

The prison should ensure that the work of the offender management unit is central to its functioning. (4.7)

Not achieved

All prisoners, irrespective of their length of stay in custody, should have their resettlement needs fully assessed, access to appropriate services, and a regularly reviewed custody plan with specific targets for their resettlement needs. (4.19)

Achieved

The offender management unit should introduce quality assurance to ensure effective and consistent practice in all aspects of its work. (4.20)

Not achieved

There should be casework reviews and regular professional supervision for all offender supervisors to ensure consistent standards of service delivery and effective case management. (4.21)

Not achieved

All prisoners posing an actual or potential risk to the public should be managed robustly, with their cases effectively screened on arrival at the prison and regularly thereafter up to their release and with effective post-release links to identified community agencies. (4.25)

Not achieved

The work of resettlement pathway providers should be properly and effectively coordinated in line with prisoner targets and work undertaken during their sentence. (4.32)

Achieved

The prison should monitor prisoners released with no fixed accommodation and address any patterns that emerge. (4.35)

Not achieved (recommendation repeated, 4.31)

There should be adequate support for prisoners with a finance, benefit or debt problem. (4.44)

Not achieved

Refreshments, including healthy options, should be provided during visits sessions. (4.47)

Achieved

The prison should ensure that the offending behaviour needs of prisoners are met, particularly those identified with a high or medium risk of reoffending. (4.52)

Achieved

The prison should develop a clear strategy for the management of its sex offender population. (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	19	482	67
Recall	2	72	9.9
Convicted unsentenced	7	37	5.9
Remand	8	110	15.8
Other	0	4	0.5
Detainees	0	5	0.7
Total	36	710	100

Sentence	18–20 yr olds	21 and over	%
Unsentenced	16	168	24.7
Less than 6 months	1	88	11.9
6 months to less than 12 months	2	40	5.6
12 months to less than 2 years	7	89	12.9
2 years to less than 4 years	9	152	21.6
4 years to less than 10 years	1	94	12.7
10 years and over (not life)	0	39	5.2
ISPP (indeterminate sentence for public protection)	0	11	1.5
Life	0	29	5.4
Total	36	710	100

Age	Number of prisoners	%
Please state minimum age here: 18		
Under 21 years	36	4.8
21 years to 29 years	235	31.5
30 years to 39 years	225	30.2
40 years to 49 years	130	17.4
50 years to 59 years	78	10.5
60 years to 69 years	20	2.7
70 plus years	22	2.9
Please state maximum age here: 90		
Total	746	100

Nationality	18–20 yr olds	21 and over	%
British	33	644	90.8
Foreign nationals	3	66	9.2
Total	36	710	100

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	15	158	23.2
Uncategorised sentenced	1	17	2.4
Category A	0	0	0
Category B	0	81	10.9
Category C	0	400	53.6
Category D	0	54	7.2
Other YO CLOSED	20	0	2.7
Total	36	710	100

Ethnicity	18–20 yr olds	21 and over	%
White			
British	24	556	77.7
Irish	0	5	0.7
Gypsy/Irish Traveller	0	6	0.8
Other white	2	54	7.5
Mixed			
White and black Caribbean	0	13	1.7
White and black African	0	1	0.1
White and Asian	0	2	0.3
Other mixed	1	4	0.7
Asian or Asian British			
Indian	2	5	0.9
Pakistani	0	5	0.7
Bangladeshi	0	4	0.5
Chinese	0	0	0
Other Asian	1	5	0.8
Black or black British			
Caribbean	3	26	3.9
African	1	11	1.6
Other black	1	9	1.3
Other ethnic group			
Arab	0	0	0
Other ethnic group	0	1	0.1
Not stated	1	3	0.5
Total	36	710	100

Religion	18–20 yr olds	21 and over	%
Baptist	0	1	0.1
Church of England	5	123	17.2
Roman Catholic	1	133	18
Other Christian denominations	7	107	15.3
Muslim	5	57	8.3
Sikh	1	1	0.3
Hindu	0	1	0.1
Buddhist	0	5	0.7
Jewish	0	3	0.4
Other	0	8	1.1
No religion	17	271	38.6
Total	36	710	100

Other demographics	18–20 yr olds	21 and over	%
Veteran (ex-armed services)	0	17	0.23
Total	0	17	0.23

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	5	0.7	118	15.8
1 month to 3 months	6	0.8	186	24.9
3 months to 6 months	5	0.7	101	13.5
6 months to 1 year	3	0.4	89	11.9
1 year to 2 years	1	0.1	38	5.1
2 years to 4 years	0	0	5	0.7
4 years or more	0	0	3	0.4
Total	20	2.7	540	72.7

Sentenced prisoners only

	18–20 yr olds	21 and over	%
Foreign nationals detained post sentence expiry	0	5	0.7
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).	10	187	26
Total	10	202	28.4

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	7	0.9	51	6.8
1 month to 3 months	7	0.9	59	7.9
3 months to 6 months	2	0.3	31	4.2
6 months to 1 year	0	0	26	3.5
1 year to 2 years	0	0	1	0.1
2 years to 4 years	0	0	0	0
4 years or more	0	0	0	0
Total	16	2.1	168	22.5

Main offence	18–20 yr olds	21 and over	%
Violence against the person	1	57	8
Sexual offences	0	31	4.3
Burglary	3	45	6.6
Robbery	0	53	7.3
Theft and handling	0	28	3.9
Fraud and forgery	0	0	0
Drugs offences	0	44	6.1
Other offences	2	65	9.2
Civil offences	0	0	0
Offence not recorded /holding warrant	12	386	54.1
Total	18	709	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 establishment⁷. Respondents were then randomly selected from a P-NOMIS prisoner population printout using a stratified systematic sampling method.

Britannia House, a resettlement unit at HMP/YOI Norwich with a discrete open prison function, was sampled separately. All prisoners in the house were offered a survey.

Distributing and collecting questionnaires

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

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

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

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

Survey response

At the time of the survey on 12 September 2016 the prisoner population at HMP/YOI Norwich was 704 on the closed site and 42 at Britannia House. Using the method described above, questionnaires were distributed to a sample of 212 prisoners on the closed site and a sample of 40 at Britannia House.

At the closed site we received a total of 183 completed questionnaires, a response rate of 86%. This included three questionnaires completed via interview. Thirteen respondents refused to complete a questionnaire and 16 questionnaires were not returned.

⁷ 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.

Q2.2	On your most recent journey here, were you offered anything to eat or drink?	
	<i>My journey was less than two hours</i>	109 (62%)
	<i>Yes</i>	30 (17%)
	<i>No</i>	34 (19%)
	<i>Don't remember</i>	4 (2%)
Q2.3	On your most recent journey here, were you offered a toilet break?	
	<i>My journey was less than two hours</i>	109 (62%)
	<i>Yes</i>	3 (2%)
	<i>No</i>	60 (34%)
	<i>Don't remember</i>	4 (2%)
Q2.4	On your most recent journey here, was the van clean?	
	<i>Yes</i>	102 (59%)
	<i>No</i>	60 (34%)
	<i>Don't remember</i>	12 (7%)
Q2.5	On your most recent journey here, did you feel safe?	
	<i>Yes</i>	127 (71%)
	<i>No</i>	45 (25%)
	<i>Don't remember</i>	6 (3%)
Q2.6	On your most recent journey here, how were you treated by the escort staff?	
	<i>Very well</i>	56 (31%)
	<i>Well</i>	79 (44%)
	<i>Neither</i>	28 (16%)
	<i>Badly</i>	7 (4%)
	<i>Very badly</i>	7 (4%)
	<i>Don't remember</i>	2 (1%)
Q2.7	Before you arrived, were you given anything or told that you were coming here? (Please tick all that apply to you.)	
	<i>Yes, someone told me</i>	127 (71%)
	<i>Yes, I received written information</i>	10 (6%)
	<i>No, I was not told anything</i>	36 (20%)
	<i>Don't remember</i>	10 (6%)
Q2.8	When you first arrived here did your property arrive at the same time as you?	
	<i>Yes</i>	141 (78%)
	<i>No</i>	37 (21%)
	<i>Don't remember</i>	2 (1%)

Section 3: Reception, first night and induction

Q3.1	How long were you in reception?	
	<i>Less than 2 hours</i>	122 (68%)
	<i>2 hours or longer</i>	48 (27%)
	<i>Don't remember</i>	10 (6%)
Q3.2	When you were searched, was this carried out in a respectful way?	
	<i>Yes</i>	142 (80%)
	<i>No</i>	27 (15%)
	<i>Don't remember</i>	8 (5%)

Q3.3	Overall, how were you treated in reception?		
	Very well.....	51 (28%)	
	Well.....	79 (44%)	
	Neither.....	28 (15%)	
	Badly.....	13 (7%)	
	Very badly.....	6 (3%)	
	Don't remember.....	4 (2%)	
Q3.4	Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)		
	Loss of property.....	33 (18%)	Physical health.....
	Housing problems.....	50 (28%)	Mental health.....
	Contacting employers.....	15 (8%)	Needing protection from other prisoners
	Contacting family.....	73 (41%)	Getting phone numbers.....
	Childcare.....	4 (2%)	Other.....
	Money worries.....	53 (29%)	Did not have any problems.....
	Feeling depressed or suicidal.....	50 (28%)	
Q3.5	Did you receive any help/support from staff in dealing with these problems when you first arrived here?		
	Yes.....	68 (38%)	
	No.....	85 (47%)	
	Did not have any problems.....	26 (15%)	
Q3.6	When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)		
	Tobacco.....	130 (72%)	
	A shower.....	32 (18%)	
	A free telephone call.....	44 (24%)	
	Something to eat.....	128 (71%)	
	PIN phone credit.....	106 (59%)	
	Toiletries/ basic items.....	120 (67%)	
	Did not receive anything.....	12 (7%)	
Q3.7	When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)		
	Chaplain.....	82 (46%)	
	Someone from health services.....	127 (72%)	
	A Listener/Samaritans.....	67 (38%)	
	Prison shop/ canteen.....	39 (22%)	
	Did not have access to any of these.....	28 (16%)	
Q3.8	When you first arrived here, were you offered information on the following? (Please tick all that apply to you.)		
	What was going to happen to you.....	75 (44%)	
	What support was available for people feeling depressed or suicidal.....	73 (42%)	
	How to make routine requests (applications).....	66 (38%)	
	Your entitlement to visits.....	58 (34%)	
	Health services.....	85 (49%)	
	Chaplaincy.....	70 (41%)	
	Not offered any information.....	51 (30%)	

Q3.9	Did you feel safe on your first night here?	
	Yes	121 (68%)
	No.....	52 (29%)
	Don't remember.....	5 (3%)
Q3.10	How soon after you arrived here did you go on an induction course?	
	Have not been on an induction course.....	44 (25%)
	Within the first week.....	91 (51%)
	More than a week.....	34 (19%)
	Don't remember.....	10 (6%)
Q3.11	Did the induction course cover everything you needed to know about the prison?	
	Have not been on an induction course	44 (25%)
	Yes	67 (39%)
	No.....	49 (28%)
	Don't remember	13 (8%)
Q3.12	How soon after you arrived here did you receive an education ('skills for life') assessment?	
	Did not receive an assessment.....	53 (30%)
	Within the first week.....	40 (23%)
	More than a week.....	68 (39%)
	Don't remember	15 (9%)

Section 4: Legal rights and respectful custody

Q4.1	How easy is it to.....						
		Very easy	Easy	Neither	Difficult	Very difficult	N/A
	Communicate with your solicitor or legal representative?	21 (12%)	36 (20%)	18 (10%)	42 (24%)	31 (18%)	28 (16%)
	Attend legal visits?	26 (16%)	52 (32%)	24 (15%)	16 (10%)	10 (6%)	35 (21%)
	Get bail information?	12 (8%)	11 (7%)	18 (12%)	28 (18%)	31 (20%)	54 (35%)
Q4.2	Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?						
	Not had any letters.....						35 (20%)
	Yes						58 (33%)
	No.....						84 (47%)
Q4.3	Can you get legal books in the library?						
	Yes						57 (33%)
	No.....						37 (21%)
	Don't know						80 (46%)
Q4.4	Please answer the following questions about the wing/unit you are currently living on:						
		Yes	No	Don't know			
	Do you normally have enough clean, suitable clothes for the week?	96 (55%)	76 (43%)	3 (2%)			
	Are you normally able to have a shower every day?	140 (79%)	36 (20%)	1 (1%)			
	Do you normally receive clean sheets every week?	100 (58%)	70 (40%)	3 (2%)			
	Do you normally get cell cleaning materials every week?	100 (58%)	71 (41%)	1 (1%)			
	Is your cell call bell normally answered within five minutes?	45 (26%)	107 (61%)	22 (13%)			
	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	94 (56%)	74 (44%)	1 (1%)			
	If you need to, can you normally get your stored property?	38 (22%)	88 (51%)	45 (26%)			

Q4.5	What is the food like here?		
	Very good.....	7 (4%)	
	Good.....	33 (18%)	
	Neither.....	46 (26%)	
	Bad.....	51 (28%)	
	Very bad.....	42 (23%)	
Q4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?		
	Have not bought anything yet/ don't know.....	11 (6%)	
	Yes.....	84 (47%)	
	No.....	82 (46%)	
Q4.7	Can you speak to a Listener at any time, if you want to?		
	Yes.....	89 (51%)	
	No.....	25 (14%)	
	Don't know.....	61 (35%)	
Q4.8	Are your religious beliefs respected?		
	Yes.....	76 (44%)	
	No.....	22 (13%)	
	Don't know/ N/A.....	75 (43%)	
Q4.9	Are you able to speak to a Chaplain of your faith in private if you want to?		
	Yes.....	88 (51%)	
	No.....	9 (5%)	
	Don't know/ N/A.....	77 (44%)	
Q4.10	How easy or difficult is it for you to attend religious services?		
	I don't want to attend.....	45 (25%)	
	Very easy.....	41 (23%)	
	Easy.....	26 (15%)	
	Neither.....	14 (8%)	
	Difficult.....	10 (6%)	
	Very difficult.....	8 (5%)	
	Don't know.....	33 (19%)	

Section 5: Applications and complaints

Q5.1	Is it easy to make an application?			
	Yes.....	141 (80%)		
	No.....	28 (16%)		
	Don't know.....	7 (4%)		
Q5.2	Please answer the following questions about applications. (If you have not made an application please tick the 'not made one' option.)			
		Not made one	Yes	No
	Are applications dealt with fairly?	13 (8%)	77 (47%)	74 (45%)
	Are applications dealt with quickly (within seven days)?	13 (8%)	64 (39%)	87 (53%)
Q5.3	Is it easy to make a complaint?			
	Yes.....	101 (59%)		
	No.....	37 (22%)		
	Don't know.....	34 (20%)		

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

	Not made one	Yes	No
Are complaints dealt with fairly?	65 (37%)	30 (17%)	79 (45%)
Are complaints dealt with quickly (within seven days)?	65 (37%)	21 (12%)	88 (51%)

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

Yes	26 (15%)
No.....	151 (85%)

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

Don't know who they are.....	74 (42%)
Very easy.....	12 (7%)
Easy.....	20 (11%)
Neither.....	30 (17%)
Difficult.....	30 (17%)
Very difficult.....	10 (6%)

Section 6: Incentive and earned privileges scheme**Q6.1 Have you been treated fairly in your experience of the incentive and earned privileges (IEP) scheme? (This refers to enhanced, standard and basic levels.)**

Don't know what the IEP scheme is	22 (12%)
Yes	70 (39%)
No	62 (34%)
Don't know	26 (14%)

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

Don't know what the IEP scheme is	22 (13%)
Yes	74 (42%)
No.....	59 (34%)
Don't know	20 (11%)

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

Yes.....	24 (14%)
No.....	152 (86%)

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

I have not been to segregation in the last 6 months	147 (82%)
Very well.....	2 (1%)
Well.....	9 (5%)
Neither.....	10 (6%)
Badly.....	2 (1%)
Very badly.....	9 (5%)

Section 7: Relationships with staff**Q7.1 Do most staff treat you with respect?**

Yes.....	137 (78%)
No.....	39 (22%)

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

Yes.....	119 (68%)
No.....	55 (32%)

Q7.3	Has a member of staff checked on you personally in the last week to see how you are getting on?	
	Yes	55 (31%)
	No.....	122 (69%)
Q7.4	How often do staff normally speak to you during association?	
	<i>Do not go on association</i>	11 (6%)
	Never.....	33 (19%)
	Rarely	43 (24%)
	Some of the time	46 (26%)
	Most of the time	30 (17%)
	All of the time.....	14 (8%)
Q7.5	When did you first meet your personal (named) officer?	
	<i>I have not met him/her</i>	91 (51%)
	<i>In the first week</i>	33 (19%)
	<i>More than a week</i>	32 (18%)
	<i>Don't remember</i>	21 (12%)
Q7.6	How helpful is your personal (named) officer?	
	<i>Do not have a personal officer/ I have not met him/ her</i>	91 (52%)
	Very helpful.....	24 (14%)
	Helpful	30 (17%)
	Neither	9 (5%)
	Not very helpful	9 (5%)
	Not at all helpful.....	11 (6%)

Section 8: Safety

Q8.1	Have you ever felt unsafe here?	
	Yes	81 (45%)
	No.....	99 (55%)
Q8.2	Do you feel unsafe now?	
	Yes	30 (17%)
	No.....	149 (83%)
Q8.3	In which areas have you felt unsafe? (Please tick all that apply to you.)	
	<i>Never felt unsafe</i>	99 (57%)
	<i>Everywhere</i>	20 (11%)
	<i>Segregation unit</i>	5 (3%)
	<i>Association areas</i>	31 (18%)
	<i>Reception area</i>	7 (4%)
	<i>At the gym</i>	9 (5%)
	<i>In an exercise yard</i>	25 (14%)
	<i>At work</i>	14 (8%)
	<i>During movement</i>	30 (17%)
	<i>At education</i>	11 (6%)
	<i>At meal times</i>	17 (10%)
	<i>At health services</i>	18 (10%)
	<i>Visits area</i>	16 (9%)
	<i>In wing showers</i>	20 (11%)
	<i>In gym showers</i>	9 (5%)
	<i>In corridors/stairwells</i>	20 (11%)
	<i>On your landing/wing</i>	26 (15%)
	<i>In your cell</i>	19 (11%)
	<i>At religious services</i>	5 (3%)
Q8.4	Have you been victimised by other prisoners here?	
	Yes	53 (29%)
	No.....	127 (71%)

Q8.5	If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)	
	<i>Insulting remarks (about you or your family or friends)</i>	23 (13%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	14 (8%)
	<i>Sexual abuse</i>	2 (1%)
	<i>Feeling threatened or intimidated</i>	25 (14%)
	<i>Having your canteen/property taken</i>	12 (7%)
	<i>Medication</i>	13 (7%)
	<i>Debt</i>	8 (4%)
	<i>Drugs</i>	6 (3%)
	<i>Your race or ethnic origin</i>	5 (3%)
	<i>Your religion/religious beliefs</i>	3 (2%)
	<i>Your nationality</i>	4 (2%)
	<i>You are from a different part of the country than others</i>	6 (3%)
	<i>You are from a traveller community</i>	2 (1%)
	<i>Your sexual orientation</i>	4 (2%)
	<i>Your age</i>	6 (3%)
	<i>You have a disability</i>	6 (3%)
	<i>You were new here</i>	12 (7%)
	<i>Your offence/ crime</i>	14 (8%)
	<i>Gang related issues</i>	8 (4%)
Q8.6	Have you been victimised by staff here?	
	Yes	43 (24%)
	No	133 (76%)
Q8.7	If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)	
	<i>Insulting remarks (about you or your family or friends)</i>	21 (12%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	14 (8%)
	<i>Sexual abuse</i>	1 (1%)
	<i>Feeling threatened or intimidated</i>	18 (10%)
	<i>Medication</i>	12 (7%)
	<i>Debt</i>	0 (0%)
	<i>Drugs</i>	5 (3%)
	<i>Your race or ethnic origin</i>	6 (3%)
	<i>Your religion/religious beliefs</i>	5 (3%)
	<i>Your nationality</i>	5 (3%)
	<i>You are from a different part of the country than others</i>	6 (3%)
	<i>You are from a traveller community</i>	2 (1%)
	<i>Your sexual orientation</i>	4 (2%)
	<i>Your age</i>	6 (3%)
	<i>You have a disability</i>	4 (2%)
	<i>You were new here</i>	7 (4%)
	<i>Your offence/ crime</i>	9 (5%)
	<i>Gang related issues</i>	2 (1%)
Q8.8	If you have been victimised by prisoners or staff, did you report it?	
	Not been victimised	99 (61%)
	Yes	23 (14%)
	No	41 (25%)

Section 9: Health services

Q9.1	How easy or difficult is it to see the following people?:						
		<i>Don't know</i>	<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	The doctor	14 (8%)	16 (9%)	39 (23%)	24 (14%)	50 (29%)	27 (16%)
	The nurse	17 (10%)	30 (18%)	49 (30%)	21 (13%)	34 (21%)	13 (8%)
	The dentist	28 (17%)	7 (4%)	22 (13%)	16 (10%)	52 (31%)	42 (25%)
Q9.2	What do you think of the quality of the health service from the following people?:						
		<i>Not been</i>	<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Bad</i>	<i>Very bad</i>
	The doctor	22 (13%)	16 (9%)	46 (27%)	34 (20%)	31 (18%)	21 (12%)
	The nurse	17 (10%)	29 (17%)	56 (33%)	33 (20%)	22 (13%)	12 (7%)
	The dentist	55 (34%)	16 (10%)	28 (17%)	22 (13%)	31 (19%)	12 (7%)
Q9.3	What do you think of the overall quality of the health services here?						
	<i>Not been</i>						9 (5%)
	<i>Very good</i>						13 (8%)
	<i>Good</i>						54 (33%)
	<i>Neither</i>						34 (20%)
	<i>Bad</i>						33 (20%)
	<i>Very bad</i>						23 (14%)
Q9.4	Are you currently taking medication?						
	Yes						104 (58%)
	No						74 (42%)
Q9.5	If you are taking medication, are you allowed to keep some/ all of it in your own cell?						
	<i>Not taking medication</i>						74 (43%)
	<i>Yes, all my meds</i>						45 (26%)
	<i>Yes, some of my meds</i>						25 (14%)
	<i>No</i>						30 (17%)
Q9.6	Do you have any emotional or mental health problems?						
	Yes						90 (51%)
	No						85 (49%)
Q9.7	Are you being helped/ supported by anyone in this prison (e.g. a psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff)?						
	<i>Do not have any emotional or mental health problems</i>						85 (49%)
	Yes						44 (25%)
	No						45 (26%)

Section 10: Drugs and alcohol

Q10.1	Did you have a problem with drugs when you came into this prison?	
	Yes	58 (33%)
	No	117 (67%)
Q10.2	Did you have a problem with alcohol when you came into this prison?	
	Yes	42 (24%)
	No	135 (76%)

Q10.3	Is it easy or difficult to get illegal drugs in this prison?	
	Very easy.....	33 (18%)
	Easy.....	36 (20%)
	Neither.....	14 (8%)
	Difficult.....	6 (3%)
	Very difficult.....	7 (4%)
	Don't know.....	83 (46%)
Q10.4	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	11 (6%)
	Easy.....	22 (12%)
	Neither.....	17 (10%)
	Difficult.....	12 (7%)
	Very difficult.....	20 (11%)
	Don't know.....	95 (54%)
Q10.5	Have you developed a problem with illegal drugs since you have been in this prison?	
	Yes.....	16 (9%)
	No.....	160 (91%)
Q10.6	Have you developed a problem with diverted medication since you have been in this prison?	
	Yes.....	15 (9%)
	No.....	161 (91%)
Q10.7	Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?	
	Did not / do not have a drug problem.....	109 (64%)
	Yes.....	35 (21%)
	No.....	26 (15%)
Q10.8	Have you received any support or help (for example substance misuse teams) for your alcohol problem, whilst in this prison?	
	Did not / do not have an alcohol problem.....	135 (78%)
	Yes.....	20 (12%)
	No.....	18 (10%)
Q10.9	Was the support or help you received, whilst in this prison, helpful?	
	Did not have a problem/ did not receive help.....	128 (75%)
	Yes.....	24 (14%)
	No.....	18 (11%)

Section II: Activities

Q11.1	How easy or difficult is it to get into the following activities, in this prison?						
		<i>Don't know</i>	<i>Very Easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	Prison job	15 (9%)	22 (13%)	58 (34%)	24 (14%)	36 (21%)	17 (10%)
	Vocational or skills training	33 (21%)	13 (8%)	32 (20%)	29 (18%)	31 (20%)	19 (12%)
	Education (including basic skills)	28 (18%)	21 (13%)	52 (33%)	23 (14%)	23 (14%)	12 (8%)
	Offending behaviour programmes	58 (36%)	12 (8%)	19 (12%)	21 (13%)	27 (17%)	22 (14%)

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

Not involved in any of these	54 (32%)
Prison job	104 (61%)
Vocational or skills training.....	13 (8%)
Education (including basic skills).....	32 (19%)
Offending behaviour programmes	5 (3%)

Britannia House

Section I: About You

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

See shortened methodology.

Q1.2 How old are you?

Under 21	0 (0%)
21 - 29.....	5 (17%)
30 - 39.....	12 (41%)
40 - 49.....	6 (21%)
50 - 59.....	6 (21%)
60 - 69.....	0 (0%)
70 and over	0 (0%)

Q1.3 Are you on recall?

Yes	1 (3%)
No	28 (97%)

Q1.4 How long is your sentence?

Less than 6 months	0 (0%)
6 months to less than 1 year.....	2 (7%)
1 year to less than 2 years	0 (0%)
2 years to less than 4 years.....	10 (34%)
4 years to less than 10 years	9 (31%)
10 years or more	0 (0%)
IPP (indeterminate sentence for public protection)	1 (3%)
Life	7 (24%)

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

Yes	0 (0%)
No.....	29 (100%)

Q1.6 Do you understand spoken English?

Yes	29 (100%)
No.....	0 (0%)

Q1.7 Do you understand written English?

Yes	29 (100%)
No.....	0 (0%)

Q1.8	What is your ethnic origin?		
	White - British (English/ Welsh/ Scottish/ Northern Irish)	23 (79%)	Asian or Asian British - Chinese 0 (0%)
	White - Irish.....	0 (0%)	Asian or Asian British - other..... 0 (0%)
	White - other.....	1 (3%)	Mixed race - white and black Caribbean 1 (3%)
	Black or black British - Caribbean.....	1 (3%)	Mixed race - white and black African 0 (0%)
	Black or black British - African	1 (3%)	Mixed race - white and Asian
	Black or black British - other	0 (0%)	Mixed race - other..... 0 (0%)
	Asian or Asian British - Indian.....	0 (0%)	Arab
	Asian or Asian British - Pakistani.....	1 (3%)	Other ethnic group
	Asian or Asian British - Bangladeshi.....	0 (0%)	
Q1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?		
	Yes		0 (0%)
	No.....		26 (100%)
Q1.10	What is your religion?		
	None.....	13 (48%)	Hindu..... 0 (0%)
	Church of England	3 (11%)	Jewish..... 0 (0%)
	Catholic	7 (26%)	Muslim..... 3 (11%)
	Protestant.....	0 (0%)	Sikh
	Other Christian denomination	0 (0%)	Other
	Buddhist.....	0 (0%)	
Q1.11	How would you describe your sexual orientation?		
	Heterosexual/ Straight		25 (96%)
	Homosexual/Gay.....		1 (4%)
	Bisexual.....		0 (0%)
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		0 (0%)
	No.....		26 (100%)
Q1.13	Are you a veteran (ex- armed services)?		
	Yes		4 (15%)
	No.....		22 (85%)
Q1.14	Is this your first time in prison?		
	Yes		15 (58%)
	No.....		11 (42%)
Q1.15	Do you have children under the age of 18?		
	Yes		6 (23%)
	No.....		20 (77%)

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.....	16 (55%)
	2 hours or longer.....	12 (41%)
	Don't remember.....	1 (3%)

Q2.2	On your most recent journey here, were you offered anything to eat or drink?	
	<i>My journey was less than two hours</i>	16 (55%)
	Yes	11 (38%)
	No.....	2 (7%)
	Don't remember	0 (0%)
Q2.3	On your most recent journey here, were you offered a toilet break?	
	<i>My journey was less than two hours</i>	16 (55%)
	Yes	1 (3%)
	No.....	11 (38%)
	Don't remember.....	1 (3%)
Q2.4	On your most recent journey here, was the van clean?	
	Yes	13 (45%)
	No.....	13 (45%)
	Don't remember	3 (10%)
Q2.5	On your most recent journey here, did you feel safe?	
	Yes	26 (90%)
	No.....	3 (10%)
	Don't remember.....	0 (0%)
Q2.6	On your most recent journey here, how were you treated by the escort staff?	
	Very well.....	8 (28%)
	Well	13 (45%)
	Neither	8 (28%)
	Badly.....	0 (0%)
	Very badly	0 (0%)
	Don't remember.....	0 (0%)
Q2.7	Before you arrived, were you given anything or told that you were coming here? (Please tick all that apply to you.)	
	Yes, someone told me	25 (86%)
	Yes, I received written information	0 (0%)
	No, I was not told anything	3 (10%)
	Don't remember	1 (3%)
Q2.8	When you first arrived here did your property arrive at the same time as you?	
	Yes	26 (93%)
	No.....	2 (7%)
	Don't remember	0 (0%)

Section 3: Reception, first night and induction

Q3.1	How long were you in reception?	
	<i>Less than 2 hours</i>	24 (89%)
	<i>2 hours or longer</i>	3 (11%)
	Don't remember	0 (0%)
Q3.2	When you were searched, was this carried out in a respectful way?	
	Yes	26 (93%)
	No	2 (7%)
	Don't remember	0 (0%)

Q3.3	Overall, how were you treated in reception?	
	Very well.....	14 (50%)
	Well.....	9 (32%)
	Neither.....	4 (14%)
	Badly.....	0 (0%)
	Very badly.....	1 (4%)
	Don't remember.....	0 (0%)
Q3.4	Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)	
	Loss of property.....	2 (7%)
	Housing problems.....	1 (4%)
	Contacting employers.....	0 (0%)
	Contacting family.....	2 (7%)
	Childcare.....	0 (0%)
	Money worries.....	1 (4%)
	Feeling depressed or suicidal.....	4 (15%)
	Physical health.....	1 (4%)
	Mental health.....	3 (11%)
	Needing protection from other prisoners.....	0 (0%)
	Getting phone numbers.....	3 (11%)
	Other.....	1 (4%)
	Did not have any problems.....	15 (56%)
Q3.5	Did you receive any help/support from staff in dealing with these problems when you first arrived here?	
	Yes.....	6 (22%)
	No.....	6 (22%)
	Did not have any problems.....	15 (56%)
Q3.6	When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)	
	Tobacco.....	9 (33%)
	A shower.....	9 (33%)
	A free telephone call.....	12 (44%)
	Something to eat.....	15 (56%)
	PIN phone credit.....	12 (44%)
	Toiletries/ basic items.....	12 (44%)
	Did not receive anything.....	6 (22%)
Q3.7	When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)	
	Chaplain.....	16 (62%)
	Someone from health services.....	14 (54%)
	A Listener/Samaritans.....	8 (31%)
	Prison shop/ canteen.....	10 (38%)
	Did not have access to any of these.....	3 (12%)
Q3.8	When you first arrived here, were you offered information on the following? (Please tick all that apply to you.)	
	What was going to happen to you.....	18 (67%)
	What support was available for people feeling depressed or suicidal.....	11 (41%)
	How to make routine requests (applications).....	19 (70%)
	Your entitlement to visits.....	17 (63%)
	Health services.....	14 (52%)
	Chaplaincy.....	12 (44%)
	Not offered any information.....	3 (11%)
Q3.9	Did you feel safe on your first night here?	
	Yes.....	27 (100%)
	No.....	0 (0%)
	Don't remember.....	0 (0%)

Q3.10	How soon after you arrived here did you go on an induction course?	
	<i>Have not been on an induction course</i>	7 (28%)
	<i>Within the first week</i>	18 (72%)
	<i>More than a week</i>	0 (0%)
	<i>Don't remember</i>	0 (0%)
Q3.11	Did the induction course cover everything you needed to know about the prison?	
	<i>Have not been on an induction course</i>	7 (28%)
	<i>Yes</i>	14 (56%)
	<i>No</i>	2 (8%)
	<i>Don't remember</i>	2 (8%)
Q3.12	How soon after you arrived here did you receive an education ('skills for life') assessment?	
	<i>Did not receive an assessment</i>	10 (40%)
	<i>Within the first week</i>	11 (44%)
	<i>More than a week</i>	2 (8%)
	<i>Don't remember</i>	2 (8%)

Section 4: Legal rights and respectful custody

Q4.1	How easy is it to.....					
		<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	<i>Communicate with your solicitor or legal representative?</i>	9 (33%)	12 (44%)	2 (7%)	2 (7%)	1 (4%)
	<i>Attend legal visits?</i>	10 (40%)	8 (32%)	3 (12%)	2 (8%)	0 (0%)
						<i>N/A</i>
						1 (4%)
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>					6 (21%)
	<i>Yes</i>					9 (31%)
	<i>No</i>					14 (48%)
Q4.3	Can you get legal books in the library?					
	<i>Yes</i>					11 (38%)
	<i>No</i>					6 (21%)
	<i>Don't know</i>					12 (41%)
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>	28 (100%)	0 (0%)	0 (0%)		
	<i>Do you normally receive clean sheets every week?</i>	15 (54%)	9 (32%)	4 (14%)		
	<i>Do you normally get cell cleaning materials every week?</i>	17 (63%)	9 (33%)	1 (4%)		
	<i>Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?</i>	24 (83%)	5 (17%)	0 (0%)		
	<i>If you need to, can you normally get your stored property?</i>	15 (58%)	3 (12%)	8 (31%)		
Q4.5	What is the food like here?					
	<i>Very good</i>					1 (3%)
	<i>Good</i>					6 (21%)
	<i>Neither</i>					6 (21%)
	<i>Bad</i>					6 (21%)
	<i>Very bad</i>					10 (34%)

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>	2 (7%)
	Yes	18 (64%)
	No.....	8 (29%)
Q4.7	Can you speak to a Listener at any time, if you want to?	
	Yes	15 (56%)
	No.....	2 (7%)
	<i>Don't know</i>	10 (37%)
Q4.8	Are your religious beliefs respected?	
	Yes	14 (48%)
	No.....	3 (10%)
	<i>Don't know/ N/A</i>	12 (41%)
Q4.9	Are you able to speak to a Chaplain of your faith in private if you want to?	
	Yes	15 (52%)
	No.....	2 (7%)
	<i>Don't know/ N/A</i>	12 (41%)
Q4.10	How easy or difficult is it for you to attend religious services?	
	<i>I don't want to attend</i>	9 (31%)
	<i>Very easy</i>	7 (24%)
	<i>Easy</i>	5 (17%)
	<i>Neither</i>	1 (3%)
	<i>Difficult</i>	2 (7%)
	<i>Very difficult</i>	1 (3%)
	<i>Don't know</i>	4 (14%)

Section 5: Applications and complaints

Q5.1	Is it easy to make an application?			
	Yes	25 (89%)		
	No	2 (7%)		
	<i>Don't know</i>	1 (4%)		
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?	6 (22%)	19 (70%)	2 (7%)
	Are <i>applications</i> dealt with quickly (within seven days)?	6 (21%)	14 (50%)	8 (29%)
Q5.3	Is it easy to make a complaint?			
	Yes	15 (58%)		
	No	1 (4%)		
	<i>Don't know</i>	10 (38%)		
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?	18 (67%)	5 (19%)	4 (15%)
	Are <i>complaints</i> dealt with quickly (within seven days)?	18 (64%)	3 (11%)	7 (25%)

Q5.5	Have you ever been prevented from making a complaint when you wanted to?	
	Yes	3 (12%)
	No.....	23 (88%)
Q5.6	How easy or difficult is it for you to see the Independent Monitoring Board (IMB)?	
	Don't know who they are.....	10 (40%)
	Very easy.....	6 (24%)
	Easy	3 (12%)
	Neither	5 (20%)
	Difficult.....	0 (0%)
	Very difficult.....	1 (4%)

Section 6: Relationships with staff

Q6.1	Do most staff treat you with respect?	
	Yes	29 (100%)
	No.....	0 (0%)
Q6.2	Is there a member of staff you can turn to for help if you have a problem?	
	Yes	28 (97%)
	No.....	1 (3%)
Q6.3	Has a member of staff checked on you personally in the last week to see how you are getting on?	
	Yes	20 (69%)
	No.....	9 (31%)
Q6.4	How often do staff normally speak to you during association?	
	Do not go on association	4 (14%)
	Never.....	1 (4%)
	Rarely	1 (4%)
	Some of the time	6 (21%)
	Most of the time	12 (43%)
	All of the time.....	4 (14%)
Q6.5	When did you first meet your personal (named) officer?	
	<i>I have not met him/her</i>	5 (17%)
	<i>In the first week</i>	17 (59%)
	<i>More than a week</i>	4 (14%)
	<i>Don't remember</i>	3 (10%)
Q6.6	How helpful is your personal (named) officer?	
	<i>Do not have a personal officer/ I have not met him/ her</i>	5 (18%)
	<i>Very helpful</i>	12 (43%)
	<i>Helpful</i>	10 (36%)
	<i>Neither</i>	1 (4%)
	<i>Not very helpful</i>	0 (0%)
	<i>Not at all helpful</i>	0 (0%)

Section 7: Safety

Q7.1	Have you ever felt unsafe here?	
	Yes	4 (14%)
	No.....	25 (86%)

Q7.2 Do you feel unsafe now?

Yes 1 (3%)
 No..... 28 (97%)

Q7.3 In which areas have you felt unsafe? (Please tick all that apply to you.)

Never felt unsafe	25 (89%)	At meal times.....	0 (0%)
Everywhere	0 (0%)	At health services.....	0 (0%)
Association areas	0 (0%)	Visits area	0 (0%)
Reception area	0 (0%)	In wing showers	0 (0%)
At the gym	0 (0%)	In gym showers	0 (0%)
In an exercise yard	1 (4%)	In corridors/stairwells.....	1 (4%)
At work.....	0 (0%)	On your landing/wing	1 (4%)
During movement.....	1 (4%)	In your cell.....	1 (4%)
At education	0 (0%)	At religious services.....	0 (0%)

Q7.4 Have you been victimised by other prisoners here?

Yes 2 (7%)
 No..... 27 (93%)

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)	1 (3%)
Physical abuse (being hit, kicked or assaulted).....	0 (0%)
Sexual abuse.....	0 (0%)
Feeling threatened or intimidated	1 (3%)
Having your canteen/property taken	0 (0%)
Medication	0 (0%)
Debt.....	0 (0%)
Drugs.....	0 (0%)
Your race or ethnic origin.....	1 (3%)
Your religion/religious beliefs.....	0 (0%)
Your nationality	0 (0%)
You are from a different part of the country than others.....	0 (0%)
You are from a traveller community	0 (0%)
Your sexual orientation	0 (0%)
Your age.....	0 (0%)
You have a disability	0 (0%)
You were new here.....	0 (0%)
Your offence/ crime	0 (0%)
Gang related issues.....	0 (0%)

Q7.6 Have you been victimised by staff here?

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

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>	0 (0%)
<i>Physical abuse (being hit, kicked or assaulted)</i>	0 (0%)
<i>Sexual abuse</i>	0 (0%)
<i>Feeling threatened or intimidated</i>	0 (0%)
<i>Medication</i>	0 (0%)
<i>Debt</i>	0 (0%)
<i>Drugs</i>	0 (0%)
<i>Your race or ethnic origin</i>	1 (4%)
<i>Your religion/religious beliefs</i>	0 (0%)
<i>Your nationality</i>	0 (0%)
<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>	0 (0%)
<i>You have a disability</i>	0 (0%)
<i>You were new here</i>	0 (0%)
<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>	26 (93%)
<i>Yes</i>	0 (0%)
<i>No</i>	2 (7%)

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	1 (4%)	12 (44%)	9 (33%)	1 (4%)	3 (11%)	1 (4%)
The nurse	2 (7%)	11 (41%)	9 (33%)	1 (4%)	3 (11%)	1 (4%)
The dentist	2 (7%)	10 (37%)	8 (30%)	1 (4%)	5 (19%)	1 (4%)

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	7 (26%)	10 (37%)	8 (30%)	0 (0%)	2 (7%)	0 (0%)
The nurse	6 (24%)	10 (40%)	7 (28%)	1 (4%)	1 (4%)	0 (0%)
The dentist	8 (32%)	10 (40%)	4 (16%)	1 (4%)	2 (8%)	0 (0%)

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

<i>Not been</i>	6 (25%)
<i>Very good</i>	6 (25%)
<i>Good</i>	8 (33%)
<i>Neither</i>	2 (8%)
<i>Bad</i>	1 (4%)
<i>Very bad</i>	1 (4%)

Q8.4 Are you currently taking medication?

<i>Yes</i>	11 (39%)
<i>No</i>	17 (61%)

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>	17 (61%)
<i>Yes, all my meds</i>	10 (36%)
<i>Yes, some of my meds</i>	1 (4%)
<i>No</i>	0 (0%)

Q8.6	Do you have any emotional or mental health problems?	
	Yes	2 (7%)
	No.....	26 (93%)
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>	26 (93%)
	Yes	2 (7%)
	No.....	0 (0%)

Section 9: Drugs and alcohol

Q9.1	Did you have a problem with drugs when you came into this prison?	
	Yes	4 (14%)
	No.....	24 (86%)
Q9.2	Did you have a problem with alcohol when you came into this prison?	
	Yes	1 (4%)
	No.....	27 (96%)
Q9.3	Is it easy or difficult to get illegal drugs in this prison?	
	Very easy.....	5 (19%)
	Easy	6 (22%)
	Neither	1 (4%)
	Difficult.....	1 (4%)
	Very difficult.....	0 (0%)
	Don't know	14 (52%)
Q9.4	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	3 (11%)
	Easy	5 (19%)
	Neither	2 (7%)
	Difficult.....	2 (7%)
	Very difficult.....	0 (0%)
	Don't know	15 (56%)
Q9.5	Have you developed a problem with illegal drugs since you have been in this prison?	
	Yes	0 (0%)
	No.....	28 (100%)
Q9.6	Have you developed a problem with diverted medication since you have been in this prison?	
	Yes	0 (0%)
	No.....	28 (100%)
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>	23 (88%)
	Yes	3 (12%)
	No.....	0 (0%)
Q9.8	Have you received any support or help (for example substance misuse teams) for your alcohol problem, whilst in this prison?	
	<i>Did not / do not have an alcohol problem.....</i>	27 (96%)
	Yes	1 (4%)
	No.....	0 (0%)

Q9.9 Was the support or help you received, whilst in this prison, helpful?

<i>Did not have a problem/ did not receive help</i>	22 (85%)
Yes.....	4 (15%)
No.....	0 (0%)

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	2 (7%)	15 (52%)	10 (34%)	1 (3%)	1 (3%)	0 (0%)
Vocational or skills training	5 (17%)	10 (34%)	10 (34%)	1 (3%)	3 (10%)	0 (0%)
Education (including basic skills)	6 (22%)	7 (26%)	11 (41%)	1 (4%)	2 (7%)	0 (0%)
Offending behaviour programmes	11 (42%)	4 (15%)	4 (15%)	2 (8%)	4 (15%)	1 (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>	7 (27%)
Prison job.....	18 (69%)
Vocational or skills training.....	5 (19%)
Education (including basic skills).....	4 (15%)
Offending behaviour programmes.....	0 (0%)

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	3 (12%)	18 (69%)	4 (15%)	1 (4%)
Vocational or skills training	5 (28%)	10 (56%)	2 (11%)	1 (6%)
Education (including basic skills)	5 (24%)	13 (62%)	2 (10%)	1 (5%)
Offending behaviour programmes	6 (38%)	7 (44%)	2 (13%)	1 (6%)

Q10.4 How often do you usually go to the library?

<i>Don't want to go</i>	4 (14%)
<i>Never</i>	10 (34%)
<i>Less than once a week</i>	5 (17%)
<i>About once a week</i>	8 (28%)
<i>More than once a week</i>	2 (7%)

Q10.5 Does the library have a wide enough range of materials to meet your needs?

<i>Don't use it</i>	12 (43%)
Yes.....	14 (50%)
No.....	2 (7%)

Q10.6 How many times do you usually go to the gym each week?

<i>Don't want to go</i>	4 (14%)
0.....	4 (14%)
1 to 2.....	4 (14%)
3 to 5.....	10 (36%)
More than 5.....	6 (21%)

Q10.7 How many times do you usually go outside for exercise each week?

<i>Don't want to go</i>	2 (7%)
0.....	1 (4%)
1 to 2.....	3 (11%)
3 to 5.....	6 (21%)
More than 5.....	16 (57%)

Q10.8	How many times do you usually have association each week?	
	<i>Don't want to go</i>	2 (8%)
	<i>0</i>	2 (8%)
	<i>1 to 2</i>	4 (15%)
	<i>3 to 5</i>	1 (4%)
	<i>More than 5</i>	17 (65%)
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>	0 (0%)
	<i>2 to less than 4 hours</i>	1 (4%)
	<i>4 to less than 6 hours</i>	1 (4%)
	<i>6 to less than 8 hours</i>	2 (7%)
	<i>8 to less than 10 hours</i>	3 (11%)
	<i>10 hours or more</i>	18 (67%)
	<i>Don't know</i>	2 (7%)

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?	
	<i>Yes</i>	25 (93%)
	<i>No</i>	2 (7%)
Q11.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	<i>Yes</i>	5 (17%)
	<i>No</i>	24 (83%)
Q11.3	Have you had any problems getting access to the telephones?	
	<i>Yes</i>	4 (14%)
	<i>No</i>	25 (86%)
Q11.4	How easy or difficult is it for your family and friends to get here?	
	<i>I don't get visits</i>	1 (3%)
	<i>Very easy</i>	6 (21%)
	<i>Easy</i>	9 (31%)
	<i>Neither</i>	4 (14%)
	<i>Difficult</i>	5 (17%)
	<i>Very difficult</i>	4 (14%)
	<i>Don't know</i>	0 (0%)

Section 12: Preparation for release

Q12.1	Do you have a named offender manager (home probation officer) in the probation service?	
	<i>Yes</i>	23 (82%)
	<i>No</i>	5 (18%)
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 (18%)
	<i>No contact</i>	2 (7%)
	<i>Letter</i>	9 (32%)
	<i>Phone</i>	12 (43%)
	<i>Visit</i>	12 (43%)

Q12.3	Do you have a named offender supervisor in this prison?	
	Yes	24 (89%)
	No.....	3 (11%)
Q12.4	Do you have a sentence plan?	
	Yes	22 (81%)
	No.....	5 (19%)
Q12.5	How involved were you in the development of your sentence plan?	
	<i>Do not have a sentence plan</i>	5 (18%)
	<i>Very involved</i>	7 (25%)
	<i>Involved</i>	5 (18%)
	<i>Neither</i>	5 (18%)
	<i>Not very involved</i>	3 (11%)
	<i>Not at all involved</i>	3 (11%)
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>	5 (19%)
	<i>Nobody</i>	4 (15%)
	<i>Offender supervisor</i>	14 (54%)
	<i>Offender manager</i>	15 (58%)
	<i>Named/ personal officer</i>	8 (31%)
	<i>Staff from other departments</i>	6 (23%)
Q12.7	Can you achieve any of your sentence plan targets in this prison?	
	<i>Do not have a sentence plan</i>	5 (21%)
	Yes	14 (58%)
	No.....	1 (4%)
	<i>Don't know</i>	4 (17%)
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>	5 (18%)
	Yes	3 (11%)
	No.....	19 (68%)
	<i>Don't know</i>	1 (4%)
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>	5 (18%)
	Yes	8 (29%)
	No.....	11 (39%)
	<i>Don't know</i>	4 (14%)
Q12.10	Do you have a needs based custody plan?	
	Yes	2 (7%)
	No.....	17 (59%)
	<i>Don't know</i>	10 (34%)
Q12.11	Do you feel that any member of staff has helped you to prepare for your release?	
	Yes	18 (64%)
	No.....	10 (36%)

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.)

	<i>Do not need help</i>	Yes	No
Employment	7 (26%)	17 (63%)	3 (11%)
Accommodation	7 (28%)	12 (48%)	6 (24%)
Benefits	9 (35%)	10 (38%)	7 (27%)
Finances	8 (31%)	12 (46%)	6 (23%)
Education	7 (28%)	12 (48%)	6 (24%)
Drugs and alcohol	8 (33%)	10 (42%)	6 (25%)

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

	Yes	No
Resettlement day release	23 (79%)	6 (21%)
Resettlement overnight release	22 (79%)	6 (21%)

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

	Yes	No
Resettlement day release	15 (52%)	14 (48%)
Resettlement overnight release	10 (38%)	16 (62%)
Special purpose leave	14 (54%)	12 (46%)

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	14 (48%)	15 (52%)
Were you helped to prepare for open conditions before you came here (increased responsibility, freedom etc.)	18 (62%)	11 (38%)
Do you feel you have been given a greater responsibility here than when you were in closed conditions	27 (96%)	1 (4%)
Have you been on a preparation for release course	9 (32%)	19 (68%)
Is this prison near your home area or intended release address	16 (57%)	12 (43%)
Have you done anything, or has anything happened to you here that will make you less likely to offend in the future	23 (79%)	6 (21%)

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

	<i>Not been involved</i>	Yes	No	<i>Don't know</i>
Prison job	27 (16%)	50 (30%)	72 (44%)	15 (9%)
Vocational or skills training	57 (44%)	29 (22%)	27 (21%)	18 (14%)
Education (including basic skills)	44 (33%)	35 (26%)	33 (25%)	22 (16%)
Offending behaviour programmes	63 (50%)	16 (13%)	28 (22%)	18 (14%)

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

<i>Don't want to go</i>	22 (13%)
<i>Never</i>	22 (13%)
<i>Less than once a week</i>	25 (15%)
<i>About once a week</i>	62 (37%)
<i>More than once a week</i>	38 (22%)

Q11.5	Does the library have a wide enough range of materials to meet your needs?	
	<i>Don't use it</i>	35 (20%)
	<i>Yes</i>	62 (36%)
	<i>No</i>	77 (44%)
Q11.6	How many times do you usually go to the gym each week?	
	<i>Don't want to go</i>	46 (27%)
	<i>0</i>	44 (26%)
	<i>1 to 2</i>	54 (32%)
	<i>3 to 5</i>	21 (12%)
	<i>More than 5</i>	4 (2%)
Q11.7	How many times do you usually go outside for exercise each week?	
	<i>Don't want to go</i>	13 (8%)
	<i>0</i>	10 (6%)
	<i>1 to 2</i>	43 (25%)
	<i>3 to 5</i>	51 (30%)
	<i>More than 5</i>	55 (32%)
Q11.8	How many times do you usually have association each week?	
	<i>Don't want to go</i>	7 (4%)
	<i>0</i>	7 (4%)
	<i>1 to 2</i>	15 (9%)
	<i>3 to 5</i>	75 (45%)
	<i>More than 5</i>	63 (38%)
Q11.9	How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc.)	
	<i>Less than 2 hours</i>	21 (12%)
	<i>2 to less than 4 hours</i>	26 (15%)
	<i>4 to less than 6 hours</i>	32 (19%)
	<i>6 to less than 8 hours</i>	36 (21%)
	<i>8 to less than 10 hours</i>	19 (11%)
	<i>10 hours or more</i>	19 (11%)
	<i>Don't know</i>	19 (11%)

Section 12: Contact with family and friends

Q12.1	Have staff supported you and helped you to maintain contact with your family/friends while in this prison?	
	<i>Yes</i>	56 (33%)
	<i>No</i>	115 (67%)
Q12.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	<i>Yes</i>	77 (45%)
	<i>No</i>	95 (55%)
Q12.3	Have you had any problems getting access to the telephones?	
	<i>Yes</i>	45 (26%)
	<i>No</i>	125 (74%)

Q12.4	How easy or difficult is it for your family and friends to get here?	
	<i>I don't get visits</i>	35 (21%)
	<i>Very easy</i>	21 (12%)
	<i>Easy</i>	33 (19%)
	<i>Neither</i>	18 (11%)
	<i>Difficult</i>	27 (16%)
	<i>Very difficult</i>	27 (16%)
	<i>Don't know</i>	9 (5%)

Section 13: Preparation for release

Q13.1	Do you have a named offender manager (home probation officer) in the probation service?	
	<i>Not sentenced</i>	50 (28%)
	<i>Yes</i>	67 (38%)
	<i>No</i>	60 (34%)

Q13.2	What type of contact have you had with your offender manager since being in prison? (Please tick all that apply to you.)	
	<i>Not sentenced/ NA</i>	110 (63%)
	<i>No contact</i>	31 (18%)
	<i>Letter</i>	17 (10%)
	<i>Phone</i>	6 (3%)
	<i>Visit</i>	20 (11%)

Q13.3	Do you have a named offender supervisor in this prison?	
	<i>Yes</i>	47 (28%)
	<i>No</i>	122 (72%)

Q13.4	Do you have a sentence plan?	
	<i>Not sentenced</i>	50 (29%)
	<i>Yes</i>	44 (25%)
	<i>No</i>	79 (46%)

Q13.5	How involved were you in the development of your sentence plan?	
	<i>Do not have a sentence plan/ not sentenced</i>	129 (73%)
	<i>Very involved</i>	14 (8%)
	<i>Involved</i>	7 (4%)
	<i>Neither</i>	5 (3%)
	<i>Not very involved</i>	8 (5%)
	<i>Not at all involved</i>	13 (7%)

Q13.6	Who is working with you to achieve your sentence plan targets? (Please tick all that apply to you.)	
	<i>Do not have a sentence plan/ not sentenced</i>	129 (75%)
	<i>Nobody</i>	24 (14%)
	<i>Offender supervisor</i>	12 (7%)
	<i>Offender manager</i>	7 (4%)
	<i>Named/ personal officer</i>	5 (3%)
	<i>Staff from other departments</i>	7 (4%)

Q13.7	Can you achieve any of your sentence plan targets in this prison?	
	<i>Do not have a sentence plan/ not sentenced</i>	129 (75%)
	<i>Yes</i>	17 (10%)
	<i>No</i>	14 (8%)
	<i>Don't know</i>	13 (8%)

Q13.8	Are there plans for you to achieve any of your sentence plan targets in another prison?			
	<i>Do not have a sentence plan/ not sentenced</i>	129	(75%)	
	Yes	11	(6%)	
	No.....	19	(11%)	
	<i>Don't know</i>	14	(8%)	
Q13.9	Are there plans for you to achieve any of your sentence plan targets in the community?			
	<i>Do not have a sentence plan/ not sentenced</i>	129	(75%)	
	Yes	15	(9%)	
	No.....	12	(7%)	
	<i>Don't know</i>	17	(10%)	
Q13.10	Do you have a needs based custody plan?			
	Yes	9	(5%)	
	No.....	77	(45%)	
	<i>Don't know</i>	84	(49%)	
Q13.11	Do you feel that any member of staff has helped you to prepare for your release?			
	Yes.....	24	(14%)	
	No.....	144	(86%)	
Q13.12	Do you know of anyone in this prison who can help you with the following on release?: (Please tick all that apply to you.)			
		<i>Do not need help</i>	Yes	No
	Employment	37 (24%)	27 (17%)	91 (59%)
	Accommodation	36 (23%)	40 (26%)	78 (51%)
	Benefits	37 (25%)	33 (22%)	81 (54%)
	Finances	33 (23%)	17 (12%)	96 (66%)
	Education	43 (30%)	22 (16%)	76 (54%)
	Drugs and alcohol	46 (31%)	45 (30%)	59 (39%)
Q13.13	Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?			
	<i>Not sentenced</i>	50	(29%)	
	Yes.....	52	(30%)	
	No.....	70	(41%)	

Main comparator and comparator to last time



Prisoner survey responses HMP Norwich 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 Norwich 2016	Local prisons comparator	HMP Norwich 2016	HMP Norwich 2013
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		183	6,090	183	173
SECTION 1: General information					
1.2	Are you under 21 years of age?	7%	6%	7%	7%
1.3	Are you sentenced?	72%	68%	72%	76%
1.3	Are you on recall?	8%	10%	8%	8%
1.4	Is your sentence less than 12 months?	21%	20%	21%	24%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	3%	0%	3%
1.5	Are you a foreign national?	14%	13%	14%	15%
1.6	Do you understand spoken English?	97%	98%	97%	98%
1.7	Do you understand written English?	96%	96%	96%	97%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	15%	25%	15%	21%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	3%	5%	3%	6%
1.1	Are you Muslim?	6%	13%	6%	8%
1.11	Are you homosexual/gay or bisexual?	5%	3%	5%	3%
1.12	Do you consider yourself to have a disability?	28%	26%	28%	32%
1.13	Are you a veteran (ex-armed services)?	6%	6%	6%	5%
1.14	Is this your first time in prison?	29%	33%	29%	38%
1.15	Do you have any children under the age of 18?	49%	54%	49%	57%
SECTION 2: Transfers and escorts					
On your most recent journey here:					
2.1	Did you spend more than 2 hours in the van?	34%	23%	34%	28%
For those who spent two or more hours in the escort van:					
2.2	Were you offered anything to eat or drink?	44%	39%	44%	32%
2.3	Were you offered a toilet break?	5%	8%	5%	10%
2.4	Was the van clean?	59%	57%	59%	48%
2.5	Did you feel safe?	71%	74%	71%	78%
2.6	Were you treated well/very well by the escort staff?	76%	67%	76%	72%
2.7	Before you arrived here were you told that you were coming here?	71%	63%	71%	74%
2.7	Before you arrived here did you receive any written information about coming here?	6%	3%	6%	5%
2.8	When you first arrived here did your property arrive at the same time as you?	78%	78%	78%	77%

Main comparator and comparator to last time

Key to tables

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	Percentages which are not highlighted show there is no significant difference				
SECTION 3: Reception, first night and induction					
3.1	Were you in reception for less than 2 hours?	68%	39%	68%	60%
3.2	When you were searched in reception, was this carried out in a respectful way?	80%	77%	80%	88%
3.3	Were you treated well/very well in reception?	72%	61%	72%	84%
When you first arrived:					
3.4	Did you have any problems?	86%	77%	86%	84%
3.4	Did you have any problems with loss of property?	18%	16%	18%	16%
3.4	Did you have any housing problems?	28%	23%	28%	22%
3.4	Did you have any problems contacting employers?	8%	6%	8%	5%
3.4	Did you have any problems contacting family?	41%	35%	41%	30%
3.4	Did you have any problems ensuring dependants were being looked after?	2%	3%	2%	1%
3.4	Did you have any money worries?	29%	24%	29%	29%
3.4	Did you have any problems with feeling depressed or suicidal?	28%	24%	28%	25%
3.4	Did you have any physical health problems?	26%	18%	26%	20%
3.4	Did you have any mental health problems?	35%	25%	35%	30%
3.4	Did you have any problems with needing protection from other prisoners?	8%	9%	8%	7%
3.4	Did you have problems accessing phone numbers?	39%	32%	39%	39%
For those with problems:					
3.5	Did you receive any help/ support from staff in dealing with these problems?	45%	30%	45%	37%
When you first arrived here, were you offered any of the following:					
3.6	Tobacco?	72%	77%	72%	86%
3.6	A shower?	18%	29%	18%	30%
3.6	A free telephone call?	24%	53%	24%	30%
3.6	Something to eat?	71%	71%	71%	67%
3.6	PIN phone credit?	59%	50%	59%	68%
3.6	Toiletries/ basic items?	67%	57%	67%	68%

Key to tables

Main comparator and comparator to last time

	Any percentage highlighted in green is significantly better	HMP Norwich 2016	Local prisons comparator	HMP Norwich 2016	HMP Norwich 2013
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 3: Reception, first night and induction continued					
	When you first arrived here did you have access to the following people:				
3.7	The chaplain or a religious leader?	46%	45%	46%	46%
3.7	Someone from health services?	72%	65%	72%	77%
3.7	A Listener/Samaritans?	38%	30%	38%	29%
3.7	Prison shop/ canteen?	22%	21%	22%	26%
	When you first arrived here were you offered information about any of the following:				
3.8	What was going to happen to you?	44%	40%	44%	37%
3.8	Support was available for people feeling depressed or suicidal?	42%	35%	42%	31%
3.8	How to make routine requests?	38%	34%	38%	29%
3.8	Your entitlement to visits?	34%	33%	34%	25%
3.8	Health services?	49%	43%	49%	41%
3.8	The chaplaincy?	41%	39%	41%	34%
3.9	Did you feel safe on your first night here?	68%	68%	68%	75%
3.10	Have you been on an induction course?	76%	74%	76%	78%
	For those who have been on an induction course:				
3.11	Did the course cover everything you needed to know about the prison?	52%	49%	52%	47%
3.12	Did you receive an education (skills for life) assessment?	70%	74%	70%	81%
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?	32%	35%	32%	47%
4.1	Attend legal visits?	48%	50%	48%	55%
4.1	Get bail information?	15%	16%	15%	22%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	33%	41%	33%	46%
4.3	Can you get legal books in the library?	33%	35%	33%	33%
	For the wing/unit you are currently on:				
4.4	Are you normally offered enough clean, suitable clothes for the week?	55%	49%	55%	58%
4.4	Are you normally able to have a shower every day?	79%	74%	79%	84%
4.4	Do you normally receive clean sheets every week?	58%	66%	58%	59%
4.4	Do you normally get cell cleaning materials every week?	58%	50%	58%	69%
4.4	Is your cell call bell normally answered within five minutes?	26%	24%	26%	26%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	56%	56%	56%	51%
4.4	Can you normally get your stored property, if you need to?	22%	20%	22%	15%
4.5	Is the food in this prison good/very good?	22%	21%	22%	14%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	47%	46%	47%	45%
4.7	Are you able to speak to a Listener at any time, if you want to?	51%	52%	51%	49%
4.8	Are your religious beliefs are respected?	44%	48%	44%	55%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	51%	49%	51%	67%
4.10	Is it easy/very easy to attend religious services?	38%	43%	38%	57%

Main comparator and comparator to last time

Key to tables

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Any percentage highlighted in orange shows a significant difference in prisoners' background details				
Percentages which are not highlighted show there is no significant difference				
SECTION 5: Applications and complaints				
5.1 Is it easy to make an application?	80%	71%	80%	83%
For those who have made an application:				
5.2 Do you feel applications are dealt with fairly?	51%	47%	51%	51%
5.2 Do you feel applications are dealt with quickly (within seven days)?	42%	31%	42%	38%
5.3 Is it easy to make a complaint?	59%	48%	59%	68%
For those who have made a complaint:				
5.4 Do you feel complaints are dealt with fairly?	28%	27%	28%	35%
5.4 Do you feel complaints are dealt with quickly (within seven days)?	19%	22%	19%	31%
5.5 Have you ever been prevented from making a complaint when you wanted to?	15%	22%	15%	22%
5.6 Is it easy/very easy to see the Independent Monitoring Board?	18%	18%	18%	18%
SECTION 6: Incentives and earned privileges scheme				
6.1 Do you feel you have been treated fairly in your experience of the IEP scheme?	39%	39%	39%	43%
6.2 Do the different levels of the IEP scheme encourage you to change your behaviour?	42%	38%	42%	51%
6.3 In the last six months have any members of staff physically restrained you (C&R)?	14%	10%	14%	5%
6.4 In the last six months, if you have spent a night in the segregation/ care and separation unit, were you treated very well/ well by staff?	34%	35%	34%	39%
SECTION 7: Relationships with staff				
7.1 Do most staff, in this prison, treat you with respect?	78%	72%	78%	78%
7.2 Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	68%	66%	68%	70%
7.3 Has a member of staff checked on you personally in the last week to see how you were getting on?	31%	27%	31%	33%
7.4 Do staff normally speak to you most of the time/all of the time during association?	25%	17%	25%	24%
7.5 Do you have a personal officer?	49%	33%	49%	57%
For those with a personal officer:				
7.6 Do you think your personal officer is helpful/very helpful?	65%	67%	65%	66%

Main comparator and comparator to last time

Key to tables

		HMP Norwich 2016	Local prisons comparator	HMP Norwich 2016	HMP Norwich 2013
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 8: Safety					
8.1	Have you ever felt unsafe here?	45%	48%	45%	45%
8.2	Do you feel unsafe now?	17%	22%	17%	18%
8.4	Have you been victimised by other prisoners here?	29%	32%	29%	33%
Since you have been here, have other prisoners:					
8.5	Made insulting remarks about you, your family or friends?	13%	13%	13%	15%
8.5	Hit, kicked or assaulted you?	8%	10%	8%	9%
8.5	Sexually abused you?	1%	2%	1%	1%
8.5	Threatened or intimidated you?	14%	17%	14%	21%
8.5	Taken your canteen/property?	7%	8%	7%	7%
8.5	Victimised you because of medication?	7%	5%	7%	7%
8.5	Victimised you because of debt?	5%	4%	5%	4%
8.5	Victimised you because of drugs?	3%	5%	3%	4%
8.5	Victimised you because of your race or ethnic origin?	3%	4%	3%	4%
8.5	Victimised you because of your religion/religious beliefs?	2%	4%	2%	2%
8.5	Victimised you because of your nationality?	2%	3%	2%	2%
8.5	Victimised you because you were from a different part of the country?	3%	4%	3%	4%
8.5	Victimised you because you are from a Traveller community?	1%	2%	1%	1%
8.5	Victimised you because of your sexual orientation?	2%	2%	2%	2%
8.5	Victimised you because of your age?	3%	3%	3%	3%
8.5	Victimised you because you have a disability?	3%	4%	3%	5%
8.5	Victimised you because you were new here?	7%	7%	7%	9%
8.5	Victimised you because of your offence/crime?	8%	6%	8%	7%
8.5	Victimised you because of gang related issues?	5%	6%	5%	4%

Main comparator and comparator to last time

Key to tables

		HMP Norwich 2016	Local prisons comparator	HMP Norwich 2016	HMP Norwich 2013
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 8: Safety continued					
8.6	Have you been victimised by staff here?	25%	33%	25%	28%
	Since you have been here, have staff:				
8.7	Made insulting remarks about you, your family or friends?	12%	12%	12%	13%
8.7	Hit, kicked or assaulted you?	8%	6%	8%	4%
8.7	Sexually abused you?	1%	1%	1%	0%
8.7	Threatened or intimidated you?	10%	13%	10%	12%
8.7	Victimised you because of medication?	7%	6%	7%	5%
8.7	Victimised you because of debt?	0%	2%	0%	1%
8.7	Victimised you because of drugs?	3%	3%	3%	1%
8.7	Victimised you because of your race or ethnic origin?	3%	4%	3%	3%
8.7	Victimised you because of your religion/religious beliefs?	3%	4%	3%	2%
8.7	Victimised you because of your nationality?	3%	3%	3%	2%
8.7	Victimised you because you were from a different part of the country?	3%	3%	3%	1%
8.7	Victimised you because you are from a Traveller community?	1%	1%	1%	0%
8.7	Victimised you because of your sexual orientation?	2%	1%	2%	2%
8.7	Victimised you because of your age?	3%	2%	3%	1%
8.7	Victimised you because you have a disability?	2%	3%	2%	4%
8.7	Victimised you because you were new here?	4%	5%	4%	3%
8.7	Victimised you because of your offence/crime?	5%	5%	5%	4%
8.7	Victimised you because of gang related issues?	1%	3%	1%	3%
	For those who have been victimised by staff or other prisoners:				
8.8	Did you report any victimisation that you have experienced?	36%	34%	36%	44%

Main comparator and comparator to last time

Key to tables

		HMP Norwich 2016	Local prisons comparator	HMP Norwich 2016	HMP Norwich 2013
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 9: Health services					
9.1	Is it easy/very easy to see the doctor?	32%	21%	32%	26%
9.1	Is it easy/very easy to see the nurse?	48%	41%	48%	50%
9.1	Is it easy/very easy to see the dentist?	17%	9%	17%	4%
	For those who have been to the following services, do you think the quality of the health service from the following is good/very good:				
9.2	The doctor?	42%	40%	42%	49%
9.2	The nurse?	56%	49%	56%	69%
9.2	The dentist?	40%	29%	40%	34%
9.3	The overall quality of health services?	43%	35%	43%	40%
9.4	Are you currently taking medication?	58%	52%	58%	57%
	For those currently taking medication:				
9.5	Are you allowed to keep possession of some or all of your medication in your own cell?	70%	57%	70%	74%
9.6	Do you have any emotional well being or mental health problems?	52%	41%	52%	44%
	For those who have problems:				
9.7	Are you being helped or supported by anyone in this prison?	49%	40%	49%	64%
SECTION 10: Drugs and alcohol					
10.1	Did you have a problem with drugs when you came into this prison?	33%	33%	33%	30%
10.2	Did you have a problem with alcohol when you came into this prison?	24%	21%	24%	20%
10.3	Is it easy/very easy to get illegal drugs in this prison?	39%	40%	39%	26%
10.4	Is it easy/very easy to get alcohol in this prison?	19%	19%	19%	18%
10.5	Have you developed a problem with drugs since you have been in this prison?	9%	10%	9%	6%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	9%	8%	9%	9%
	For those with drug or alcohol problems:				
10.7	Have you received any support or help with your drug problem while in this prison?	57%	56%	57%	58%
10.8	Have you received any support or help with your alcohol problem while in this prison?	53%	54%	53%	50%
	For those who have received help or support with their drug or alcohol problem:				
10.9	Was the support helpful?	57%	75%	57%	77%

Main comparator and comparator to last time

Key to tables

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	Percentages which are not highlighted show there is no significant difference				
SECTION 11: Activities					
Is it very easy/ easy to get into the following activities:					
11.1	A prison job?	47%	31%	47%	29%
11.1	Vocational or skills training?	29%	29%	29%	34%
11.1	Education (including basic skills)?	46%	44%	46%	56%
11.1	Offending behaviour programmes?	19%	17%	19%	14%
Are you currently involved in any of the following activities:					
11.2	A prison job?	61%	44%	61%	45%
11.2	Vocational or skills training?	8%	8%	8%	10%
11.2	Education (including basic skills)?	19%	23%	19%	33%
11.2	Offending behaviour programmes?	3%	7%	3%	5%
11.3	Have you had a job while in this prison?	84%	69%	84%	70%
For those who have had a prison job while in this prison:					
11.3	Do you feel the job will help you on release?	37%	39%	37%	42%
11.3	Have you been involved in vocational or skills training while in this prison?	57%	56%	57%	62%
For those who have had vocational or skills training while in this prison:					
11.3	Do you feel the vocational or skills training will help you on release?	39%	44%	39%	44%
11.3	Have you been involved in education while in this prison?	67%	66%	67%	75%
For those who have been involved in education while in this prison:					
11.3	Do you feel the education will help you on release?	39%	50%	39%	60%
11.3	Have you been involved in offending behaviour programmes while in this prison?	50%	53%	50%	57%
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?	26%	40%	26%	34%
11.4	Do you go to the library at least once a week?	59%	27%	59%	46%
11.5	Does the library have a wide enough range of materials to meet your needs?	36%	33%	36%	26%
11.6	Do you go to the gym three or more times a week?	15%	24%	15%	32%
11.7	Do you go outside for exercise three or more times a week?	62%	40%	62%	51%
11.8	Do you go on association more than five times each week?	38%	43%	38%	14%
11.9	Do you spend ten or more hours out of your cell on a weekday?	11%	9%	11%	12%
SECTION 12: Friends and family					
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	33%	30%	33%	29%
12.2	Have you had any problems with sending or receiving mail?	45%	48%	45%	57%
12.3	Have you had any problems getting access to the telephones?	27%	35%	27%	37%
12.4	Is it easy/ very easy for your friends and family to get here?	32%	35%	32%	30%

Main comparator and comparator to last time

Key to tables

		HMP Norwich 2016	Local prisons comparator	HMP Norwich 2016	HMP Norwich 2013
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 13: Preparation for release					
For those who are sentenced:					
13.1	Do you have a named offender manager (home probation officer) in the probation service?	53%	61%	53%	68%
For those who are sentenced what type of contact have you had with your offender manager:					
13.2	No contact?	48%	44%	48%	40%
13.2	Contact by letter?	26%	27%	26%	33%
13.2	Contact by phone?	9%	13%	9%	14%
13.2	Contact by visit?	31%	35%	31%	30%
13.3	Do you have a named offender supervisor in this prison?	28%	30%	28%	34%
For those who are sentenced:					
13.4	Do you have a sentence plan?	36%	32%	36%	45%
For those with a sentence plan:					
13.5	Were you involved/very involved in the development of your plan?	45%	54%	45%	45%
Who is working with you to achieve your sentence plan targets:					
13.6	Nobody?	57%	47%	57%	44%
13.6	Offender supervisor?	28%	32%	28%	19%
13.6	Offender manager?	17%	25%	17%	25%
13.6	Named/ personal officer?	12%	11%	12%	8%
13.6	Staff from other departments?	17%	18%	17%	22%
For those with a sentence plan:					
13.7	Can you achieve any of your sentence plan targets in this prison?	39%	52%	39%	55%
13.8	Are there plans for you to achieve any of your targets in another prison?	25%	28%	25%	20%
13.9	Are there plans for you to achieve any of your targets in the community?	34%	31%	34%	25%
13.10	Do you have a needs based custody plan?	5%	7%	5%	6%
13.11	Do you feel that any member of staff has helped you to prepare for release?	14%	10%	14%	8%
For those that need help do you know of anyone in this prison who can help you on release with the following:					
13.12	Employment?	23%	25%	23%	33%
13.12	Accommodation?	34%	32%	34%	45%
13.12	Benefits?	29%	34%	29%	43%
13.12	Finances?	15%	21%	15%	25%
13.12	Education?	23%	26%	23%	34%
13.12	Drugs and alcohol?	43%	40%	43%	52%
For those who are sentenced:					
13.13	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	43%	45%	43%	53%

Diversity analysis



Key question responses (ethnicity and foreign national) HMP Norwich 2016

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

Key to tables

		Black and minority ethnic prisoners	White prisoners	Foreign national prisoners	British prisoners
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		26	150	25	157
1.3	Are you sentenced?	52%	76%	59%	75%
1.5	Are you a foreign national?	28%	11%		
1.6	Do you understand spoken English?	96%	98%	86%	98%
1.7	Do you understand written English?	96%	96%	73%	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.)			29%	12%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	3%	0%	3%
1.1	Are you Muslim?	32%	3%	9%	6%
1.12	Do you consider yourself to have a disability?	19%	29%	25%	28%
1.13	Are you a veteran (ex-armed services)?	4%	7%	9%	6%
1.14	Is this your first time in prison?	28%	29%	50%	26%
2.6	Were you treated well/very well by the escort staff?	68%	77%	59%	78%
2.7	Before you arrived here were you told that you were coming here?	68%	72%	50%	74%
3.2	When you were searched in reception, was this carried out in a respectful way?	65%	83%	67%	82%
3.3	Were you treated well/very well in reception?	69%	74%	56%	74%
3.4	Did you have any problems when you first arrived?	100%	83%	96%	84%
3.7	Did you have access to someone from health care when you first arrived here?	68%	73%	82%	70%
3.9	Did you feel safe on your first night here?	68%	70%	70%	68%
3.10	Have you been on an induction course?	80%	75%	74%	76%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	16%	35%	22%	34%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White prisoners	Foreign national prisoners	British prisoners
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
4.4	Are you normally offered enough clean, suitable clothes for the week?	56%	56%	58%	54%
4.4	Are you normally able to have a shower every day?	80%	79%	71%	80%
4.4	Is your cell call bell normally answered within five minutes?	33%	25%	21%	26%
4.5	Is the food in this prison good/very good?	15%	24%	16%	24%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	23%	52%	36%	50%
4.7	Are you able to speak to a Listener at any time, if you want to?	52%	50%	37%	53%
4.8	Do you feel your religious beliefs are respected?	44%	43%	30%	46%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	44%	51%	35%	53%
5.1	Is it easy to make an application?	80%	81%	61%	83%
5.3	Is it easy to make a complaint?	46%	61%	54%	59%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	35%	40%	25%	41%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	12%	48%	25%	45%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	4%	15%	9%	15%
7.1	Do most staff, in this prison, treat you with respect?	72%	80%	70%	79%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	56%	72%	56%	70%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	24%	24%	9%	27%
7.4	Do you have a personal officer?	48%	47%	44%	49%
8.1	Have you ever felt unsafe here?	40%	45%	42%	46%
8.2	Do you feel unsafe now?	8%	18%	14%	17%
8.3	Have you been victimised by other prisoners?	19%	30%	24%	31%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	0%	16%	8%	15%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	4%	3%	8%	2%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	0%	2%	4%	1%
8.5	Have you been victimised because of your nationality? (By prisoners)	0%	3%	8%	1%
8.5	Have you been victimised because you have a disability? (By prisoners)	4%	3%	0%	4%

Diversity analysis

Key to tables

		Black and minority ethnic prisoners	White prisoners	Foreign national prisoners	British prisoners
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
8.6	Have you been victimised by a member of staff?	29%	23%	28%	24%
8.7	Have you ever felt threatened or intimidated by staff here?	4%	11%	8%	11%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	9%	3%	12%	2%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	9%	2%	8%	2%
8.7	Have you been victimised because of your nationality? (By staff)	4%	3%	16%	1%
8.7	Have you been victimised because you have a disability? (By staff)	0%	3%	4%	2%
9.1	Is it easy/very easy to see the doctor?	13%	36%	17%	35%
9.1	Is it easy/ very easy to see the nurse?	37%	49%	44%	49%
9.4	Are you currently taking medication?	39%	62%	56%	59%
9.6	Do you feel you have any emotional well being/mental health issues?	35%	55%	50%	52%
10.3	Is it easy/very easy to get illegal drugs in this prison?	39%	38%	25%	41%
11.2	Are you currently working in the prison?	67%	60%	65%	60%
11.2	Are you currently undertaking vocational or skills training?	9%	7%	9%	8%
11.2	Are you currently in education (including basic skills)?	25%	17%	30%	16%
11.2	Are you currently taking part in an offending behaviour programme?	0%	3%	0%	3%
11.4	Do you go to the library at least once a week?	54%	61%	87%	55%
11.6	Do you go to the gym three or more times a week?	29%	12%	29%	13%
11.7	Do you go outside for exercise three or more times a week?	54%	65%	54%	63%
11.8	On average, do you go on association more than five times each week?	26%	40%	23%	40%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	9%	11%	14%	11%
12.2	Have you had any problems sending or receiving mail?	58%	43%	32%	46%
12.3	Have you had any problems getting access to the telephones?	44%	23%	38%	24%

Diversity Analysis



Key question responses (disability and age over 50) HMP Norwich 2016

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

Key to tables

Any percentage highlighted in green is significantly better		Consider themselves to have a disability	Do not consider themselves to have a disability		Prisoners aged 50 and over	Prisoners under the age of 50
Any percentage highlighted in blue is significantly worse						
Any percentage highlighted in orange shows a significant difference in prisoners' background details						
Percentages which are not highlighted show there is no significant difference						
Number of completed questionnaires returned		50	130		34	146
1.3	Are you sentenced?	71%	73%		70%	73%
1.5	Are you a foreign national?	12%	14%		9%	13%
1.6	Do you understand spoken English?	96%	97%		100%	96%
1.7	Do you understand written English?	96%	95%		97%	95%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	10%	16%		12%	15%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	9%	1%		0%	4%
1.1	Are you Muslim?	0%	9%		0%	8%
1.12	Do you consider yourself to have a disability?				46%	24%
1.13	Are you a veteran (ex-armed services)?	10%	5%		19%	3%
1.14	Is this your first time in prison?	27%	30%		43%	26%
2.6	Were you treated well/very well by the escort staff?	82%	73%		88%	73%
2.7	Before you arrived here were you told that you were coming here?	71%	71%		76%	70%
3.2	When you were searched in reception, was this carried out in a respectful way?	87%	77%		87%	79%
3.3	Were you treated well/very well in reception?	82%	68%		85%	70%
3.4	Did you have any problems when you first arrived?	96%	81%		91%	84%
3.7	Did you have access to someone from health care when you first arrived here?	67%	73%		86%	68%
3.9	Did you feel safe on your first night here?	62%	71%		69%	68%
3.10	Have you been on an induction course?	67%	78%		70%	77%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	42%	30%		33%	33%

Diversity Analysis

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to have a disability	Do not consider themselves to have a disability	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
4.4	Are you normally offered enough clean, suitable clothes for the week?	64%	52%	79%	50%
4.4	Are you normally able to have a shower every day?	83%	77%	72%	80%
4.4	Is your cell call bell normally answered within five minutes?	31%	24%	32%	25%
4.5	Is the food in this prison good/very good?	33%	18%	39%	19%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	47%	47%	64%	44%
4.7	Are you able to speak to a Listener at any time, if you want to?	63%	45%	66%	47%
4.8	Do you feel your religious beliefs are respected?	58%	37%	56%	41%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	63%	45%	64%	48%
5.1	Is it easy to make an application?	76%	82%	88%	79%
5.3	Is it easy to make a complaint?	72%	54%	65%	57%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	40%	39%	56%	36%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	41%	43%	50%	42%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	16%	13%	7%	16%
7.1	Do most staff, in this prison, treat you with respect?	83%	76%	94%	75%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	70%	69%	85%	65%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	22%	26%	39%	22%
7.4	Do you have a personal officer?	58%	45%	61%	46%
8.1	Have you ever felt unsafe here?	40%	46%	39%	46%
8.2	Do you feel unsafe now?	17%	16%	15%	17%
8.3	Have you been victimised by other prisoners?	29%	29%	31%	29%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	15%	13%	9%	15%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	2%	3%	0%	3%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	4%	1%	0%	2%
8.5	Have you been victimised because of your nationality? (By prisoners)	2%	2%	0%	3%
8.5	Have you been victimised because of your age? (By prisoners)	4%	3%	9%	2%
8.5	Have you been victimised because you have a disability? (By prisoners)	10%	1%	15%	1%

Diversity Analysis

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to have a disability	Do not consider themselves to have a disability	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
8.6	Have you been victimised by a member of staff?	28%	23%	16%	26%
8.7	Have you ever felt threatened or intimidated by staff here?	8%	11%	7%	11%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	4%	3%	0%	4%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	4%	3%	0%	4%
8.7	Have you been victimised because of your nationality? (By staff)	4%	3%	0%	4%
8.7	Have you been victimised because of your age? (By staff)	4%	3%	3%	4%
8.7	Have you been victimised because you have a disability? (By staff)	8%	0%	0%	3%
9.1	Is it easy/very easy to see the doctor?	49%	27%	53%	28%
9.1	Is it easy/ very easy to see the nurse?	70%	40%	57%	47%
9.4	Are you currently taking medication?	80%	50%	81%	54%
9.6	Do you feel you have any emotional well being/mental health issues?	67%	46%	45%	53%
10.3	Is it easy/very easy to get illegal drugs in this prison?	37%	39%	26%	41%
11.2	Are you currently working in the prison?	63%	61%	65%	60%
11.2	Are you currently undertaking vocational or skills training?	5%	8%	11%	7%
11.2	Are you currently in education (including basic skills)?	24%	17%	21%	18%
11.2	Are you currently taking part in an offending behaviour programme?	7%	2%	0%	4%
11.4	Do you go to the library at least once a week?	50%	62%	62%	58%
11.6	Do you go to the gym three or more times a week?	10%	16%	4%	17%
11.7	Do you go outside for exercise three or more times a week?	58%	64%	53%	64%
11.8	On average, do you go on association more than five times each week?	41%	37%	46%	37%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	9%	12%	10%	12%
12.2	Have you had any problems sending or receiving mail?	37%	47%	35%	47%
12.3	Have you had any problems getting access to the telephones?	16%	30%	31%	26%



Prisoner survey responses HMP Norwich 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

		C wing	A, B, E and M wings
	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		35	105
SECTION 1: General information			
1.2	Are you under 21 years of age?	6%	7%
1.3	Are you sentenced?	77%	60%
1.3	Are you on recall?	14%	6%
1.4	Is your sentence less than 12 months?	9%	21%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	0%
1.5	Are you a foreign national?	11%	16%
1.6	Do you understand spoken English?	94%	98%
1.7	Do you understand written English?	97%	96%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	9%	18%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	6%	2%
1.1	Are you Muslim?	6%	8%
1.11	Are you homosexual/gay or bisexual?	15%	2%
1.12	Do you consider yourself to have a disability?	24%	25%
1.13	Are you a veteran (ex-armed services)?	15%	2%
1.14	Is this your first time in prison?	39%	20%
1.15	Do you have any children under the age of 18?	35%	52%
SECTION 2: Transfers and escorts			
On your most recent journey here:			
2.1	Did you spend more than 2 hours in the van?	20%	39%
2.5	Did you feel safe?	66%	75%
2.6	Were you treated well/very well by the escort staff?	83%	73%
2.7	Before you arrived here were you told that you were coming here?	71%	73%
2.8	When you first arrived here did your property arrive at the same time as you?	83%	77%

Key to tables

	Any percentage highlighted in green is significantly better	C wing	A, B, E and M wings
	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?	57%	70%
3.2	When you were searched in reception, was this carried out in a respectful way?	89%	81%
3.3	Were you treated well/very well in reception?	79%	69%
	When you first arrived:		
3.4	Did you have any problems?	91%	87%
3.4	Did you have any problems with loss of property?	11%	19%
3.4	Did you have any housing problems?	23%	31%
3.4	Did you have any problems contacting employers?	9%	9%
3.4	Did you have any problems contacting family?	57%	37%
3.4	Did you have any problems ensuring dependants were being looked after?	0%	2%
3.4	Did you have any money worries?	34%	30%
3.4	Did you have any problems with feeling depressed or suicidal?	31%	30%
3.4	Did you have any physical health problems?	23%	23%
3.4	Did you have any mental health problems?	40%	34%
3.4	Did you have any problems with needing protection from other prisoners?	17%	8%
3.4	Did you have problems accessing phone numbers?	43%	39%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	53%	81%
3.6	A shower?	9%	17%
3.6	A free telephone call?	6%	28%
3.6	Something to eat?	53%	76%
3.6	PIN phone credit?	21%	69%
3.6	Toiletries/ basic items?	65%	67%

Key to tables

	Any percentage highlighted in green is significantly better	C wing	A, B, E and M wings
	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?	43%	51%
3.7	Someone from health services?	76%	73%
3.7	A Listener/Samaritans?	39%	42%
3.7	Prison shop/ canteen?	15%	25%
	When you first arrived here were you offered information about any of the following:		
3.8	What was going to happen to you?	41%	44%
3.8	Support was available for people feeling depressed or suicidal?	47%	42%
3.8	How to make routine requests?	50%	36%
3.8	Your entitlement to visits?	35%	34%
3.8	Health services?	50%	50%
3.8	The chaplaincy?	35%	44%
3.9	Did you feel safe on your first night here?	59%	67%
3.10	Have you been on an induction course?	89%	77%
3.12	Did you receive an education (skills for life) assessment?	44%	79%
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?	39%	35%
4.1	Attend legal visits?	50%	54%
4.1	Get bail information?	12%	18%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	18%	39%
4.3	Can you get legal books in the library?	28%	31%
	For the wing/unit you are currently on:		
4.4	Are you normally offered enough clean, suitable clothes for the week?	50%	53%
4.4	Are you normally able to have a shower every day?	68%	79%
4.4	Do you normally receive clean sheets every week?	76%	44%
4.4	Do you normally get cell cleaning materials every week?	44%	61%
4.4	Is your cell call bell normally answered within five minutes?	27%	23%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	54%	52%
4.4	Can you normally get your stored property, if you need to?	15%	20%
4.5	Is the food in this prison good/very good?	24%	15%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	59%	43%
4.7	Are you able to speak to a Listener at any time, if you want to?	73%	46%
4.8	Are your religious beliefs are respected?	62%	39%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	51%	54%
4.10	Is it easy/very easy to attend religious services?	32%	43%

Key to tables

	Any percentage highlighted in green is significantly better	C wing	A, B, E and M wings
	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?	94%	79%
5.3	Is it easy to make a complaint?	76%	56%
5.5	Have you ever been prevented from making a complaint when you wanted to?	9%	17%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	15%	18%
SECTION 6: Incentive and earned privileges scheme			
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	41%	35%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	56%	38%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	3%	18%
SECTION 7: Relationships with staff			
7.1	Do most staff, in this prison, treat you with respect?	91%	73%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	70%	61%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	27%	29%
7.4	Do staff normally speak to you most of the time/all of the time during association?	21%	24%
7.5	Do you have a personal officer?	79%	38%

Key to tables

	Any percentage highlighted in green is significantly better	C wing	A, B, E and M wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 8: Safety			
8.1	Have you ever felt unsafe here?	53%	49%
8.2	Do you feel unsafe now?	12%	20%
8.4	Have you been victimised by other prisoners here?	47%	30%
	Since you have been here, have other prisoners:		
8.5	Made insulting remarks about you, your family or friends?	24%	12%
8.5	Hit, kicked or assaulted you?	6%	9%
8.5	Sexually abused you?	0%	2%
8.5	Threatened or intimidated you?	18%	15%
8.5	Taken your canteen/property?	3%	10%
8.5	Victimised you because of medication?	6%	10%
8.5	Victimised you because of debt?	6%	5%
8.5	Victimised you because of drugs?	6%	4%
8.5	Victimised you because of your race or ethnic origin?	0%	5%
8.5	Victimised you because of your religion/religious beliefs?	0%	3%
8.5	Victimised you because of your nationality?	3%	3%
8.5	Victimised you because you were from a different part of the country?	0%	6%
8.5	Victimised you because you are from a traveller community?	0%	2%
8.5	Victimised you because of your sexual orientation?	3%	3%
8.5	Victimised you because of your age?	3%	5%
8.5	Victimised you because you have a disability?	6%	4%
8.5	Victimised you because you were new here?	0%	11%
8.5	Victimised you because of your offence/crime?	35%	2%
8.5	Victimised you because of gang related issues?	0%	7%

Key to tables

	Any percentage highlighted in green is significantly better	C wing	A, B, E and M wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 8: Safety continued			
8.6	Have you been victimised by staff here?	30%	26%
	Since you have been here, have staff:		
8.7	Made insulting remarks about you, your family or friends?	6%	16%
8.7	Hit, kicked or assaulted you?	0%	12%
8.7	Sexually abused you?	0%	1%
8.7	Threatened or intimidated you?	12%	12%
8.7	Victimised you because of medication?	0%	12%
8.7	Victimised you because of debt?	0%	0%
8.7	Victimised you because of drugs?	0%	5%
8.7	Victimised you because of your race or ethnic origin?	0%	6%
8.7	Victimised you because of your religion/religious beliefs?	0%	4%
8.7	Victimised you because of your nationality?	3%	3%
8.7	Victimised you because you were from a different part of the country?	0%	6%
8.7	Victimised you because you are from a traveller community?	0%	2%
8.7	Victimised you because of your sexual orientation?	3%	3%
8.7	Victimised you because of your age?	3%	5%
8.7	Victimised you because you have a disability?	0%	4%
8.7	Victimised you because you were new here?	0%	5%
8.7	Victimised you because of your offence/crime?	12%	5%
8.7	Victimised you because of gang related issues?	0%	2%
SECTION 9: Health services			
9.1	Is it easy/very easy to see the doctor?	28%	29%
9.1	Is it easy/very easy to see the nurse?	43%	45%
9.1	Is it easy/very easy to see the dentist?	15%	15%
9.4	Are you currently taking medication?	65%	57%
9.6	Do you have any emotional well being or mental health problems?	52%	54%
SECTION 10: Drugs and alcohol			
10.1	Did you have a problem with drugs when you came into this prison?	10%	39%
10.2	Did you have a problem with alcohol when you came into this prison?	22%	26%
10.3	Is it easy/very easy to get illegal drugs in this prison?	28%	44%
10.4	Is it easy/very easy to get alcohol in this prison?	18%	21%
10.5	Have you developed a problem with drugs since you have been in this prison?	3%	15%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	3%	14%

Key to tables

	Any percentage highlighted in green is significantly better	C wing	A, B, E and M wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 11: Activities			
	Is it very easy/ easy to get into the following activities:		
11.1	A prison job?	67%	44%
11.1	Vocational or skills training?	30%	25%
11.1	Education (including basic skills)?	44%	45%
11.1	Offending Behaviour Programmes?	7%	20%
	Are you currently involved in any of the following activities:		
11.2	A prison job?	78%	56%
11.2	Vocational or skills training?	19%	5%
11.2	Education (including basic skills)?	19%	16%
11.2	Offending Behaviour Programmes?	7%	3%
11.4	Do you go to the library at least once a week?	64%	55%
11.5	Does the library have a wide enough range of materials to meet your needs?	36%	32%
11.6	Do you go to the gym three or more times a week?	0%	16%
11.7	Do you go outside for exercise three or more times a week?	69%	55%
11.8	Do you go on association more than five times each week?	48%	37%
11.9	Do you spend ten or more hours out of your cell on a weekday?	15%	11%
SECTION 12: Friends and family			
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	44%	27%
12.2	Have you had any problems with sending or receiving mail?	39%	47%
12.3	Have you had any problems getting access to the telephones?	35%	27%
12.4	Is it easy/ very easy for your friends and family to get here?	31%	35%
SECTION 13: Preparation for release			
13.3	Do you have a named offender supervisor in this prison?	49%	21%
13.10	Do you have a needs based custody plan?	7%	7%
13.11	Do you feel that any member of staff has helped you to prepare for release?	7%	15%



Prisoner survey responses HMP Norwich 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

		Local Discharge Unit	All Other Wings
	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		34	140
SECTION 1: General information			
1.2	Are you under 21 years of age?	9%	7%
1.3	Are you sentenced?	100%	65%
1.3	Are you on recall?	9%	8%
1.4	Is your sentence less than 12 months?	35%	18%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	0%
1.5	Are you a foreign national?	12%	14%
1.6	Do you understand spoken English?	94%	97%
1.7	Do you understand written English?	94%	96%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	15%	16%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	3%	3%
1.1	Are you Muslim?	0%	8%
1.11	Are you homosexual/gay or bisexual?	3%	5%
1.12	Do you consider yourself to have a disability?	24%	25%
1.13	Are you a veteran (ex-armed services)?	6%	5%
1.14	Is this your first time in prison?	35%	25%
1.15	Do you have any children under the age of 18?	62%	48%
SECTION 2: Transfers and escorts			
On your most recent journey here:			
2.1	Did you spend more than 2 hours in the van?	30%	34%
2.5	Did you feel safe?	62%	73%
2.6	Were you treated well/very well by the escort staff?	73%	76%
2.7	Before you arrived here were you told that you were coming here?	68%	73%
2.8	When you first arrived here did your property arrive at the same time as you?	79%	78%

Key to tables

	Any percentage highlighted in green is significantly better	Local Discharge Unit	All Other Wings
	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?	79%	67%
3.2	When you were searched in reception, was this carried out in a respectful way?	69%	83%
3.3	Were you treated well/very well in reception?	72%	71%
	When you first arrived:		
3.4	Did you have any problems?	75%	88%
3.4	Did you have any problems with loss of property?	15%	17%
3.4	Did you have any housing problems?	25%	29%
3.4	Did you have any problems contacting employers?	10%	9%
3.4	Did you have any problems contacting family?	41%	42%
3.4	Did you have any problems ensuring dependants were being looked after?	7%	2%
3.4	Did you have any money worries?	22%	31%
3.4	Did you have any problems with feeling depressed or suicidal?	22%	30%
3.4	Did you have any physical health problems?	25%	23%
3.4	Did you have any mental health problems?	34%	35%
3.4	Did you have any problems with needing protection from other prisoners?	0%	10%
3.4	Did you have problems accessing phone numbers?	34%	40%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	72%	74%
3.6	A shower?	21%	15%
3.6	A free telephone call?	36%	22%
3.6	Something to eat?	67%	71%
3.6	PIN phone credit?	76%	57%
3.6	Toiletries/ basic items?	67%	66%

Key to tables

	Any percentage highlighted in green is significantly better	Local Discharge Unit	All Other Wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 3: Reception, first night and induction continued			
	When you first arrived here did you have access to the following people:		
3.7	The chaplain or a religious leader?	41%	49%
3.7	Someone from health services?	65%	73%
3.7	A Listener/Samaritans?	30%	42%
3.7	Prison shop/ canteen?	24%	22%
	When you first arrived here were you offered information about any of the following:		
3.8	What was going to happen to you?	44%	44%
3.8	Support was available for people feeling depressed or suicidal?	47%	43%
3.8	How to make routine requests?	37%	40%
3.8	Your entitlement to visits?	34%	35%
3.8	Health services?	44%	50%
3.8	The chaplaincy?	40%	41%
3.9	Did you feel safe on your first night here?	76%	65%
3.10	Have you been on an induction course?	66%	80%
3.12	Did you receive an education (skills for life) assessment?	78%	70%
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?	15%	36%
4.1	Attend legal visits?	23%	53%
4.1	Get bail information?	7%	17%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	31%	34%
4.3	Can you get legal books in the library?	37%	31%
	For the wing/unit you are currently on:		
4.4	Are you normally offered enough clean, suitable clothes for the week?	58%	52%
4.4	Are you normally able to have a shower every day?	91%	76%
4.4	Do you normally receive clean sheets every week?	72%	52%
4.4	Do you normally get cell cleaning materials every week?	56%	56%
4.4	Is your cell call bell normally answered within five minutes?	24%	23%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	64%	52%
4.4	Can you normally get your stored property, if you need to?	28%	19%
4.5	Is the food in this prison good/very good?	31%	17%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	44%	47%
4.7	Are you able to speak to a Listener at any time, if you want to?	44%	53%
4.8	Are your religious beliefs are respected?	34%	45%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	37%	53%
4.10	Is it easy/very easy to attend religious services?	28%	41%

Key to tables

	Any percentage highlighted in green is significantly better	Local Discharge Unit	All Other Wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 5: Applications and complaints			
5.1	Is it easy to make an application?	70%	83%
5.3	Is it easy to make a complaint?	49%	61%
5.5	Have you ever been prevented from making a complaint when you wanted to?	12%	15%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	16%	18%
SECTION 6: Incentive and earned privileges scheme			
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	43%	37%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	44%	43%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	12%	14%
SECTION 7: Relationships with staff			
7.1	Do most staff, in this prison, treat you with respect?	75%	77%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	79%	64%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	28%	28%
7.4	Do staff normally speak to you most of the time/all of the time during association?	28%	23%
7.5	Do you have a personal officer?	44%	49%

Key to tables

	Any percentage highlighted in green is significantly better	Local Discharge Unit	All Other Wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 8: Safety			
8.1	Have you ever felt unsafe here?	33%	50%
8.2	Do you feel unsafe now?	15%	18%
8.4	Have you been victimised by other prisoners here?	19%	34%
	Since you have been here, have other prisoners:		
8.5	Made insulting remarks about you, your family or friends?	7%	15%
8.5	Hit, kicked or assaulted you?	10%	8%
8.5	Sexually abused you?	0%	2%
8.5	Threatened or intimidated you?	10%	16%
8.5	Taken your canteen/property?	3%	8%
8.5	Victimised you because of medication?	0%	9%
8.5	Victimised you because of debt?	3%	5%
8.5	Victimised you because of drugs?	0%	4%
8.5	Victimised you because of your race or ethnic origin?	0%	4%
8.5	Victimised you because of your religion/religious beliefs?	0%	2%
8.5	Victimised you because of your nationality?	0%	3%
8.5	Victimised you because you were from a different part of the country?	0%	4%
8.5	Victimised you because you are from a traveller community?	0%	2%
8.5	Victimised you because of your sexual orientation?	0%	3%
8.5	Victimised you because of your age?	0%	4%
8.5	Victimised you because you have a disability?	0%	4%
8.5	Victimised you because you were new here?	0%	9%
8.5	Victimised you because of your offence/crime?	0%	10%
8.5	Victimised you because of gang related issues?	3%	5%

Key to tables

	Any percentage highlighted in green is significantly better	Local Discharge Unit	All Other Wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 8: Safety continued			
8.6	Have you been victimised by staff here?	17%	27%
	Since you have been here, have staff:		
8.7	Made insulting remarks about you, your family or friends?	10%	13%
8.7	Hit, kicked or assaulted you?	3%	9%
8.7	Sexually abused you?	0%	1%
8.7	Threatened or intimidated you?	7%	12%
8.7	Victimised you because of medication?	0%	9%
8.7	Victimised you because of debt?	0%	0%
8.7	Victimised you because of drugs?	0%	4%
8.7	Victimised you because of your race or ethnic origin?	0%	4%
8.7	Victimised you because of your religion/religious beliefs?	3%	3%
8.7	Victimised you because of your nationality?	3%	3%
8.7	Victimised you because you were from a different part of the country?	0%	4%
8.7	Victimised you because you are from a traveller community?	0%	2%
8.7	Victimised you because of your sexual orientation?	0%	3%
8.7	Victimised you because of your age?	0%	4%
8.7	Victimised you because you have a disability?	0%	3%
8.7	Victimised you because you were new here?	7%	4%
8.7	Victimised you because of your offence/crime?	0%	7%
8.7	Victimised you because of gang related issues?	0%	2%
SECTION 9: Health services			
9.1	Is it easy/very easy to see the doctor?	37%	29%
9.1	Is it easy/very easy to see the nurse?	50%	45%
9.1	Is it easy/very easy to see the dentist?	20%	15%
9.4	Are you currently taking medication?	51%	59%
9.6	Do you have any emotional well being or mental health problems?	44%	53%
SECTION 10: Drugs and alcohol			
10.1	Did you have a problem with drugs when you came into this prison?	37%	33%
10.2	Did you have a problem with alcohol when you came into this prison?	21%	25%
10.3	Is it easy/very easy to get illegal drugs in this prison?	36%	40%
10.4	Is it easy/very easy to get alcohol in this prison?	15%	21%
10.5	Have you developed a problem with drugs since you have been in this prison?	0%	12%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	0%	11%

Key to tables

	Any percentage highlighted in green is significantly better	Local Discharge Unit	All Other Wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 11: Activities			
	Is it very easy/ easy to get into the following activities:		
11.1	A prison job?	33%	50%
11.1	Vocational or skills training?	38%	27%
11.1	Education (including basic skills)?	53%	45%
11.1	Offending Behaviour Programmes?	30%	17%
	Are you currently involved in any of the following activities:		
11.2	A prison job?	63%	61%
11.2	Vocational or skills training?	7%	8%
11.2	Education (including basic skills)?	32%	17%
11.2	Offending Behaviour Programmes?	0%	4%
11.4	Do you go to the library at least once a week?	66%	57%
11.5	Does the library have a wide enough range of materials to meet your needs?	39%	33%
11.6	Do you go to the gym three or more times a week?	30%	12%
11.7	Do you go outside for exercise three or more times a week?	68%	58%
11.8	Do you go on association more than five times each week?	26%	40%
11.9	Do you spend ten or more hours out of your cell on a weekday?	10%	12%
SECTION 12: Friends and family			
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	28%	31%
12.2	Have you had any problems with sending or receiving mail?	47%	45%
12.3	Have you had any problems getting access to the telephones?	19%	29%
12.4	Is it easy/ very easy for your friends and family to get here?	32%	34%
SECTION 13: Preparation for release			
13.3	Do you have a named offender supervisor in this prison?	24%	28%
13.10	Do you have a needs based custody plan?	0%	7%
13.11	Do you feel that any member of staff has helped you to prepare for release?	15%	13%

Main comparator and comparator to last time



Prisoner survey responses HMP Norwich (Britannia House) 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

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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					
Number of completed questionnaires returned		29	2,231	29	23
SECTION 1: General information					
1.2	Are you under 21 years of age?	0%	0%	0%	0%
1.3	Are you on recall?	2%	3%	2%	0%
1.4	Is your sentence less than 12 months?	7%	3%	7%	6%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	2%	12%	2%	6%
1.5	Are you a foreign national?	0%	2%	0%	0%
1.6	Do you understand spoken English?	100%	100%	100%	100%
1.7	Do you understand written English?	100%	99%	100%	100%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	17%	27%	17%	14%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	3%	0%	0%
1.1	Are you Muslim?	10%	13%	10%	6%
1.11	Are you homosexual/gay or bisexual?	3%	3%	3%	6%
1.12	Do you consider yourself to have a disability?	0%	12%	0%	0%
1.13	Are you a veteran (ex-armed services)?	16%	7%	16%	15%
1.14	Is this your first time in prison?	58%	52%	58%	66%
1.15	Do you have any children under the age of 18?	24%	52%	24%	40%
SECTION 2: Transfers and escorts					
On your most recent journey here:					
2.1	Did you spend more than 2 hours in the van?	41%	46%	41%	32%
For those who spent two or more hours in the escort van:					
2.2	Were you offered anything to eat or drink?	84%	83%	84%	50%
2.3	Were you offered a toilet break?	6%	10%	6%	0%
2.4	Was the van clean?	45%	66%	45%	73%
2.5	Did you feel safe?	91%	85%	91%	77%
2.6	Were you treated well/very well by the escort staff?	71%	79%	71%	68%
2.7	Before you arrived here were you told that you were coming here?	86%	78%	86%	69%
2.7	Before you arrived here did you receive any written information about coming here?	0%	15%	0%	14%
2.8	When you first arrived here did your property arrive at the same time as you?	93%	91%	93%	91%

Main comparator and comparator to last time

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SECTION 3: Reception, first night and induction					
3.1	Were you in reception for less than 2 hours?	90%	75%	90%	68%
3.2	When you were searched in reception, was this carried out in a respectful way?	93%	87%	93%	84%
3.3	Were you treated well/very well in reception?	83%	83%	83%	82%
	When you first arrived:				
3.4	Did you have any problems?	44%	42%	44%	31%
3.4	Did you have any problems with loss of property?	8%	10%	8%	0%
3.4	Did you have any housing problems?	3%	8%	3%	10%
3.4	Did you have any problems contacting employers?	0%	2%	0%	0%
3.4	Did you have any problems contacting family?	8%	10%	8%	7%
3.4	Did you have any problems ensuring dependants were being looked after?	0%	1%	0%	0%
3.4	Did you have any money worries?	3%	10%	3%	28%
3.4	Did you have any problems with feeling depressed or suicidal?	15%	4%	15%	10%
3.4	Did you have any physical health problems?	3%	8%	3%	7%
3.4	Did you have any mental health problems?	10%	6%	10%	0%
3.4	Did you have any problems with needing protection from other prisoners?	0%	1%	0%	0%
3.4	Did you have problems accessing phone numbers?	10%	12%	10%	10%
	For those with problems:				
3.5	Did you receive any help/ support from staff in dealing with these problems?	50%	47%	50%	46%
	When you first arrived here, were you offered any of the following:				
3.6	Tobacco?	33%	55%	33%	40%
3.6	A shower?	33%	36%	33%	34%
3.6	A free telephone call?	44%	40%	44%	40%
3.6	Something to eat?	56%	49%	56%	43%
3.6	PIN phone credit?	44%	55%	44%	51%
3.6	Toiletries/ basic items?	44%	40%	44%	43%

Main comparator and comparator to last time

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Percentages which are not highlighted show there is no significant difference					
SECTION 3: Reception, first night and induction continued					
When you first arrived here did you have access to the following people:					
3.7	The chaplain or a religious leader?	61%	58%	61%	47%
3.7	Someone from health services?	54%	73%	54%	53%
3.7	A Listener/Samaritans?	32%	42%	32%	47%
3.7	Prison shop/ canteen?	40%	30%	40%	28%
When you first arrived here were you offered information about any of the following:					
3.8	What was going to happen to you?	67%	69%	67%	77%
3.8	Support was available for people feeling depressed or suicidal?	41%	47%	41%	27%
3.8	How to make routine requests?	70%	55%	70%	36%
3.8	Your entitlement to visits?	63%	55%	63%	50%
3.8	Health services?	51%	65%	51%	59%
3.8	The chaplaincy?	44%	57%	44%	41%
3.9	Did you feel safe on your first night here?	100%	91%	100%	82%
3.10	Have you been on an induction course?	72%	95%	72%	64%
For those who have been on an induction course:					
3.11	Did the course cover everything you needed to know about the prison?	77%	72%	77%	75%
3.12	Did you receive an education (skills for life) assessment?	60%	88%	60%	66%
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?	77%	58%	77%	55%
4.1	Attend legal visits?	72%	47%	72%	42%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	31%	26%	31%	26%
4.3	Can you get legal books in the library?	38%	48%	38%	28%
For the wing/unit you are currently on:					
4.4	Are you normally able to have a shower every day?	100%	99%	100%	100%
4.4	Do you normally receive clean sheets every week?	54%	67%	54%	60%
4.4	Do you normally get cell cleaning materials every week?	63%	63%	63%	81%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	83%	78%	83%	91%
4.4	Can you normally get your stored property, if you need to?	58%	43%	58%	81%
4.5	Is the food in this prison good/very good?	24%	39%	24%	36%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	63%	52%	63%	44%
4.7	Are you able to speak to a Listener at any time, if you want to?	56%	62%	56%	47%
4.8	Are your religious beliefs respected?	48%	54%	48%	56%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	52%	66%	52%	66%
4.10	Is it easy/very easy to attend religious services?	41%	55%	41%	44%

Main comparator and comparator to last time

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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?	90%	85%	90%	94%
	For those who have made an application:				
5.2	Do you feel applications are dealt with fairly?	90%	70%	90%	89%
5.2	Do you feel applications are dealt with quickly (within seven days)?	63%	58%	63%	77%
5.3	Is it easy to make a complaint?	58%	52%	58%	63%
	For those who have made a complaint:				
5.4	Do you feel complaints are dealt with fairly?	54%	39%	54%	50%
5.4	Do you feel complaints are dealt with quickly (within seven days)?	29%	40%	29%	40%
5.5	Have you ever been prevented from making a complaint when you wanted to?	11%	16%	11%	17%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	36%	37%	36%	50%
SECTION 6: Relationships with staff					
6.1	Do most staff, in this prison, treat you with respect?	100%	79%	100%	100%
6.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	98%	78%	98%	80%
6.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	69%	33%	69%	69%
6.4	Do staff normally speak to you most of the time/all of the time during association?	58%	20%	58%	32%
6.5	Do you have a personal officer?	83%	76%	83%	90%
	For those with a personal officer:				
6.6	Do you think your personal officer is helpful/very helpful?	97%	73%	97%	81%

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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?	14%	19%
7.2	Do you feel unsafe now?	2%	7%
7.3	Have you been victimised by other prisoners here?	7%	15%
	Since you have been here, have other prisoners:		
7.5	Made insulting remarks about you, your family or friends?	2%	6%
7.5	Hit, kicked or assaulted you?	0%	1%
7.5	Sexually abused you?	0%	0%
7.5	Threatened or intimidated you?	2%	8%
7.5	Taken your canteen/property?	0%	2%
7.5	Victimised you because of medication?	0%	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?	2%	2%
7.5	Victimised you because of your religion/religious beliefs?	0%	2%
7.5	Victimised you because of your nationality?	0%	1%
7.5	Victimised you because you were from a different part of the country?	0%	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?	0%	1%
7.5	Victimised you because you have a disability?	0%	1%
7.5	Victimised you because you were new here?	0%	2%
7.5	Victimised you because of your offence/crime?	0%	3%
7.5	Victimised you because of gang related issues?	0%	1%

HMP Norwich (Britannia House) 2016	HMP Norwich (Britannia House) 2013
14%	28%
2%	10%
7%	9%
2%	0%
0%	6%
0%	9%
2%	6%
0%	6%
0%	9%
0%	6%
0%	6%
2%	6%
0%	6%
0%	6%
0%	6%
0%	6%
0%	9%
0%	6%
0%	6%
0%	6%

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	Percentages which are not highlighted show there is no significant difference				
SECTION 7: Safety continued					
7.6	Have you been victimised by staff here?	3%	21%	3%	16%
	Since you have been here, have staff:				
7.7	Made insulting remarks about you, your family or friends?	0%	7%	0%	6%
7.7	Hit, kicked or assaulted you?	0%	0%	0%	6%
7.7	Sexually abused you?	0%	0%	0%	9%
7.7	Threatened or intimidated you?	0%	9%	0%	6%
7.7	Victimised you because of medication?	0%	1%	0%	9%
7.7	Victimised you because of debt?	0%	0%	0%	6%
7.7	Victimised you because of drugs?	0%	1%	0%	6%
7.7	Victimised you because of your race or ethnic origin?	3%	3%	3%	6%
7.7	Victimised you because of your religion/religious beliefs?	0%	2%	0%	6%
7.7	Victimised you because of your nationality?	0%	1%	0%	6%
7.7	Victimised you because you were from a different part of the country?	0%	1%	0%	6%
7.7	Victimised you because you are from a traveller community?	0%	0%	0%	6%
7.7	Victimised you because of your sexual orientation?	0%	0%	0%	6%
7.7	Victimised you because of your age?	0%	1%	0%	9%
7.7	Victimised you because you have a disability?	0%	1%	0%	6%
7.7	Victimised you because you were new here?	0%	3%	0%	6%
7.7	Victimised you because of your offence/crime?	0%	2%	0%	6%
7.7	Victimised you because of gang related issues?	0%	1%	0%	6%
	For those who have been victimised by staff or other prisoners:				
7.8	Did you report any victimisation that you have experienced?	0%	26%	0%	50%

Main comparator and comparator to last time

Key to tables

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	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
SECTION 8: Health services					
8.1	Is it easy/very easy to see the doctor?	77%	51%	77%	71%
8.1	Is it easy/very easy to see the nurse?	74%	71%	74%	75%
8.1	Is it easy/very easy to see the dentist?	67%	26%	67%	61%
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?	90%	64%	90%	71%
8.2	The nurse?	89%	74%	89%	77%
8.2	The dentist?	83%	54%	83%	67%
8.3	The overall quality of health services?	77%	64%	77%	71%
8.4	Are you currently taking medication?	39%	45%	39%	48%
For those currently taking medication:					
8.5	Are you allowed to keep possession of some or all of your medication in your own cell?	100%	98%	100%	100%
8.6	Do you have any emotional well being or mental health problems?	7%	15%	7%	7%
For those who have problems:					
8.7	Are you being helped or supported by anyone in this prison?	100%	60%	100%	100%
SECTION 9: Drugs and alcohol					
9.1	Did you have a problem with drugs when you came into this prison?	15%	11%	15%	0%
9.2	Did you have a problem with alcohol when you came into this prison?	3%	11%	3%	7%
9.3	Is it easy/very easy to get illegal drugs in this prison?	41%	37%	41%	10%
9.4	Is it easy/very easy to get alcohol in this prison?	30%	21%	30%	10%
9.5	Have you developed a problem with drugs since you have been in this prison?	0%	2%	0%	7%
9.6	Have you developed a problem with diverted medication since you have been in this prison?	0%	2%	0%	7%
For those with drug or alcohol problems:					
9.7	Have you received any support or help with your drug problem while in this prison?	100%	79%	100%	100%
9.8	Have you received any support or help with your alcohol problem while in this prison?	100%	84%	100%	
For those who have received help or support with their drug or alcohol problem:					
9.9	Was the support helpful?	100%	90%	100%	100%

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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?	86%	75%	86%	66%
10.1	Vocational or skills training?	69%	59%	69%	59%
10.1	Education (including basic skills)?	67%	72%	67%	59%
10.1	Offending Behaviour Programmes?	32%	34%	32%	31%
	Are you currently involved in any of the following activities:				
10.2	A prison job?	68%	71%	68%	74%
10.2	Vocational or skills training?	19%	18%	19%	0%
10.2	Education (including basic skills)?	16%	22%	16%	0%
10.2	Offending Behaviour Programmes?	0%	5%	0%	0%
10.3	Have you had a job while in this prison?	89%	93%	89%	90%
	For those who have had a prison job while in this prison:				
10.3	Do you feel the job will help you on release?	79%	45%	79%	50%
10.3	Have you been involved in vocational or skills training while in this prison?	73%	82%	73%	65%
	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?	79%	64%	79%	69%
10.3	Have you been involved in education while in this prison?	77%	85%	77%	71%
	For those who have been involved in education while in this prison:				
10.3	Do you feel the education will help you on release?	83%	61%	83%	50%
11.3	Have you been involved in offending behaviour programmes while in this prison?	63%	70%	63%	58%
	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?	71%	49%	71%	18%
10.4	Do you go to the library at least once a week?	35%	55%	35%	74%
10.5	Does the library have a wide enough range of materials to meet your needs?	50%	62%	50%	52%
10.6	Do you go to the gym three or more times a week?	58%	51%	58%	45%
10.7	Do you go outside for exercise three or more times a week?	78%	76%	78%	62%
10.8	Do you go on association more than five times each week?	66%	78%	66%	50%
10.9	Do you spend ten or more hours out of your cell on a weekday?	67%	56%	67%	61%
SECTION 11: Friends and family					
11.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	92%	56%	92%	69%
11.2	Have you had any problems with sending or receiving mail?	17%	20%	17%	36%
11.3	Have you had any problems getting access to the telephones?	14%	12%	14%	10%
11.4	Is it easy/ very easy for your friends and family to get here?	52%	41%	52%	55%

Main comparator and comparator to last time

Key to tables

	Any percentage highlighted in green is significantly better	HMP Norwich (Britannia House) 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		

HMP Norwich (Britannia House) 2016	HMP Norwich (Britannia House) 2013

SECTION 12: Preparation for release

12.1	Do you have a named offender manager (home probation officer) in the probation service?	83%	94%	83%	100%
	For those who have an offender manager what type of contact have you had:				
12.2	No contact?	9%	16%	9%	33%
12.2	Contact by letter?	39%	39%	39%	22%
12.2	Contact by phone?	52%	58%	52%	39%
12.2	Contact by visit?	52%	39%	52%	50%
12.3	Do you have a named offender supervisor in this prison?	90%	92%	90%	50%
12.4	Do you have a sentence plan?	82%	81%	82%	94%
	For those with a sentence plan:				
12.5	Were you involved/very involved in the development of your plan?	52%	75%	52%	62%
	Who is working with you to achieve your sentence plan targets:				
12.6	Nobody?	19%	28%	19%	28%
12.6	Offender supervisor?	67%	59%	67%	28%
12.6	Offender manager?	71%	41%	71%	38%
12.6	Named/ personal officer?	39%	19%	39%	7%
12.6	Staff from other departments?	29%	19%	29%	17%
	For those with a sentence plan:				
12.7	Can you achieve any of your sentence plan targets in this prison?	74%	77%	74%	81%
12.8	Are there plans for you to achieve any of your targets in another prison?	12%	12%	12%	0%
12.9	Are there plans for you to achieve any of your targets in the community?	35%	48%	35%	38%
12.10	Do you have a needs based custody plan?	7%	7%	7%	0%
12.11	Do you feel that any member of staff has helped you to prepare for release?	63%	36%	63%	41%
	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?	86%	55%	86%	53%
12.12	Accommodation?	65%	50%	65%	50%
12.12	Benefits?	60%	51%	60%	57%
12.12	Finances?	65%	43%	65%	46%
12.12	Education?	65%	55%	65%	46%
12.12	Drugs and alcohol?	63%	59%	63%	50%
	Have you been provided with information on the following:				
12.13	Resettlement day release?	79%	75%	79%	84%
12.13	Resettlement overnight release?	78%	72%	78%	83%
	Have you had access to the following:				
12.14	Resettlement day release?	52%	63%	52%	79%
12.14	Resettlement overnight release?	40%	49%	40%	59%
12.14	Special purpose leave?	54%	31%	54%	62%
	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?	48%	27%	48%	59%
12.15	Were you helped to prepare for open conditions before you came here (increased responsibility etc)?	62%	30%	62%	55%
12.15	Do you feel you have been given greater responsibility here than when you were in closed conditions?	98%	78%	98%	100%

Main comparator and comparator to last time

Key to tables

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12.15	Have you been on a preparation for release course?	32%	18%	32%	18%
12.15	Is this prison near your home area or your intended release address?	58%	48%	58%	67%
12.15	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	79%	62%	79%	69%