply their skills in English and mathematics in developing activities and materials for family visit days; this helped both the prisoners and their children to develop their English and mathematics skills (see also paragraph 4.39). Tutor feedback on

learners' written work was timely and provided constructive comments on how they could improve.

- 3.17** Standards of classroom accommodation were good. Tutors had made very good use of the 'virtual campus' (giving prisoners internet access to community education, training and employment opportunities) by adding learning resources linked to courses delivered in the prison. This resulted in prisoners developing good independent learning skills and making faster progress outside lessons. Tutors were particularly skilled at making good links between the work learners completed on courses and its relevance to employment.
- 3.18** All vocational course tutors had recent practical experience in their subjects, which they used particularly well to give prisoners a good understanding of current labour market demands and expectations. Tutors planned and prepared courses very effectively to accommodate the needs of learners joining courses at different stages. English and mathematics were embedded highly effectively in vocational training through the outreach provision and the development of these skills within their vocational contexts. For example, learners on horticulture courses extended their vocabulary through developing word lists for plants, and used mathematics skills to cost out jobs for clients and draw up work specifications.
- 3.19** Learners benefited from being coached in very well-equipped and resourced workshops that enabled them to practise their skills in specific training bays. In bricklaying, learners had the space to build a model home from scratch, enabling them to try out the full range of building skills and techniques. Tutors challenged the most-able students well to develop their skills beyond the level and requirements of the qualifications. For example, in the plastering workshop, learners were encouraged to construct curved walls, while in painting and decorating they developed advanced marbling techniques.

Personal development and behaviour

- 3.20** Learners had a good attitude towards learning and most were able to work independently. They worked well in groups and were respectful of each other and their tutors. Learners were confident to talk about their work and became more skilled at communicating with others. They had a good understanding of the application of their skills in mathematics and English, and also how their learning linked to their longer-term employment goals.
- 3.21** The majority of prisoners developed good employability skills both in prison work and on vocational courses. They worked productively on their tasks and showed good concentration and application, particularly in the vocational workshops where they developed good independent learning skills to complete their assignments.
- 3.22** Prisoners' behaviour was good, and tutors were quick to challenge any inappropriate behaviour or use of inappropriate language. Managers and tutors had fostered a good culture of respect and mutual tolerance in workshops and classrooms. Prisoner attendance and punctuality at activities was generally good, with only a few exceptions when prisoners were late to workshops.
- 3.23** Tutors set specific, clear and useful individual targets for learners that very effectively developed personal and social skills. Targets such as improving timekeeping and reducing the use of inappropriate language were set and reviewed regularly for improvement.

Education and vocational achievements

3.24 Education and vocational achievements were good. Success rates on most courses were very high and had been for the last three years. Learners were making good progress and on target to achieve their qualifications. Success rates on functional skills English and mathematics courses were generally very good. A very high proportion of learners achieved qualifications to help develop their personal and social development. Most prisoners on courses to improve their employability were successful in achieving their qualification, including those on the mentoring course. In education, learners with support needs achieved as well as their peers. Learners on distance learning courses made good progress towards achieving their awards. Learners' skills development in art was particularly good and some work had won external awards or been exhibited externally, and many pieces were sold to the public. The standard of learners' written work was good. Most learners made good progression to higher level qualifications and, following risk assessments, into paid employment or training on ROTL (see paragraph 4.33).

Library

3.25 The prison library was operated by Livewire, a private company, and staffed by a librarian and a part-time assistant, assisted by two prison orderlies. The skills developed by the prison orderlies were recognised by the company but they were not able to gain formal accredited qualifications. The library was welcoming, well planned and provided small areas for private study and computer access. The library opened on weekdays and Saturday mornings, but only for half a day on most weekdays. Prisoners had good access to the library and it was well used, but no data were collected to identify any prisoner groups not using it.

3.26 The library stock was good and appropriate. It included the required Prison Service orders, up-to-date legal texts and a range of DVDs, audio books and easy readers, as well as newspapers and periodicals, and books covering the vocational subject areas delivered in the prison. An inter-library loan service with other establishments enabled access to books in foreign languages. A useful careers section provided college prospectuses and information on university entry criteria. The library promoted reading well through a variety of projects, such as the six-book challenge, world book night and read to relax. The library also hosted events, craft making sessions, quizzes, Storybook Dads (enabling prisoners to record a story for their children) and art exhibitions.

Recommendations

3.27 Prisoners working as library orderlies should be able to gain formal accredited qualifications.

3.28 The opening times of the library should be extended to be more accessible to prisoners.

3.29 The library should collect data to provide clear information for further analysis on the different prisoner groups that use 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.

- 3.30** There were currently only 3.5 full-time-equivalent gym staff in post out of an establishment of five. Although the staff worked extra shifts and other staff provided cover, the number of PE sessions available to prisoners had reduced, particularly at weekends and in the evenings, and a minority of prisoners did not have access to sufficient recreational PE. There were no recreational PE facilities in residential areas, but managers were due to review this and to improve access to the gym, while new staff were being recruited.
- 3.31** The gym had good facilities, with an appropriate balance between machines for cardiovascular work and a well-equipped weights room. However, a small number of machines and pieces of equipment were not in use as they were awaiting repair.
- 3.32** Despite the recent cancellation of PE sessions due to a lack of staffing, prisoner participation in PE was high – prison data showed that around four-fifths regularly used the gym. The programme was well-designed to enable those at work all day or on work placements outside the prison to access early morning or evening sessions. Prisoners could play a range of sports, such as badminton and indoor tennis, in the large sports hall, which also included a climbing wall. Outdoor provision included two football pitches and a jogging circuit around the inside perimeter of the prison. Showers were spacious and well-maintained, with individual cubicles to maintain privacy.
- 3.33** Staff had a strong commitment to the promotion of prisoners' overall health and physical well-being. The gym programme had been redesigned to place greater emphasis on developing prisoners' cardiovascular fitness rather than building their strength and power through weightlifting. The new gym programme met the needs of the prison population with more complex health needs.
- 3.34** PE staff had developed effective links with health care partners, both in and outside the prison. They designed effective programmes for prisoners referred to them by health care staff for physical rehabilitation, and to improve prisoners' mental confidence through exercise. There was good joint working with staff from Warrington's Health Care Trust, who gave advice to gym members on a range of men's health issues. There had been an effective joint information campaign to highlight the dangers of steroid abuse.
- 3.35** PE staff had previously offered a range of taster sessions and level 1 and 2 courses on health and fitness that recruited large numbers of prisoners, with most achieving their qualifications. However, these had not been offered since March 2016 due to the lack of staffing. The PE department also lacked adequate classroom facilities for such courses.

Recommendations

- 3.36 The prison should provide a full programme of recreational PE and offer vocational PE qualifications.**

Section 4. Resettlement

Strategic management of resettlement

Expected outcomes:

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

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

Good planning ensures a seamless transition into the community.

- 4.1** There were separate strategies that outlined provision under the resettlement pathways and the services provided by the offender management unit (OMU); neither were specific about the work of the community rehabilitation company¹⁰ (CRC, Shelter for Purple Futures). The documents did not explain how the CRC, offender supervisors and other agencies involved in release planning worked together, and therefore did not describe a prison-wide strategy. Reducing reoffending and offender management meetings took place on alternate months. Attendance at some reducing reoffending meetings was low and the reducing reoffending action plan was out of date. The prisoner needs analysis was due for review, but the individual risk assessments carried out for release on temporary licence (ROTL) identified most unmet needs.
- 4.2** Prisoners had appropriate access to ROTL, although many new arrivals did not know they had to wait at least three months before they could apply for it. Thorn Cross was addressing this by providing information to prisoners before they arrived and holding occasional roadshows at sending prisons. Information about ROTL in the induction material was not easy to understand. Prisoners repeatedly told us they believed the rules for ROTL were applied less favourably at Thorn Cross than at other open prisons. Although the prison applied ROTL in line with national policy, this perception needed to be addressed.
- 4.3** There had been over 7,000 ROTL events in the previous six months covering over 230 prisoners. Prisoners were released to carry out voluntary work in the community, paid employment and for town visits. They were also released overnight to address resettlement needs, such as housing and family ties.

Recommendation

- 4.4 The prison should address prisoners' perceptions about the application of release on temporary licence (ROTL) rules at Thorn Cross.**

¹⁰ Since May 2015 rehabilitation services, both in custody and after release, have been organised through CRCs which are responsible for work with medium- and low-risk offenders. The National Probation Service has maintained responsibility for high- and very high-risk offenders.

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** We were joined on this inspection by colleagues from HM inspectorate of Probation who looked in detail at 12 cases, of which six were identified as in scope for offender management (prisoners serving more than 12 months and considered to pose a high or very high risk of harm), five were out of scope and one was unclear. Several other cases were looked at, in less detail, of prisoners due to be released within the following fortnight. Inspectors also spoke to some of these prisoners, and others whose cases were not specifically reviewed.
- 4.6** In our survey, the vast majority of prisoners said they had an offender supervisor (97%) and sentence plan (87%). All prisoners were allocated an offender supervisor. All high risk of harm prisoners were managed by one of five probation officer offender supervisors, and other prisoners were managed by one of four uniformed offender supervisors, who spent most of their time on OMU work. All staff in the OMU had good knowledge of their cases. Prisoner contact with offender supervisors was regular, meaningful and sufficiently frequent in almost all cases, and began with a detailed session with the prisoner shortly after their arrival. Most interactions between prisoners and offender supervisors were good and clearly recorded on the electronic case note system. Most prisoners spoke highly of their offender supervisor, although there were exceptions. In a few cases, there was frustration about apparent delays or difficulties with ROTL, which prisoners told us were not communicated to them clearly enough.
- 4.7** Some prisoners arrived at Thorn Cross without an up-to-date offender assessment system (OASys) assessment, even though they had been assessed as suitable for open conditions by their sending prison. OMU staff were prompt in completing full reviews following prisoners' arrival, and there was a further review to inform ROTL decisions. The quality of the reviews was generally good.
- 4.8** All the cases we looked at in detail had a current sentence plan. All except two (both out-of-scope cases) sufficiently reflected all required offending and risk of harm related factors. Objectives were clear and meaningful in all except these two cases. The prisoner was fully engaged with planning in all except one case, and this prisoner was subsequently engaged with the actual work. Sentence planning meetings always took place, often with the offender manager also participating by telephone.
- 4.9** Risk of harm screenings were accurate and up to date in all except one case, and there had been an appropriate full risk of serious harm analysis in seven of the eight cases where this was required. Specific plans to manage risk of serious harm were good in all except two of the cases, where required actions detailed in the plan had not been communicated to anyone who might need to know them. In most cases, plans included actions to be undertaken in the community and during custody.
- 4.10** Training and development of offender supervisors was limited. Uniformed offender supervisors had received only the basic OASys training, supplemented by some informal development sessions, but they were keen to learn and develop their practice. Arrangements for management oversight and quality assurance of their out-of-scope cases were unclear. In contrast, probation offender supervisors received regular supervision from a senior probation officer.

- 4.11** Risk assessment processes for ROTL were appropriate and ensured that any identified risks were managed properly. Some prisoners had to take at least three 'escorted releases' before they could leave the prison unescorted on licence. There were few ROTL failures or absconds.
- 4.12** The ROTL process was supported effectively by robust case administration, which meant that it usually commenced promptly and that delays in receiving responses from offender managers were quickly followed up. Our investigation of individual cases showed that some delays in prisoners commencing ROTL were caused by lack of response from community offender managers, which occasionally included their failure to pass the request on to the police as required.
- 4.13** The OMU ran a weekly surgery for prisoners, which was valuable and well attended. A substantial proportion of the recent issues raised related to following up ROTL applications. Some of these showed either an insufficient understanding by prisoners of the detail of the ROTL process, or that offender supervisors were not active enough in informing prisoners of the reasons for delay or other difficulties processing the application. Prisoners reported that the ROTL scheme was being applied unfairly compared to other category D prisons. Although we concluded that procedures were sound, the establishment needed to explore and address the lack of confidence in the scheme experienced by some prisoners.
- 4.14** In the previous six months, 54 prisoners had been considered for home detention curfew (HDC) and 45 had been approved. Prisoners could attend their HDC board and discuss their application. One prisoner was beyond his HDC eligibility date without a decision being made, which was due to issues outside the prison's control.

Recommendations

- 4.15** **Decisions to move prisoners into open conditions should be informed by a review of their OASys assessment.**
- 4.16** **The prison should ensure that management oversight and quality assurance arrangements for OASys are clear and consistent, and that uniformed offender supervisors receive formal supervision.**
- 4.17** **The release on temporary licence information requests that the prison sends to community offender managers should ensure they clearly recognise the priority to be given to these, the impact of delays and their required actions.**

Public protection

- 4.18** Procedures to screen new arrivals for public protection concerns were good, and there were appropriate referrals to the monthly inter-departmental risk management team (IRMT) meeting. Attendance at this meeting was generally reasonable, although it was inconsistent from some departments. The prison kept the meeting under regular review to ensure it met required needs. For example, an item on prisoners assessed as suitable for enhanced behaviour management (EBM)¹¹ had recently been added to the standing agenda. It was rare for prisoners to be subject to mail or telephone monitoring due to public protection concerns, but this was checked at each IRMT meeting.

¹¹ EBM was used with some category D prisoners to monitor if their behaviour showed they still had offence-related risks that they needed support or help with. Suitability for EBM was informed by psychological review following the prisoner's arrival at Thorn Cross and the monitoring lasted for six months, during which prisoners worked towards agreed targets.

- 4.19** Case administrators screened new arrivals for multi-agency public protection arrangements (MAPPA) eligibility. These had been identified and recorded correctly. Those posing a higher risk of harm were referred to the IRMT. There were suitable processes to confirm prisoners' MAPPA levels six months before release, including raising this in the relevant probation area if confirmation was not provided. During the inspection, two prisoners within six months of release had not had their MAPPA levels confirmed. The prison was active in engaging with offender managers in the community about prisoners subject to public protection arrangements, in particular when ROTL was under consideration.

Categorisation

- 4.20** Recategorisation processes were proportionate. Decisions to return a prisoner to closed conditions were usually taken by a multidisciplinary case review. In some cases, the prisoner was involved in the case review. Many prisoners reviewed were able to stay at Thorn Cross with additional risk management procedures, and had the opportunity to regain trust in open conditions. For those recategorised to return to closed conditions, decisions were valid and based on the evidence available.

Indeterminate sentence prisoners

- 4.21** The prison held 58 indeterminate sentence prisoners – 24 lifers and 34 on indeterminate sentences for public protection. All were allocated to a probation offender supervisor. A senior manager held a quarterly meeting with prisoner lifer mentors, who represented the views of indeterminate sentence prisoners, but some actions were not progressed promptly. There were few opportunities for indeterminate sentence prisoners to develop independent living skills – for example, self-catering facilities were limited.
- 4.22** Delays in the scheduling of oral parole hearings caused frustration for indeterminate sentence prisoners. Prison records showed that 24 prisoners were beyond their hearing dates, with some over a year late. Two prisoners released on licence in July 2016 went through their hearings 14 months late.

Recommendations

- 4.23 Indeterminate sentence prisoners should be supported to develop the necessary skills for living independently.**
- 4.24 NOMS should work with the Parole Board to ensure that there is no delay in the scheduling of oral parole hearings for indeterminate sentence prisoners.**

Reintegration planning

Expected outcomes:

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

- 4.25** In our survey, prisoners were negative about knowing who to turn to for support with resettlement pathways, and prisoners repeatedly raised issues about resettlement with inspectors. Communication and sharing of information with prisoners about resettlement needed to be improved.

- 4.26** Shelter was contracted by the CRC provider (Purple Futures) to deliver on-site resettlement work, but this was not sufficiently integrated with the work of other departments in the prison. A discharge board was held about 12 weeks before a prisoner's release, but the CRC worker did not attend this and instead had a separate meeting with each prisoner. There were plans to remedy this weakness, although pre-release provision was generally good.
- 4.27** The Shelter worker and the offender supervisor rarely worked together for release planning, and there was a lack of clarity about the roles and responsibilities of OMU and Shelter/resettlement work. Although resettlement plans were shared with the responsible officers in the community and offender supervisors in the prison, some did not indicate the full range of actions being taken in preparation for release. In other cases, there was no evidence of review to check that necessary actions had been completed or that a prisoner's records were checked for evidence of outstanding needs not yet addressed. There was no post-release follow up of the resettlement arrangements made. Despite these weaknesses, there was some good pre-release provision.

Recommendation

- 4.28** **There should be a systematic and formal method for the community rehabilitation company and all agencies involved in resettlement work to share information about individual prisoner resettlement outcomes, and these should be communicated effectively to prisoners to enable them to make best use of their time in open conditions.**

Accommodation

- 4.29** Data provided by the CRC showed that most prisoners went to live with family or friends on release. Although we were told that no prisoners had been released without fixed accommodation to go to in the previous six months, there were no details about the accommodation outcomes for three prisoners. There was no follow-up of the sustainability of accommodation after release. On average, two prisoners a month were released to approved premises. We were told that a shortage of places in some areas could delay release for some prisoners who required this accommodation.

Education, training and employment

- 4.30** The careers advice delivered by the Manchester Growth Company was good. It was subcontracted to Shelter, which provided very effective support to identify and address prisoners' barriers to progression and agree suitable education, training and employment pathways in prison and after release. Resettlement partners worked well together in the community and in prison to support prisoners into training and employment on release. However, information about prisoners' outcomes following their release was not shared effectively between all partners. This lack of feedback between partners often led to duplication of work and frustration for prisoners, who had to provide the same information to different agencies. It also meant that prison managers had not been able to carry out any meaningful analysis on the effectiveness of the prisoner interventions. In one case, a communications breakdown between the prison and an external agency had delayed ROTL clearance for a prisoner with a potential work placement.
- 4.31** Prisoners had access to suitable pre-release courses 12 weeks before release. These provided an up-to-date CV, interview skills techniques, job search activities and other work preparation courses to meet each prisoner's individual needs. For example, courses run in

conjunction with Shelter ensured prisoners had a good understanding of financial matters and how to budget effectively. Business start-up courses were also offered.

- 4.32** The vocational training provision in the prison was well informed by a needs analysis of skills vacancies in the geographical areas where prisoners were to be released. There were good links with a variety of employers, which often helped prisoners gain good work experience and sometimes employment allied to skills developed by the vocational training courses.
- 4.33** There were 35 prisoners in work placements outside the prison at the time of the inspection. This was less than at the last inspection, due mainly to the tightening of national rules for ROTL and the loss of a major employer contract. However, the number of prisoners working outside the prison had started to rise and was approaching the previous good levels.

Recommendation

- 4.34 More prisoners should be working outside the prison on release on temporary licence.**

Health care

- 4.35** Pre-release health care arrangements were effective, with all prisoners reviewed by a primary care nurse the day before release. They were given information about local health services, a printed summary of their health care in prison and signposted to relevant community services. Prisoners on prescribed medicines were given a two-week supply. Pre-release planning for prisoners with enduring mental health needs was timely and effective. Appropriate liaison with community mental health services and offender management processes ensured continuity of care.

Drugs and alcohol

- 4.36** A comprehensive range of reintegration planning interventions along with naloxone training (an antidote to opiate overdose) contributed positively to resettlement outcomes for prisoners with substance misuse needs. Prisoners' recovery risk management plans were reviewed regularly in the run-up to release, which helped them to plan realistically for situations that might threaten their recovery (see also good practice example 1.40). Links between the CGL teams in the prison and the local community were excellent, and prisoners due to be released to the local area could meet and work with the community team while still in the prison, which ensured good continuity in therapeutic relationships. CGL workers were very successful in arranging supported accommodation on release for prisoners with dual diagnoses of substance misuse and mental health problems.

Finance, benefit and debt

- 4.37** Shelter staff and peer workers provided information and support to prisoners on debt and how to manage it, and there was a useful booklet with standard letters and advice. Prisoners were able to open bank accounts, which was particularly important for those in paid employment. Financial management and budgeting was included in pre-release courses (see paragraph 4.31), and a Shelter worker provided a money management course. Benefits advice was included as part of the discharge planning. A Jobcentre Plus worker provided

information on benefits, and helped to set up appointments for prisoners who needed them post release.

Children, families and contact with the outside world

- 4.38** Although there was no visitors' centre, families could come straight into the waiting area, and they could now order food and drink, including hot meals, for themselves and the prisoner. The visits hall was welcoming and bright, and an extra session had been added on Saturday mornings in response to demand.
- 4.39** There were regular family days, with five in 2016 so far and two more planned for the following week. An administrative staff member had been trained in activity leading, and organised themed activities for the family days. The Angel Tree scheme for fathers to give presents to children and visits from Theatre in Prison Foundation were integrated with the family days. As well as the family days, there had been 'functional skills family visits' three times a year since the beginning of 2015. Men who had completed a functional skills course could practise these skills in planning and carrying through activities with their children and families (see also paragraph 3.16). Future plans focused on extending these to engage secondary school-age children.
- 4.40** Prisoners' families were actively engaged in several other ways, such as the voice-messaging service, and involvement in sentence planning meetings. Storybook Dads was still well promoted by the library (see paragraph 3.26). There was a CGL family worker, and Novus was planning further initiatives in addition to the functional skills days. However, funding had been withdrawn for a prison family support worker, and the development of the promising range of family work was hampered by a lack of anyone in this role to coordinate and drive it forward.

Recommendation

- 4.41** **There should be sufficient investment to ensure coordination and continued development of the family support work.**

Attitudes, thinking and behaviour

- 4.42** Thorn Cross did not offer any accredited offending behaviour courses but it did offer a range of non-accredited offending behaviour interventions. In our survey, 83% of prisoners said they were involved in an offending behaviour programme, above the comparator of 70%. There was a wide range of support for substance misuse problems, and individual prisoners could access some courses in the community through ROTL. During the inspection, two were attending Building Better Relationships (a designated domestic violence course), and another two had completed the course. The chaplaincy also facilitated the Sycamore Tree victim awareness programme throughout the year – 38 prisoners had completed it in the first half of 2016 and a further 20 were attending the latest course.
- 4.43** Where a prisoner had had an enhanced behaviour management (EBM) assessment (see paragraph 4.18 and footnote), the outcomes were used appropriately to inform sentence plans, even if the prisoner had not been assessed as suitable for EBM. There was a strong focus on interventions to address resettlement issues, including rebuilding links with families, gaining employment skills and making productive use of ROTL.

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.

Recommendations

To NOMS

- 5.1 Decisions to move prisoners into open conditions should be informed by a review of their OASys assessment. (4.15)
- 5.2 NOMS should work with the Parole Board to ensure that there is no delay in the scheduling of oral parole hearings for indeterminate sentence prisoners. (4.24)

Recommendations

To the governor

Early days in custody

- 5.3 All new arrivals should be able to make a free telephone call. (1.9)

Bullying and violence reduction

- 5.4 The prison should devise and implement its own violence reduction strategy based on local intelligence, including clear provision for identification of perpetrators and relevant interventions, and support plans for victims. (1.13)

Self-harm and suicide

- 5.5 The prison should develop a safer custody policy specific to the risk and needs of the establishment. (1.18)
- 5.6 The prison should introduce a recognised and confidential Listener scheme to supplement the work of peer support workers. (1.19)

Security

- 5.7 Strip-searching of prisoners should be intelligence-led or based on specific suspicion. (1.27, repeated recommendation 1.43)

Discipline

- 5.8 The prison should implement a behaviour management strategy that makes more effective use of incentives and earned privileges and reserves the adjudication process for more serious offences. (1.32)

Residential units

- 5.9** All showers should be kept clean and well maintained. (2.5)
- 5.10** Prison managers should ensure that prisoners have consistent and regular access to basic items, such as cleaning materials. (2.6)

Equality and diversity

- 5.11** The diversity and equality inclusion policy should be developed to ensure sufficient focus on prisoners, as well as staff. (2.15)
- 5.12** Staff with designated roles for equality and diversity should attend the diversity and equality action team meeting or make a submission in writing. (2.16)
- 5.13** There should be regular consultation and support forums with prisoners from all minority groups, and issues raised should be pursued appropriately and within a reasonable time limit. (2.22)

Health services

- 5.14** Prisoners should have access to a pharmacist, including face-to-face advice, medicine use reviews and pharmacist-led clinics. (2.51)
- 5.15** In-possession medication risk assessments, including both the drug and the patient, should be completed routinely and consistently, and reasons for the determination should be recorded on SystmOne. Lockable cupboards should be provided for patients prescribed in-possession medicines. (2.52)
- 5.16** All patient records should be locked away in line with the Caldicott requirements on the use and confidentiality of personal health information. (2.56)

Catering

- 5.17** The prison should improve the quality and quantity of the food provided, and ensure that prisoners receive adequate levels of nutrition. (2.66)
- 5.18** Hygiene rules for cleaning and the safe storage and preparation of food should be followed at all times. (2.67)
- 5.19** The catering department should ensure that Food Standards Agency regulations regarding the use of colour-coded chopping boards and separate utensils for the preparation and serving of halal food are followed in the kitchen and serveries. (2.68)

Learning and skills and work activities

- 5.20** Prisoners' pay should not disadvantage those attending learning courses in the prison. (3.8)
- 5.21** Prison work should fully occupy prisoners at all times, and enable them to develop useful work skills and attributes to prepare for employment on release. (3.14)
- 5.22** Prisoners working as library orderlies should be able to gain formal accredited qualifications. (3.27)

- 5.23** The opening times of the library should be extended to be more accessible to prisoners. (3.28)
- 5.24** The library should collect data to provide clear information for further analysis on the different prisoner groups that use the facility. (3.29)

Physical education and healthy living

- 5.25** The prison should provide a full programme of recreational PE and offer vocational PE qualifications. (3.36)

Strategic management of resettlement

- 5.26** The prison should address prisoners' perceptions about the application of release on temporary licence (ROTL) rules at Thorn Cross. (4.4)

Offender management and planning

- 5.27** The prison should ensure that management oversight and quality assurance arrangements for OASys are clear and consistent, and that uniformed offender supervisors receive formal supervision. (4.16)
- 5.28** The release on temporary licence information requests that the prison sends to community offender managers should ensure they clearly recognise the priority to be given to these, the impact of delays and their required actions. (4.17)
- 5.29** Indeterminate sentence prisoners should be supported to develop the necessary skills for living independently. (4.23)

Reintegration planning

- 5.30** There should be a systematic and formal method for the community rehabilitation company and all agencies involved in resettlement work to share information about individual prisoner resettlement outcomes, and these should be communicated effectively to prisoners to enable them to make best use of their time in open conditions. (4.28)
- 5.31** More prisoners should be working outside the prison on release on temporary licence. (4.34)
- 5.32** There should be sufficient investment to ensure coordination and continued development of the family support work. (4.41)

Examples of good practice

- 5.33** The use of risk management plans in psychosocial substance misuse treatment improved prisoners' recovery outcomes and helped them to plan realistically for release. (1.40)
- 5.34** The Prison Health Improvement Project informed both strategic and operational health care processes at the prison and supported sustained improvement to prisoner health and well-being in preparation for release. (2.39)

- 5.35** Prisoners attending the GP were given a letter detailing their diagnostic test results and information about any further appointment, which supported good communication between health professionals and patients. The information provided to prisoners during their NHS health check also promoted self-responsibility for health. (2.44)

Section 6. Appendices

Appendix I: Inspection team

Martin Lomas	Deputy chief inspector
Deborah Butler	Team leader
Ian Dickens	Inspector
Karen Dillon	Inspector
Angela Johnson	Inspector
Martin Kettle	Inspector
Keith McInnis	Inspector
Angus Mulready-Jones	Inspector
Catherine Shaw	Researcher
Helen Ranns	Researcher
Patricia Taflan	Researcher
Paul Roberts	Inspector/substance misuse inspector
Nicola Rabjohns	Health services inspector
Rachel O'Callaghan	Pharmacist
Kathleen Byrne	Care Quality Commission inspector
Joanne MacDonald	Care Quality Commission inspector (observer)
John Grimmer	Ofsted inspector
Stephen Miller	Ofsted inspector
Charles Searle	Ofsted inspector
Ian Menary	Offender management inspector
Helen Mercer	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 2012, the reception had been refurbished and was welcoming. Some prisoners reported inappropriate staff banter and frustration at confiscation of property allowed by other prisons. Levels of violence had reduced and there was an impressive range of interventions to tackle antisocial behaviour. Most prisoners said they felt safe. Prisoners at risk of suicide and self-harm were well cared for. Security was generally proportionate. Some adjudications should have been dealt with less formally, and warnings were too often used for trivial matters. The segregation unit was a decent and well-managed area. There was little evidence of a significant drugs problem and substance use services were good. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Reception should be able to receive prisoners throughout the day, including at lunchtimes. (1.3)

Not achieved

Reception staff should treat prisoners courteously. (1.12)

Achieved

New arrivals should be able to keep items they have bought in previous establishments and make one free telephone call in private. (1.13)

Partially achieved

The prison should investigate and address prisoner perceptions of staff victimisation. (1.20)

Achieved

The CCTV in the safer cell should only be used to monitor those at risk of suicide or self-harm when appropriately risk assessed, and not replace direct staff engagement and observation. (1.29)

No longer relevant

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. (1.35)

Achieved

Strip-searching of prisoners should be intelligence-led or based on specific suspicion. (1.43)

Not achieved (recommendation repeated, 1.27)

Managers should ensure that the incentives and earned privileges (IEP) scheme is applied fairly and that warnings are not issued for petty or frivolous reasons. (1.49)

Achieved

Prisoners undertaking the same job should receive the same pay, whatever their IEP status. (I.50)

Achieved

Prisoners on basic level should retain electricity in their room. (I.51)

Achieved

Adjudications should only be used when less formal measures are not appropriate. (I.55)

Not achieved

All disciplinary charges should be fully investigated with decisions that are clearly evidenced and subject to rigorous quality assurance. (I.56)

Achieved

Information collated for all disciplinary procedures, including segregation, should be analysed and used effectively. (I.57)

Achieved

Handcuffs should only be used when necessary for reasons of safety or security. (I.61)

Achieved

Use of force documentation should be completed thoroughly and subject to rigorous quality assurance. (I.62)

Achieved

Planned use of force interventions should be filmed and routinely reviewed. (I.63)

Achieved

Prisoners should only be located in the care and separation unit when there is sufficient reason to justify this. (I.71)

Achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2012, the environment was relatively clean, but some areas needed refurbishment. The independent living unit was a good resource but had unmet potential. Staff-prisoner relationships were variable and some prisoners complained of disrespectful staff behaviour. Some rules were inappropriate for the population. Strategic management of diversity and equality was underdeveloped, although there was some good work to support minority groups. Faith provision was excellent. Replies to complaints were generally good. There was effective health services provision. We received many complaints about the quality of food. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

Staff behaviour towards prisoners should reflect a positive and respectful culture that actively supports prisoners in their attempts to prepare for independent living on release. (HP43)

Achieved

Recommendations

The independent living unit should enable prisoners to build the skills for independent living on release, and there should be a targeted selection process for residents. (2.10)

No longer relevant

All toilets and showers should be kept clean, adequately maintained and have sufficient drainage. (2.11)

Partially achieved

Unit rules should be proportionate and appropriate for a category D population, and prisoners should be given the option of wearing their own clothes. (2.12)

Achieved

There should be sufficient working laundry machines for the population. (2.13)

Achieved

Managers should investigate the negative perceptions of black and minority ethnic and Muslim prisoners identified in our survey to help increase communication and understanding. (2.32)

Not achieved

All disparities identified by ethnic monitoring should be promptly investigated and acted upon. (2.33)

Partially achieved

Foreign national prisoners should not be routinely located in the segregation unit on arrival. (2.34)

Achieved

Telephone numbers should be added to prisoners' telephone accounts promptly to enable communication with their lawyer. (2.48)

Achieved

A professional contract cleaner should be employed to clean all health care areas regularly. (2.57)

No longer relevant

Health care complaints should be dealt with confidentially in line with NHS guidelines. (2.58)

Achieved

There should be triage algorithms to ensure continuity of care. (2.67)

No longer relevant

Health care should liaise with the catering and residential departments to ensure prisoners on morning medication do not miss their breakfast as a result of receiving medication. (2.68)

Achieved

The prison should investigate and address the high level of prisoners failing to attend health appointments. (2.69)

Achieved

There should be a greater pharmacist input to provide regular support to staff and patients. (2.75)

Not achieved

Mental health awareness training should be available to all prison staff. (2.81)

Achieved

The prison should investigate and address prisoners' negative perceptions of the food, and staff supervision of serveries should be improved. (2.86)

Not achieved

There should be better food provision for prisoners working outside the prison. (2.87)

Not achieved

Purposeful activity

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

At the last inspection, in 2012, time out of room opportunities were good. There was good management of learning and skills and a clear focus on the resettlement needs of prisoners. There were enough purposeful activity places for the population. The range of vocational training had increased significantly, as had the amount of work available outside the prison. The quality of teaching and learning in vocational training and education was good. There had been a significant increase in the number of qualifications achieved. The library delivered a reasonable service. PE provision was good. Outcomes for prisoners were good against this healthy prison test.

Recommendations

The prison should further develop the analysis of educational and vocational data to inform performance management of different groups of learners. (3.10)

Achieved

The prison should ensure that prisoners have a better understanding of the available learning and skills provision and the timescales for joining their preferred activity. (3.15)

Achieved

All individual learning plans should effectively recognise the prisoner's wider achievements and promote progress. (3.19)

Achieved

The library should have a better range and variety of material to support learning and skills provision. (3.23)

Achieved

The prison should provide more computer-based learning resources. (3.24)

Achieved

Prisoners should receive gym-based learning support when participating in courses. (3.31)

Not 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 2012, there was reasonable strategic management of resettlement, and a whole-prison approach to supporting resettlement outcomes. A stronger focus was needed on meeting specific offending-related needs and evaluating outcomes. Release on temporary licence (ROTL) was used well and many prisoners worked outside the prison. Offender management and planning were generally effective. Public protection arrangements were sound. There was some good provision on most resettlement pathways, and excellent support for employment and training needs and for those in need of substance use services. Outcomes for prisoners were good against this healthy prison test.

Main recommendation

The prison should meet prisoners' offence-related needs and undertake ongoing post-release analysis to assess the impact of the various aspects of its resettlement work. (HP44)

Partially achieved

Recommendations

The reducing reoffending delivery plan should include information about and objectives for offender management, and there should be a comprehensive analysis of OASys (offender assessment system) data to complement the annual self-reporting needs analysis. (4.7)

Partially achieved

There should be a prison-wide approach to resettlement and offender management, and managers should ensure that all staff are appropriately knowledgeable and supportive of its function. (4.8)

Partially achieved

All staff and departments having contact with prisoners, especially those who are high risk, should be actively involved in sentence planning focused on issues of risk. Sentence planning targets should focus on need rather than available provision. (4.18)

Partially achieved

Offender supervisor work with prisoners should be consistent. Staff should receive sufficient training, guidance, supervision and support to meet the needs of prisoners in reducing their risk of reoffending. (4.19)

Partially achieved

There should be no delays in the internal completion of home detention curfew applications. (4.20)

Achieved

The prison should monitor whether the accommodation that prisoners are due to be released to is settled rather than temporary, and should ensure that all prisoners are offered settled accommodation on release. (4.31)

Partially achieved

All prisoners with debt problems should be able to access appropriate debt management support. (4.42)

Achieved

The prison should provide sufficient offending behaviour work to meet the needs of the population before their release. (4.53)

Achieved

Appendix III: Prison population profile

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

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	7	360	98.4
Recall	0	6	1.6
Total	7	366	100

Sentence	18–20 yr olds	21 and over	%
Six months to less than 12 months	1	0	0.3
12 months to less than 2 years	0	2	0.5
2 years to less than 4 years	3	39	11.3
4 years to less than 10 years	3	211	57.4
10 years and over (not life)	0	56	15
ISPP (indeterminate sentence for public protection)	0	34	9.1
Life	0	24	6.4
Total	7	366	100

Age	Number of prisoners	%
Under 21 years	7	1.9
21 years to 29 years	89	23.9
30 years to 39 years	145	38.9
40 years to 49 years	80	21.4
50 years to 59 years	38	10.2
60 years to 69 years	13	3.5
70 plus years: maximum age=72	1	0.3
Total	373	100

Nationality	18–20 yr olds	21 and over	%
British	7	365	99.7
Foreign nationals	0	1	0.3
Total	7	366	100

Security category	18–20 yr olds	21 and over	%
Category D	2	364	98.1
Other	5	2	1.9
Total	7	366	100

Ethnicity	18–20 yr olds	21 and over	%
White			
British	5	307	83.6
Irish	0	1	0.3
Gypsy/Irish Traveller	0	2	0.5
Other white	0	4	1.1
Mixed			
White and black Caribbean	2	6	2.1
Other mixed	0	2	0.5
Asian or Asian British			

Indian	0	6	1.6
Pakistani	0	14	3.8
Bangladeshi	0	1	0.3
Other Asian	0	4	1.1
Black or black British			
Caribbean	0	11	2.9
African	0	1	0.3
Other black	0	6	1.6
Other ethnic group	0	1	0.3
Total	7	366	100

Religion	18–20 yr olds	21 and over	%
Church of England	0	79	21.2
Roman Catholic	2	113	30.8
Other Christian denominations	2	21	6.2
Muslim	0	29	7.8
Sikh	0	2	0.5
Buddhist	0	6	1.6
Jewish	0	3	0.8
Other	0	3	0.8
No religion	3	110	30.3
Total	7	366	100

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	1	0.3	25	6.7
1 month to 3 months	4	1.1	70	18.8
3 months to six months	1	0.3	82	22
Six months to 1 year	1	0.3	96	25.7
1 year to 2 years	0	0	92	24.7
2 years to 4 years	0	0	1	0.3
Total	7	1.9	366	98.1

Main offence	18–20 yr olds	21 and over	%
Violence against the person	2	121	33
Burglary	1	21	6
Robbery	0	50	13.4
Theft and handling	0	4	1
Fraud and forgery	0	6	2
Drugs offences	3	151	41
Other offences	1	0	0.2
Civil offences	0	13	3.4
Total	7	366	100

Appendix IV: 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 establishment¹². 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 1 August 2016, the prisoner population at HMP/YOI Thorn Cross was 372. Using the method described above, questionnaires were distributed to a sample of 207 prisoners.

We received a total of 170 completed questionnaires, a response rate of 82%. Sixteen respondents refused to complete a questionnaire and 21 questionnaires were not returned.

¹² 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.

Wing/Unit	Number of completed survey returns
1A	24
2B	32
3C	26
4D	25
5E	28
6F	5
7G	30

Presentation of survey results and analyses

Over the following pages we present the survey results for HMP/YOI Thorn Cross.

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 differences¹³ 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/YOI Thorn Cross 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.
- 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 aged 50 and over and those under 50.
- A comparison within the 2016 survey between the responses of prisoners who have not had access to any type of release on temporary licence (resettlement day release, resettlement overnight release or special purpose leave) and all other prisoners.
- A comparison within the 2016 survey between the responses of prisoners who have received an indeterminate sentence and those who have received a determinate sentence.

¹³ A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. Our significance level is set at 0.01 which means that there is only a 1% likelihood that the difference is due to chance.

Survey summary

Section I: About you

Q1.2	How old are you?		
	<i>Under 21</i>		2 (1%)
	<i>21 - 29</i>		31 (19%)
	<i>30 - 39</i>		65 (39%)
	<i>40 - 49</i>		43 (26%)
	<i>50 - 59</i>		20 (12%)
	<i>60 - 69</i>		5 (3%)
	<i>70 and over</i>		1 (1%)
Q1.3	Are you on recall?		
	Yes		2 (1%)
	No		157 (99%)
Q1.4	How long is your sentence?		
	<i>Less than 6 months</i>		2 (1%)
	<i>6 months to less than 1 year</i>		1 (1%)
	<i>1 year to less than 2 years</i>		3 (2%)
	<i>2 years to less than 4 years</i>		24 (14%)
	<i>4 years to less than 10 years</i>		93 (56%)
	<i>10 years or more</i>		22 (13%)
	<i>IPP (indeterminate sentence for public protection)</i>		13 (8%)
	<i>Life</i>		8 (5%)
Q1.5	Are you a foreign national (i.e. do not have UK citizenship)?		
	Yes		3 (2%)
	No		164 (98%)
Q1.6	Do you understand spoken English?		
	Yes		165 (99%)
	No		2 (1%)
Q1.7	Do you understand written English?		
	Yes		165 (99%)
	No		2 (1%)
Q1.8	What is your ethnic origin?		
	<i>White - British (English/ Welsh/ Scottish/ Northern Irish)</i>	135 (81%)	<i>Asian or Asian British - Chinese</i> 1 (1%)
	<i>White - Irish</i>	1 (1%)	<i>Asian or Asian British - other</i> 0 (0%)
	<i>White - other</i>	7 (4%)	<i>Mixed race - white and black Caribbean</i> 3 (2%)
	<i>Black or black British - Caribbean</i>	6 (4%)	<i>Mixed race - white and black African</i> 3 (2%)
	<i>Black or black British - African</i>	0 (0%)	<i>Mixed race - white and Asian</i> 0 (0%)
	<i>Black or black British - other</i>	0 (0%)	<i>Mixed race - other</i> 0 (0%)
	<i>Asian or Asian British - Indian</i>	2 (1%)	<i>Arab</i> 0 (0%)
	<i>Asian or Asian British - Pakistani</i>	7 (4%)	<i>Other ethnic group</i> 1 (1%)
	<i>Asian or Asian British - Bangladesh</i>	1 (1%)	

Q1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?		
	Yes		2 (1%)
	No		162 (99%)
Q1.10	What is your religion?		
	None	58 (35%)	Hindu 0 (0%)
	Church of England	38 (23%)	Jewish 0 (0%)
	Catholic	45 (27%)	Muslim 14 (8%)
	Protestant	7 (4%)	Sikh 0 (0%)
	Other Christian denomination	1 (1%)	Other 3 (2%)
	Buddhist	1 (1%)	
Q1.11	How would you describe your sexual orientation?		
	Heterosexual/ Straight		165 (99%)
	Homosexual/Gay		0 (0%)
	Bisexual		1 (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		13 (8%)
	No		154 (92%)
Q1.13	Are you a veteran (ex-armed services)?		
	Yes		10 (6%)
	No		156 (94%)
Q1.14	Is this your first time in prison?		
	Yes		87 (52%)
	No		80 (48%)
Q1.15	Do you have children under the age of 18?		
	Yes		97 (58%)
	No		70 (42%)

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		111 (66%)
	2 hours or longer		51 (30%)
	Don't remember		7 (4%)
Q2.2	On your most recent journey here, were you offered anything to eat or drink?		
	My journey was less than two hours		111 (66%)
	Yes		49 (29%)
	No		8 (5%)
	Don't remember		1 (1%)
Q2.3	On your most recent journey here, were you offered a toilet break?		
	My journey was less than two hours		111 (66%)
	Yes		6 (4%)
	No		50 (30%)
	Don't remember		2 (1%)

Q2.4	On your most recent journey here, was the van clean?	
	Yes	94 (56%)
	No	62 (37%)
	Don't remember	12 (7%)
Q2.5	On your most recent journey here, did you feel safe?	
	Yes	148 (88%)
	No	16 (9%)
	Don't remember	5 (3%)
Q2.6	On your most recent journey here, how were you treated by the escort staff?	
	Very well	57 (34%)
	Well	70 (41%)
	Neither	32 (19%)
	Badly	5 (3%)
	Very badly	0 (0%)
	Don't remember	5 (3%)
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	131 (77%)
	Yes, I received written information	12 (7%)
	No, I was not told anything	29 (17%)
	Don't remember	2 (1%)
Q2.8	When you first arrived here did your property arrive at the same time as you?	
	Yes	153 (90%)
	No	16 (9%)
	Don't remember	1 (1%)

Section 3: Reception, first night and induction

Q3.1	How long were you in reception?	
	Less than 2 hours	147 (87%)
	2 hours or longer	17 (10%)
	Don't remember	5 (3%)
Q3.2	When you were searched, was this carried out in a respectful way?	
	Yes	151 (89%)
	No	15 (9%)
	Don't remember	3 (2%)
Q3.3	Overall, how were you treated in reception?	
	Very well	63 (37%)
	Well	78 (46%)
	Neither	20 (12%)
	Badly	5 (3%)
	Very badly	1 (1%)
	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>	17 (10%)	<i>Physical health</i> 9 (5%)
	<i>Housing problems</i>	13 (8%)	<i>Mental health</i> 8 (5%)
	<i>Contacting employers</i>	2 (1%)	<i>Needing protection from other prisoners</i> 0 (0%)
	<i>Contacting family</i>	12 (7%)	<i>Getting phone numbers</i> 9 (5%)
	<i>Childcare</i>	0 (0%)	<i>Other</i> 2 (1%)
	<i>Money worries</i>	15 (9%)	<i>Did not have any problems</i> 111 (66%)
	<i>Feeling depressed or suicidal</i>	8 (5%)	
Q3.5	Did you receive any help/support from staff in dealing with these problems when you first arrived here?		
	<i>Yes</i>		29 (18%)
	<i>No</i>		25 (15%)
	<i>Did not have any problems</i>		111 (67%)
Q3.6	When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)		
	<i>Tobacco</i>		97 (58%)
	<i>A shower</i>		68 (41%)
	<i>A free telephone call</i>		49 (29%)
	<i>Something to eat</i>		67 (40%)
	<i>PIN phone credit</i>		92 (55%)
	<i>Toiletries/ basic items</i>		65 (39%)
	<i>Did not receive anything</i>		28 (17%)
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>		109 (66%)
	<i>Someone from health services</i>		123 (75%)
	<i>A Listener/Samaritans</i>		52 (32%)
	<i>Prison shop/ canteen</i>		52 (32%)
	<i>Did not have access to any of these</i>		16 (10%)
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>		108 (65%)
	<i>What support was available for people feeling depressed or suicidal</i>		64 (39%)
	<i>How to make routine requests (applications)</i>		81 (49%)
	<i>Your entitlement to visits</i>		70 (42%)
	<i>Health services</i>		100 (60%)
	<i>Chaplaincy</i>		92 (55%)
	<i>Not offered any information</i>		29 (17%)
Q3.9	Did you feel safe on your first night here?		
	<i>Yes</i>		162 (97%)
	<i>No</i>		4 (2%)
	<i>Don't remember</i>		1 (1%)
Q3.10	How soon after you arrived here did you go on an induction course?		
	<i>Have not been on an induction course</i>		9 (5%)
	<i>Within the first week</i>		135 (82%)
	<i>More than a week</i>		15 (9%)
	<i>Don't remember</i>		5 (3%)

Q3.11	Did the induction course cover everything you needed to know about the prison?	
	<i>Have not been on an induction course</i>	9 (5%)
	<i>Yes</i>	96 (58%)
	<i>No</i>	49 (30%)
	<i>Don't remember</i>	12 (7%)
Q3.12	How soon after you arrived here did you receive an education ('skills for life') assessment?	
	<i>Did not receive an assessment</i>	9 (5%)
	<i>Within the first week</i>	98 (59%)
	<i>More than a week</i>	35 (21%)
	<i>Don't remember</i>	25 (15%)

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 N/A</i>
	<i>Communicate with your solicitor or legal representative?</i>	41 (25%)	42 (26%)	15 (9%)	10 (6%)	6 (4%) 48 (30%)
	<i>Attend legal visits?</i>	27 (19%)	22 (15%)	13 (9%)	7 (5%)	7 (5%) 66 (46%)
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>					65 (40%)
	<i>Yes</i>					43 (27%)
	<i>No</i>					53 (33%)
Q4.3	Can you get legal books in the library?					
	<i>Yes</i>					72 (44%)
	<i>No</i>					5 (3%)
	<i>Don't know</i>					87 (53%)
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>Are you normally able to have a shower every day?</i>	165 (99%)	1 (1%)	0 (0%)		
	<i>Do you normally receive clean sheets every week?</i>	53 (33%)	79 (49%)	28 (18%)		
	<i>Do you normally get cell cleaning materials every week?</i>	74 (46%)	74 (46%)	13 (8%)		
	<i>Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?</i>	133 (83%)	28 (17%)	0 (0%)		
	<i>If you need to, can you normally get your stored property?</i>	73 (45%)	47 (29%)	42 (26%)		
Q4.5	What is the food like here?					
	<i>Very good</i>					5 (3%)
	<i>Good</i>					15 (9%)
	<i>Neither</i>					29 (17%)
	<i>Bad</i>					48 (29%)
	<i>Very bad</i>					70 (42%)
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>					1 (1%)
	<i>Yes</i>					49 (29%)
	<i>No</i>					117 (70%)

Q4.7	Can you speak to a Listener at any time, if you want to?	
	Yes	74 (45%)
	No	17 (10%)
	Don't know	74 (45%)
Q4.8	Are your religious beliefs respected?	
	Yes	72 (43%)
	No	13 (8%)
	Don't know/ N/A	81 (49%)
Q4.9	Are you able to speak to a chaplain of your faith in private if you want to?	
	Yes	108 (65%)
	No	4 (2%)
	Don't know/ N/A	53 (32%)
Q4.10	How easy or difficult is it for you to attend religious services?	
	<i>I don't want to attend</i>	38 (23%)
	Very easy	74 (45%)
	Easy	22 (13%)
	Neither	3 (2%)
	Difficult	2 (1%)
	Very difficult	0 (0%)
	Don't know	26 (16%)

Section 5: Applications and complaints

Q5.1	Is it easy to make an application?	
	Yes	136 (82%)
	No	17 (10%)
	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.)	
		Not made one Yes No
	Are <i>applications</i> dealt with fairly?	31 (19%) 88 (54%) 45 (27%)
	Are <i>applications</i> dealt with quickly (within seven days)?	31 (20%) 66 (42%) 60 (38%)
Q5.3	Is it easy to make a complaint?	
	Yes	100 (60%)
	No	24 (14%)
	Don't know	42 (25%)
Q5.4	Please answer the following questions about complaints. (If you have not made a complaint please tick the 'not made one' option.)	
		Not made one Yes No
	Are <i>complaints</i> dealt with fairly?	89 (54%) 25 (15%) 52 (31%)
	Are <i>complaints</i> dealt with quickly (within seven days)?	89 (54%) 21 (13%) 54 (33%)
Q5.5	Have you ever been prevented from making a complaint when you wanted to?	
	Yes	23 (15%)
	No	129 (85%)

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>	40 (25%)
	<i>Very easy</i>	18 (11%)
	<i>Easy</i>	31 (19%)
	<i>Neither</i>	55 (34%)
	<i>Difficult</i>	12 (7%)
	<i>Very difficult</i>	7 (4%)

Section 6: Relationships with staff

Q6.1	Do most staff treat you with respect?	
	<i>Yes</i>	143 (87%)
	<i>No</i>	21 (13%)
Q6.2	Is there a member of staff you can turn to for help if you have a problem?	
	<i>Yes</i>	142 (87%)
	<i>No</i>	22 (13%)
Q6.3	Has a member of staff checked on you personally in the last week to see how you are getting on?	
	<i>Yes</i>	63 (38%)
	<i>No</i>	103 (62%)
Q6.4	How often do staff normally speak to you during association?	
	<i>Do not go on association</i>	6 (4%)
	<i>Never</i>	20 (12%)
	<i>Rarely</i>	33 (20%)
	<i>Some of the time</i>	63 (38%)
	<i>Most of the time</i>	29 (17%)
	<i>All of the time</i>	15 (9%)
Q6.5	When did you first meet your personal (named) officer?	
	<i>I have not met him/her</i>	29 (17%)
	<i>In the first week</i>	66 (40%)
	<i>More than a week</i>	56 (34%)
	<i>Don't remember</i>	16 (10%)
Q6.6	How helpful is your personal (named) officer?	
	<i>Do not have a personal officer/ I have not met him/ her</i>	29 (18%)
	<i>Very helpful</i>	57 (35%)
	<i>Helpful</i>	51 (31%)
	<i>Neither</i>	15 (9%)
	<i>Not very helpful</i>	5 (3%)
	<i>Not at all helpful</i>	7 (4%)

Section 7: Safety

Q7.1	Have you ever felt unsafe here?	
	<i>Yes</i>	24 (14%)
	<i>No</i>	143 (86%)
Q7.2	Do you feel unsafe now?	
	<i>Yes</i>	8 (5%)
	<i>No</i>	158 (95%)

Q7.3	In which areas have you felt unsafe? (Please tick all that apply)		
	Never felt unsafe	143 (89%)	At meal times 2 (1%)
	Everywhere	3 (2%)	At health services 3 (2%)
	Association areas	0 (0%)	Visits area 1 (1%)
	Reception area	1 (1%)	In wing showers 4 (3%)
	At the gym	4 (3%)	In gym showers 3 (2%)
	In an exercise yard	1 (1%)	In corridors/stairwells 3 (2%)
	At work	1 (1%)	On your landing/wing 5 (3%)
	During movement	0 (0%)	In your cell 3 (2%)
	At education	0 (0%)	At religious services 1 (1%)
Q7.4	Have you been victimised by other prisoners here?		
	Yes		15 (9%)
	No		152 (91%)
Q7.5	If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)		
	Insulting remarks (about you or your family or friends)		10 (6%)
	Physical abuse (being hit, kicked or assaulted)		0 (0%)
	Sexual abuse		0 (0%)
	Feeling threatened or intimidated		4 (2%)
	Having your canteen/property taken		2 (1%)
	Medication		1 (1%)
	Debt		0 (0%)
	Drugs		0 (0%)
	Your race or ethnic origin		2 (1%)
	Your religion/religious beliefs		1 (1%)
	Your nationality		0 (0%)
	You are from a different part of the country than others		1 (1%)
	You are from a traveller community		0 (0%)
	Your sexual orientation		0 (0%)
	Your age		1 (1%)
	You have a disability		0 (0%)
	You were new here		4 (2%)
	Your offence/ crime		2 (1%)
	Gang related issues		0 (0%)
Q7.6	Have you been victimised by staff here?		
	Yes		34 (21%)
	No		130 (79%)

Q7.7 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>	10 (6%)
<i>Physical abuse (being hit, kicked or assaulted)</i>	0 (0%)
<i>Sexual abuse</i>	0 (0%)
<i>Feeling threatened or intimidated</i>	18 (11%)
<i>Medication</i>	3 (2%)
<i>Debt</i>	0 (0%)
<i>Drugs</i>	1 (1%)
<i>Your race or ethnic origin</i>	1 (1%)
<i>Your religion/religious beliefs</i>	2 (1%)
<i>Your nationality</i>	1 (1%)
<i>You are from a different part of the country than others</i>	0 (0%)
<i>You are from a traveller community</i>	0 (0%)
<i>Your sexual orientation</i>	0 (0%)
<i>Your age</i>	1 (1%)
<i>You have a disability</i>	0 (0%)
<i>You were new here</i>	4 (2%)
<i>Your offence/ crime</i>	0 (0%)
<i>Gang related issues</i>	0 (0%)

Q7.8 If you have been victimised by prisoners or staff, did you report it?

<i>Not been victimised</i>	122 (77%)
<i>Yes</i>	7 (4%)
<i>No</i>	30 (19%)

Section 8: Health services**Q8.1 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	10 (6%)	26 (16%)	50 (30%)	23 (14%)	38 (23%)	18 (11%)
The nurse	6 (4%)	40 (24%)	76 (46%)	15 (9%)	22 (13%)	5 (3%)
The dentist	24 (15%)	4 (2%)	20 (12%)	13 (8%)	45 (28%)	57 (35%)

Q8.2 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	15 (9%)	45 (27%)	53 (32%)	29 (17%)	15 (9%)	9 (5%)
The nurse	7 (4%)	50 (31%)	63 (39%)	24 (15%)	12 (7%)	6 (4%)
The dentist	49 (31%)	15 (9%)	35 (22%)	28 (18%)	11 (7%)	20 (13%)

Q8.3 What do you think of the overall quality of the health services here?

<i>Not been</i>	5 (3%)
<i>Very good</i>	29 (18%)
<i>Good</i>	61 (37%)
<i>Neither</i>	30 (18%)
<i>Bad</i>	25 (15%)
<i>Very bad</i>	13 (8%)

Q8.4 Are you currently taking medication?

<i>Yes</i>	73 (44%)
<i>No</i>	94 (56%)

Q8.5	If you are taking medication, are you allowed to keep some/ all of it in your own cell?	
	<i>Not taking medication</i>	94 (57%)
	<i>Yes, all my meds</i>	55 (33%)
	<i>Yes, some of my meds</i>	14 (8%)
	<i>No</i>	3 (2%)
Q8.6	Do you have any emotional or mental health problems?	
	<i>Yes</i>	22 (13%)
	<i>No</i>	145 (87%)
Q8.7	Are you being helped/ supported by anyone in this prison (e.g psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff)?	
	<i>Do not have any emotional or mental health problems</i>	145 (89%)
	<i>Yes</i>	11 (7%)
	<i>No</i>	7 (4%)

Section 9: Drugs and alcohol

Q9.1	Did you have a problem with drugs when you came into this prison?	
	<i>Yes</i>	19 (11%)
	<i>No</i>	147 (89%)
Q9.2	Did you have a problem with alcohol when you came into this prison?	
	<i>Yes</i>	11 (7%)
	<i>No</i>	154 (93%)
Q9.3	Is it easy or difficult to get illegal drugs in this prison?	
	<i>Very easy</i>	33 (20%)
	<i>Easy</i>	23 (14%)
	<i>Neither</i>	13 (8%)
	<i>Difficult</i>	3 (2%)
	<i>Very difficult</i>	1 (1%)
	<i>Don't know</i>	90 (55%)
Q9.4	Is it easy or difficult to get alcohol in this prison?	
	<i>Very easy</i>	7 (4%)
	<i>Easy</i>	23 (14%)
	<i>Neither</i>	17 (10%)
	<i>Difficult</i>	11 (7%)
	<i>Very difficult</i>	7 (4%)
	<i>Don't know</i>	99 (60%)
Q9.5	Have you developed a problem with illegal drugs since you have been in this prison?	
	<i>Yes</i>	3 (2%)
	<i>No</i>	161 (98%)
Q9.6	Have you developed a problem with diverted medication since you have been in this prison?	
	<i>Yes</i>	1 (1%)
	<i>No</i>	163 (99%)
Q9.7	Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?	
	<i>Did not / do not have a drug problem</i>	143 (87%)
	<i>Yes</i>	20 (12%)
	<i>No</i>	1 (1%)

Q9.8	Have you received any support or help (for example substance misuse teams) for your alcohol problem, while in this prison?	
	<i>Did not / do not have an alcohol problem</i>	154 (94%)
	Yes	9 (5%)
	No	1 (1%)

Q9.9	Was the support or help you received, while in this prison, helpful?	
	<i>Did not have a problem/ did not receive help</i>	140 (88%)
	Yes	19 (12%)
	No	1 (1%)

Section 10: Activities

Q10.1	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	8 (5%)	27 (16%)	64 (38%)	17 (10%)	27 (16%)	24 (14%)
	Vocational or skills training	16 (10%)	29 (18%)	62 (39%)	21 (13%)	16 (10%)	15 (9%)
	Education (including basic skills)	12 (8%)	41 (26%)	74 (47%)	19 (12%)	4 (3%)	9 (6%)
	Offending behaviour programmes	49 (31%)	21 (13%)	46 (29%)	26 (17%)	8 (5%)	7 (4%)

Q10.2	Are you currently involved in the following? (Please tick all that apply to you.)	
	<i>Not involved in any of these</i>	9 (6%)
	Prison job	108 (67%)
	Vocational or skills training	39 (24%)
	Education (including basic skills)	49 (30%)
	Offending behaviour programmes	10 (6%)

Q10.3	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	6 (4%)	49 (35%)	73 (52%)	13 (9%)
	Vocational or skills training	13 (11%)	71 (58%)	31 (25%)	8 (7%)
	Education (including basic skills)	11 (8%)	76 (56%)	37 (27%)	11 (8%)
	Offending behaviour programmes	19 (17%)	40 (35%)	39 (35%)	15 (13%)

Q10.4	How often do you usually go to the library?	
	<i>Don't want to go</i>	11 (7%)
	Never	24 (15%)
	<i>Less than once a week</i>	48 (29%)
	<i>About once a week</i>	45 (27%)
	<i>More than once a week</i>	37 (22%)

Q10.5	Does the library have a wide enough range of materials to meet your needs?	
	<i>Don't use it</i>	35 (21%)
	Yes	90 (54%)
	No	41 (25%)

Q10.6	How many times do you usually go to the gym each week?	
	<i>Don't want to go</i>	21 (13%)
	0	17 (10%)
	1 to 2	77 (47%)
	3 to 5	41 (25%)
	More than 5	9 (5%)

Q10.7	How many times do you usually go outside for exercise each week?	
	<i>Don't want to go</i>	4 (2%)
	0	9 (5%)
	1 to 2	31 (19%)
	3 to 5	35 (21%)
	More than 5	88 (53%)
Q10.8	How many times do you usually have association each week?	
	<i>Don't want to go</i>	8 (5%)
	0	3 (2%)
	1 to 2	10 (6%)
	3 to 5	16 (10%)
	More than 5	125 (77%)
Q10.9	How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc.)	
	<i>Less than 2 hours</i>	3 (2%)
	2 to less than 4 hours	8 (5%)
	4 to less than 6 hours	12 (7%)
	6 to less than 8 hours	24 (15%)
	8 to less than 10 hours	24 (15%)
	10 hours or more	81 (49%)
	<i>Don't know</i>	13 (8%)

Section 11: Contact with family and friends

Q11.1	Have staff supported you and helped you to maintain contact with your family/friends while in this prison?	
	Yes	87 (53%)
	No	76 (47%)
Q11.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	36 (22%)
	No	128 (78%)
Q11.3	Have you had any problems getting access to the telephones?	
	Yes	24 (14%)
	No	142 (86%)
Q11.4	How easy or difficult is it for your family and friends to get here?	
	<i>I don't get visits</i>	16 (10%)
	Very easy	38 (23%)
	Easy	59 (36%)
	Neither	17 (10%)
	Difficult	25 (15%)
	Very difficult	7 (4%)
	<i>Don't know</i>	2 (1%)

Section 12: Preparation for release

Q12.1	Do you have a named offender manager (home probation officer) in the probation service?	
	Yes	160 (97%)
	No	5 (3%)

Q12.2	What type of contact have you had with your offender manager since being in prison? (Please tick all that apply to you.)	
	<i>Do not have an offender manager/ NA</i>	5 (3%)
	<i>No contact</i>	33 (20%)
	<i>Letter</i>	41 (25%)
	<i>Phone</i>	94 (58%)
	<i>Visit</i>	37 (23%)
Q12.3	Do you have a named offender supervisor in this prison?	
	<i>Yes</i>	158 (97%)
	<i>No</i>	5 (3%)
Q12.4	Do you have a sentence plan?	
	<i>Yes</i>	138 (87%)
	<i>No</i>	21 (13%)
Q12.5	How involved were you in the development of your sentence plan?	
	<i>Do not have a sentence plan</i>	21 (13%)
	<i>Very involved</i>	54 (33%)
	<i>Involved</i>	50 (31%)
	<i>Neither</i>	16 (10%)
	<i>Not very involved</i>	13 (8%)
	<i>Not at all involved</i>	9 (6%)
Q12.6	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</i>	21 (13%)
	<i>Nobody</i>	39 (24%)
	<i>Offender supervisor</i>	89 (56%)
	<i>Offender manager</i>	50 (31%)
	<i>Named/ personal officer</i>	16 (10%)
	<i>Staff from other departments</i>	21 (13%)
Q12.7	Can you achieve any of your sentence plan targets in this prison?	
	<i>Do not have a sentence plan</i>	21 (13%)
	<i>Yes</i>	107 (67%)
	<i>No</i>	20 (13%)
	<i>Don't know</i>	11 (7%)
Q12.8	Are there plans for you to achieve any of your sentence plan targets in another prison?	
	<i>Do not have a sentence plan</i>	21 (13%)
	<i>Yes</i>	13 (8%)
	<i>No</i>	112 (71%)
	<i>Don't know</i>	12 (8%)
Q12.9	Are there plans for you to achieve any of your sentence plan targets in the community?	
	<i>Do not have a sentence plan</i>	21 (13%)
	<i>Yes</i>	44 (28%)
	<i>No</i>	69 (43%)
	<i>Don't know</i>	25 (16%)

Q12.10 Do you have a needs based custody plan?

Yes	5 (3%)
No	99 (61%)
Don't know	58 (36%)

Q12.11 Do you feel that any member of staff has helped you to prepare for your release?

Yes	46 (29%)
No	111 (71%)

Q12.12 Do you know of anyone in this prison who can help you with the following on release?: (Please tick all that apply to you.)

	Do not need help	Yes	No
Employment	46 (29%)	49 (31%)	63 (40%)
Accommodation	63 (40%)	37 (23%)	58 (37%)
Benefits	57 (37%)	38 (25%)	59 (38%)
Finances	58 (38%)	31 (20%)	63 (41%)
Education	58 (39%)	41 (28%)	48 (33%)
Drugs and alcohol	77 (50%)	37 (24%)	41 (26%)

Q12.13 Have you been provided with information on the following?: (Please tick all that apply to you.)

	Yes	No
Resettlement day release	113 (69%)	50 (31%)
Resettlement overnight release	94 (60%)	62 (40%)

Q12.14 Have you had access to the following?: (Please tick all that apply to you.)

	Yes	No
Resettlement day release	95 (60%)	64 (40%)
Resettlement overnight release	46 (31%)	101 (69%)
Special purpose leave	40 (28%)	104 (72%)

Q12.15 Please answer the following questions on your preparation for release?:

	Yes	No
Were you given up to date information about this prison before you came here	41 (25%)	120 (75%)
Were you helped to prepare for open conditions before you came here (increased responsibility, freedom etc.)	38 (24%)	123 (76%)
Do you feel you have been given a greater responsibility here than when you were in closed conditions	109 (67%)	53 (33%)
Have you been on a preparation for release course	15 (9%)	143 (91%)
Is this prison near your home area or intended release address	118 (74%)	41 (26%)
Have you done anything, or has anything happened to you here that will make you less likely to offend in the future	91 (58%)	67 (42%)

Main comparator



Prisoner survey responses HMP/YOI Thorn Cross 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/YOI Thorn Cross 2016	Open prisons comparator
	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		170	2,072
SECTION 1: General information			
1.2	Are you under 21 years of age?	1%	0%
1.3	Are you on recall?	1%	3%
1.4	Is your sentence less than 12 months?	2%	3%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	8%	11%
1.5	Are you a foreign national?	2%	2%
1.6	Do you understand spoken English?	99%	99%
1.7	Do you understand written English?	99%	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.)	15%	29%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	1%	3%
1.1	Are you Muslim?	9%	13%
1.11	Are you homosexual/gay or bisexual?	1%	3%
1.12	Do you consider yourself to have a disability?	8%	12%
1.13	Are you a veteran (ex-armed services)?	6%	7%
1.14	Is this your first time in prison?	52%	52%
1.15	Do you have any children under the age of 18?	58%	53%
SECTION 2: Transfers and escorts			
On your most recent journey here:			
2.1	Did you spend more than 2 hours in the van?	30%	48%
For those who spent two or more hours in the escort van:			
2.2	Were you offered anything to eat or drink?	84%	81%
2.3	Were you offered a toilet break?	10%	11%
2.4	Was the van clean?	56%	67%
2.5	Did you feel safe?	88%	85%
2.6	Were you treated well/very well by the escort staff?	75%	79%
2.7	Before you arrived here were you told that you were coming here?	77%	80%
2.7	Before you arrived here did you receive any written information about coming here?	7%	14%
2.8	When you first arrived here did your property arrive at the same time as you?	90%	92%

Main comparator

Key to tables

	Any percentage highlighted in green is significantly better	HMP/YOI Thorn Cross 2016	Open prisons comparator
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 3: Reception, first night and induction			
3.1	Were you in reception for less than 2 hours?	87%	74%
3.2	When you were searched in reception, was this carried out in a respectful way?	90%	87%
3.3	Were you treated well/very well in reception?	84%	83%
	When you first arrived:		
3.4	Did you have any problems?	34%	43%
3.4	Did you have any problems with loss of property?	10%	9%
3.4	Did you have any housing problems?	8%	8%
3.4	Did you have any problems contacting employers?	1%	2%
3.4	Did you have any problems contacting family?	7%	10%
3.4	Did you have any problems ensuring dependants were being looked after?	0%	1%
3.4	Did you have any money worries?	9%	10%
3.4	Did you have any problems with feeling depressed or suicidal?	5%	4%
3.4	Did you have any physical health problems?	5%	8%
3.4	Did you have any mental health problems?	5%	5%
3.4	Did you have any problems with needing protection from other prisoners?	0%	1%
3.4	Did you have problems accessing phone numbers?	5%	11%
	For those with problems:		
3.5	Did you receive any help/ support from staff in dealing with these problems?	54%	45%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	58%	56%
3.6	A shower?	41%	36%
3.6	A free telephone call?	29%	43%
3.6	Something to eat?	40%	50%
3.6	PIN phone credit?	55%	57%
3.6	Toiletries/ basic items?	39%	40%

Main comparator

Key to tables

Any percentage highlighted in green is significantly better	HMP/YOI Thorn Cross 2016	Open prisons comparator
Any percentage highlighted in blue is significantly worse		
Any percentage highlighted in orange shows a significant difference in prisoners' background details		
Percentages which are not highlighted show there is no significant difference		
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?	66%	57%
3.7 Someone from health services?	75%	74%
3.7 A Listener/Samaritans?	32%	41%
3.7 Prison shop/ canteen?	32%	30%
When you first arrived here were you offered information about any of the following:		
3.8 What was going to happen to you?	65%	69%
3.8 Support was available for people feeling depressed or suicidal?	39%	48%
3.8 How to make routine requests?	49%	57%
3.8 Your entitlement to visits?	42%	56%
3.8 Health services?	60%	65%
3.8 The chaplaincy?	55%	57%
3.9 Did you feel safe on your first night here?	97%	91%
3.10 Have you been on an induction course?	94%	95%
For those who have been on an induction course:		
3.11 Did the course cover everything you needed to know about the prison?	61%	73%
3.12 Did you receive an education (skills for life) assessment?	95%	87%
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?	51%	61%
4.1 Attend legal visits?	34%	49%
4.2 Have staff ever opened letters from your solicitor or legal representative when you were not with them?	27%	26%
4.3 Can you get legal books in the library?	44%	48%
For the wing/unit you are currently on:		
4.4 Are you normally able to have a shower every day?	99%	99%
4.4 Do you normally receive clean sheets every week?	33%	70%
4.4 Do you normally get cell cleaning materials every week?	46%	65%
4.4 Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	83%	78%
4.4 Can you normally get your stored property, if you need to?	45%	43%
4.5 Is the food in this prison good/very good?	12%	41%
4.6 Does the shop/canteen sell a wide enough range of goods to meet your needs?	29%	53%
4.7 Are you able to speak to a Listener at any time, if you want to?	45%	62%
4.8 Are your religious beliefs are respected?	43%	55%
4.9 Are you able to speak to a religious leader of your faith in private if you want to?	66%	67%
4.10 Is it easy/very easy to attend religious services?	58%	56%

Main comparator

Key to tables

	Any percentage highlighted in green is significantly better	HMP/YOI Thorn Cross 2016	Open prisons comparator
	Any percentage highlighted in blue is significantly worse		
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	Percentages which are not highlighted show there is no significant difference		
SECTION 5: Applications and complaints			
5.1	Is it easy to make an application?	82%	86%
	For those who have made an application:		
5.2	Do you feel applications are dealt with fairly?	66%	72%
5.2	Do you feel applications are dealt with quickly (within seven days)?	53%	60%
5.3	Is it easy to make a complaint?	60%	52%
	For those who have made a complaint:		
5.4	Do you feel complaints are dealt with fairly?	33%	42%
5.4	Do you feel complaints are dealt with quickly (within seven days)?	28%	44%
5.5	Have you ever been prevented from making a complaint when you wanted to?	15%	16%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	30%	37%
SECTION 6: Relationships with staff			
6.1	Do most staff, in this prison, treat you with respect?	87%	78%
6.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	87%	77%
6.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	38%	32%
6.4	Do staff normally speak to you most of the time/all of the time during association?	26%	20%
6.5	Do you have a personal officer?	83%	73%
	For those with a personal officer:		
6.6	Do you think your personal officer is helpful/very helpful?	80%	72%

Main comparator

Key to tables

	Any percentage highlighted in green is significantly better	HMP/OI Thorn Cross 2016	Open prisons comparator
	Any percentage highlighted in blue is significantly worse		
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	Percentages which are not highlighted show there is no significant difference		
SECTION 7: Safety			
7.1	Have you ever felt unsafe here?	15%	19%
7.2	Do you feel unsafe now?	5%	7%
7.3	Have you been victimised by other prisoners here?	9%	15%
	Since you have been here, have other prisoners:		
7.5	Made insulting remarks about you, your family or friends?	6%	6%
7.5	Hit, kicked or assaulted you?	0%	1%
7.5	Sexually abused you?	0%	0%
7.5	Threatened or intimidated you?	3%	8%
7.5	Taken your canteen/property?	1%	1%
1	Victimised you because of medication?	1%	1%
7.5	Victimised you because of debt?	0%	1%
7.5	Victimised you because of drugs?	0%	1%
7.5	Victimised you because of your race or ethnic origin?	1%	2%
7.5	Victimised you because of your religion/religious beliefs?	1%	1%
7.5	Victimised you because of your nationality?	0%	1%
7.5	Victimised you because you were from a different part of the country?	1%	2%
7.5	Victimised you because you are from a traveller community?	0%	0%
7.5	Victimised you because of your sexual orientation?	0%	1%
7.5	Victimised you because of your age?	1%	1%
7.5	Victimised you because you have a disability?	0%	1%
7.5	Victimised you because you were new here?	3%	2%
7.5	Victimised you because of your offence/crime?	1%	3%
7.5	Victimised you because of gang related issues?	0%	1%

Main comparator

Key to tables

	Any percentage highlighted in green is significantly better	HMP/YOI Thorn Cross 2016	Open prisons comparator
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 7: Safety continued			
7.6	Have you been victimised by staff here?	21%	21%
	Since you have been here, have staff:		
7.7	Made insulting remarks about you, your family or friends?	6%	7%
7.7	Hit, kicked or assaulted you?	0%	0%
7.7	Sexually abused you?	0%	0%
7.7	Threatened or intimidated you?	11%	9%
7.7	Victimised you because of medication?	2%	1%
7.7	Victimised you because of debt?	0%	0%
7.7	Victimised you because of drugs?	1%	1%
7.7	Victimised you because of your race or ethnic origin?	1%	3%
7.7	Victimised you because of your religion/religious beliefs?	1%	2%
7.7	Victimised you because of your nationality?	1%	1%
7.7	Victimised you because you were from a different part of the country?	0%	2%
7.7	Victimised you because you are from a traveller community?	0%	0%
7.7	Victimised you because of your sexual orientation?	0%	0%
7.7	Victimised you because of your age?	1%	1%
7.7	Victimised you because you have a disability?	0%	1%
7.7	Victimised you because you were new here?	3%	3%
7.7	Victimised you because of your offence/crime?	0%	3%
7.7	Victimised you because of gang related issues?	0%	1%
	For those who have been victimised by staff or other prisoners:		
7.8	Did you report any victimisation that you have experienced?	19%	23%

Main comparator

Key to tables

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	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?	46%	54%
8.1	Is it easy/very easy to see the nurse?	71%	74%
8.1	Is it easy/very easy to see the dentist?	15%	28%
	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?	65%	66%
8.2	The nurse?	73%	76%
8.2	The dentist?	46%	56%
8.3	The overall quality of health services?	57%	67%
8.4	Are you currently taking medication?	44%	45%
	For those currently taking medication:		
8.5	Are you allowed to keep possession of some or all of your medication in your own cell?	96%	98%
8.6	Do you have any emotional well being or mental health problems?	13%	14%
	For those who have problems:		
8.7	Are you being helped or supported by anyone in this prison?	62%	61%
SECTION 9: Drugs and alcohol			
9.1	Did you have a problem with drugs when you came into this prison?	12%	11%
9.2	Did you have a problem with alcohol when you came into this prison?	7%	10%
9.3	Is it easy/very easy to get illegal drugs in this prison?	35%	37%
9.4	Is it easy/very easy to get alcohol in this prison?	18%	22%
9.5	Have you developed a problem with drugs since you have been in this prison?	2%	2%
9.6	Have you developed a problem with diverted medication since you have been in this prison?	1%	2%
	For those with drug or alcohol problems:		
9.7	Have you received any support or help with your drug problem while in this prison?	96%	75%
9.8	Have you received any support or help with your alcohol problem while in this prison?	91%	81%
	For those who have received help or support with their drug or alcohol problem:		
9.9	Was the support helpful?	96%	90%

Main comparator

Key to tables

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	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?	55%	78%
10.1	Vocational or skills training?	57%	59%
10.1	Education (including basic skills)?	72%	72%
10.1	Offending Behaviour Programmes?	43%	34%
	Are you currently involved in any of the following activities:		
10.2	A prison job?	67%	71%
10.2	Vocational or skills training?	24%	18%
10.2	Education (including basic skills)?	30%	22%
10.2	Offending Behaviour Programmes?	6%	5%
10.3	Have you had a job while in this prison?	96%	94%
	For those who have had a prison job while in this prison:		
10.3	Do you feel the job will help you on release?	36%	46%
10.3	Have you been involved in vocational or skills training while in this prison?	90%	81%
	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?	65%	65%
10.3	Have you been involved in education while in this prison?	92%	85%
	For those who have been involved in education while in this prison:		
10.3	Do you feel the education will help you on release?	61%	63%
11.3	Have you been involved in offending behaviour programmes while in this prison?	83%	70%
	For those who have been involved in offending behaviour programmes while in this prison:		
11.3	Do you feel the offending behaviour programme(s) will help you on release?	43%	50%
10.4	Do you go to the library at least once a week?	50%	53%
10.5	Does the library have a wide enough range of materials to meet your needs?	54%	62%
10.6	Do you go to the gym three or more times a week?	30%	52%
10.7	Do you go outside for exercise three or more times a week?	74%	76%
10.8	Do you go on association more than five times each week?	77%	78%
10.9	Do you spend ten or more hours out of your cell on a weekday?	49%	57%
SECTION 11: Friends and family			
11.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	54%	55%
11.2	Have you had any problems with sending or receiving mail?	22%	20%
11.3	Have you had any problems getting access to the telephones?	15%	11%
11.4	Is it easy/ very easy for your friends and family to get here?	59%	39%

Main comparator

Key to tables

	Any percentage highlighted in green is significantly better	HMP/YOI Thorn Cross 2016	Open prisons comparator
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 12: Preparation for release			
12.1	Do you have a named offender manager (home probation officer) in the probation service?	97%	94%
	For those who have an offender manager what type of contact have you had:		
12.2	No contact?	21%	16%
12.2	Contact by letter?	26%	40%
12.2	Contact by phone?	60%	56%
12.2	Contact by visit?	24%	41%
12.3	Do you have a named offender supervisor in this prison?	97%	90%
12.4	Do you have a sentence plan?	87%	80%
	For those with a sentence plan:		
12.5	Were you involved/very involved in the development of your plan?	73%	73%
	Who is working with you to achieve your sentence plan targets:		
12.6	Nobody?	28%	29%
12.6	Offender supervisor?	64%	56%
12.6	Offender manager?	36%	40%
12.6	Named/ personal officer?	12%	19%
12.6	Staff from other departments?	15%	20%
	For those with a sentence plan:		
12.7	Can you achieve any of your sentence plan targets in this prison?	78%	76%
12.8	Are there plans for you to achieve any of your targets in another prison?	9%	12%
12.9	Are there plans for you to achieve any of your targets in the community?	32%	49%
12.10	Do you have a needs based custody plan?	3%	8%
12.11	Do you feel that any member of staff has helped you to prepare for release?	29%	36%
	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?	44%	56%
12.12	Accommodation?	39%	51%
12.12	Benefits?	39%	51%
12.12	Finances?	33%	44%
12.12	Education?	46%	56%
12.12	Drugs and alcohol?	47%	60%
	Have you been provided with information on the following:		
12.13	Resettlement day release?	69%	76%
12.13	Resettlement overnight release?	60%	73%
	Have you had access to the following:		
12.14	Resettlement day release?	60%	63%
12.14	Resettlement overnight release?	31%	52%
12.14	Special purpose leave?	28%	33%
	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?	26%	28%
12.15	Were you helped to prepare for open conditions before you came here (increased responsibility etc)?	24%	30%
12.15	Do you feel you have been given greater responsibility here than when you were in closed conditions?	67%	80%

Main comparator

Key to tables

		HMP/YOI Thorn Cross 2016	Open prisons comparator
	Any percentage highlighted in green is significantly better		
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	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
12.15	Have you been on a preparation for release course?	10%	20%
12.15	Is this prison near your home area or your intended release address?	74%	46%
12.15	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	58%	63%

Diversity analysis



Key question responses (ethnicity) HMP/YOI Thorn Cross 2016

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

Key to tables

Any percentage highlighted in green is significantly better		Black and minority ethnic prisoners	White prisoners
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		24	143
1.5	Are you a foreign national?	8%	1%
1.6	Do you understand spoken English?	100%	99%
1.7	Do you understand written English?	100%	99%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	1%
1.1	Are you Muslim?	50%	1%
1.12	Do you consider yourself to have a disability?	4%	8%
1.13	Are you a veteran (ex-armed services)?	4%	6%
1.14	Is this your first time in prison?	54%	51%
2.6	Were you treated well/very well by the escort staff?	75%	76%
2.7	Before you arrived here were you told that you were coming here?	79%	77%
3.2	When you were searched in reception, was this carried out in a respectful way?	83%	90%
3.3	Were you treated well/very well in reception?	79%	85%
3.4	Did you have any problems when you first arrived?	25%	36%
3.7	Did you have access to someone from health care when you first arrived here?	66%	76%
3.9	Did you feel safe on your first night here?	100%	97%
3.10	Have you been on an induction course?	100%	93%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	56%	50%
4.4	Are you normally able to have a shower every day?	100%	99%
4.5	Is the food in this prison good/very good?	4%	14%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	22%	31%
4.7	Are you able to speak to a Listener at any time, if you want to?	35%	47%
4.8	Do you feel your religious beliefs are respected?	52%	43%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	70%	64%
5.1	Is it easy to make an application?	69%	85%
5.3	Is it easy to make a complaint?	44%	64%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White prisoners
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
6.1	Do most staff, in this prison, treat you with respect?	81%	88%
6.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	74%	88%
6.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	22%	28%
6.4	Do you have a personal officer?	70%	85%
7.1	Have you ever felt unsafe here?	22%	13%
7.2	Do you feel unsafe now?	4%	4%
7.3	Have you been victimised by other prisoners?	4%	8%
7.5	Have you ever felt threatened or intimidated by other prisoners here?	0%	2%
7.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	4%	0%
7.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	4%	0%
7.5	Have you been victimised because of your nationality? (By prisoners)	0%	0%
7.5	Have you been victimised because you have a disability? (By prisoners)	0%	0%
7.6	Have you been victimised by a member of staff?	26%	19%
7.7	Have you ever felt threatened or intimidated by staff here?	18%	9%
7.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	0%	1%
7.7	Have you been victimised because of your religion/religious beliefs? (By staff)	4%	1%
7.7	Have you been victimised because of your nationality? (By staff)	4%	0%
7.7	Have you been victimised because you have a disability? (By staff)	0%	0%
8.1	Is it easy/very easy to see the doctor?	44%	47%
8.1	Is it easy/ very easy to see the nurse?	86%	69%
8.4	Are you currently taking medication?	56%	42%
8.6	Do you feel you have any emotional well being/mental health issues?	0%	16%
9.3	Is it easy/very easy to get illegal drugs in this prison?	19%	37%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White prisoners
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
10.2	Are you currently working in the prison?	65%	67%
10.2	Are you currently undertaking vocational or skills training?	18%	25%
10.2	Are you currently in education (including basic skills)?	48%	27%
10.2	Are you currently taking part in an offending behaviour programme?	8%	6%
10.4	Do you go to the library at least once a week?	35%	52%
10.6	Do you go to the gym three or more times a week?	30%	30%
10.7	Do you go outside for exercise three or more times a week?	92%	71%
10.8	On average, do you go on association more than five times each week?	92%	75%
10.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	48%	50%
11.2	Have you had any problems sending or receiving mail?	18%	22%
11.3	Have you had any problems getting access to the telephones?	22%	14%
	Have you been provided with information on the following:		
12.12	Resettlement day release?	77%	68%
12.12	Resettlement overnight release?	73%	59%
	Have you had access to the following:		
12.13	Resettlement day release?	67%	59%
12.13	Resettlement overnight release?	35%	30%
12.13	Special purpose leave?	25%	29%
	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?	28%	25%
12.14	Were you helped to prepare for open conditions before you came here (increased responsibility etc)?	33%	23%
12.14	Do you feel you have been given greater responsibility here than when you were closed conditions?	77%	66%
12.14	Have you been on a preparation for release course?	9%	9%
12.14	Is this prison near your home area or your intended release address?	48%	78%

Diversity analysis



Key question responses (age over 50) HMP/YOI Thorn Cross 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		26	141
1.5	Are you a foreign national?	4%	1%
1.6	Do you understand spoken English?	100%	99%
1.7	Do you understand written English?	97%	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.)	7%	15%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	4%	1%
1.1	Are you Muslim?	4%	9%
1.12	Do you consider yourself to have a disability?	23%	5%
1.13	Are you a veteran (ex-armed services)?	12%	5%
1.14	Is this your first time in prison?	56%	52%
2.6	Were you treated well/very well by the escort staff?	84%	74%
2.7	Before you arrived here were you told that you were coming here?	84%	77%
3.2	When you were searched in reception, was this carried out in a respectful way?	97%	89%
3.3	Were you treated well/very well in reception?	100%	80%
3.4	Did you have any problems when you first arrived?	42%	33%
3.7	Did you have access to someone from health care when you first arrived here?	81%	74%
3.9	Did you feel safe on your first night here?	97%	97%
3.10	Have you been on an induction course?	96%	94%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	56%	51%
4.4	Are you normally able to have a shower every day?	100%	99%
4.5	Is the food in this prison good/very good?	19%	11%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	42%	28%
4.7	Are you able to speak to a Listener at any time, if you want to?	58%	43%
4.8	Do you feel your religious beliefs are respected?	54%	42%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	81%	62%
5.1	Is it easy to make an application?	77%	83%
5.3	Is it easy to make a complaint?	61%	61%

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?	88%	87%
6.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	93%	87%
6.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	46%	23%
6.4	Do you have a personal officer?	88%	82%
7.1	Have you ever felt unsafe here?	19%	14%
7.2	Do you feel unsafe now?	4%	5%
7.3	Have you been victimised by other prisoners?	12%	8%
7.5	Have you ever felt threatened or intimidated by other prisoners here?	0%	2%
7.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	0%	1%
7.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	0%	1%
7.5	Have you been victimised because of your nationality? (By prisoners)	0%	0%
7.5	Have you been victimised because of your age? (By prisoners)	0%	1%
7.5	Have you been victimised because you have a disability? (By prisoners)	0%	0%
7.6	Have you been victimised by a member of staff?	12%	22%
7.7	Have you ever felt threatened or intimidated by staff here?	4%	12%
7.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	0%	1%
7.7	Have you been victimised because of your religion/religious beliefs? (By staff)	0%	1%
7.7	Have you been victimised because of your nationality? (By staff)	0%	1%
7.7	Have you been victimised because of your age? (By staff)	0%	1%
7.7	Have you been victimised because you have a disability? (By staff)	0%	0%
8.1	Is it easy/very easy to see the doctor?	64%	43%
8.1	Is it easy/ very easy to see the nurse?	76%	69%
9.4	Are you currently taking medication?	68%	39%
8.6	Do you feel you have any emotional well being/mental health issues?	16%	13%
9.3	Is it easy/very easy to get illegal drugs in this prison?	35%	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		
10.2	Are you currently working in the prison?	76%	64%
10.2	Are you currently undertaking vocational or skills training?	16%	26%
10.2	Are you currently in education (including basic skills)?	33%	31%
10.2	Are you currently taking part in an offending behaviour programme?	7%	6%
10.4	Do you go to the library at least once a week?	61%	47%
10.6	Do you go to the gym three or more times a week?	24%	31%
10.7	Do you go outside for exercise three or more times a week?	81%	72%
10.8	On average, do you go on association more than five times each week?	83%	76%
10.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	54%	48%
11.2	Have you had any problems sending or receiving mail?	16%	24%
11.3	Have you had any problems getting access to the telephones?	7%	15%
	Have you been provided with information on the following:		
12.12	Resettlement day release?	77%	68%
12.12	Resettlement overnight release?	54%	61%
	Have you had access to the following:		
12.13	Resettlement day release?	71%	58%
12.13	Resettlement overnight release?	25%	31%
12.13	Special purpose leave?	35%	27%
	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%	26%
12.14	Were you helped to prepare for open conditions before you came here (increased responsibility etc)?	23%	24%
12.14	Do you feel you have been given greater responsibility here than when you were closed conditions?	81%	65%
12.14	Have you been on a preparation for release course?	13%	9%
12.14	Is this prison near your home area or your intended release address?	93%	70%



Prisoner survey responses HMP/YOI Thorn Cross 2016

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

Key to tables

Any percentage highlighted in green is significantly better	Prisoners serving indeterminate sentences	Prisoners serving determinate sentences
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	21	145
SECTION 1: General information		
1.2 Are you under 21 years of age?	0%	1%
1.3 Are you on recall?	5%	1%
1.4 Is your sentence less than 12 months?	0%	2%
1.4 Are you here under an indeterminate sentence for public protection (IPP prisoner)?	61%	0%
1.5 Are you a foreign national?	0%	2%
1.6 Do you understand spoken English?	96%	99%
1.7 Do you understand written English?	96%	99%
1.8 Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	9%	14%
1.9 Do you consider yourself to be Gypsy/ Romany/ Traveller?	5%	1%
1.1 Are you Muslim?	9%	8%
1.11 Are you homosexual/gay or bisexual?	0%	1%
1.12 Do you consider yourself to have a disability?	20%	6%
1.13 Are you a veteran (ex-armed services)?	5%	6%
1.14 Is this your first time in prison?	28%	56%
1.15 Do you have any children under the age of 18?	48%	59%
SECTION 2: Transfers and escorts		
On your most recent journey here:		
2.1 Did you spend more than 2 hours in the van?	33%	30%
2.4 Was the van clean?	80%	54%
2.5 Did you feel safe?	85%	88%
2.6 Were you treated well/very well by the escort staff?	72%	77%
2.7 Before you arrived here were you told that you were coming here?	91%	77%
2.7 Before you arrived here did you receive any written information about coming here?	0%	8%
2.8 When you first arrived here did your property arrive at the same time as you?	80%	91%

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners serving indeterminate sentences	Prisoners serving determinate sentences
	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?	72%	90%
3.2	When you were searched in reception, was this carried out in a respectful way?	85%	90%
3.3	Were you treated well/very well in reception?	80%	83%
	When you first arrived:		
3.4	Did you have any problems?	48%	32%
3.4	Did you have any problems with loss of property?	24%	8%
3.4	Did you have any housing problems?	4%	8%
3.4	Did you have any problems contacting employers?	0%	1%
3.4	Did you have any problems contacting family?	4%	7%
3.4	Did you have any problems ensuring dependants were being looked after?	0%	0%
3.4	Did you have any money worries?	4%	10%
3.4	Did you have any problems with feeling depressed or suicidal?	0%	5%
3.4	Did you have any physical health problems?	15%	4%
3.4	Did you have any mental health problems?	4%	5%
3.4	Did you have any problems with needing protection from other prisoners?	0%	0%
3.4	Did you have problems accessing phone numbers?	0%	6%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	80%	55%
3.6	A shower?	61%	37%
3.6	A free telephone call?	61%	25%
3.6	Something to eat?	57%	39%
3.6	PIN phone credit?	80%	52%
3.6	Toiletries/ basic items?	39%	40%

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners serving indeterminate sentences	Prisoners serving determinate sentences
	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?	76%	65%
3.7	Someone from health services?	76%	75%
3.7	A Listener/Samaritans?	33%	31%
3.7	Prison shop/ canteen?	39%	31%
	When you first arrived here were you offered information about any of the following:		
3.8	What was going to happen to you?	80%	63%
3.8	Support was available for people feeling depressed or suicidal?	48%	38%
3.8	How to make routine requests?	52%	48%
3.8	Your entitlement to visits?	57%	41%
3.8	Health services?	67%	59%
3.8	The chaplaincy?	72%	53%
3.9	Did you feel safe on your first night here?	96%	97%
3.10	Have you been on an induction course?	83%	96%
3.12	Did you receive an education (skills for life) assessment?	91%	96%
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?	91%	45%
4.1	Attend legal visits?	71%	30%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	25%	26%
4.3	Can you get legal books in the library?	61%	40%
	For the wing/unit you are currently on:		
4.4	Are you normally able to have a shower every day?	100%	99%
4.4	Do you normally receive clean sheets every week?	57%	29%
4.4	Do you normally get cell cleaning materials every week?	67%	42%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	80%	82%
4.4	Can you normally get your stored property, if you need to?	55%	43%
4.5	Is the food in this prison good/very good?	28%	10%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	33%	30%
4.7	Are you able to speak to a Listener at any time, if you want to?	57%	44%
4.8	Are your religious beliefs are respected?	57%	41%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	85%	62%
4.10	Is it easy/very easy to attend religious services?	76%	56%

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners serving indefinite sentences	Prisoners serving determinate sentences
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 5: Applications and complaints			
5.1	Is it easy to make an application?	100%	79%
5.3	Is it easy to make a complaint?	80%	58%
5.5	Have you ever been prevented from making a complaint when you wanted to?	11%	15%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	25%	32%
SECTION 6: Relationships with staff			
6.1	Do most staff, in this prison, treat you with respect?	91%	87%
6.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	96%	86%
6.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	52%	37%
6.4	Do staff normally speak to you most of the time/all of the time during association?	20%	29%
6.5	Do you have a personal officer?	80%	83%

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners serving indeterminate sentences	Prisoners serving determinate sentences
	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?	24%	13%
7.2	Do you feel unsafe now?	5%	4%
7.3	Have you been victimised by other prisoners here?	9%	8%
	Since you have been here, have other prisoners:		
7.5	Made insulting remarks about you, your family or friends?	4%	6%
7.5	Hit, kicked or assaulted you?	0%	0%
7.5	Sexually abused you?	0%	0%
7.5	Threatened or intimidated you?	0%	2%
7.5	Taken your canteen/property?	0%	1%
7.5	Victimised you because of medication?	0%	1%
7.5	Victimised you because of debt?	0%	0%
7.5	Victimised you because of drugs?	0%	0%
7.5	Victimised you because of your race or ethnic origin?	0%	1%
7.5	Victimised you because of your religion/religious beliefs?	0%	1%
7.5	Victimised you because of your nationality?	0%	0%
7.5	Victimised you because you were from a different part of the country?	0%	0%
7.5	Victimised you because you are from a traveller community?	0%	0%
7.5	Victimised you because of your sexual orientation?	0%	0%
7.5	Victimised you because of your age?	0%	1%
7.5	Victimised you because you have a disability?	0%	0%
7.5	Victimised you because you were new here?	4%	1%
7.5	Victimised you because of your offence/crime?	4%	1%
7.5	Victimised you because of gang related issues?	0%	0%

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners serving indeterminate sentences	Prisoners serving determinate sentences
	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?	35%	18%
	Since you have been here, have staff:		
7.7	Made insulting remarks about you, your family or friends?	5%	7%
7.7	Hit, kicked or assaulted you?	0%	0%
7.7	Sexually abused you?	0%	0%
7.7	Threatened or intimidated you?	9%	11%
7.7	Victimised you because of medication?	5%	1%
7.7	Victimised you because of debt?	0%	0%
7.7	Victimised you because of drugs?	5%	0%
7.7	Victimised you because of your race or ethnic origin?	0%	1%
7.7	Victimised you because of your religion/religious beliefs?	5%	1%
7.7	Victimised you because of your nationality?	0%	1%
7.7	Victimised you because you were from a different part of the country?	0%	0%
7.7	Victimised you because you are from a traveller community?	0%	0%
7.7	Victimised you because of your sexual orientation?	0%	0%
7.7	Victimised you because of your age?	0%	1%
7.7	Victimised you because you have a disability?	0%	0%
7.7	Victimised you because you were new here?	5%	1%
7.7	Victimised you because of your offence/crime?	0%	0%
7.7	Victimised you because of gang related issues?	0%	0%

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners serving indeterminate sentences	Prisoners serving determinate sentences
	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?	55%	45%
8.1	Is it easy/very easy to see the nurse?	74%	70%
8.1	Is it easy/very easy to see the dentist?	17%	14%
8.4	Are you currently taking medication?	44%	44%
8.6	Do you have any emotional well being or mental health problems?	24%	12%
SECTION 9: Drugs and alcohol			
9.1	Did you have a problem with drugs when you came into this prison?	39%	8%
9.2	Did you have a problem with alcohol when you came into this prison?	24%	4%
9.3	Is it easy/very easy to get illegal drugs in this prison?	52%	33%
9.4	Is it easy/very easy to get alcohol in this prison?	24%	18%
9.5	Have you developed a problem with drugs since you have been in this prison?	5%	1%
9.6	Have you developed a problem with diverted medication since you have been in this prison?	0%	1%

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners serving indeterminate sentences	Prisoners serving determinate sentences
	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?	57%	54%
10.1	Vocational or skills training?	52%	58%
10.1	Education (including basic skills)?	74%	71%
10.1	Offending Behaviour Programmes?	43%	43%
	Are you currently involved in any of the following activities:		
10.2	A prison job?	57%	67%
10.2	Vocational or skills training?	43%	22%
10.2	Education (including basic skills)?	37%	30%
10.2	Offending Behaviour Programmes?	5%	6%
10.4	Do you go to the library at least once a week?	52%	49%
10.5	Does the library have a wide enough range of materials to meet your needs?	72%	52%
10.6	Do you go to the gym three or more times a week?	28%	31%
10.7	Do you go outside for exercise three or more times a week?	80%	72%
10.8	Do you go on association more than five times each week?	72%	78%
10.9	Do you spend ten or more hours out of your cell on a weekday?	61%	47%
SECTION 11: Friends and family			
11.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	67%	50%
11.2	Have you had any problems with sending or receiving mail?	24%	22%
11.3	Have you had any problems getting access to the telephones?	15%	14%
11.4	Is it easy/ very easy for your friends and family to get here?	52%	61%

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners serving indefinite sentences	Prisoners serving determinate sentences
	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?	96%	97%
12.3	Do you have a named offender supervisor in this prison?	100%	96%
12.4	Do you have a sentence plan?	83%	87%
12.10	Do you have a needs based custody plan?	9%	2%
12.11	Do you feel that any member of staff has helped you to prepare for release?	46%	28%
	Have you been provided with information on the following:		
12.13	Resettlement day release?	72%	69%
12.13	Resettlement overnight release?	63%	60%
	Have you had access to the following:		
12.14	Resettlement day release?	61%	59%
12.14	Resettlement overnight release?	35%	30%
12.14	Special purpose leave?	45%	26%
	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?	39%	24%
12.15	Were you helped to prepare for open conditions before you came here (increased responsibility etc)?	33%	22%
12.15	Do you feel you have been given greater responsibility here than when you were in closed conditions?	96%	63%
12.15	Have you been on a preparation for release course?	28%	7%
12.15	Is this prison near your home area or your intended release address?	80%	73%
12.15	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	72%	56%



Prisoner survey responses HMP/YOI Thorn Cross 2016

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

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners who have not had any type of release on temporary licence	All other prisoners
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		57	105
SECTION 1: General information			
1.2	Are you under 21 years of age?	3%	0%
1.3	Are you on recall?	0%	2%
1.4	Is your sentence less than 12 months?	3%	1%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	7%	9%
1.5	Are you a foreign national?	2%	2%
1.6	Do you understand spoken English?	100%	98%
1.7	Do you understand written English?	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.)	12%	15%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	3%	0%
1.1	Are you Muslim?	7%	9%
1.11	Are you homosexual/gay or bisexual?	0%	1%
1.12	Do you consider yourself to have a disability?	6%	9%
1.13	Are you a veteran (ex-armed services)?	3%	8%
1.14	Is this your first time in prison?	50%	53%
1.15	Do you have any children under the age of 18?	63%	57%
SECTION 2: Transfers and escorts			
On your most recent journey here:			
2.1	Did you spend more than 2 hours in the van?	30%	31%
2.4	Was the van clean?	65%	52%
2.5	Did you feel safe?	88%	86%
2.6	Were you treated well/very well by the escort staff?	79%	75%
2.7	Before you arrived here were you told that you were coming here?	74%	77%
2.7	Before you arrived here did you receive any written information about coming here?	3%	10%
2.8	When you first arrived here did your property arrive at the same time as you?	94%	87%

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners who have not had any type of release on temporary licence	All other 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		
SECTION 3: Reception, first night and induction			
3.1	Were you in reception for less than 2 hours?	88%	86%
3.2	When you were searched in reception, was this carried out in a respectful way?	86%	91%
3.3	Were you treated well/very well in reception?	88%	84%
	When you first arrived:		
3.4	Did you have any problems?	36%	34%
3.4	Did you have any problems with loss of property?	11%	11%
3.4	Did you have any housing problems?	11%	7%
3.4	Did you have any problems contacting employers?	0%	2%
3.4	Did you have any problems contacting family?	6%	9%
3.4	Did you have any problems ensuring dependants were being looked after?	0%	0%
3.4	Did you have any money worries?	9%	9%
3.4	Did you have any problems with feeling depressed or suicidal?	7%	4%
3.4	Did you have any physical health problems?	7%	4%
3.4	Did you have any mental health problems?	3%	5%
3.4	Did you have any problems with needing protection from other prisoners?	0%	0%
3.4	Did you have problems accessing phone numbers?	3%	7%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	64%	55%
3.6	A shower?	46%	38%
3.6	A free telephone call?	29%	31%
3.6	Something to eat?	43%	41%
3.6	PIN phone credit?	66%	51%
3.6	Toiletries/ basic items?	43%	38%

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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?	77%	60%
3.7	Someone from health services?	80%	74%
3.7	A Listener/Samaritans?	38%	29%
3.7	Prison shop/ canteen?	35%	29%
	When you first arrived here were you offered information about any of the following:		
3.8	What was going to happen to you?	66%	65%
3.8	Support was available for people feeling depressed or suicidal?	45%	36%
3.8	How to make routine requests?	50%	49%
3.8	Your entitlement to visits?	43%	42%
3.8	Health services?	63%	60%
3.8	The chaplaincy?	64%	51%
3.9	Did you feel safe on your first night here?	94%	98%
3.10	Have you been on an induction course?	98%	92%
3.12	Did you receive an education (skills for life) assessment?	94%	95%
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?	50%	53%
4.1	Attend legal visits?	40%	33%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	20%	31%
4.3	Can you get legal books in the library?	39%	47%
	For the wing/unit you are currently on:		
4.4	Are you normally able to have a shower every day?	100%	99%
4.4	Do you normally receive clean sheets every week?	34%	34%
4.4	Do you normally get cell cleaning materials every week?	40%	50%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	81%	84%
4.4	Can you normally get your stored property, if you need to?	32%	51%
4.5	Is the food in this prison good/very good?	17%	10%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	31%	30%
4.7	Are you able to speak to a Listener at any time, if you want to?	46%	45%
4.8	Are your religious beliefs are respected?	43%	44%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	68%	65%
4.10	Is it easy/very easy to attend religious services?	61%	56%

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SECTION 5: Applications and complaints			
5.1	Is it easy to make an application?	72%	88%
5.3	Is it easy to make a complaint?	49%	66%
5.5	Have you ever been prevented from making a complaint when you wanted to?	14%	15%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	21%	35%
SECTION 6: Relationships with staff			
6.1	Do most staff, in this prison, treat you with respect?	85%	89%
6.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	80%	92%
6.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	39%	39%
6.4	Do staff normally speak to you most of the time/all of the time during association?	27%	28%
6.5	Do you have a personal officer?	75%	88%

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SECTION 7: Safety			
7.1	Have you ever felt unsafe here?	12%	14%
7.2	Do you feel unsafe now?	6%	5%
7.3	Have you been victimised by other prisoners here?	9%	10%
	Since you have been here, have other prisoners:		
7.5	Made insulting remarks about you, your family or friends?	6%	7%
7.5	Hit, kicked or assaulted you?	0%	0%
7.5	Sexually abused you?	0%	0%
7.5	Threatened or intimidated you?	0%	4%
7.5	Taken your canteen/property?	0%	2%
7.5	Victimised you because of medication?	2%	0%
7.5	Victimised you because of debt?	0%	0%
7.5	Victimised you because of drugs?	0%	0%
7.5	Victimised you because of your race or ethnic origin?	2%	1%
7.5	Victimised you because of your religion/religious beliefs?	0%	1%
7.5	Victimised you because of your nationality?	0%	0%
7.5	Victimised you because you were from a different part of the country?	0%	1%
7.5	Victimised you because you are from a traveller community?	0%	0%
7.5	Victimised you because of your sexual orientation?	0%	0%
7.5	Victimised you because of your age?	0%	1%
7.5	Victimised you because you have a disability?	0%	0%
7.5	Victimised you because you were new here?	2%	3%
7.5	Victimised you because of your offence/crime?	2%	1%
7.5	Victimised you because of gang related issues?	0%	0%

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SECTION 7: Safety continued			
7.6	Have you been victimised by staff here?	15%	24%
	Since you have been here, have staff:		
7.7	Made insulting remarks about you, your family or friends?	3%	8%
7.7	Hit, kicked or assaulted you?	0%	0%
7.7	Sexually abused you?	0%	0%
7.7	Threatened or intimidated you?	13%	11%
7.7	Victimised you because of medication?	0%	3%
7.7	Victimised you because of debt?	0%	0%
7.7	Victimised you because of drugs?	0%	1%
7.7	Victimised you because of your race or ethnic origin?	2%	0%
7.7	Victimised you because of your religion/religious beliefs?	2%	0%
7.7	Victimised you because of your nationality?	0%	0%
7.7	Victimised you because you were from a different part of the country?	0%	0%
7.7	Victimised you because you are from a traveller community?	0%	0%
7.7	Victimised you because of your sexual orientation?	0%	0%
7.7	Victimised you because of your age?	2%	0%
7.7	Victimised you because you have a disability?	0%	0%
7.7	Victimised you because you were new here?	2%	3%
7.7	Victimised you because of your offence/crime?	0%	0%
7.7	Victimised you because of gang related issues?	0%	0%

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SECTION 8: Health services			
8.1	Is it easy/very easy to see the doctor?	64%	37%
8.1	Is it easy/very easy to see the nurse?	81%	66%
8.1	Is it easy/very easy to see the dentist?	11%	17%
8.4	Are you currently taking medication?	50%	38%
8.6	Do you have any emotional well being or mental health problems?	16%	11%
SECTION 9: Drugs and alcohol			
9.1	Did you have a problem with drugs when you came into this prison?	12%	10%
9.2	Did you have a problem with alcohol when you came into this prison?	6%	7%
9.3	Is it easy/very easy to get illegal drugs in this prison?	29%	39%
9.4	Is it easy/very easy to get alcohol in this prison?	18%	19%
9.5	Have you developed a problem with drugs since you have been in this prison?	3%	1%
9.6	Have you developed a problem with diverted medication since you have been in this prison?	2%	0%

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SECTION 10: Activities			
	Is it very easy/ easy to get into the following activities:		
10.1	A prison job?	47%	59%
10.1	Vocational or skills training?	48%	62%
10.1	Education (including basic skills)?	62%	78%
10.1	Offending Behaviour Programmes?	37%	43%
	Are you currently involved in any of the following activities:		
10.2	A prison job?	65%	66%
10.2	Vocational or skills training?	31%	22%
10.2	Education (including basic skills)?	38%	27%
10.2	Offending Behaviour Programmes?	9%	5%
10.4	Do you go to the library at least once a week?	47%	51%
10.5	Does the library have a wide enough range of materials to meet your needs?	51%	56%
10.6	Do you go to the gym three or more times a week?	23%	33%
10.7	Do you go outside for exercise three or more times a week?	85%	69%
10.8	Do you go on association more than five times each week?	81%	76%
10.9	Do you spend ten or more hours out of your cell on a weekday?	49%	50%
SECTION 11: Friends and family			
11.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	42%	61%
11.2	Have you had any problems with sending or receiving mail?	25%	20%
11.3	Have you had any problems getting access to the telephones?	12%	16%
11.4	Is it easy/ very easy for your friends and family to get here?	59%	60%

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SECTION 12: Preparation for release			
12.1	Do you have a named offender manager (home probation officer) in the probation service?	97%	98%
12.3	Do you have a named offender supervisor in this prison?	97%	99%
12.4	Do you have a sentence plan?	81%	90%
12.10	Do you have a needs based custody plan?	6%	2%
12.11	Do you feel that any member of staff has helped you to prepare for release?	24%	32%
	Have you been provided with information on the following:		
12.13	Resettlement day release?	44%	84%
12.13	Resettlement overnight release?	39%	73%
	Have you had access to the following:		
12.14	Resettlement day release?	0%	93%
12.14	Resettlement overnight release?	0%	51%
12.14	Special purpose leave?	0%	46%
	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?	26%	25%
12.15	Were you helped to prepare for open conditions before you came here (increased responsibility etc)?	18%	27%
12.15	Do you feel you have been given greater responsibility here than when you were in closed conditions?	60%	71%
12.15	Have you been on a preparation for release course?	6%	12%
12.15	Is this prison near your home area or your intended release address?	73%	74%
12.15	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	58%	58%