

Report on an unannounced inspection of

HMP & YOI Peterborough (Women)

by HM Chief Inspector of Prisons

11–21 September 2017

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



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

Printed and published by:
Her Majesty's Inspectorate of Prisons
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Glossary of terms

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

Introduction

HMP & YOI Peterborough remains the only prison in England and Wales that holds both women and men on a single site. In the past we were confident that the challenges of this arrangement were well managed, but at this inspection we had concerns that instability on the male side was affecting the prison's ability to focus sufficiently on the relatively more settled female prison. The women's local prison serves a wide range of courts in the east of England. It is also a designated resettlement prison, which in the six months prior to our inspection had released nearly 500 women. At this inspection over 360 women were held there, including a small number of young adults. As we usually find in women's local prisons, the churn in prisoners was significant and the population complex. Most women only stayed at Peterborough for a few weeks and in our survey 89% said they arrived at the prison with problems; 65% of women said they felt depressed and over a quarter said they felt suicidal. Worryingly, 66% said they had mental health problems.

Early days support was generally good. While levels of violence at the prison remained relatively low and similar to other women's local prisons, the findings of our survey were far more negative than previously about safety: 60% of women told us they had felt unsafe at some time since arriving at the prison and 28% felt unsafe at the time of the survey. In addition, more women than at our previous inspection and than in comparator prisons said they had been victimised by either prisoners or staff. Women we spoke to and data we reviewed indicated that verbal bullying and antisocial behaviour were the main reasons for these perceptions. Some interventions were in place to address minor antisocial behaviour, but far more needed to be done to understand and respond to the issues and to support victims of bullying.

Levels of self-harm were high, but it was the case that a small number of women accounted for a significant proportion of these incidents. While most care provided for these women was good, we were concerned about how the use of strip-clothing was being managed. Work with women who had complex needs was generally good. However, one woman with very challenging behaviour and complex needs had been in the segregation unit for a considerable period of time, and while we did not doubt that local managers wished to provide her with good care, they needed more support from HM Prison and Probation Service (HMPPS) to work with her constructively.

Use of force was far too high at more than double what we usually see in women's prisons; we saw examples where not every opportunity to de-escalate the situation had been used. Use of strip-searching was also too high, which was particularly disappointing given the heavy investment in training staff about how past trauma can be reignited in the prison setting.

The environment was generally excellent and women were well supported in day-to-day life. Staff-prisoner relationships were good overall, but many staff were relatively new and inexperienced, and women in our survey were less positive than at the last inspection about whether they were being treated respectfully. Equality and diversity work was well developed and some good support was provided to those with protected characteristics. Health care, on the other hand, was very mixed. While mental health and provision related to the Care Act were good, there were weaknesses in leadership, clinical governance was underdeveloped and some primary care outcomes were not good enough.

Learning, skills and work had benefited from some excellent attention from prison managers, and all women now had good opportunities to undertake purposeful activity, enhance their education and develop employability skills.

Resettlement work remained very strong. A range of innovative and creative opportunities supported women pre-release and through the gate. Outside Links was a model of good practice, both in terms of the support offered inside the prison and post-release. Resettlement provision for women who were vulnerable or who had been abused was good, and children and families work

remained a strength. We were, however, concerned about the number of women being released with no settled accommodation. There is a need for the Ministry of Justice and HMPPS to review this, specifically in women's prisons, to be sure that everything possible is being done in this regard.

Overall, this is a more mixed report than when we last inspected this prison. We were particularly concerned about safety, and this is the first women's prison in several years to have been assessed as 'not sufficiently good' in this area. The prison remained basically respectful, but serious deficits in health care meant that the assessment in this area was not as positive as at our previous visit. On the other hand, outcomes in purposeful activity had improved and resettlement remained very strong. The leadership team at Peterborough were motivated to provide good outcomes for the women, but told us they were distracted by some significant challenges in the male prison. A renewed focus on the female prison is now needed to ensure the concerns we have raised at this inspection are addressed.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

November 2017

Fact page

Task of the establishment

A local resettlement prison for adult and young women. There is a category B local prison for adult men on the same site.

Prison status

Privately operated by Sodexo Justice Services

Department

Women's estate

Number held

367 (10 September 2017)

Certified normal accommodation

333

Operational capacity

396

Date of last full inspection

16–27 June 2014

Brief history

The Ministry of Justice awarded Peterborough Prison Management Ltd a 25-year contract to run HMP & YOI Peterborough when it opened in March 2004. Sodexo Justice Services is subcontracted to operate the prison.

Short description of residential units

The residential unit for women consisted of two house blocks. Each house block had five wings and each wing had two landings. All wings were self-contained with a servery, showers, baths and association areas. There was a dedicated self-contained mother and baby unit with 12 rooms.

Houseblock 1

- A1 Young adults (18-25 years)
- B1 First night centre and induction for women needing detoxification
- C1 First night centre and induction
- D1 Longer-term and life-sentenced prisoners
- E1 Open and enhanced unit.

Houseblock 2

- A2 Remand prisoners
- B2 Short-term sentenced prisoners
- C2 Transitional care for those with additional needs or at risk prisoners
- D2 Sentenced prisoners
- E2 Foreign national prisoners.

Name of director

Damian Evans

Escort contractor

Serco Wincanton

Health service provider

Primary care – Sodexo Justice Services

Mental Health – Cambridgeshire and Peterborough NHS Foundation Trust

Learning and skills provider

Sodexo Justice Services

Independent Monitoring Board chair

Susan Painter

Community rehabilitation company (CRC)

Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire CRC

Derbyshire, Leicestershire, Nottinghamshire and Rutland CRC

Norfolk and Suffolk CRC

Essex CRC

About this inspection and report

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

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

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

Safety women, particularly the most vulnerable, are held safely

Respect women are treated with respect for their human dignity

Purposeful activity women are able, and expected, to engage in activity that is likely to benefit them

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

A4 The 2010 'Bangkok Rules'¹ sets out internationally agreed standards that should govern the treatment of women in prison. These standards are directly applicable to women's prisons in England and Wales. Since September 2014 we have Expectations which specifically address the outcomes we expect for women in prison.

A5 Under each test, we make an assessment of outcomes for women and therefore of the establishment's overall performance against the test. There are four possible judgements: In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by the National Offender Management Service.

- **outcomes for women are good.**

There is no evidence that outcomes for women are being adversely affected in any significant areas.

- **outcomes for women are reasonably good.**

There is evidence of adverse outcomes for women in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.

- **outcomes for women are not sufficiently good.**

There is evidence that outcomes for women are being adversely affected in many areas

¹ United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders.

or particularly in those areas of greatest importance to the well-being of women. Problems/concerns, if left unattended, are likely to become areas of serious concern.

- **outcomes for women are poor.**
There is evidence that the outcomes for women are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for women. Immediate remedial action is required.

A6 Our assessments might result in one of the following:

- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
- **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for women.

A7 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with women; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.

A8 Since April 2013, all our inspections have been unannounced, other than in exceptional circumstances. This replaces the previous system of announced and unannounced full main inspections with full or short follow-ups to review progress. All our inspections now follow up recommendations from the last full inspection.

A9 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

This report

A10 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follows five sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for women in prisons*. The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 6 collates all recommendations, housekeeping points and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.

A11 Details of the inspection team and the prison population profile can be found in Appendices I and III respectively.

A12 Findings from the survey of women and a detailed description of the survey methodology can be found in Appendix IV of this report. Please note that we only refer to comparisons with

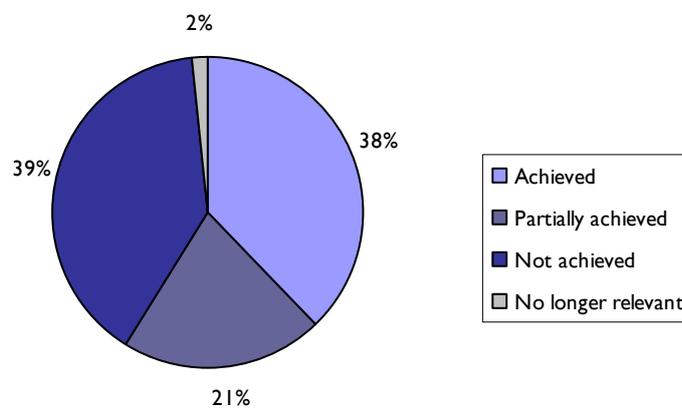
other comparable establishments or previous inspections when these are statistically significant.²

² The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

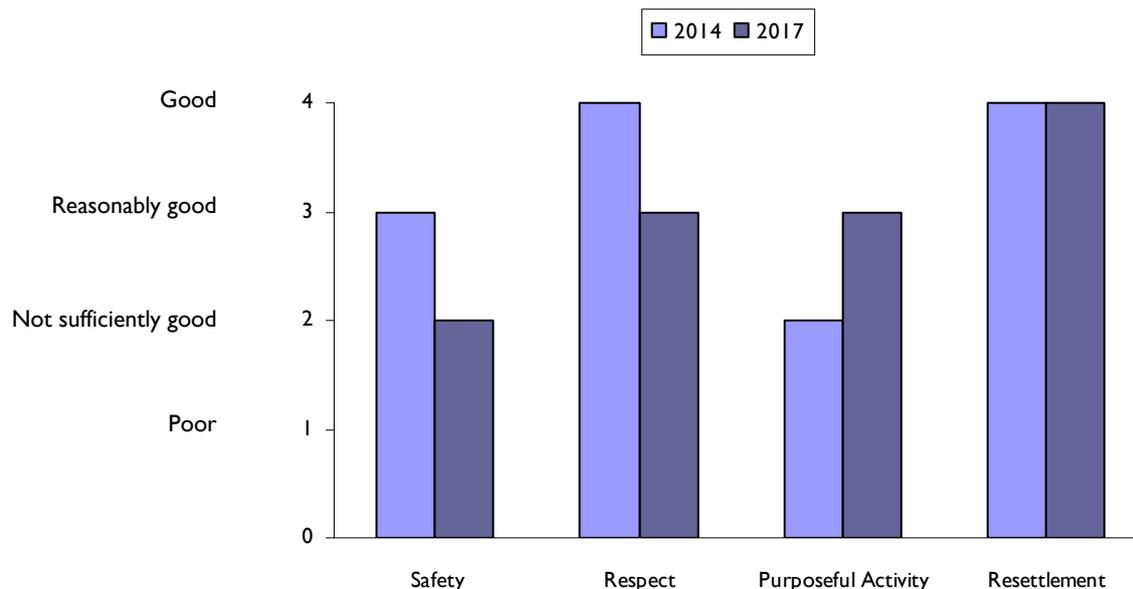
Summary

- S1 We last inspected HMP Peterborough (Women) in 2014 and made 61 recommendations overall. The prison fully accepted 54 of the recommendations and partially (or subject to resources) accepted three. It rejected four of the recommendations.
- S2 At this follow up inspection we found that the prison had achieved 23 of those recommendations, partially achieved 13 recommendations and not achieved 24 recommendations. One recommendation was no longer relevant.

Figure 1: HMP Peterborough (Women) progress on recommendations from last inspection (n=61)



- S3 Since our last inspection outcomes for prisoners improved for Purposeful Activity and stayed the same for Resettlement. Outcomes had deteriorated in Safety and Respect. Outcomes are generally reasonably good in each for Respect and Purposeful Activity, and were good for Resettlement. Outcomes were not sufficiently good for Safety.

Figure 2: HMP Peterborough (Women) healthy prison outcomes 2014 and 2017³

Safety

S4 *Too many women arrived at the prison late in the day after delays at courts and waiting for transport. Early days support was generally good. Women in our survey were much more negative than previously or when compared to similar prisons about feeling safe. Levels of serious violence were relatively low, but antisocial behaviour and intimidation were not managed effectively enough. Support for those who self-harmed was generally good. The prison struggled to manage adequately some women with very complex needs. Strip-searching continued to be over-used and the governance of strip-clothing was poor. Most aspects of security were appropriate and the positive drug testing result was low. The adjudications process was well managed. Use of force was very high and de-escalation was not always evident. The segregation unit was clean and functional. Substance misuse support was reasonable overall. **Outcomes for women were not sufficiently good against this healthy prison test.***

S5 *At the last inspection in 2014 we found that outcomes for women in Peterborough were reasonably good against this healthy prison test. We made 19 recommendations in the area of safety. At this follow-up inspection we found that five of the recommendations had been achieved, four had been partially achieved, nine had not been achieved and one was no longer relevant.*

S6 Many women waited too long in court cells prior to their journey to the prison and arrived in reception late in the day. Despite individual risk assessments now being completed before restraints were applied to women attending hospital, their use was still routine.

S7 The reception risk assessment process was thorough and interviews took place in private, but some women still spent too long there. Too many women were strip-searched in reception. Staff did not consistently apply the rationale for strip-searching and oversight was poor. Peer workers provided good support to new arrivals, but there were no Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow

³ Please note that the criteria assessed under each healthy prison area were amended in September 2017. Healthy prison outcomes reflect the expectations in place at the time of each inspection.

- prisoners) in reception or in the first night unit. First night cells were clean and well prepared in advance for new receptions, but some women said the unit was noisy at night, which was intimidating when they first arrived. Most women received an induction promptly on the day following arrival. The new induction process was comprehensive, but not all literature was available in a range of languages.
- S8 In our survey, women reported feeling less safe than in similar prisons and compared with the last inspection – 60% said they had felt unsafe at some time and 28% said they felt unsafe at the time of our survey. However, few violent incidents were serious and the level of assaults on women was similar to what we would expect in other women’s prisons. The strategic focus on managing abuse, threats and intimidation was weak, which our survey suggested many women experienced. Violent incidents were adequately investigated. Antisocial behaviour intervention plans were well designed and, when completed appropriately, showed perpetrators were managed well. However, there was insufficient support for victims. The Restorative Approaches project, which focused on the resolution of disputes and violence within the prison, was developing well, but needed to be better promoted. The incentives and earned privileges scheme included some tangible rewards for women on the enhanced level. Twenty-five women were on the basic level of the scheme, which was higher than we usually see.
- S9 The prison’s initial investigation of the seven deaths in custody since our last inspection, none of which were self-inflicted, was good. Action plans were in place to address all the Prisons and Probation Ombudsman recommendations, but not all actions were sufficiently well implemented. A very recent death in custody had several worrying aspects and was subject to a PPO investigation. The number of self-harm incidents had declined since the last inspection. Although it was still high, it represented a relatively small number of women whose self-harm was prolific. Good, thoughtful analysis of self-harm data helped the prison identify trends for further investigation. Assessment, care in custody and teamwork case management documentation for prisoners at risk of suicide or self-harm was generally reasonable and observations showed some good, caring support was offered. It could have been improved further by better care planning to support family contact. The governance of the use of strip-clothing for women who were self-harming was poor. The small team of Listeners was well supported.
- S10 Vulnerable women were identified well and those with complex needs arriving in the prison received some good support. The Care Act lead staff member provided some excellent support to women and staff across the prison, including some women with complex needs. However, unit staff had a limited awareness of adult safeguarding and there was a risk that women with less obvious needs that had not previously been identified might have been overlooked. Little use of unit care plans was made and the weekly complex needs meetings lacked focus. As at our last inspection, the needs of some women with very complex and challenging behaviour could not be met in full at Peterborough.
- S11 Security was mostly proportionate, free flow (which allows prisoners to move about the prison unescorted) was well managed and the regime was predictable. Information was analysed effectively, target setting was appropriate and intelligence was acted on promptly. Resources for mandatory drug testing (MDT) and suspicion testing were good. The positive random MDT rate was low at 3.7%, but in our survey, 13% of women said they had developed a problem with illicit drugs while at Peterborough. The supply reduction strategy was not specific to the female prison.
- S12 The rate of adjudications was higher than we would expect in a women’s prison and some issues could have been dealt with through mediation or the IEP scheme. Hearings were fair, women understood the process and could participate fully. The use of restorative justice approaches in adjudications was positive.

- S13 The use of force was too high and we were not confident that it was always justified. Records did not demonstrate that situations were sufficiently de-escalated. Paperwork was complete and mostly detailed, but too few incidents were video-recorded and monitoring needed to improve.
- S14 The segregation unit was very clean and tidy but the exercise yards were austere. Women were segregated more frequently than expected, but only one woman had been segregated for her own protection in the previous six months, which was reassuring. Authorisation documents were detailed. Most women spent relatively short periods in segregation, but we were concerned that a woman with complex needs had been in the unit for far too long. Women were involved in reviews processes but not in care planning. Reintegration planning was generally effective.
- S15 Fewer women than last time and than in comparator prisons said they had received support for their drug problem. Access to substance misuse services was good, but there were insufficient group work interventions. Clinical treatment started promptly, and the substance misuse unit provided a safe environment. Most women with these problems were on methadone, which was appropriate for a short-term population.

Respect

S16 *Living conditions were good and women were provided with what they needed to live decently. Staff-prisoner relationships were generally good, but there was some variability and women were less positive about relationships than at the last inspection. Equality and diversity work was sound and all those with protected characteristics received support. The mother and baby unit provided excellent support, and maternity care met women's needs. Faith provision was generally appropriate. Responses to complaints were mixed. Legal services were well developed. Some aspects of primary care were not good enough and health care governance needed to be strengthened. Oversight of the pharmacy was poor. Mental health provision was good and social care excellent. Food and the shop were both good. **Outcomes for women were reasonably good against this healthy prison test.***

S17 *At the last inspection in 2014 we found that outcomes for women in Peterborough were good against this healthy prison test. We made 15 recommendations in the area of respect. At this follow-up inspection we found that four of the recommendations had been achieved, three had been partially achieved and eight had not been achieved.*

- S18 Women were mostly positive about their living conditions. The prison grounds were generally pleasant and well maintained and communal areas were clean and in a good state of repair. Cells were clean and in good decorative order, but some were overcrowded. In-cell toilets were only partially screened, which was inappropriate, but all women had cell keys. As we found at the last inspection, not all women who shared a cell had in-cell lockable storage. Women were provided with essential everyday items. Most women said it was easy to make an application. However, some aspects of the system were confusing and inefficient. Women valued access to in-cell telephones and the electronic kiosks encouraged them to take responsibility.
- S19 In our survey, 73% said most staff treated them with respect. Most women said there was a member of staff they could turn to if they had a problem. There had been a good focus on increasing the proportion of women staff in contact roles. We observed mostly respectful interactions between staff and women and saw a number of examples where staff were sensitive to the needs of individuals with challenging behaviour. However, trauma-informed

training (which raises awareness of how past trauma can present itself in prison) had not yet been fully embedded and we saw some staff behaviour that was in direct conflict with this approach, for example shouting across units. A large number of new officers on wings lacked experience. This affected their relationships with the women in their care. Consultation arrangements were mostly good and meetings took place regularly. Issues women raised during the meetings were usually resolved without too much delay.

- S20 The strategic management of equality and diversity was good. The diversity inclusion action team (DIAT) met regularly, but not all key areas of the prison were represented. Diversity inclusion representatives were a valued resource for staff and prisoners. They attended the DIAT meeting and organised support groups. Most groups with protected characteristics were consulted regularly, informing the prison's equalities action plan. However, external support was not available for all protected characteristic groups.
- S21 Some outcomes for black and minority ethnic women were monitored and action was taken when the data suggested outcomes for this group were worse than for white women. Provision for foreign national women was good and external agencies provided support, and weekly specialist input on immigration and deportation issues was available. While women with disabilities were more negative in our survey about some important issues, we found that some good support was offered. The transgender population reported receiving positive support from staff and multidisciplinary care planning helped meet their needs. Gay and bisexual women were managed appropriately. Younger and older women, and those who were Gypsy, Roma or Travellers received a variety of support. The mother and baby unit was excellent. Antenatal care and postnatal care that women received were comparable to what they would have received in the community.
- S22 The chaplaincy was well respected and provision was available for most faiths. Women were positive about the chaplaincy's work promoting major festivals, such as Eid. The chaplain saw all new receptions the day after their arrival to offer pastoral support and introduce the service.
- S23 The number of complaints was low, which might have been linked to an increase in the availability of other avenues for resolving issues. Trends in complaints were identified, but there was no quality assurance process. Overall staff responses to complaints we reviewed were polite and respectful, however a few replies from staff were cursory and did not address the issues raised.
- S24 Access to legal and bail information was better than expected. There were good video links, a video court and legal visits facilities. Peer workers supported women applying for bail accommodation.
- S25 Clinical governance of health care was not good enough and nursing staff did not always receive regular clinical supervision. The monitoring and analysis of serious health care incidents and near misses was inadequate and lessons were not identified. Routine analysis of themes and trends did not inform service development. There was no separate confidential health complaints system, which was poor. Health promotion activities were good and the recent introduction of a smoking ban had been well supported by smoking cessation services. The quality and provision of primary care was too mixed. While we found evidence of good care, we also found women whose needs had not been met. Poor record keeping added to our concerns. Women in our survey had mixed views about the quality of health care. Waiting times for routine dental treatment, podiatry and the optician were too long. Most women in the inpatient unit received appropriate care and regular staff knew them well. However, admission was not solely based on clinical needs.

- S26 Oversight of the pharmacy service was poor. Medication administration was not confidential and missed doses were not monitored and therefore not followed up. The mental health team provided both primary and secondary care through well-managed caseloads. There were good links with the rest of the prison. Social care arrangements were impressive.
- S27 In our survey, 48% of women said the food was good or very good. Staff were served the same food as prisoners in the staff canteen and what we saw was good. Women had access to the prison shop within the first few days of their arrival. Peabee's shop was a positive initiative and was popular with women, encouraging them to gain employment.

Purposeful activity

S28 *Time out of cell was generally good. Ofsted rated learning, skills and work as good overall. Leaders had driven improvements since the last inspection and the provision had been enhanced. The range and quality of activities had been developed and all women could now be purposefully occupied. Teaching and learning were generally effective. Attendance and punctuality were both good. Achievements in most areas were high, but still not good enough for English and maths. The library and gym offered some good opportunities but usage was not high enough. **Outcomes for women were reasonably good against this healthy prison test.***

S29 *At the last inspection in 2014 we found that outcomes for women in Peterborough were not sufficiently good against this healthy prison test. We made 15 recommendations in the area of purposeful activity. At this follow-up inspection we found that nine of the recommendations had been achieved, four had been partially achieved and two had not been achieved.*

- S30 Time out of cell for most women was good. We found approximately 11% of women locked in their cells during our roll checks. Daily exercise periods were too short.
- S31 Leaders and managers had taken very effective action since the last inspection to improve all aspects of learning and skills. Performance management arrangements were good. Managers had developed good partnerships with local employers and voluntary sector organisations. Quality improvement arrangements were robust and led to effective teaching, learning and assessment.
- S32 The prison had sufficient full-time activities to meet the population's requirements. The range of learning, skills and work provision had improved and now met women's needs well. Teaching, learning and assessments in education and in vocational training were good and learners made good progress.
- S33 Learners were highly engaged and motivated to develop skills that supported them on release. Learners were well behaved and attended sessions punctually. Prisoner learning champions and learning support assistants were effective. Women developed vocational and personal and social skills that prepared them well for release. Too many lessons were interrupted by women leaving sessions to attend appointments. Achievements of most qualifications in education and in vocational training were good. Outcomes in English at level 2 and in maths at level 1 required further improvement.
- S34 The library was well stocked, and resources largely met the language and literacy needs of the population. Access was good and there was also a mobile library. Staff and orderlies were friendly and helpful, but the library was underused. A good selection of books supported good parenting and Storybook Mums (in which prisoners record stories for their children) was well used.

- S35 The gym was well managed. Orderlies supported the gym team effectively. Women had good access to a wide variety of courses and activities, but use of the gym was relatively low. The gym and dance studio were in good condition, but facilities for team games were inadequate. Links with induction and health care staff were good.

Resettlement

S36 *Leadership of resettlement was very strong, which was reflected in the provision offered. Offender management arrangements were well developed and public protection was appropriate. A very wide range of support was offered to prepare women for release and provide 'through-the-gate' support, including the innovative Outside Link scheme. Support for women who had been victimised or abused was good, as was children and families work. Other resettlement pathway support was generally good, but too many women were released without accommodation. **Outcomes for women were good against this healthy prison test.***

S37 *At the last inspection in 2014 we found that outcomes for women in Peterborough were good against this healthy prison test. We made 12 recommendations in the area of resettlement. At this follow-up inspection we found that five of the recommendations had been achieved, two had been partially achieved and five had not been achieved.*

- S38 Managers had a good understanding of the resettlement needs of the population, which were met through a broad range of organisations working in partnership. Women suitable for open conditions now had a less restrictive regime than other prisoners.

S39 All women who required one had an up-to-date offender assessment system evaluation. The depth of the assessment varied according to the risks presented. Risk management planning was reasonable. Sentence planning was broadly appropriate, but in lower risk cases, targets often lacked detail. In many cases, there was little face-to-face contact with offenders, but women who returned to the prison repeatedly received some excellent enhanced support. Women had easy access to helpful peer workers and community rehabilitation company staff. They could also use a variety of other services in the resettlement centre known as The Link and through the electronic kiosks, which allowed women to receive prompt written answers to simple queries. Home detention curfew decisions were appropriate and were made more promptly than we often see.

S40 Public protection arrangements were sound and additional restrictions for women posing public protection risks were proportionate and appropriately managed. Parole processes were up to date and routinely completed on time. Multi-agency public protection arrangement levels needed to be identified at least six months prior to release.

S41 Staff assessed women's immediate resettlement needs on arrival and developed an individual resettlement plan for each woman, which was reviewed prior to release. Referrals to appropriate service providers were made at each stage and usually followed up. The two Outside Link facilities, one outside the prison and another in Peterborough city centre, provided women with excellent support immediately following release. Since our previous inspection, the service had been extended to include a venue in Peterborough city centre, which provided ongoing support five days a week and on public holidays. The initiative was excellent and had a positive effect on the lives of those who used it.

S42 Women received good support to help maintain contact with their families and visits were reasonably well managed. Staff had a good awareness of the trauma associated with abuse, rape, domestic violence and human trafficking. A full-time officer provided support and put

women in touch with relevant support services in advance of release. There were many examples of in-depth work to support vulnerable women.

- S43 Accommodation outcomes were poor and around 30% of women left the prison without an address. In these cases, staff tried to arrange an appointment with a housing provider, but it was not always possible. Careers advice and guidance were effective and tailored to individual needs. The prison had good relationships with external agencies and businesses so women could obtain employment.
- S44 Women discharged from the prison were seen by a nurse on the morning of release and given medication for seven days if appropriate. No discharge letter or medication information was routinely provided for their community GP. Arrangements for women requiring palliative care were good. Women with substance misuse problems received harm reduction advice prior to release, but naloxone (treatment for an overdose) was not handed out to women who had been using opiates. Strong links with community services continued to facilitate post-release substance misuse support. Demand for support for financial matters was high, but women's needs were generally met.
- S45 The prison had a wide variety of appropriate interventions to support a change in women's attitudes, thinking and behaviour.

Main concerns and recommendations

- S46 Concern: Strip-searching was used extensively. We found numerous examples of where this had been unnecessary.

Recommendation: Strip-searching should only be used when current intelligence indicates the need for it.

- S47 Concern: Women in our survey were far more likely than the comparator or at the last inspection to report feeling unsafe. Management attention was insufficiently focused on verbal bullying and other antisocial behaviour, which underpinned many of these perceptions. Only a limited range of interventions was available to tackle this type of poor behaviour and there was no formal scheme to support the victims.

Recommendation: Prison managers should understand the reasons for bullying and antisocial behaviour, and develop a range of interventions to address the perpetrators and support victims.

- S48 Concern: The needs of some women with very complex and challenging behaviour could not be met in full at Peterborough. As a result, some were managed for long periods of time in either segregation or in the health care department. Those in segregation had a particularly poor regime, but all would have benefited from more specialist support so that their needs and motivations could be better understood and to reduce their risk of harm to themselves and others. We have identified similar issues in other women's prisons.

Recommendation: HM Prisons and Probation Service (HMPPS) should develop more specialist provision in the women's prison estate so that intensive work can be undertaken with women who have complex needs and very challenging behaviour.

S49 Concern: There were deficits in the leadership of health care and in governance arrangements. Too many staff did not have clinical supervision. There was no confidential health care complaints process for patients and trends and themes were not analysed regularly to inform the provision's development. Serious health care incidents and near misses were not monitored adequately, and oversight of medicines management was deficient. Record keeping was poor and nursing staff did not receive regular clinical supervision.S49

Recommendation: Leadership of health care should be strengthened and governance arrangements improved so that the provision can be developed and reassurance provided about the care offered.

S50 Concern: Primary care was too mixed and we found women, particularly with long-term conditions, whose needs had not been met. Waiting times for routine dental treatment, podiatry and the optician were too long.

Recommendation: The primary health care provision should meet patients' needs.

S51 Concern: Despite significant efforts by staff, too many women were being released with no fixed accommodation. A combination of factors, including the complexity of some women, shortages in social housing and the wide catchment area of the prison were responsible. We noted this problem at Eastwood Park, another women's prison, in November 2016. HMPPS needed to better understand the issues presented and possible solutions.

Recommendation: The Ministry of Justice and HMPPS should commission a review of accommodation outcomes for women being released from prison to gain a better understanding of the issues and develop solutions to improve outcomes.

Section 1. Safety

Courts, escorts and transfers

Expected outcomes:

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

- I.1 Most women travelled to the prison in escort vehicles after a long day waiting in court cells and many were in vehicles shared with men. Escort vehicles took circuitous routes visiting several different establishments before they arrived at Peterborough. As a result, too many women arrived in reception late in the day, often after 6pm.
- I.2 Individual risk assessments were now completed when restraints were applied to women attending hospital appointments, but despite this, handcuffs were used routinely. In our inspection sample, all the women were handcuffed even if they were suitable for open conditions or had limited mobility.

Recommendations

- I.3 **Women should be transported separately from male prisoners and the time between their last court appearance and their arrival in reception should be substantially reduced.** (Repeated recommendation I.5)
- I.4 **Women should not routinely be required to wear handcuffs during escorts.** (Repeated recommendation I.7)

Early days in custody

Expected outcomes:

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

- I.5 The reception area was well designed and had a designated booking-in area, a waiting room for women and several private rooms for interviews. There was also a separate well-equipped room, where women who had babies with them could wait. Reception orderlies kept the space clean and tidy. The reception was busy – an average of 30 new receptions arrived each week in the six months prior to the inspection.
- I.6 The thorough reception process included a range of interviews, conducted in private. Risk assessments were completed and women could disclose and discuss any concerns. Risk assessments were carried out sensitively and rigorously. Those in custody for the first time were identified promptly and provided with additional support. However, women spent too long in reception. In our survey, fewer women than the comparator and compared with the last inspection said they spent less than two hours in reception. During our inspection, we saw women who spent over three hours in the area.
- I.7 Too many women were still strip-searched in reception. We looked at a sample of relevant paperwork over a nine-week period, and found 70 women were strip-searched, far more

than we usually see in a women's prison. The reasons for these searches were in many cases unclear, and staff in reception did not provide consistent explanations of their rationale for undertaking them. The searching policy did not offer sufficient guidance on when a strip-search should take place. Although the number of strip-searches was recorded in reception logs, there was no management oversight of the data to monitor why this was happening, who was carrying them out and why senior managers did not authorise them. The searching guidance did not encourage staff to seek alternative ways of obtaining contraband items from women. It promoted the removal of clothing as the primary option, which was in direct conflict with both Prison Service instructions and the trauma-informed approach (which demonstrates an awareness of how past trauma can present itself in prison) that the prison was promoting. (See paragraph 4.45 and main recommendation S46.)

- I.8** Peer workers provided new arrivals with support and advice about substance misuse, smoking cessation and the prison induction. However, no Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) were based in reception or the first night unit.
- I.9** First night processes were mostly good. The majority of women spent their first night and early days in one of the first night units. First night cells were clean, prepared in advance and included an appropriate range of facilities for new arrivals. Peer supporters from reception also worked in the units and offered new arrivals consistent support throughout the reception, first night and induction processes. Staff carried out hourly welfare checks on women on their first night. Overall, women received good support on arrival. Just under a third of women were in prison for the first time and some told us they found the unit intimidating when they first arrived; other women said the unit was too noisy at night for them to be able to get to sleep.
- I.10** The induction process was prompt and took place on the day following arrival for most women. In our survey, 91% of women said they had received an induction but only 46% against a comparator of 62% said it covered everything they needed to know. A new induction process had been introduced three months prior to the inspection. A peer support worker based in the unit delivered it either individually or to small groups. Staff also carried out a private one-to-one interview with women to discuss the rules and regulations and check on their welfare on the day following their arrival. The women we spoke to who had recently attended the induction were positive about their experience and the inductions we observed were comprehensive. Not all the induction literature handed out to women was available in a range of languages.

Recommendation

- I.11 All women should have the opportunity to speak to a Listener on their first night in custody.**

Safe and supportive relationships

Expected outcomes:

Safe and supportive relationships are encouraged. Everyone feels and is safe from victimisation (which includes verbal and racial abuse, theft, violence and assault or threats). Women are protected from victimisation through active and fair systems known to staff, women and visitors, and which inform all aspects of the regime. Any sanctions on behaviour are applied fairly, transparently and consistently.

- I.12 There had been 22 assaults on women in the six months prior to the inspection and 17 fights. This was similar to the level of violence at our last inspection and compared to what we would expect in a women's prison. Few violent incidents were serious.
- I.13 Despite this, women reported feeling less safe than in similar prisons and at the last inspection. For example, 28% said they felt unsafe at the time of the inspection compared with 17% in similar prisons and 12% at the last inspection. Sixty percent of women said they had felt unsafe at some time. A large proportion of women in our survey reported verbal abuse and threats and intimidation, which might have explained why so many felt unsafe.
- I.14 There was a lack of consultation with women on safety. The last safety survey had been conducted over a year earlier, but the prison had failed to act on its findings.
- I.15 The violence reduction strategy covered the men's and women's sides of the prison. The strategic focus on managing less serious incidents, such as verbal abuse, threats and intimidation, was weak. Strategy meetings tended to look at the considerable challenges presented by the men's prison.
- I.16 A small team of officers was responsible for the daily implementation of safer custody strategies across the women's and men's prisons. Serious incidents were generally managed well. Violent incidents were investigated appropriately. Perpetrators of violence were managed through antisocial behaviour intervention plans (ASBIPs). Eighty-four had been set up in the six months prior to the inspection, more than we usually see. ASBIPs were well designed and, when completed appropriately, showed perpetrators were managed satisfactorily. However, support for victims was not sufficient.
- I.17 The prison had launched a well-managed Restorative Approaches project six months prior to the inspection. It focused on resolving disputes and violence within the prison, supported by Restorative Solutions, a specialist voluntary organisation. Steps were being taken to embed the project throughout the prison. It was developing well, but needed to be better promoted. In the previous six months, 26 interventions had taken place, including 17 formal case conferences.
- I.18 In our survey, only 45% of women said the incentives and earned privileges (IEP) scheme encouraged them to behave well. However, there was an incentive scheme that included tangible benefits for women on the enhanced level of the scheme. IEP merits could be exchanged for a range of rewards, such as the opportunity to have a meal with family or additional visits.
- I.19 It was a concern that only 38% of women in our survey said they had been treated fairly by the IEP scheme. Twenty-five women were on the basic level of the IEP scheme, which was more than expected. Demotions in most cases were appropriate, although in some not enough justification was provided.

Recommendation

- I.20 The prison should monitor incidents involving behaviour such as abuse, threats and intimidation and women should be surveyed and consulted on safety at regular intervals. The prison should analyse the outcome of these measures and respond appropriately.**

Self-harm and suicide prevention

Expected outcomes:

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

- I.21** The prison's initial investigations into the seven deaths in custody since our last inspection were good. Prisons and Probation Ombudsman (PPO) investigations were complete in most of the cases and none had been found to be self-inflicted. Action plans were in place to address all PPO recommendations, but not all were sufficiently well implemented. A very recent death in custody had several worrying aspects and was subject to a PPO investigation.
- I.22** There had been 433 incidents of self-harm in the previous six months, fewer than over the same period at our previous inspection. Although still high, it represented a relatively small number of women whose self-harm was prolific.
- I.23** Attendance at the monthly safer prisons meeting (which covered both sides of the prison) was generally reasonable, although representatives from the health care and mental health in-reach teams did not attend all meetings. Good, thoughtful analysis of self-harm data helped the prison identify trends for further investigation.
- I.24** In the six months prior to our inspection, 214 assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm had been opened. A large number, 68, had been established in reception, reflecting the thorough risk assessment of cases at that stage (see paragraph 1.6).
- I.25** ACCT documentation was generally reasonable. However, in several cases we looked at, care plans did not pay sufficient attention to family contact. We saw no referrals being made to the Family Matters team (see paragraph 4.37). Most case reviews were multidisciplinary, but case management was not consistent. In the majority of cases, recorded observations were better than we often see and demonstrated some good, caring support.
- I.26** Staff we spoke to knew the prisoners on an ACCT well. In our survey, 63% of women who had been on an ACCT at Peterborough said they felt cared for by staff and most we spoke to felt well supported.
- I.27** Strip-clothing had been used for two women in the previous six months. We looked at one case in some detail. Force had been used initially to put a woman into strip-clothing, without sufficient justification. Documentation suggested that strip-clothing was used to manage self-harming behaviour, rather than in an immediate crisis and its prolonged use was a concern. The woman had to wear strip-clothing at night for several weeks as the arrangement had become routine. Case management was weak and decisions were poorly documented. The case was not always reviewed every day. Senior staff did not attend some reviews and some were not multidisciplinary. The prison took immediate steps during the inspection to

improve governance, pending a more detailed review of practices. (See also main recommendation S46.)

- I.28 Staff in health care told us they sometimes removed furniture from the cells of women who self-harmed. The arrangements were informal and had not been signed off by senior managers in line with normal procedures for the use of special accommodation.
- I.29 The small team of Listeners felt well supported. However, only 34% of women in our survey said they could speak to a Listener on their first night (see paragraph I.8). It was a further concern that only 40% of women said it was very or quite easy for them to speak to a Listener.

Recommendations

- I.30 **ACCT care planning should be sufficiently focused on family contact and, where appropriate, referrals should be made to the Family Matters team.**
- I.31 **Women should not be located in special or unfurnished accommodation or placed in strip-clothing except as a last resort and for the shortest possible time after it has been authorised by a senior manager. Women held in these conditions should be monitored at frequent and irregular intervals and be reviewed by a multidisciplinary team every day.**

Safeguarding (protection of adults at risk) and women with complex needs

Expected outcomes:

The prison promotes the welfare of all prisoners, particularly adults at risk, and protects them from all kinds of harm and neglect.⁴

- I.32 The prison had a safeguarding policy and appropriate links with the local adults safeguarding board. Processes for identifying vulnerable women arriving at the prison were sound and they received some good support, for example, from the mental health in-reach team. In addition, the prison's Care Act lead member of staff provided some excellent support, undertook social care assessments and liaised with external bodies, such as social services departments. He also attended the complex needs meeting and was widely consulted on broader safeguarding issues.
- I.33 However, custodial staff had not received any adult safeguarding training and had little awareness of safeguarding practices, which meant there was a risk they might not identify emerging needs. Information about vulnerabilities, such as learning disabilities, was not always formally communicated to custodial staff and little use was made of unit care plans.
- I.34 The prison had a policy for women with complex needs. They were discussed at a weekly multidisciplinary meeting, but minutes lacked focus and required actions were not recorded.
- I.35 Several women with very complex needs were held in the health care centre. Some of the women were moved into the transitional care unit, which was calm and provided those who

⁴ We define an adult at risk as a person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

found it difficult to move directly to the main prison with a staged approach. It was an accredited 'enabling environment' and some staff working in the unit had received additional mental health training.

- I.36** As at our previous inspection, there were no specialist facilities for women with very complex needs or challenging behaviour, which might have contributed to the frequent use of the segregation unit (see main recommendation S48).

Recommendation

- I.37 Information about vulnerabilities, such as learning disabilities, should be formally communicated to custodial staff and unit care plans should be used to ensure women's safeguarding needs are met.**

Security

Expected outcomes:

Physical and procedural security measures are specific to the risks in a women's prison. Security and good order are underpinned by effective security intelligence and positive staff-prisoner relationships. Women are safe from exposure to substance misuse while in prison.

- I.38** Most security arrangements were proportionate but as at our last inspection, the over-use of strip-searching remained a significant concern. Although the local searching policy stated that searches were intelligence-led, in practice a strip-search could be authorised by any senior officer (see paragraph I.7 and main recommendation S46). There was no central record of strip-searching carried out across the prison to enable managers to satisfy themselves of its proportionality.
- I.39** The security team was better resourced than we usually see and it had two teams: one focused on intelligence and the other on operational issues. They were co-located and well-coordinated and the operational team could act promptly following intelligence. There was a reasonable number of information reports. Threats, diverted medication and drugs were the main security concerns. The collation and analysis of security material was efficient, which led to clear objectives, set according to the risks and threats posed by the population. The monthly tasking meeting was well attended and covered a good range of data thoroughly.
- I.40** Information was disseminated to staff via daily briefings and security staff attended other departments, such as education and the chaplaincy, to raise awareness of security issues. Links with the local police and the anti-terrorism team were appropriate.
- I.41** Free flow (which allows prisoners to move about the prison unescorted) was well managed, and meant women were responsible for getting to their allocated activities. Outside free-flow times, women could use movement slips to move around the prison unescorted when they had appointments. Roll checks were well supervised and the regime was predictable. Risk assessments for activities were carried out efficiently, using a good range of information and reviewed every three months.
- I.42** Three prisoners were on closed visits and one visitor had been temporarily banned. The decisions were directly related to passing on drugs during visits and were reviewed every month. The prison had its own drug dog team that supported the detection of illicit substances.

- I.43** In our survey, 28% of women said it was easy to get illicit drugs in the prison and 13% said they had developed a problem with illicit drugs while at Peterborough. However, finds and positive testing rates for illicit drugs and diverted medication were low and intelligence and alcohol finds were extremely rare. The required number of mandatory drug tests was carried out and suspicion tests were timely. The facilities were appropriate. The positive random mandatory drug testing rate was low at 3.7%, while the suspicion rate was 7.4%.
- I.44** The security and drug team did not coordinate their efforts to reduce supply or support women misusing drugs. Although the types of drug and patterns of use were different for women, the supply reduction strategy and action plan was not specific to the women's side of the prison (see paragraph I.61 and recommendation I.64).

Disciplinary procedures

Expected outcomes:

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

Disciplinary procedures

- I.45** The number of adjudications was higher than we usually see in a women's prison and many women were charged with using threatening and/or abusive language. We considered that in some cases a disciplinary charge could have been avoided, for example by using mediation or the IEP scheme to manage the behaviour.
- I.46** Women could ask for time to seek legal advice and make a free phone call to a lawyer. Paperwork was completed correctly, hearings were fair and women understood the process and could participate. Any mitigation was considered and safer custody issues were identified and acted on. The prison had recently started using restorative justice approaches in adjudication hearings, which was positive but not yet embedded (see paragraph I.17).
- I.47** Adjudication meetings effectively monitored charges laid, the location of incidents, adjudication outcomes and the ethnic background and religion of women adjudicated against. However, they did not consider how to reduce the number of adjudications.

The use of force

- I.48** Use of force was high and there had been 129 incidents in the six months before the inspection. Control and restraint (C&R) techniques had been used in 83 incidents.
- I.49** Paperwork was complete and generally detailed. However, very little evidence of de-escalation was evident in either paperwork or in videos we reviewed, and we were not satisfied that force was always justified. Staff had body-worn cameras and all wings had CCTV, but too few video-recordings of incidents were made or retained. The incidents we watched showed that verbal instructions and interactions with women during incidents involving force were not always respectful. While some incidents were well coordinated, others were not well managed and not all teams had an appropriate gender balance.
- I.50** Nurses were present in the sample of incidents we watched, but their assessment of the women involved was cursory. In one incident, for example, a woman who had placed a blade in her mouth was assessed through the window of an escort van. In some cases, the women

refused to be seen by health care staff immediately after the incident and no follow up took place. However, the prison had just drafted a new policy on health care and use of force.

- I.51** A significant number of incidents involved women who had harmed themselves and aimed to prevent further self-harm. These cases were not monitored and more needed to be done to support women in crisis and address their underlying issues.
- I.52** Most staff (96%) had had up-to-date C&R training. The use of force committee considered a wide range of information but did not systematically review individual incidents to identify good and bad practice or to learn lessons. Data were often considered alongside the male prison, which could have masked the frequent use of force on the female side of the prison.

Recommendations

- I.53 Force should only be used as a last resort and after de-escalation has been attempted.**
- I.54 All incidents involving force should be video-recorded and recordings should be rigorously analysed.**

Segregation

- I.55** The unit was very clean and tidy and rooms were appropriately furnished, but exercise yards were austere. Access to essential kit and the daily regime was good. Women could usually have radios in their rooms and came to the servery to collect meals, which was good.
- I.56** Authorisation documents were detailed and when women were on an ACCT, managers considered whether she could be held elsewhere and recorded any exceptional circumstances for locating her in the segregation unit. Cases were reviewed appropriately by the quarterly segregation monitoring group. Rates of segregation were slightly higher than we usually see in a women's prison. However, only one woman had been segregated for her own protection, which was reassuring.
- I.57** Most women spent relatively short periods in the unit. However, we were concerned that a young woman with complex needs had been in the unit for far too long. As at our last inspection, there was no adequate provision for women with challenging behaviour who could not be managed safely on a general wing (see main recommendation S48).
- I.58** The regular staff team was mostly female and women spoke highly of some of the staff, but we observed that a number of them interacted too little with the women in their care and daily records did not show evidence of many conversations taking place. Books and distractions packs were available but appeared to have been rarely used.
- I.59** Women were involved in segregation reviews and understood why they were in the unit. Care plans were detailed, but women were not involved in drawing them up. Reintegration planning was generally effective. Some women could attend activities elsewhere in the prison and many women moved back to the normal prison location without incident.

Recommendation

- I.60 Women should be able to provide input into their care plan and agree any behavioural targets.**

Substance misuse

Expected outcomes:

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

- I.61** Drug strategy meetings were infrequent and not all relevant departments attended them. There was no annual development plan and no substance misuse needs analysis for the women's prison. In our survey, of women who reported problems with alcohol and drugs on arrival, only 55% and 66% respectively said they had received help.
- I.62** Psychosocial and clinical support was provided by Sodexo Justice Services. Integrated working had improved and twice daily drop-in clinics were run jointly so women had easier access to services. The psychosocial recovery service supported 169 women and the team now consisted of officers and substance misuse workers, but officers were still redeployed elsewhere in the prison and there were two vacancies. Women could undertake one-to-one work, the Building Skills for Recovery programme ran twice a year, and Alcoholics Anonymous meetings and peer support were available, but short group-work modules took place too infrequently. In the previous three months, only four harm reduction and motivational work sessions had taken place, because the group room was unavailable.
- I.63** Drug and alcohol dependent women were screened at reception and seen by a GP, and treatment started promptly. The designated substance misuse treatment unit provided a safe environment where women could be stabilised. Those with a high clinical need were admitted as inpatients. The number of women who were prescribed opiate substitution treatment had increased from 99 during the last inspection to 136 and most were on maintenance doses, which was appropriate for a largely short-term population. In addition, 44 women had undertaken alcohol detoxification in the five months from March 2017. Prescribing regimes were flexible, substance misuse nurses completed five-day and six-week treatment reviews, and 13-week reviews were now conducted jointly with the psychosocial support team. Controlled drug administration was safe and well supervised. There were good links with the mental health team to ensure the care of women with substance and mental health problems was coordinated.

Recommendation

- I.64** **The drug strategy committee should develop and implement a women-specific recovery strategy, informed by a substance misuse needs analysis in consultation with women service users. It should ensure that sufficient interventions are available to meet the assessed needs of the population.**

Section 2. Respect

Residential units

Expected outcomes:

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

- 2.1** The prison grounds and gardens were pleasant and well maintained. Residential units were in good decorative order and communal spaces were clean and tidy. In our survey, women were mostly positive about the living conditions on their wings and 77% said the communal areas and house blocks were normally very or quite clean.
- 2.2** Most cells we saw were clean and well maintained and in our survey, 83% of women said they could get cell cleaning material every week. Women took pride in keeping their cells tidy, but some were cold because the ventilation grilles were not working efficiently enough. As at our previous inspection, in-cell toilets were only partially screened which was not appropriate, but all cells had privacy locks. Too many cells were still overcrowded. In our survey, only 55% said they were in a cell on their own and a significant number shared cells that had been designed for only one person. Lockable storage was still not available in all cells, although this was offset by women having a key for their own cell. However, for women who were sharing it was still unsatisfactory.
- 2.3** Prison issue clothing was available for women who needed it, new underwear was offered in reception after arrival and clothing could also be sent in by friends and family. Most women said they could shower every day. Eighty-seven per cent of women said they had clean sheets every week and each wing had an efficient laundry system in place.
- 2.4** Women in our survey were less positive than the comparator and compared with the last inspection about how easy it was to make an application. There were two application systems in place, which some women said was confusing. Some applications could be made through the wing-based electronic kiosks, but others required women to submit a paper form. Women did not always receive a prompt response.
- 2.5** Women were positive about the new in-cell telephony, which helped them contact family and friends. A new in-prison call system was included as part of the installation so women could be contacted by staff on their cell telephone. The electronic kiosks on every house block were designed to give women responsibility for their own appointments and housekeeping issues. Women could access a range of services, including ordering canteen, booking visits, and obtaining prison information notices. The system was efficient.

Recommendations

- 2.6** **Women in shared cells should each have a lockable cabinet.** (Repeated recommendation 2.7)
- 2.7** **Cells designed for one should not be shared.** (Repeated recommendation 2.8)

Staff-prisoner relationships

Expected outcomes:

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

- 2.8** In our survey, 73% of women said that staff treated them with respect, which was lower than at the last inspection. Most women said there were staff they could turn to if they had a problem. Staff encouraged women to take responsibility for their own needs and behaviour. Plans to increase the ratio of frontline female to male officers had been achieved since the last inspection and 66% of officers working directly with women were now female.
- 2.9** During the inspection, the interactions we observed between staff and women were mostly respectful. We saw staff acting promptly and patiently in response to the specific needs of women who were in distress or at risk of harming themselves. Staff knew the women in their care and most could explain the triggers for those who had challenging behaviour. However, although many staff had attended specific training to work with vulnerable women, some staff behaviour, for example, shouting instructions to women and other officers in residential units and elsewhere, showed that this approach was not yet fully embedded (see paragraph 4.45).
- 2.10** Prison records indicated that a substantial number of staff working in residential units had less than 12 months' service. The new officers lacked experience, which affected their relationships with the women in their care and led, at times, to some unnecessary frustrations. Some new staff did not know enough about the prison system and were sometimes unable to assist women promptly with their requests. Women knew who the inexperienced officers were and said they avoided them and instead sought advice and support from more experienced staff.
- 2.11** Consultation arrangements with women were mostly good. Meetings took place on a monthly basis and a mixture of staff and women representing each house block attended. A set agenda was in place, women could raise concerns during the meetings and most were usually resolved without too much delay. Staff made case management entries every month and from the sample of records we analysed, most included positive entries about women. A member of the senior management team quality assured a sample of records each month.

Equality and diversity

Expected outcomes:

The prison demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic⁵ are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), transgender issues, sexual orientation and age.

Strategic management

- 2.12** The strategic management of equality and diversity was good. The team included a decency manager and two foreign national managers. A clear strategy was in place covering all protected characteristics, although there were no allocated members of staff for each protected characteristic.
- 2.13** The diversity inclusion action team (DIAT) met at regular intervals and was chaired by the director or deputy director, although not all key areas of the prison were represented. The meeting did not consider data about all protected characteristics, but data were held, for example, on religion in the chaplaincy. A rolling equality action plan that covered all protected characteristics was updated in line with action set by impact assessments and focus groups and was discussed at the meeting. Four good quality impact assessments had been completed in the year up to the inspection. The DIAT asked for impact assessments to be carried out whenever data indicated a group of women had been disproportionately represented in key areas of the provision.
- 2.14** Diversity inclusion peer representatives had job descriptions and attended the DIAT. Their role included organising regular focus groups with women and feeding back issues to the DIAT. Staff and prisoners valued their role and they meant groups of women could meet and support each other.
- 2.15** Diversity questionnaires were completed on induction so women could declare if they identified with a protected group. The prison did not have links with external support agencies for all the protected characteristics.
- 2.16** Thirty discrimination incident reporting forms (DIRFs) had been received in the previous six months. Investigations into the issues raised were good. All responses included a letter from the director providing the complainant with the opportunity to provide feedback on the DIRF process. Some external scrutiny by the Peterborough hate crime coordinator was carried out, but only informally.

Recommendations

- 2.17 The DIAT should consider data for all protected characteristics.**
- 2.18 There should be external support groups for all protected characteristics.**

⁵ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

Protected characteristics

- 2.19** Prison figures showed black and minority ethnic prisoners made up around 20% of the population and these women were consulted regularly. In our focus group, they were negative about the allocation of jobs, but the decency manager monitored the situation and we did not find any evidence of unfair treatment. Women were positive about the prison's celebration of Black History Month. There were five Gypsy, Romany and Traveller women. They said they found it difficult to meet as a group, but a newly appointed diversity inclusion representative was now in post to address the matter.
- 2.20** Sixty-six foreign national women were held in the prison, including two women who had come to the end of their sentences and were due to be deported. Provision for foreign national women was good and external immigration and deportation support workers attended the prison regularly. Records showed that prison staff consistently made use of a translation service. Consultation arrangements were good and a foreign national diversity inclusion representative had been appointed. Advocacy and support charity Hibiscus provided external support, which women spoke highly of.
- 2.21** The prison had a dedicated foreign national wing and women valued being together to offer each other support. They received a free phone call on reception and if they did not receive visits, they said they could make a free phone call each month to family. The prison ran English for speakers of other languages classes as part of its education programme.
- 2.22** Muslim women made up 6% of the population and were supported by a Muslim chaplain. Women told us they managed well and did not experience direct discrimination.
- 2.23** Sixty-three women (17%) had identified themselves on reception as having a disability. The equalities team shared the information with the health care department so assessments could be made. The figure was significantly lower than the 44% of women in our survey who had declared a disability. More needed to be done to ensure all women with disabilities were identified. Although women with disabilities were more negative in our survey about some important issues, we did not find any evidence of negative outcomes for this group or examples where they failed to receive the support they needed.
- 2.24** There were two adapted cells for wheelchair users and accessible showers. Lift passes were issued to women who needed them. Personal emergency evacuation plans were in place where required. Women who were identified as needing extra non-clinical support, were allocated a prisoner carer who helped with cleaning and collecting meals.
- 2.25** The prison supported four trans women and those who identified as lesbian or bisexual. A diversity inclusion representative had been appointed and consultation arrangements were in place. Trans women received support through multidisciplinary case reviews. No identified external support agencies were available to assist this group. A managing relationships policy set out guidelines for women in relationships, outlining what was acceptable and what was not. Women in relationships could apply to be in the same unit but not in the same cell.
- 2.26** Forty-one women were aged over 50. Provision for this group was good. A diversity inclusion peer representative for older women organised knitting and walking clubs. The gym and library organised activities enabling women to socialise. There was no external support group for these women.
- 2.27** Fifteen young adults were held together in a dedicated unit. Age-appropriate facilities were available in the unit and young women could work towards a Duke of Edinburgh award.

- 2.28** There were seven pregnant women, two of whom were awaiting decisions about whether they would be admitted to the mother and baby unit (MBU). Pregnant women had access to extra pillows and mattresses and attended a weekly group run by the charity Birth Companions, which offered advice on birth-related issues.
- 2.29** The MBU was an excellent 12-bed unit that held 10 residents during the inspection. Women in the MBU were unlocked during the day and at night so they could provide their babies with milk and other necessities. Facilities included a crèche for babies run by appropriately trained staff and a clean well-equipped kitchen so women could prepare meals for their babies. Women could have visits in the unit. Health visitors and antenatal and postnatal care was the same as would be expected in the community.

Faith and religious activity

Expected outcomes:

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

- 2.30** Faith provision was positive; the chaplaincy felt well supported and was respected. The provision was available for most religions and women were positive about the chaplaincy's work, particularly the celebration of major festivals, such as Eid.
- 2.31** There was no managing chaplain, which meant the chaplaincy was not always represented at key meetings such as the DIAT. In our survey, 71% of women were said they could speak to a chaplain in private.
- 2.32** The chaplaincy saw all new receptions the day after they arrived to offer pastoral support and introduce the service. They also visited the health care department and segregation unit every day.
- 2.33** There was a clean and spacious area for corporate worship and a smaller dedicated room for study groups run by the chaplaincy. Mothers and babies could attend together.
- 2.34** The chaplaincy supported women who had been bereaved or who had relatives who were unwell. Other interventions included a six-week living with loss programme, study groups and a choir, all of which were popular.

Complaints

Expected outcomes:

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

- 2.35** There had been 363 complaints in the previous six months, fewer than at our last inspection. Women told us they now made fewer complaints because they could use the electronic kiosk system to resolve a wider range of issues. Complaint forms were easily accessible and supplies were replenished every day.
- 2.36** In our sample of complaints, most were answered politely and respectfully. However, some responses were cursory and did not address the issues raised, while others were not answered within the expected timeframe.

- 2.37** There was no quality assurance system in place to monitor the quality of complaint responses. However, trends were analysed to identify concerns, and the number of outstanding responses was monitored regularly.

Recommendation

- 2.38** **A quality assurance process should be established to monitor staff responses to complaints.**

Legal rights

Expected outcomes:

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

- 2.39** Access to legal and bail information was better than we usually see. Peer workers saw all women who came into the prison on remand and helped them apply for bail accommodation. Staff at The Link resettlement centre (see paragraph 4.3) could provide women with lists of solicitors and authorise a free phone call in an emergency.
- 2.40** Women told us it was easy to arrange legal visits. Facilities were good – there were six rooms for confidential legal visits, two video links for court hearings, probation and legal meetings and a video court. Peer workers also supported women who had received distressing news. Legal material was available in the library and women could apply for Access to Justice laptops, to assist with preparing paperwork for legal cases, although they were rarely used.
- 2.41** In our survey, 36% of women said their legal letters had been opened, which was significantly better than the comparator of 50%. Processes for recording the problem were good and records showed that five letters had been opened in error in the previous three months. This was often because legal representatives had not marked the envelope correctly and in these cases, both the law firm and the woman would be informed.

Good practice

- 2.42** *Peer workers helped women gain access to information about their legal and bail rights with the support of a dedicated officer.*

Health services

Expected outcomes:

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

2.43 The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)⁶ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. A number of areas have been identified that require improvement with subsequent notices issued by the CQC which have been detailed within Appendix III of this report.

Governance arrangements

2.44 Sodexo Justice Services and Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) provided health services. Regular partnership board, local governance and contract review meetings took place. However, governance arrangements for the women's side of the prison were not robust and oversight of the health care service for women was poor.

2.45 A health and social care needs assessment had been completed in 2016 and an NHS England clinical quality visit took place in May 2017, but many of the recommendations from both were yet to be addressed. These included the need to develop long-term conditions pathways, carry out regular infection control audits and better analyse key trends and themes across the service.

2.46 Quality assurance processes were not well embedded and routine audits did not take place. As a result, poor practices had not been identified and lessons had not been learned, which hampered the service's development.

2.47 In the three months prior to the inspection five near misses had been reported. Over the same period, records on Datix, the web-based incident reporting system, indicated that six incidents had occurred. Evidence of lessons having been learned from near misses and serious incidents was limited. While they were discussed at a weekly staff meeting, we were not confident that absent staff would be kept up to date. Health-specific death in custody action plans were in place. While actions had been taken, follow-up reviews were not always evident.

2.48 Health promotion was good and current national health campaigns were used to drive the strategy. The smoking ban had been well managed through the provision of smoking cessation services. A trained peer 'health watch' representative offered women good information and support.

2.49 Patient consultation had improved. A patient involvement forum sought to gather women's views of the healthcare service to help inform service delivery. While patient satisfaction surveys had been completed, they had not been evaluated and lessons had not been learned, limiting their impact on service development.

⁶ CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

- 2.50** One primary health care team provided both sides of the prison with a 24-hour service. The health care team had 13 nurse vacancies and four health care assistant vacancies. Although the use of agency nurses was high (63 shifts in the previous two months on the women's side), the same staff were usually booked to ensure some consistency. While the same group of regular staff were usually allocated to the women's side, we were told they were redeployed too often to the male side to cover shortfalls. No data were collected to monitor the problem or consider its potential impact on service provision.
- 2.51** Too many staff did not have regular clinical supervision. Most nurses had had up-to-date mandatory training and a training plan was in place to meet additional needs. There was no evidence of training in the health implications of sex work, sexual violence, domestic violence or human trafficking. Staff had good access to a range of policies including on infection control and communicable diseases, but it was not clear if any of them had been read.
- 2.52** The healthcare centre was not as clean as the rest of the prison. Clinical rooms were untidy and there was no infection control audit to ensure the rooms complied with required standards.
- 2.53** Although we observed some women receiving good care, we found evidence of needs going unmet and inadequate record keeping. Care plans for some women were poor, particularly for those receiving wound care and with long-term conditions. Women in the inpatient unit had care plans that were of variable quality, which were recorded separately from SystemOne to enable prison officers' access to them.
- 2.54** Women had good access to immunisations and screening for blood-borne viruses, as well as age-appropriate screening. Barrier protection was not advertised, but was available from health care staff.
- 2.55** Access to routine health care was via application, or for in urgent cases, by visiting the wing-based triage room. Health care staff saw women in the segregation unit every day and those in the MBU could make a request with their unit officers if they wanted to be seen by the health care team. The failure to attend rate for appointments was too high (around 30% in June 2017) and there was no strategy to manage the problem.
- 2.56** Access to emergency services was satisfactory. Officers we spoke to were clear about the policy and a dedicated nurse carried an emergency radio. Emergency equipment was adequate and regularly checked. Over 70% of prison staff were trained in first aid.
- 2.57** Health care complaints continued to be managed through the prison complaints system, which was not confidential. Health complaints were not adequately analysed to identify themes or trends so that they could influence service development (see main recommendation S49).

Delivery of care (physical health)

- 2.58** In our survey, only 34% of women said the overall quality of health services was good or very good. Some women we spoke to were complimentary about specific staff and services, but others were very negative.
- 2.59** New arrivals received a comprehensive initial health screening with a nurse. However, as at our last inspection, secondary health screenings did not always take place within 72 hours, which could have led to a delay in identifying women's needs. A plan was underway to address the issue, but it was too early to ascertain its effectiveness.

- 2.60** Women had access to a range of primary care services, but nurse-led long-term conditions clinics had not been developed. The management of long-term conditions was poor and there were no recorded care plans that demonstrated patients' involvement or supported continuity of care (see main recommendation S50).
- 2.61** While waiting times for the GP and nurse triage clinics were low, some women waited too long for the optician, dentist and podiatrist care (see main recommendation S50). Access to nurse triage clinics was good.
- 2.62** The 12-bed inpatient unit was no longer part of the prison's certified normal accommodation, which was good. While there was a clearer admissions process, it was not always based on clinical needs. In the six months prior to the inspection, there had been 83 admissions – 71 had clinical and mental health needs and 25 were there for operational reasons. The unit was staffed by prison officers who had had no extra training or regular, formal support to equip them for their role in the inpatient unit. Officers we spoke to clearly knew their patients well and most received appropriate care.
- 2.63** The primary care team was routinely involved in the inpatient unit where appropriate and a dedicated mental health nurse provided effective input (see paragraph 2.88). A weekly multidisciplinary team ward round took place and the GP offered regular input. The regime provided regular access to prison amenities, but therapeutic activities were limited. The unit was grubby and the showers were in a poor state of repair.
- 2.64** A dedicated member of staff managed external hospital appointments well. Patients were referred promptly to secondary health services and very few appointments were cancelled due to a lack of prison escort staff.

Recommendations

- 2.65** **Only women with clinical needs should be accommodated in the inpatient unit.**
- 2.66** **Officers who work in the inpatient unit should receive regular, formal support and appropriate training.**

Pharmacy

- 2.67** While most medicines were obtained from a large supply of stock, some were dispensed individually. Deliveries were received every day and, although there was no pharmacy service at the weekend, urgent items could be obtained from a local chemist. Medicines brought into the prison by patients were not routinely used.
- 2.68** Just over 55% of medication was supplied to prisoners in possession and we saw risk assessments being completed. However, the risk assessment did not consider any risks arising as a result of sharing a cell. We also found that the patient in-possession agreement was inaccurate because it wrongly said women could order their own medicines.
- 2.69** Patients told us there were often problems obtaining repeat in-possession medication on time, which led to delays in treatment. We found that, although the doctor had prescribed three months' supply of medicines, problems with the IT system made it difficult to ensure medication was re-ordered correctly.
- 2.70** Medication was administered up to four times a day from three locations and recorded electronically. Administration was not always carried out confidentially and we witnessed the

same administration pot being used for more than one patient. Patients who missed doses of medication were not always followed up.

- 2.71** Medicines were not always stored safely and securely. Overfull lockable medicine trolleys continued to be transported through the prison to treatment rooms, segregation unit and to the health care inpatient unit for drug administration. We found medicines in an unsecured desk drawer in the reception area and unlocked drug storage cupboards. Although trolleys were locked, other medicines were stored on open shelving.
- 2.72** Emergency medicines were available and checked regularly, but no flumazenil (used to treat benzodiazepine overdoses) was available.
- 2.73** There was no policy on reconciling medicines and pharmacy staff were not involved in carrying out the task. It was difficult to determine who was responsible for ensuring that medicines were appropriately continued after admission, which risked a delay in treatment.
- 2.74** The prison did not have a list of critical medicines readily available so staff could identify those that had to be continued without delay. There was no regular audit of compliance to demonstrate oversight of critical medicines.
- 2.75** A medicine management group reviewed medicine errors. However, there was no evidence that recently reported errors were discussed, which meant lessons could not be learned or disseminated. (See main recommendation S49.)

Recommendations

- 2.76** **The in-possession risk assessment should be updated and the in-possession agreement should be accurate.**
- 2.77** **The medicines reconciliation process should be clearly defined.**
- 2.78** **A system should be put in place to identify critical medicines so vital medication is continued appropriately.**

Dentistry

- 2.79** Dental appointments were appropriately prioritised according to clinical need and sessions offered a range of treatment, equivalent to what was available in the community. Urgent referrals were seen promptly, but waiting times for routine appointments were around 11 weeks, which was too long (see main recommendation S49). Patients had access to external orthodontic treatment when necessary. Oral health promotion was provided verbally during consultations.
- 2.80** Governance processes were good. Dental equipment was well maintained and serviced regularly, and the dental suite met infection control standards. A three-week programme of refurbishment was due to take place, but no provision was in place for routine appointments to continue during this period, which could increase the waiting time.

Delivery of care (mental health)

- 2.81** In our survey, 66% of women told us they had a mental health problem, which was extremely high. Primary and secondary mental health services were provided by a fully

integrated mental health team, who were an active part of the Royal College of Psychiatrist's quality network for prison mental health services. The team used a stepped care model (mental health services that address low level anxiety and depression through to severe and enduring needs) and offered an appropriate range of services. They covered both the men's and women's sides of the prison.

- 2.82** The team included six psychiatric nurses, a substance misuse practitioner, two psychiatrists, a social worker and two psychologists. They had a caseload of 67 women. Twelve were involved in the care programme approach (mental health services for individuals diagnosed with a mental illness), eight were receiving secondary care, nine were supported by the substance misuse practitioner, and 38 received primary care.
- 2.83** Patients were generally referred by health care staff in reception. In the three months prior to the inspection, 32 referrals had been received. The average waiting time from referral to assessment was around two and a half days. Non-health care staff could also refer women and had done so on 131 occasions in the three months prior to our inspection. These women were assessed within two or three weeks.
- 2.84** To meet the needs of more urgent referrals, a duty mental health nurse was on call during the day, all week. Out of hours, the prison had access to the team manager and CPFT on-call services.
- 2.85** All existing patients, new referrals and those assessed after an alert from non-health care staff were considered at the weekly mental health team meeting, and allocated a care coordinator. Allocations were based on workload, expertise and existing relationships.
- 2.86** Mental health charity MIND provided less intensive mental health support, and the chaplaincy offered counselling services. Pre- and post-adoption counselling was organised by the social worker linked to the mental health team.
- 2.87** Primary care provision focused on self-help and one-to-one work. There were no groups running, but an assistant psychologist was being recruited to set them up.
- 2.88** Record keeping on SystmOne was good, and comprehensive care plans were provided for patients in the inpatient unit. An initiative to strengthen mental health input in the inpatient unit was working well and the mental health team supported both mental health patients and staff.
- 2.89** All mental health nurses received regular clinical supervision, and attended the quarterly nursing forum, which provided space for nurses to discuss nursing practice. Over 60% of prison officers were trained in mental health awareness, with further training planned.
- 2.90** In the previous six months, eight patients had been assessed and transferred to hospital under the Mental Health Act. Only three had waited more than two weeks.

Social care

- 2.91** Peterborough City Council commissioned CPFT to deliver social care. The trust employed a Care Act lead staff member to implement and embed social care provision for women. The service was impressive. Robust structures were in place for women with identified needs. Access to mobility and health aids when required was satisfactory. Effective joined-up planning ensured agreed packages of care continued on transfer or release. The Care Act lead staff member was well integrated into the prison, and attended the weekly complex care meeting. Relationships with other prison departments were good.

Good practice

- 2.92** *Social care arrangements were well integrated into the prison, which meant women's needs were identified and met, even on release or transfer.*

Catering

Expected outcomes:

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

- 2.93** In our survey, 48% of women said the food was good or very good. Menus were varied and healthy options were available. Different dietary needs were catered for and women could have two hot meals a day. Staff were served the same food as women in the staff mess and we found the quality good. The kitchen supported the celebration of cultural and religious festivals by supplying speciality meals. Women ordered their meals through the kiosk. Breakfast packs were not used and women had cereal and toast for breakfast from the servery.
- 2.94** The main kitchen was clean and well equipped. Although there were some cooking facilities in units, women could not buy fresh ingredients and did not feel the arrangements were particularly good. Women in the MBU could make meals for their babies and pregnant women received a daily pregnancy pack that included extra supplies.
- 2.95** Women could eat together at every meal time but only women on the enhanced level could buy a kettle, allowing them to make a hot drink after they were locked up. Other women received a flask they could fill up for the evening.
- 2.96** Women were employed as servery workers on each wing. They received training but did not always wear appropriate protective clothing. Meals were served at appropriate times.
- 2.97** Consultation arrangements were good. Each wing had a food comments book, which catering staff reviewed. Women could also raise comments at unit consultation meetings. Regular food surveys were completed and analysed and relevant action was taken.

Purchases

Expected outcomes:

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

- 2.98** In our survey, only 40% of women said that the prison shop sold a wide enough range of goods to meet their needs. Women were consulted on shop items, which were reviewed, along with prices every three months. Women had access to a wide range of catalogues and in most cases prisoners received their goods within two weeks of placing an order. Women could buy a wide range of approved hobby material.
- 2.99** In our survey, 38% of women said they had access to the prison shop within the first few days of arrival compared with 27% at comparator prisons, largely due to the electronic kiosk system, which worked well.

2.100 Peabee's, a shop where women could purchase clothes, makeup and underwear from money they had earned in the prison, was popular and gave them an incentive to work.

Good practice

2.101 *Peabee's shop allowed women to make purchases in person (rather than from a catalogue) from a selection of reasonably priced clothes, underwear and make-up, using money they had earned in the prison. It gave them an incentive to take up employment and provided them with a normal shopping experience.*

Section 3. Purposeful activity

Time out of cell

Expected outcomes:

All women are actively encouraged to engage in activities available during unlock and the prison offers a timetable of regular and varied activities.⁷

- 3.1** Most women could spend a good amount of time out of their cells each day – over 10 hours during the week and about seven hours at weekends. However, women on the basic level of the incentives and earned privileges (IEP) scheme who were not working received less than 2.5 hours. A daily routine was published and in our survey 93% of women knew what the unlock and lock-up times were.
- 3.2** Time out of cell was monitored well. There was evidence of some curtailments in the regime, but they were not usually significant and activities were rarely cancelled. Our random roll checks found 11.6% of women locked in their cells, which was better than at our previous inspection. However, more women could have been unlocked.
- 3.3** The daily routine only guaranteed up to 30 minutes' daily outside exercise after breakfast. A further hour was scheduled at 5.30pm, but women told us they were rarely let outside during this period.

Recommendation

- 3.4 All women prisoners should have the opportunity to spend one hour a day in the open air.** (Repeated recommendation 3.5)

⁷ Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

Learning and skills and work activities

Expected outcomes:

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

3.5 Ofsted⁸ made the following assessments about the learning and skills and work provision:

Overall effectiveness of learning and skills and work: Good

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

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

Personal development and behaviour: Good

Leadership and management of learning and skills and work: Good

Management of learning and skills and work

3.6 The prison's leaders and managers had taken swift action to tackle areas that were found to require improvement at the last inspection. As a result, outcomes for learners and the quality of teaching, learning and assessment were now good.

3.7 Prison managers had improved arrangements for gathering, collating and analysing management data on all aspects of the prison's performance. Data reports on learner retention, recruitment, achievement, attendance and class size were produced regularly and scrutinised carefully at management meetings. As a result, managers could identify and reverse any decline in performance.

3.8 Managers had strengthened performance management arrangements. Observations of teaching and learning were rigorous and teachers' performance carefully assessed. Teachers received detailed feedback on their professional practice, as well as advice and support to help them improve. Managers swiftly identified and dealt with underperformance. As a result, teaching and learning sessions were effective and contributed to the high rates of learner satisfaction identified in surveys.

3.9 The self-assessment process made good use of the views of learners, teachers and managers to support judgements. Managers used data effectively to support self-assessment judgements, which meant most judgements in the self-assessment were accurate and reflected inspection findings. The quality improvement group, chaired by the prison's director, met regularly to discuss all aspects of performance and made effective use of data to support key decisions.

⁸ Ofsted is the Office for Standards in Education, Children's Services and Skills. It reports directly to the UK Parliament and is independent and impartial. It (inter alia) inspects and regulates services that provide education and skills for all ages, including those in custody. For information on Ofsted's inspection framework, please visit: <http://www.ofsted.gov.uk>.

- 3.10** Prison managers had developed good relationships with several local employers and voluntary sector organisations, which had resulted in offers of employment for a few women and opportunities to attend job interviews for many others. Managers had organised a productive open day when employers visited the prison to speak to women about the career opportunities available.
- 3.11** The prison's business development officer had promoted the commercial sale and display of creative craftwork produced by prisoners, resulting in a small income stream, part of which the prison donated to charity and the remainder helped improve conditions for women in the prison.
- 3.12** Prison managers had produced an appropriate curriculum needs analysis, although the task had been particularly difficult because women from the establishment were released to locations across the country rather than to the local area. Nevertheless, work on local and regional priorities had led to a relevant curriculum that was planned well to meet the needs of its short-stay population, where women were often held as little as two months.
- 3.13** Managers gauged learners' views through regular surveys and by inviting prisoner representatives to attend quality improvement group meetings. Actions taken in response to learner feedback were prompt and effective, which learners valued.

Provision of activities

- 3.14** The number of vocational training, education and work activity places had increased since the last inspection and was sufficient to provide a full-time regime for most of the population. Approximately 290 women were involved in purposeful activities, 220 of whom were full time. Places included around 93 full-time places in prison workshops, 33 full-time vocational training places and 16 part-time vocational places.
- 3.15** The allocation process took account of women's previous attainment, interests and aptitudes. The weekly activities allocation boards were well-attended and included representation from the prison's health, gym and security staff.
- 3.16** The relatively minor pay disparities that existed between women attending purposeful activity and those working in the prison's commercially-run contact centre facility did not significantly discourage women from attending education or vocational training.
- 3.17** Women could gain accredited vocational qualifications in prison industries in catering and cleaning, but not in horticulture. Prisoners could study distance learning courses, including with the Open University, and around 20 women enrolled on these courses.
- 3.18** Prisoners' attendance at the education induction was good and almost all women completed it. The induction was comprehensive and allowed women to participate in their chosen activities.

Quality of provision

- 3.19** Learners were enthusiastic, motivated and focused during learning, skills and work activities. Teachers made good use of well thought-through and relevant resources and activities that were suitable for learners of a range of abilities. Facilities and equipment in education and vocational training were good. Prisoners employed as learning support assistants worked well with tutors to help their peers make progress.

- 3.20** Learners in education and vocational training made good progress and achieved their learning goals. They could explain and demonstrate effectively the new skills and knowledge they had gained. For example, hospitality learners confidently demonstrated their newly acquired baking skills by entering a national baking competition, producing cakes of a very high standard. Learners were proud of their work and what they had achieved.
- 3.21** Tutors planned lessons well. They made effective use of all the information on learners available to them to ensure they met women's needs and built on their previous learning.
- 3.22** Tutors knew their learners very well and monitored progress and achievements closely. In education and vocational training classes, learners were aware of what they needed to do to improve their work as a result of clear and constructive verbal feedback on their practical and written work. However, written feedback often lacked clarity or was overly positive.
- 3.23** Learners were encouraged to develop their English, maths and employment skills in most of their lessons. In education and vocational training, opportunities to develop English language skills were integrated with lessons where the main focus of the class was not English. In vocational training, hospitality learners used their mathematics skills to work out ratios and quantities of ingredients when working on small and large catering orders.
- 3.24** Tutors ensured that learners developed and demonstrated positive behaviour and attitudes so that they could achieve their learning goals and resettlement plans. They regularly reinforced the use of appropriate language and behaviour through good role modelling and positive reinforcement.

Recommendation

- 3.25** **Teachers' written feedback should be clear and constructive and help learners to improve their work.**

Personal development and behaviour

- 3.26** Learners enjoyed learning, skills and work activity sessions and many commented on how their attitude to work and study had improved for the better since they had arrived at the prison. Many learners reported an increase in their confidence and personal and social skills.
- 3.27** In activity sessions, learners were engaged, participated in discussions and were motivated to achieve. Learners' behaviour was good during sessions and teachers managed the occasional instance of poor behaviour well. Learners were respectful of their teachers and of each other.
- 3.28** Learners' written work was generally presented neatly. Workers in the prison's commercially-run call centre met contractual targets and developed skills that had led to some women being offered work as call centre operatives on their release.
- 3.29** Women valued the opportunity to work as learning support champions and peer mentors and took their roles very seriously. Prisoners were positive about the support they received from peer mentors in the classroom and about the educational advice and guidance provided by learning support champions. Progress from lower levels of learning to higher levels was good.

- 3.30** Learners participated actively in the quality improvement group and provided feedback on the quality of education offered. The learner forum had led to improvements for women attending education and training.
- 3.31** Attendance at learning, skills and work activities had improved since the last inspection and were now good. Punctuality was also good. However, health care and other appointments were still scheduled during the core day, resulting in class disruptions.

Education and vocational achievements

- 3.32** Achievement rates for most classroom-based and vocational qualifications in 2016–17 were high, especially in carpentry, cleaning, English for speakers of other languages, first aid and food preparation. The proportion of learners who stayed to the end of their studies on most courses was also high.
- 3.33** Achievements on accredited courses offered by gym staff at level 1 was high (see also paragraph 3.53). Few learners enrolled onto courses at level 2, although achievements for those who did were high.
- 3.34** Achievements in English and maths in 2016–17 had improved considerably over the previous year. However, achievement rates for English at level 2 and maths at level 1 required further improvement.
- 3.35** Prisoners developed a good range of vocational skills, especially in hospitality, where learners provided a high-quality catering service for prison staff. Learners in hairdressing provided offenders with a professional service in a well-equipped salon where they demonstrated good technical and customer service skills.
- 3.36** Women could develop occupational skills in the wide range of prison training workshops. Teachers helped develop learners' English and maths skills, but not always consistently well. The proportion of prisoners studying distance learning and undergraduate level courses was high.
- 3.37** No significant performance differences between different groups of learners were evident. Learners produced work of a standard that was consistent with the level of the programme they were following and many produced work, especially in art and hospitality, of a standard well above what was expected.

Recommendations

- 3.38** **Achievement rates in English and maths at all levels should be improved.**
- 3.39** **Managers should provide all teachers with training and development to help them build learners' English and maths skills.**

Library

- 3.40** The library was bright and welcoming and staff and orderlies were friendly and helpful. Access was good and women could attend one weekend and one evening session a week.
- 3.41** Three quarters of women had registered to use the library but few used it regularly. In our survey, only 7% of women used the library twice a week or more and only 44% felt the stock

met their needs. The library team monitored the ethnic background of those using the library but the information did not inform services and no other data were collected.

- 3.42** The library was mostly well stocked. There was a good selection of material in other languages and for women with different reading abilities. There were not enough films or music CDs.
- 3.43** Distraction packs and in-cell activities were available. Resources largely met the diverse needs of the population, but there was too little literature of specific interest to gay, bisexual or transgender women or to Travellers. The library had good resources on parenting to help mothers support their children with homework. Women had good access to legal reference books, Criminal Cases Review Commission forms and Prison Service instructions. Women could book time to use word-processing facilities.
- 3.44** Storybook Mums (in which women record stories for their children) was well used. There were 11 Shannon Trust reading mentors and regular book groups, including an over 50s reading group and a creative writing group.
- 3.45** Book losses were low at 4% and women could return books on wings and at reception.
- 3.46** A mobile library visited all the wings regularly. This stock was made up of donated books so women could keep books without registering, which was positive.

Recommendation

- 3.47** **The prison should analyse data on library use by different groups to ensure all women can access the facilities regularly.** (Repeated recommendation 3.42)

Physical education and healthy living

Expected outcomes:

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

- 3.48** The gym was good and enthusiastic staff managed it well. The team was supported by four orderlies one of whom also ran classes. The comprehensive induction covered health and safety information thoroughly. Information about gym regulations, including an expected dress code, was clear.
- 3.49** The gym was suitable and had a good range of exercise machines and cardiovascular equipment. The outdoor hard pitch was used occasionally but needed resurfacing. There was a lack of indoor space for team games and sports, because the sports hall was now used by the men's prison. A good range of activities, including aerobics, slimming classes, and yoga were offered.
- 3.50** Women could obtain appropriate kit if they did not have their own. The facilities for changing and showering were reasonable.
- 3.51** Access to the gym was good. Specific sessions were available for orderlies and wing workers who could not attend at other times. There were classes for the women in the mother and baby unit, women of different ages and those with additional learning needs.

- 3.52** Gym staff had good links with the health care team and information was shared so that women could exercise at different levels according to their health assessment.
- 3.53** The department had a comprehensive education programme. Women could take short courses in nutrition, managing stress and having a healthy lifestyle. A longer course in becoming a gym instructor was offered when there was enough demand. Support with basic skills was available when needed.
- 3.54** In our survey, only just over a quarter visited the gym twice a week or more and we were told that 39% did not use the gym. Efforts had been made to consult women through focus groups, but attendance had not increased. The ethnic background of women attending the gym was recorded, but equality and diversity monitoring was underdeveloped.

Recommendation

- 3.55** Staff should monitor which groups of women attend the gym and promote the facilities to any underrepresented groups.

Section 4. Resettlement

Strategic management of resettlement

Expected outcomes:

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

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

Good planning ensures a seamless transition into the community.

- 4.1 Managers had a good understanding of the resettlement needs of the women held. An excellent 'through-the-gate' strategy had been drawn up in June 2017, informed by an appropriate range of data, including a prisoner questionnaire completed by 233 women, information from basic custody screenings, details about women's likelihood of reoffending, their offence profile and length of sentence.
- 4.2 The resettlement committee met every two months and was well attended by staff and peer workers (see paragraphs 4.29 and 4.30). The team effectively reviewed key data, devised and monitored an action plan and shared information.
- 4.3 Resettlement work was delivered in partnership with Bedfordshire, Northamptonshire, Cambridgeshire and Herefordshire (Bench) and Derbyshire, Leicestershire, Nottinghamshire and Rutland (DLNR) community rehabilitation companies (CRCs). There was a broad range of other service providers, many of which worked from The Link resettlement centre and we considered that most needs were met.
- 4.4 The prison's commitment to resettlement extended beyond release and there were also two Outside Link facilities, which aimed to promote successful reintegration and prevent offending and imprisonment. One was outside the prison and another was based in Peterborough city centre. The latter was open to anyone, regardless of whether they had spent time in prison, and staff worked in partnership with a variety of statutory and non-statutory agencies, including the police. (See also paragraphs 4.29, 4.32 and 4.33).
- 4.5 The introduction of a less restrictive regime on EI for women who required less restrictive conditions was good. However, the regime was still not comparable to open conditions and we considered there was scope to further enhance the provision. Release on temporary licence was being used to support resettlement planning for a few women: 14 women had been temporarily released in the previous six months on 321 occasions, mostly for work.

Offender management and planning

Expected outcomes:

All women have a sentence based on an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in custody.

Women, together with all relevant staff, are involved in drawing up and reviewing plans.

- 4.6 All women serving over 12 months were allocated an offender supervisor and had an up-to-date offender assessment system (OASys) document, including a risk of harm screening. Risk management plans were in place where necessary and were reasonable. Women with shorter sentences or on remand had no offender supervisor but had access to rehabilitation services and support available in The Link (see paragraph 4.29).

- 4.7** Staff implemented an HM Prison and Probation Service (HMPPS) prioritisation policy, which meant lower risk women did not have a full OASys document and were not involved in setting their sentence planning targets. This meant that, although targets broadly met women's needs, some lacked detail. Targets included maintaining contact with family and friends, which was positive. Lower risk women had too little face-to-face contact with their offender supervisors, which affected their motivation. This was offset by the kiosk system (see paragraph 2.4) which allowed women to have simple questions answered promptly and by services offered in The Link (see paragraph 4.29). A letter was also sent to all women in this group, promoting interventions to which women could refer themselves.
- 4.8** Women who posed the highest risk were managed by an experienced probation officer or a full-time offender supervisor and received good support. Sentence planning boards were held every month, chaired by a senior officer.
- 4.9** Women who were not eligible for OASys because of the length of their sentence, but who had been in prison many times, were placed on the Most in Need programme. During our inspection, 27 women were working with a rehabilitation officer who offered intensive support to motivate women to embrace change. A similar project for women who had been recalled helped prisoners think about why they had returned and make changes and plans to prevent it happening again.
- 4.10** Home detention curfew (HDC) applications were managed well. Assessments were thorough and decisions not overly risk averse. In the six months prior to our inspection, 57 women had been approved for HDC. Although some decisions were still delayed, timeliness was now carefully monitored. Delays were generally not excessive and not within the immediate control of the prison.
- 4.11** As at our previous inspection, contact with individual women was not recorded on one central system. Offender supervisors, rehabilitation officers, CRC staff and others all had separate recording systems, which meant offender supervisors did not have a full picture of all the work being carried out with a prisoner and in the event of a transfer, valuable information would not have been available to the receiving prison. Offender supervisors still did not receive any case management supervision.

Recommendation

- 4.12** **Offender supervisors, particularly those managing high risk of harm cases or those involving child protection issues, should have regular case management supervision.**

Good practice

- 4.13** *The Most in Need and Recall projects provided women serving short sentences with support to help them reduce their offending in the future.*

Public protection

- 4.14** The system for identifying public protection concerns was sound. Staff searched the paper file, P-Nomis (the Prison Service IT system) and the violent and sex offender register (ViSOR), creating alerts where necessary, initiating risk assessments for restrictions and sharing information.

- 4.15** Multi-agency public protection arrangements (MAPPA) were generally well understood but staff relied too heavily on outside probation officers to set MAPPA levels. The prison did not have a system to ensure it always received this information. During our inspection, one woman was identified as requiring MAPPA at level 3 (the highest risk level), two at level 2 (where the active involvement of one or more agency is required) and nine at level 1 (the lowest risk level). MAPPA F information-sharing reports were appropriately detailed and submitted on time.
- 4.16** Five women were subject to telephone and correspondence monitoring for public protection reasons. Decisions were properly authorised and women were informed of them in writing and in person. In most cases, monitoring arrangements ceased after a few weeks if there had been no worrying intelligence, which was proportionate.
- 4.17** Fifteen women were subject to child contact restrictions. An offender supervisor explained them to the women in person and confirmed them in writing. Women could apply for contact with named children. The applications were managed appropriately.
- 4.18** A well-attended inter-departmental risk management team met every month to discuss newly arrived public protection cases, MAPPA prisoners approaching release and others. The offender supervisor prepared comprehensive and detailed reports for each prisoner discussed. The meeting was recorded in an action log.

Recommendation

- 4.19** **Managers should ensure they receive confirmation of the MAPPA management level for all those subject to MAPPA six months before their release date.**

Allocation

- 4.20** Initial categorisation and allocation decisions were swift and reviews timely. However, prisoners could not routinely contribute to either process, which meant staff did not have the opportunity to acknowledge women's progress or to encourage them to achieve more.
- 4.21** In most cases allocation decisions were driven by the need to create spaces at Peterborough, rather than by the sentence plan, but staff attempted to keep women close to home and we saw some progressive moves. We also observed that some women could return to Peterborough prior to their release and that accumulated visits could sometimes be arranged. Foreign national women were still automatically excluded from open conditions if they were likely to be deported.

Recommendations

- 4.22** **Women should routinely be able to contribute to categorisation and allocation reviews.**
- 4.23** **Foreign national women should be considered for open conditions whether or not they face deportation.** (Repeated recommendation 4.23)

Indeterminate sentence women

- 4.24 Women on indeterminate sentences were appropriately allocated either to a probation officer or to one of the more experienced offender supervisors. However, women on remand for offences likely to lead to a life sentence were not offered support.
- 4.25 Parole processes for the 25 women on indeterminate sentences were up to date. A dedicated administrator managed the caseload and knew the women well.
- 4.26 Women on indeterminate and long-term sentences could choose to live on DI. Some women complained that women serving shorter sentences were sometimes held in the unit, which could be upsetting, especially for those in double cells. There were some self-catering facilities, but they were not well-used (see paragraph 2.94).
- 4.27 Four lifer days were held every year, which women appreciated, but there were no longer any regular discussion or consultation groups.

Reintegration planning

Expected outcomes:

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

- 4.28 All women were seen on arrival by an offender supervisor who completed an initial basic custody screening. Urgent referrals were made at this point. Women were then seen by a CRC worker so that a resettlement plan could be drawn up and further referrals made. These processes generally worked well and the resettlement plans we sampled were reasonable.
- 4.29 Most rehabilitation services were based in The Link, a relaxed, welcoming centre that prisoners had easy access to. Women could apply for these services either via the kiosk or by seeing one of the peer workers. These women had been carefully selected and had good ongoing supervision. They were trained in advice and guidance, had a clear job description and had signed a confidentiality agreement. Each worker was assigned to a particular unit and liaised between the women and the rehabilitation teams. When women asked for support, a peer worker or officer completed a triage form to establish what their needs were. In some cases, the peer worker could help and would often do so in the units. In other cases, in which more specialist support was necessary, support was offered in The Link.
- 4.30 Peer workers visited all women 12 weeks before their HDC or release date to see if there were any outstanding resettlement needs and to make any necessary referrals. CRC staff then saw most women three weeks prior to their release to review the resettlement plan and confirm release arrangements. However, we saw that the administration of these final meetings needed to be more robust so that women on very short sentences were not overlooked.
- 4.31 While these processes generally worked reasonably well, Bench CRC staff were overwhelmed by the volume of need and the administrative aspects of their work. For example, some completed resettlement plan reviews had not been recorded in OASys documents promptly, which hindered good communication. We were concerned that this pressure would not be sustainable over the longer term.

- 4.32** Unlike most prisons, where prisoners are released through the vehicle gate, staff at Peterborough released women through the visitors' entrance, which was much more respectful. Women were then invited into the Outside Link office (see paragraph 4.4), where prisoners could ask any final questions, obtain new clothing and charge their phone. Staff made sure women knew where they were going, gave them a travel warrant and booked a taxi to the train station. Staff also took women's phone number so they could contact them in the following days – 245 follow-up calls had been made in the previous six months. Families and friends could use the Outside Link while they waited for women to be released.
- 4.33** There was also an Outside Link in Peterborough city centre, which prisoners discharged from the prison could attend or phone for support post-release, particularly if they were not on licence and would not have any form of supervision. In the six months prior to our inspection, women had requested phone support on 62 occasions. The centre was open to anyone, not just ex-prisoners, five days a week and on bank holidays. There were two women-only events each week, a craft session and an evening session aimed at sex workers. Staff in the centre worked with two prisoners on temporary licence to identify their needs, make referrals and accompany them to appointments.

Recommendation

- 4.34 All women should have a review of their resettlement plan prior to release.**

Good practice

- 4.35** *The decision to release prisoners through the visitors' entrance rather than through the vehicle gate promoted dignity and respect.*
- 4.36** *HMP Peterborough had made a strong commitment to reducing reoffending through the Outside Link venues where friendly and easily accessible reintegration support post-release was available.*

Children, families and contact with the outside world

- 4.37** The prison's Family Matters team provided women with good support to help them maintain contact with their families.
- 4.38** Primary carers, identified by reception staff on arrival, were seen within 24 hours of arrival. The team supported women with final contact visits and offered women with restricted access to their children ongoing assistance. The lead staff member had good links with social services departments. Women had access to the prisoner voicemail scheme, which allowed children to leave voicemail messages for their mother.
- 4.39** The Family Matters team also helped women rebuild family relationships. The manager had recently been trained in Restorative Approaches (see paragraph 1.17) and, during the inspection, facilitated a conference on restoring family relationships.
- 4.40** However, custodial staff appeared to lack an awareness of the Family Matters team. For example, we did not see any referrals to the team in assessment, care in custody and teamwork case management care plans for prisoners at risk of suicide or self-harm women for whom separation from their children was a factor in their self-harming.
- 4.41** Voluntary organisation Ormiston Families ran monthly courses to help women improve their parenting skills. The provision was limited to sentenced women who came from the Bench

CRC catchment area. However, Family Matters was developing a proposal for the provision to be extended to other women.

- 4.42** Visits were reasonably well managed. Visitors we spoke to said prison staff were polite and supportive. The visitors' centre was pleasant and welcoming. Facilities in the visits hall were reasonable. Security arrangements were proportionate and the atmosphere relaxed. Visitors and prisoners had their fingerprints scanned in and out of the hall and prisoners wore a discreet red wrist band. The prison ran a good number and range of well-attended family days.
- 4.43** Three women were subject to closed visits for breaches associated with visits. The closed visits area was stark and austere.

Recommendation

- 4.44** **The closed visits rooms should be improved.** (Repeated recommendation 4.46)

Victimisation, abuse and vulnerability

- 4.45** Staff and prisoners had a good general awareness of the trauma associated with abuse, rape, domestic violence and human trafficking. Over 250 staff had completed Becoming Trauma Informed training, and some prisoners had also participated. There had also been training on human trafficking. A trauma committee sought to reduce the likelihood of women becoming re-traumatised at Peterborough. A reasonable action plan had been developed, but progress had been slow. The focus was almost exclusively on the physical environment rather than on processes, such as strip-searching (see main recommendation S46) or relationships and we felt there were opportunities to improve the impact of this work.
- 4.46** A full-time officer supported women who had been victimised, who were often identified by staff or peer supporters involved in induction. Women could also refer themselves either in person at the trauma coordinator's office or through the kiosk. Women were put in touch with support services in their home areas. Several agencies held regular clinics, which 29 women had attended in the previous six months. When an agency could not attend the prison, a telephone meeting was arranged. The officer provided practical and emotional support to help women cope with imprisonment and solve problems but did not offer a formal counselling service.
- 4.47** Four women who had chosen to leave an abusive partner had been found a bed in a women's refuge on release in the previous six months. They received substantial support from prison staff, who waited with them until a bed was found and transport had been arranged. In the six months prior to our inspection, 72 women had expressed an interest in the Freedom Programme, a motivational programme for victims of domestic violence, but it was no longer available. Instead women were encouraged to participate in the Gr8 programme (see paragraph 4.62). This seemed a reasonable approach, but it needed to be reviewed to ensure the specific needs of women who had been victims of domestic abuse were met effectively.
- 4.48** Two trafficked women had been released into safe accommodation in the previous six months following a referral to the national referral mechanism (a government process for identifying and supporting victims of trafficking). The work was supported by advocacy and support charity Hibiscus. A third woman had been referred just before our inspection.

Accommodation

- 4.49** CRC staff provided accommodation services. Women were offered appointments after their basic custody screening and could refer themselves at any point. Work to safeguard tenancies was good. We saw evidence of staff making substantial efforts to find accommodation for individual women, but recorded outcomes were poor. The data suggested that over the previous six months, 31% of women (many of whom had said they had no address on reception) had been released with no fixed accommodation. Staff explained that it was very rare for a homeless woman to have a confirmed address (even in a hostel or other temporary accommodation) before release and welcomed the change in the eligibility criteria for the Bail Accommodation and Support Service, which meant that more prisoners could now apply for help. Staff also explained that housing providers rarely offered either phone assessments pre-release or timed appointments on the day of release, which meant women experienced considerable uncertainty. It was likely that some women found accommodation on the day of their release, but the CRCs did not have any data on the issue.
- 4.50** CRC staff needed to form relationships with local authorities and housing providers across a wide geographical area. Only about 30% of women released lived reasonably close to the prison in Cambridgeshire, Northamptonshire, Bedfordshire and Hertfordshire. The remainder were released to addresses further afield, including Essex, Norfolk, Suffolk, London and the Midlands. The prison had identified that women from Essex were particularly vulnerable to homelessness and we saw emerging evidence of attempts to influence strategic thinking within that region (see main recommendation S51).

Education, training and employment

- 4.51** The quality of the careers service provided by prison staff was good. Resettlement centre staff were skilled and knowledgeable and provided good advice on employment, which supported prisoners nearing release effectively. Prisoners working as peer support assistants were well trained and provided good quality initial guidance for new arrivals.
- 4.52** Links with local employers were good and staff were aware of employers who were likely to employ ex-offenders. A small number of women had benefited from work placements through the prison's release on temporary licence initiative. One prisoner who had worked in the gym had been offered work as a personal trainer on release and another had taken up a managerial role in a large retail store.
- 4.53** Good relationships with external agencies and businesses provided a range of employment opportunities on release, for example, at Faith Hotels, the Prince's Trust, Kier Construction, Argos and Hertford College.

Health care

- 4.54** Women released from the prison were seen by a nurse in reception on the morning of their release. They did not routinely receive a health-related discharge summary or list of the medications they were on while in custody. All women were given verbal information on how to get access to a GP. Women received enough medication for seven days, where appropriate. Women with complex mental health needs were appropriately referred to community teams.
- 4.55** Good established links had been made with external palliative care services, and women with end of life needs received good person-centred care.

Recommendation

4.56 Patients should be given a printed summary of care for their GP on release.

Drugs and alcohol

4.57 Women were provided with harm reduction advice and information on arrival and pre-release. Recovery workers were ready to provide naloxone training so women could manage an opiate overdose, but stocks were not yet available. Methadone scripts were provided if necessary, along with a referral to external substance misuse services.

4.58 Strong links with community providers continued to ensure treatment continuation and post-release support. Link workers from several areas visited the prison regularly, and community criminal justice services were represented at drug strategy meetings.

Finance, benefit and debt

4.59 Many women wanted support with financial matters. Their needs were now being broadly met. Peer workers helped women write letters to creditors, which were approved and sent by CRC staff, and apply for bank accounts. They spoke with women four weeks later to see what the outcome was and offer additional support. For more complex matters, one-to-one interviews with the CRC team were arranged.

4.60 The Road to Success course (see paragraph 4.62) included an exercise on using money wisely and the education team offered a money management module as part of the individual development skills course.

Attitudes, thinking and behaviour

4.61 A wide variety of appropriate interventions supported women to change their attitudes, thinking and behaviour. Staff delivered six accredited courses a year: two Building Skills for Recovery, two Control of Violence for Angry Impulsive Drinkers and two Thinking Skills programmes. Facilities for the interventions were good. Waiting lists were not excessive and were managed appropriately – women were prioritised for treatment according to their risk of harm, and the likely benefit they would receive from the course. Women and senior managers celebrated the successful completion of these programmes. Women who had completed them were also recognised through the incentives and earned privileges and pay schemes.

4.62 A range of unaccredited programmes was also available. The two most frequently offered were Gr8 and Road to Success. Gr8 consisted of five group sessions designed to motivate participants and help them set realistic goals for their lives. Thirty women had benefited in the six months prior to our inspection. Road to Success ran more frequently and over 40 women had participated over the same period. It aimed to promote key living skills for successful reintegration. The programmes helped staff and prisoners establish supportive relationships and encouraged women to take up other reintegration and rehabilitation opportunities.

4.63 A variety of less well-established programmes, including a restorative victim awareness course, also ran from time to time. Restorative Approaches (see paragraph 1.17) was being introduced across the prison. A few successful victim and offender conferences had taken place, and staff were keen to build on them.

Section 5. Summary of recommendations and good practice

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

Main recommendations

To the governor

- 5.1 Strip-searching should only be used when current intelligence indicates the need for it. (S46)
- 5.2 Prison managers should understand the reasons for bullying and antisocial behaviour, and develop a range of interventions to address the perpetrators and support victims. (S47)
- 5.3 Leadership of health care should be strengthened and governance arrangements improved so that the provision can be developed and reassurance provided about the care offered. (S49)
- 5.4 The primary health care provision should meet patients' needs. (S50)

Main recommendation

To HMPPS

- 5.5 HM Prisons and Probation Service should develop more specialist provision in the women's prison estate so that intensive work can be undertaken with women who have complex needs and very challenging behaviour. (S48)

Main recommendation

To the MoJ and HMPPS

- 5.6 The Ministry of Justice and HMPPS should commission a review of accommodation outcomes for women being released from prison to gain a better understanding of the issues and develop solutions to improve outcomes. (S51)

Recommendations

To the governor

Courts, escort and transfers

- 5.7 Women should be transported separately from male prisoners and the time between their last court appearance and their arrival in reception should be substantially reduced. (1.3, repeated recommendation 1.5)
- 5.8 Women should not routinely be required to wear handcuffs during escorts. (1.4, repeated recommendation 1.7)

Early days in custody

- 5.9 All women should have the opportunity to speak to a Listener on their first night in custody. (1.11)

Safe and supportive relationships

- 5.10** The prison should monitor incidents involving behaviour such as abuse, threats and intimidation and women should be surveyed and consulted on safety at regular intervals. The prison should analyse the outcome of these measures and respond appropriately. (1.20)

Self-harm and suicide prevention

- 5.11** ACCT care planning should be sufficiently focused on family contact and, where appropriate, referrals should be made to the Family Matters team. (1.30)
- 5.12** Women should not be located in special or unfurnished accommodation or placed in strip-clothing except as a last resort and for the shortest possible time after it has been authorised by a senior manager. Women held in these conditions should be monitored at frequent and irregular intervals and be reviewed by a multidisciplinary team every day. (1.31)

Safeguarding (protection of adults at risk) and women with complex needs

- 5.13** Information about vulnerabilities, such as learning disabilities, should be formally communicated to custodial staff and unit care plans should be used to ensure women's safeguarding needs are met. (1.37)

Disciplinary procedures

- 5.14** Force should only be used as a last resort and after de-escalation has been attempted. (1.53)
- 5.15** All incidents involving force should be video-recorded and recordings should be rigorously analysed. (1.54)
- 5.16** Women should be able to provide input into their care plan and agree any behavioural targets. (1.60)

Substance misuse

- 5.17** The drug strategy committee should develop and implement a women-specific recovery strategy, informed by a substance misuse needs analysis in consultation with women service users. It should ensure that sufficient interventions are available to meet the assessed needs of the population. (1.64)

Residential units

- 5.18** Women in shared cells should each have a lockable cabinet. (2.6, repeated recommendation 2.7)
- 5.19** Cells designed for one should not be shared. (2.7, repeated recommendation 2.8)

Equality and diversity

- 5.20** The DIAT should consider data for all protected characteristics. (2.17)
- 5.21** There should be external support groups for all protected characteristics. (2.18)

Complaints

- 5.22** A quality assurance process should be established to monitor staff responses to complaints. (2.38)

Health services

- 5.23** Only women with clinical needs should be accommodated in the inpatient unit. (2.65)
- 5.24** Officers who work in the inpatient unit should receive regular, formal support and appropriate training. (2.66)
- 5.25** The in-possession risk assessment should be updated and the in-possession agreement should be accurate. (2.76)
- 5.26** The medicines reconciliation process should be clearly defined. (2.77)
- 5.27** A system should be put in place to identify critical medicines so vital medication is continued appropriately. (2.78)

Time out of cell

- 5.28** All women prisoners should have the opportunity to spend one hour a day in the open air. (3.4, repeated recommendation 3.5)

Learning and skills and work activities

- 5.29** Teachers' written feedback should be clear and constructive and help learners to improve their work. (3.25)
- 5.30** Achievement rates in English and maths at all levels should be improved. (3.38)
- 5.31** Managers should provide all teachers with training and development to help them build learners' English and maths skills. (3.39)
- 5.32** The prison should analyse data on library use by different groups to ensure all women can access the facilities regularly. (3.47, repeated recommendation 3.42)

Physical education and healthy living

- 5.33** Staff should monitor which groups of women attend the gym and promote the facilities to any underrepresented groups. (3.55)

Offender management and planning

- 5.34** Offender supervisors, particularly those managing high risk of harm cases or those involving child protection issues, should have regular case management supervision. (4.12)
- 5.35** Managers should ensure they receive confirmation of the MAPPA management level for all those subject to MAPPA six months before their release date. (4.19)
- 5.36** Women should routinely be able to contribute to categorisation and allocation reviews. (4.22)

- 5.37** Foreign national women should be considered for open conditions whether or not they face deportation. (4.23, repeated recommendation 4.23)

Reintegration planning

- 5.38** All women should have a review of their resettlement plan prior to release. (4.34)
- 5.39** The closed visits rooms should be improved. (4.44, repeated recommendation 4.46)
- 5.40** Patients should be given a printed summary of care for their GP on release. (4.56)

Examples of good practice

- 5.41** Peer workers helped women gain access to information about their legal and bail rights with the support of a dedicated officer. (2.42)
- 5.42** Social care arrangements were well integrated into the prison, which meant women's needs were identified and met, even on release or transfer. (2.92)
- 5.43** Peabee's shop allowed women to make purchases in person (rather than from a catalogue) from a selection of reasonably priced clothes, underwear and make-up, using money they had earned in the prison. It gave them an incentive to take up employment and provided them with a normal shopping experience. (2.101)
- 5.44** The Most in Need and Recall projects provided women serving short sentences with support to help them reduce their offending in the future. (4.13)
- 5.45** The decision to release prisoners through the visitors' entrance rather than through the vehicle gate promoted dignity and respect. (4.35)
- 5.46** HMP Peterborough had made a strong commitment to reducing reoffending through the Outside Link venues where friendly and easily accessible reintegration support post-release was available. (4.36)

Section 6. Appendices

Appendix I: Inspection team

Peter Clarke	Chief inspector
Sean Sullivan	Team leader
Francesca Cooney	Inspector
Fionnuala Gordon	Inspector
Jeanette Hall	Inspector
Deri Hughes-Roberts	Inspector
Caroline Wright	Inspector
Ellis Cowling	Researcher
Anna Fenton	Researcher
Emma Seymour	Researcher
Emily Spilman	Researcher
Patricia Taflan	Researcher
Beth Wilson	Researcher
Sigrid Engelen	Lead health care inspector
Elizabeth Walsh	Health care inspector
Anne Regan	Pharmacist
Gary Turney	Care Quality Commission inspector
Dayni Johnson	Care Quality Commission inspector
Dave Baber	Ofsted inspector
Judy Lye-Forster	Ofsted inspector
Jai Sharda	Ofsted inspector
Keith Humphreys	Offender management inspector

Appendix II: Progress on recommendations from the last report

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

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2014, escorts were not satisfactory. Reception was reasonable and first night and early days' support was good. Most women said they felt safe. Care for women at risk was generally good but some processes needed to be improved. The prison did not meet the needs of women with very complex behavioural issues. Security was generally proportionate although strip-searching required better monitoring and some other aspects were overly risk averse. The prison acknowledged positive behaviour, and adjudications were well managed. Not all use of force was proportionate. Segregation was good but too many were held there, some of whom were at risk of suicide or self-harm. Substance misuse services were generally good. Outcomes for women were reasonably good against this healthy prison test.

Main recommendation

Women prisoners should only be strip-searched when there is sufficient, up-to-date intelligence suggesting it is necessary, and where no alternative is available. Decisions to conduct strip-searching, particularly under restraint, should be carefully monitored. (S41)

Not achieved

Recommendations

Women should be transported separately from male prisoners and the time between their last court appearance and their arrival in reception should be substantially reduced. (1.5)

Not achieved (recommendation repeated, 1.3)

Except where there are significant security concerns, women should be told the date and time of their hospital appointments in advance. (1.6)

Achieved

Women should not routinely be required to wear mechanical restraints during escorts. (1.7)

Not achieved (recommendation repeated, 1.4)

Prisoners should be able to purchase both tobacco and phone credit in reception. (1.18)

No longer relevant

A survey of women's perceptions of safety should be completed and analysed independently of the men's survey. (1.28)

Not achieved

The prison should improve the way it investigates, challenges and monitors prisoners' antisocial behaviour as well as increase its use of mediation and support plans for victims. (1.29)

Partially achieved

Following a death in custody the prison should conduct a formal internal review to consider what, if any, immediate lessons should be learned. (1.36)

Achieved

The governor should initiate contact with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (1.43)

Achieved

Specialist facilities to manage women with both complex needs and challenging behaviour should be developed. (1.44)

Not achieved

Women considered suitable for open conditions should have access to a less restrictive regime. (1.51)

Achieved

The MDT programme should be adequately resourced so that the required level of testing can be undertaken without any gaps in provision. (1.52)

Achieved

Force should only be used as a last resort and should be clearly authorised. (1.60)

Not achieved

All planned incidents should be recorded on video. (1.61)

Not achieved

Verbal de-escalation techniques should be used continuously throughout restraint processes. (1.62)

Not achieved

The rate of segregation should be carefully analysed to ensure that segregation is not being used unnecessarily and that minority groups are not being disadvantaged. (1.66)

Partially achieved

Women on an open ACCT case management document should only be held in segregation in exceptional circumstances, which should be documented and agreed by a senior manager, as part of a care-planned approach. (1.67)

Partially achieved

The recovery strategy should be updated annually to include specific women's issues and a detailed action plan with up-to-date performance measures informed by an annual needs analysis. (1.77)

Not achieved

Prisoners with substance-related problems should receive accessible, consistent and well-coordinated care from an integrated substance misuse service. (1.78)

Partially achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2014, conditions were good and prisoners were positive about their living arrangements. Staff-prisoner relationships were respectful and staff knowledgeable about the women in their care. The prison focused on diversity and most outcomes were reasonable. Support for mothers and babies and pregnant woman was good. Faith provision was well developed. Complaints were generally well managed. Legal services and bail support were inadequate. Health care services were reasonable overall. Food was reasonable and canteen arrangements were appropriate. Outcomes for women were good against this healthy prison test.

Main recommendations

The proportion of women staff in contact roles with prisoners should be sufficient to ensure the most appropriate outcomes are achieved. (S42)

Achieved

The inpatient unit should not be part of the prison's CNA, its role and nature as a clinical therapeutic environment should be clearly defined and, clinical and discipline staff should have up-to-date mental health training. (S44)

Partially achieved

Recommendations

Women in shared cells should each have a lockable cabinet. (2.7)

Not achieved (recommendation repeated, 2.6)

Cells designed for one prisoner should not be shared. (2.8)

Not achieved (recommendation repeated 2.7)

Equality monitoring should extend beyond race to ensure equality of treatment. (2.20)

Achieved

Details of external support networks and how protected groups can contact them should be widely available. (2.21)

Partially achieved

Lone male officers should not be left on the MBU at night. (2.40)

Not achieved

The legal services provided should meet the needs of the population. (2.50)

Achieved

Women should be able to make a confidential complaint directly to health providers, including verbal complaints. (2.64)

Not achieved

One clinical electronic record should reflect all care women receive without routine duplication or separate use of a paper record. (2.65)

Not achieved

The care needs of older women and those with disabilities should be identified and shared care plans developed to inform care on the wings, alongside clinical care; they should include access to community physiotherapy and occupational therapy services. (2.66)

Not achieved

Health screening on arrival and in the first 72 hours for all women should clearly identify risks and ensure appropriate follow-up of identified needs, including the management of women with long-term conditions. (2.75)

Partially achieved

Women should be able to access all of their prescribed medicines in a timely way. (2.83)

Not achieved

The medicines and therapeutics committee should review the use of general stock. Named-patient medication should be used wherever possible and general stock only if unavoidable. (2.84)

Not achieved

Collaborative working between the mental health team and the primary care provider should be prioritised and input into the inpatient unit strengthened. (2.96)

Achieved

Purposeful activity

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

At the last inspection, in 2014, prisoners received a reasonable amount of time out of their cells. Some good progress had been made in developing vocational training opportunities but the focus on education was not sufficient. Data was not being used effectively to drive up standards. There were sufficient activity places, but some prisoners were not purposefully employed. The allocation process now focused more appropriately on needs. Achievements in some key areas such as English and maths were low, and teaching needed to improve. Library services were adequate and the gym was good. Outcomes for women were not sufficiently good against this healthy prison test.

Main recommendations

The overall quality and range of activity places needs to be improved to ensure women are purposefully occupied and better prepared to avoid re-offending on release. (S43)

Achieved

The development of essential skills such as English and mathematics, and English for speakers of other languages needs to be improved. (S45)

Partially achieved

Recommendations

All women prisoners should have the opportunity to spend one hour a day in the open air. (3.5)

Not achieved (recommendation repeated, 3.4)

The analysis of data should be improved to allow leaders and managers to evaluate the effectiveness of the provision, set challenging targets to improve performance and monitor progress against such targets. (3.15)

Achieved

The teaching and learning observation system should be improved to ensure it offers leaders and managers a comprehensive and accurate view of the quality of teaching, learning and assessment. (3.16)

Achieved

Activities should be developed to ensure more vocational and work activity is accredited at levels that better prepare prisoners for employment. (3.23)

Partially achieved

All women should be able to participate in activities that keep them purposefully occupied and develop their personal and employability skills. (3.24)

Achieved

Prisoners for whom English is a second language should be able to take appropriate qualifications. (3.25)

Achieved

A greater variety of learning activities should be provided in shorter sessions. (3.31)

Achieved

Staff should receive sufficient development opportunities to enable them to improve the planning of learning. (3.32)

Achieved

Women acting as LSAs should be able to gain accreditation. (3.33)

Achieved

The number of learners who achieve qualifications across all education and vocational training courses should be increased. (3.37)

Achieved

Learners should not be removed from classes to attend other appointments. (3.38)

Not achieved

The prison should analyse data on library use by different groups to ensure all women can access the facilities regularly. (3.42)

Partially achieved (recommendation repeated, 3.47)

Data should be collated and analysed to identify any differences in attendance between groups of learners. (3.49)

Partially achieved

Resettlement

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

At the last inspection, in 2014, strategic management of resettlement was good. There were opportunities to develop the use of release on temporary licence (ROTL). Offender management arrangements were good and offender management and resettlement services were integrated. The Link and Outside Links initiatives were excellent and peer workers well used. Work to support women on release was very good and the prison worked well to help prisoners maintain contact with their families and support those who had been victimised, abused or trafficked. Outcomes for women were good against this healthy prison test.

Recommendations

Well managed resettlement ROTL should be a key part of the resettlement strategy, and its use for appropriate women increased. (4.6)

Partially achieved

Risk management plans should include actions to address all identified areas of risk of harm to others and objectives should be focused on outcomes and include specific timescales. (4.14)

Achieved

Women approved for release on HDC should be discharged on or as close as possible to their HDC eligibility date. (4.15)

Partially achieved

Prison offender supervisors should receive case management supervision. (4.16)

Not achieved

A single recording system should be used by all staff working with prisoners. (4.17)

Not achieved

Foreign national women prisoners should be considered for open conditions whether or not they face deportation (4.23)

Not achieved (recommendation repeated, 4.23)

Prisoners facing a likely indeterminate sentence should be identified on remand and provided with support and information. (4.28)

Not achieved

Sentence plans should contain objectives about maintaining contact with supportive family members or friends. (4.45)

Achieved

The closed visits rooms should be improved. (4.46)

Not achieved (recommendation repeated, 4.44)

Women should be given information about registering with a GP and access to community health services. (4.55)

Achieved

The prison should have a policy that clearly defines the pathway for women with palliative needs.
(4.56)

Achieved

A victim awareness course should be available to those women requiring it. (4.61)

Achieved

Appendix III: Care Quality Commission Requirement Notice



Requirement Notices

Provider: Sodexo Limited

Location: HMP Peterborough

Location ID: 1-1320997589

Regulated activities: Treatment of disease, disorder or injury.

Action we have told the provider to take

The table below shows the regulations that were not being met.

Regulation 12: Safe Care and treatment

12.- (1) Care and treatment must be provided in a safe way for service users.

12.- (2) (a) Assessing the risks to the health and safety of service users of receiving care or treatment.

12.- (2) (b) Doing all that is reasonably practicable to mitigate any such risks.

12.- (2) (f) Where equipment or medicines are supplied by the service provider, ensuring that there are sufficient quantities of these to ensure the safety of service users and to meet their needs.

How the regulation was not being met:

We found that staff had not promptly responded to people's changing needs. Robust systems had not been implemented to help ensure people with identified needs were followed up in a timely manner and seen by an appropriate healthcare professional.

We found there were no robust systems in place to help identify and manage people with complex long term health conditions. Control measures were not adequate to help ensure the risk to these people was as low as reasonably possible. We found that comprehensive individualised care plans were not available for staff to follow in order to mitigate such risks and provide safe care and treatment.

We found that people’s medicines were not available in the necessary quantities at all times and therefore did not prevent risks associated with medicines that are not administered as prescribed. Staff did not manage patients’ medicines consistently and safely. Too many patients regularly experienced delays in receiving their repeat prescriptions, resulting in unacceptable gaps in treatment, which posed a risk.

Regulation 17: Good governance

17.- (1) Systems or processes must be established and operated effectively to ensure compliance with the requirements in this part.

17.- (2) (a) In particular to assess, monitor and improve the quality and safety of the services provided in the carrying on of the regulated activity.

17.- (2) (c) Maintain securely an accurate, complete and contemporaneous record in respect of each service user, including a record of the care and treatment provided to the service user and of decisions taken in relation to the care and treatment provided.

17.- (2) (f) Evaluate and improve their practice in respect of the processing of the information referred to in sub-paragraphs (a) to (e).

How the regulation was not being met:

We found audit and governance systems were ineffective and were not used to evaluate and improve the quality and safety of the service.

Systems and processes, such as regular audits of the service had either not been carried out or regularly undertaken. Where audits had taken place, information obtained from such audits, had not been assessed or monitored to improve the quality and the safety of the service. The provider had not identified where quality and/or safety had been compromised and therefore had not responded appropriately or taken action to address the issues we found.

Records relating to the care and treatment of each person were not fit for purpose. We found records that were not up to date or accurate. Records we looked at did not include accurate recording of all decisions taken in relation to a person’s care and treatment or make reference to discussions with that person or those lawfully acting

on their behalf.

We found that the complaints process was not confidential. Whilst complaints had been answered in a timely manner, not all were respectful in tone and we could not find any records which evidenced complaints had been fully investigated or a recorded reason when no action had been taken. Trends had been identified. However, lessons had not been learnt or communicated to help improve the quality of the service or prevent similar complaints. We found there were no systems in place to quality assure complaints.

Appendix IV: Prison population profile

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

Status	18–20 yr olds	21 and over	%
Sentenced	9	243	68.7%
Recall	0	16	4.4%
Convicted unsentenced	1	30	8.4%
Remand	5	58	17.2%
Civil prisoners	0	3	0.8%
Detainees	0	2	0.5%
Total	15	352	100%

Sentence	18–20 yr olds	21 and over	%
Unsentenced	6	92	26.7%
Less than 6 months	0	57	15.5%
6 months to less than 12 months	2	31	9%
12 months to less than 2 years	1	28	7.9%
2 years to less than 4 years	3	49	14.1%
4 years to less than 10 years	2	59	16.6%
10 years and over (not life)	0	11	3%
ISPP (indeterminate sentence for public protection)	0	5	1.4%
Life	1	20	5.7%
Total	15	352	100%

Age	Number of prisoners	%
Please state minimum age here: 18		
Under 21 years	15	4.1%
21 years to 29 years	101	27.5%
30 years to 39 years	135	36.8%
40 years to 49 years	75	20.4%
50 years to 59 years	36	9.8%
60 years to 69 years	5	1.4%
70 plus years	0	0%
Please state maximum age here: 69		
Total	367	100%

Nationality	18–20 yr olds	21 and over	%
British	15	286	82%
Foreign nationals	0	66	18%
Total	15	352	100%

Security category	18–20 yr olds	21 and over	%
Female closed	7	188	53.1%
Female open	0	26	7.1%
Unclassified	1	10	3%
Unsentenced	7	128	36.8%
Total	15	352	100%

Ethnicity	18–20 yr olds	21 and over	%
White	9	286	80.4%
British	9	244	68.9%
Irish	0	0	0%
Gypsy/Irish Traveller	0	3	0.8%
Other white	0	39	10.6%
Mixed	2	12	3.8%
White and black Caribbean	2	6	2.2%
White and black African	0	2	0.5%
White and Asian	0	1	0.3%
Other mixed	0	3	0.8%
Asian or Asian British	0	8	2.2%
Indian	0	3	0.8%
Pakistani	0	2	0.5%
Bangladeshi	0	1	0.3%
Chinese	0	0	0%
Other Asian	0	2	0.5%
Black or black British	4	41	12.3%
Caribbean	1	18	5.2%
African	2	17	5.2%
Other black	1	6	1.9%
Other ethnic group	0	4	1.1%
Arab	0	0	0%
Other ethnic group	0	4	1.1%
Not stated	0	1	0.3%
Total	15	352	100%

Religion	18–20 yr olds	21 and over	%
Baptist	0	2	0.5%
Church of England	0	40	10.9%
Roman Catholic	3	89	25.1%
Other Christian denominations	3	76	21.5%
Muslim	4	17	5.7%
Sikh	0	0	0%
Hindu	0	1	0.3%
Buddhist	0	0	0%
Jewish	0	0	0%
Other	0	29	7.9%
No religion	5	98	28.1%
Total	15	352	100%

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

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	2	0.5%	62	16.9%
1 month to 3 months	3	0.8%	86	23.4%
3 months to 6 months	2	0.5%	42	11.4%
6 months to 1 year	1	0.3%	33	9%
1 year to 2 years	1	0.3%	22	6%
2 years to 4 years	0	0%	11	3%
4 years or more	0	0%	4	1.1%
Total	9	2.5%	260	70.8%

Sentenced prisoners only

	18–20 yr olds	21 and over	%
Foreign nationals detained post sentence expiry	0	2	
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).			
Total			

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	3	0.8%	26	7.1%
1 month to 3 months	2	0.5%	36	9.8%
3 months to 6 months	1	0.3%	24	6.5%
6 months to 1 year	0	0%	4	1.1%
1 year to 2 years	0	0%	2	0.5%
2 years to 4 years	0	0%	0	0%
4 years or more	0	0%	0	0%
Total	6	1.6%	92	25.1%

Appendix V: Summary of prisoner questionnaires and interviews

Prisoner survey methodology

A representative survey of prisoners is carried out at the start of every inspection, the results of which contribute to the evidence base for the inspection.

HMIP researchers have developed a self-completion questionnaire to support HMIP Expectations. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express in their own words what they find most positive and negative about the prison⁹.

The questionnaire is available in 14 languages and can also be administered via a telephone translation service if necessary.

The questionnaire was revised during 2016-17, in consultation with both inspectors and prisoners. The current version has been in use since September 2017.

Sampling

On the day of the survey a stratified random sample is drawn by HMIP researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula HMIP researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment¹⁰. In smaller establishments we may offer a questionnaire to the entire population.

Distributing and collecting questionnaires

HMIP researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent¹¹ to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity. Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 11 September 2017 the prisoner population at HMP Peterborough (Women) was 367. Using the sampling method described above, questionnaires were distributed to 180 prisoners. We received a total of 157 completed questionnaires, a response rate of 87%. Ten prisoners declined to participate in the survey and 13 questionnaires were either not returned at all, or returned blank.

⁹ Qualitative analysis of these written comments is undertaken by HMIP researchers and used by inspectors.

¹⁰ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

¹¹ For further information about the ethical principles which underpin our survey methodology, please see 'Ethical principles for research activities' which can be downloaded from HMIP's website <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Peterborough. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared¹². Missing responses have been excluded from all analyses.

Full survey results

A full breakdown of responses is provided for every question. Percentages have been rounded and therefore may not add up to 100%.

Responses from HMP Peterborough 2017¹³ compared with those from other HMIP surveys¹⁴

- Survey responses from HMP Peterborough in 2017 compared with survey responses from the most recent inspection at all other women's local prisons.
- Survey responses from HMP Peterborough in 2017 compared with survey responses from HMP Peterborough in 2014.

Comparisons between sub-populations of prisoners within HMP Peterborough 2017¹⁵

- white prisoners' responses compared with those of prisoners from black or minority ethnic groups.
- British nationals' responses compared with those of foreign nationals.
- responses of prisoners from traveller communities compared with those of prisoners not from traveller communities.
- disabled prisoners' responses compared with those who do not have a disability.
- responses of prisoners with mental health problems compared with those who do not have mental health problems.
- responses of prisoners aged 50 and over compared with those under 50.
- responses of prisoners aged 25 and under compared with those over 25.
- heterosexual prisoners' responses compared with those of other sexual orientations.
- responses of sentenced prisoners compared with those of unsentenced prisoners.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group¹⁶.

In the comparator analyses, statistically significant¹⁷ differences are indicated by shading. Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

Filtered questions are indented and preceded by an explanation in italics of how the filter has been applied. In the comparator analyses, percentages for filtered questions refer to the number of

¹² Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

¹³ Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data has been weighted to enable valid statistical comparison between establishments.

¹⁴ These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

¹⁵ These analyses are carried out on summary data from selected survey questions only.

¹⁶ A minimum of 10 responses which must also represent at least 10% of the total response.

¹⁷ A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing, $p < 0.01$ is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

respondents filtered to that question. For all other questions, percentages refer to the total number of valid responses to the question.

Survey summary

Background information

I.1	What wing or houseblock are you currently living on?	
	Houseblock A1	15 (10%)
	Houseblock A2.....	18 (11%)
	Houseblock B1	9 (6%)
	Houseblock B2	14 (9%)
	Houseblock C1	13(8%)
	Houseblock C2.....	15 (10%)
	Houseblock D1	15(10%)
	Houseblock D2.....	17 (11%)
	Houseblock E1	12 (8%)
	Houseblock E2.....	16 (10%)
	Mother and Baby Unit	6 (4%)
	Segregation Unit.....	4 (3%)
	Healthcare Unit.....	3 (2%)
I.2	How old are you?	
	Under 21	6 (4%)
	21 - 25.....	19 (12%)
	26 - 29.....	22 (14%)
	30 - 39.....	59 (38%)
	40 - 49.....	32 (21%)
	50 - 59.....	14 (9%)
	60 - 69.....	2 (1%)
	70 or over.....	0 (0%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	90 (59%)
	White - Irish.....	2 (1%)
	White - Gypsy or Irish Traveller.....	10 (7%)
	White - any other White background	14 (9%)
	Mixed - White and Black Caribbean	8 (5%)
	Mixed - White and Black African	2 (1%)
	Mixed - White and Asian	3 (2%)
	Mixed - any other Mixed ethnic background	3 (2%)
	Asian/ Asian British - Indian.....	1 (1%)
	Asian/ Asian British - Pakistani.....	1 (1%)
	Asian/ Asian British - Bangladeshi	1 (1%)
	Asian/ Asian British - Chinese.....	0 (0%)
	Asian - any other Asian Background	0 (0%)
	Black/ Black British - Caribbean	6 (4%)
	Black/ Black British - African	8 (5%)
	Black - any other Black/ African/ Caribbean background.....	3 (2%)
	Arab.....	0 (0%)
	Any other ethnic group	1 (1%)

1.4	How long have you been in this prison?	
	Less than 6 months.....	99 (65%)
	6 months or more	53 (35%)
1.5	Are you currently serving a sentence?	
	Yes.....	106 (69%)
	Yes - on recall.....	5 (3%)
	No - on remand or awaiting sentence.....	41 (27%)
	No - immigration detainee.....	1 (1%)
1.6	How long is your sentence?	
	Less than 6 months.....	28 (18%)
	6 months to less than 1 year	13 (9%)
	1 year to less than 4 years.....	28 (18%)
	4 years to less than 10 years.....	27 (18%)
	10 years or more	8 (5%)
	IPP (indeterminate sentence for public protection)	0 (0%)
	Life.....	6 (4%)
	Not currently serving a sentence.....	42 (28%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes.....	26 (17%)
	No.....	116 (75%)
	Don't remember	13 (8%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours.....	60 (38%)
	2 hours or more.....	88 (56%)
	Don't remember	8 (5%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes.....	130 (84%)
	No.....	18 (12%)
	Don't remember	6 (4%)
2.4	Overall, how were you treated in reception?	
	Very well	57 (37%)
	Quite well	75 (49%)
	Quite badly	11 (7%)
	Very badly	7 (5%)
	Don't remember	4 (3%)

2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	40 (26%)
	Contacting family.....	33 (22%)
	Arranging care for children or other dependants.....	4 (3%)
	Contacting employers.....	2 (1%)
	Money worries	44 (29%)
	Housing worries.....	50 (33%)
	Feeling depressed.....	100 (65%)
	Feeling suicidal	41 (27%)
	Other mental health problems	55 (36%)
	Physical health problems	44 (29%)
	Drug or alcohol problems (e.g. withdrawal)	53 (35%)
	Problems getting medication.....	65 (42%)
	Needing protection from other prisoners.....	13 (8%)
	Lost or delayed property	35 (23%)
	Other problems	23 (15%)
	Did not have any problems	17 (11%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes.....	50 (34%)
	No.....	80 (54%)
	Did not have any problems when I first arrived.....	17 (12%)

First night and induction

3.1	Before you were locked up on your first night here, were you offered any of the following things?			
	Tobacco or nicotine replacement.....	108 (70%)		
	Toiletries / other basic items	111 (72%)		
	A shower	58 (37%)		
	A free phone call.....	113 (73%)		
	Something to eat.....	130 (84%)		
	The chance to see someone from health care	102 (66%)		
	The chance to talk to a Listener or Samaritans	52 (34%)		
	Support from another prisoner (e.g. Insider or buddy)	54 (35%)		
	Wasn't offered any of these things.....	4 (3%)		
3.2	On your first night in this prison, how clean or dirty was your cell?			
	Very clean	24 (15%)		
	Quite clean	81 (52%)		
	Quite dirty.....	27 (17%)		
	Very dirty.....	18 (12%)		
	Don't remember	6 (4%)		
3.3	Did you feel safe on your first night here?			
	Yes.....	98 (64%)		
	No	53 (34%)		
	Don't remember.....	3 (2%)		
3.4	In your first few days here, did you get:			
		Yes	No	Don't remember
	Access to the prison shop / canteen?	57 (38%)	85 (56%)	10 (7%)
	Free PIN phone credit?	92 (61%)	53 (35%)	7 (5%)
	Numbers put on your PIN phone?	83 (58%)	51 (36%)	9 (6%)

3.5	Did your induction cover everything you needed to know about this prison?	
	Yes.....	63 (42%)
	No.....	73 (49%)
	Have not had an induction.....	14 (9%)

On the wing

4.1	Are you in a cell on your own?	
	Yes.....	85 (54%)
	No, I'm in a shared cell or dormitory.....	71 (46%)

4.2	Is your cell call bell normally answered within 5 minutes?	
	Yes.....	81 (53%)
	No.....	44 (29%)
	Don't know.....	27 (18%)
	Don't have a cell call bell.....	1 (1%)

4.3	Please answer the following questions about the wing or houseblock you are currently living on:			
		Yes	No	Don't know
	Do you normally have enough clean, suitable clothes for the week?	93 (62%)	55 (37%)	2 (1%)
	Can you shower every day?	147 (95%)	8 (5%)	0 (0%)
	Do you have clean sheets every week?	134 (86%)	20 (13%)	1 (1%)
	Do you get cell cleaning materials every week?	126 (83%)	24 (16%)	1 (1%)
	Is it normally quiet enough for you to relax or sleep at night?	75 (49%)	76 (50%)	2 (1%)
	Can you get your stored property if you need it?	56 (39%)	56 (39%)	32 (22%)

4.4	Normally, how clean or dirty are the communal / shared areas of your wing or houseblock (landings, stairs, wing showers etc.)?	
	Very clean.....	37 (24%)
	Quite clean.....	82 (53%)
	Quite dirty.....	24 (16%)
	Very dirty.....	11 (7%)

Food and canteen

5.1	What is the quality of food like in this prison?	
	Very good.....	8 (5%)
	Quite good.....	66 (43%)
	Quite bad.....	57 (37%)
	Very bad.....	23 (15%)

5.2	Do you get enough to eat at mealtimes?	
	Always.....	24 (15%)
	Most of the time.....	42 (27%)
	Some of the time.....	71 (46%)
	Never.....	19 (12%)

5.3	Does the shop / canteen sell the things that you need?	
	Yes.....	60 (40%)
	No.....	83 (55%)
	Don't know.....	8 (5%)

Relationships with staff

6.1	Do most staff here treat you with respect?	
	Yes.....	108 (72%)
	No.....	41 (28%)
6.2	Are there any staff here you could turn to if you had a problem?	
	Yes.....	119 (78%)
	No.....	33 (22%)
6.3	In the last week, has any member of staff talked to you about how you are getting on?	
	Yes.....	48 (31%)
	No.....	106 (69%)
6.4	How helpful is your personal or named officer?	
	Very helpful.....	35 (23%)
	Quite helpful.....	27 (18%)
	Not very helpful.....	20 (13%)
	Not at all helpful.....	12 (8%)
	Don't know.....	19 (12%)
	Don't have a personal / named officer.....	41 (27%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	15 (10%)
	Sometimes.....	36 (24%)
	Hardly ever.....	85 (57%)
	Don't know.....	13 (9%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes.....	68 (46%)
	No.....	80 (54%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	22 (14%)
	Yes, but things don't change.....	44 (29%)
	No.....	63 (41%)
	Don't know.....	23 (15%)

Faith

7.1	What is your religion?	
	No religion.....	38 (25%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations).....	93 (61%)
	Buddhist.....	2 (1%)
	Hindu.....	0 (0%)
	Jewish.....	1 (1%)
	Muslim.....	9 (6%)
	Sikh.....	0 (0%)
	Other.....	10 (7%)
7.2	Are your religious beliefs respected here?	
	Yes.....	89 (58%)
	No.....	17 (11%)
	Don't know.....	10 (6%)
	Not applicable (no religion).....	38 (25%)

7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes.....	84 (54%)
	No	15 (10%)
	Don't know	19 (12%)
	Not applicable (no religion)	38 (24%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	109 (70%)
	No	4 (3%)
	Don't know	5 (3%)
	Not applicable (no religion)	38 (24%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes.....	57 (37%)
	No	96 (63%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes.....	74 (48%)
	No	79 (52%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes.....	151 (98%)
	No	3 (2%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	14 (9%)
	Quite easy	44 (29%)
	Quite difficult.....	39 (25%)
	Very difficult.....	45 (29%)
	Don't know	12 (8%)
8.5	How often do you have visits from family or friends?	
	More than once a week.....	3 (2%)
	About once a week.....	34 (23%)
	Less than once a week	52 (35%)
	Not applicable (don't get visits)	60 (40%)
8.6	Do visits usually start and finish on time?	
	Yes.....	49 (56%)
	No	38 (44%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes.....	65 (76%)
	No	21 (24%)

Time out of cell

9.1	Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?	
	Yes, and these times are usually kept to.....	91 (59%)
	Yes, but these times are not usually kept to	51 (33%)
	No	11 (7%)

9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours.....	14 (10%)
	2 to 6 hours	53 (36%)
	6 to 10 hours.....	47 (32%)
	10 hours or more.....	14 (10%)
	Don't know	18 (12%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours.....	15 (10%)
	2 to 6 hours	70 (45%)
	6 to 10 hours.....	50 (32%)
	10 hours or more.....	6 (4%)
	Don't know	13 (8%)
9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?	
	None.....	1 (1%)
	1 or 2.....	22 (14%)
	3 to 5	29 (19%)
	More than 5	88 (57%)
	Don't know	14 (9%)
9.5	How many days in a typical week do you get association, if you want it?	
	None.....	4 (3%)
	1 or 2.....	13 (8%)
	3 to 5	14 (9%)
	More than 5	100 (65%)
	Don't know	23 (15%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None.....	2 (1%)
	1 or 2.....	16 (10%)
	3 to 5	21 (14%)
	More than 5	102 (67%)
	Don't know	12 (8%)
9.7	Typically, how often do you go to the gym?	
	Twice a week or more.....	39 (26%)
	About once a week.....	23 (15%)
	Less than once a week	30 (20%)
	Never.....	60 (39%)
9.8	Typically, how often do you go to the library?	
	Twice a week or more.....	11 (7%)
	About once a week.....	44 (29%)
	Less than once a week	41 (27%)
	Never.....	57 (37%)
9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes.....	41 (27%)
	No	52 (35%)
	Don't use the library.....	57 (38%)

Applications, complaints and legal rights

I0.1	Is it easy for you to make an application?			
	Yes.....			100 (66%)
	No			32 (21%)
	Don't know			19 (13%)
I0.2	If you have made any applications here, please answer the questions below:			
		Yes	No	Not made any applications
	Are applications usually dealt with fairly?	68 (52%)	45 (34%)	19 (14%)
	Are applications usually dealt with within 7 days?	53 (40%)	59 (45%)	19 (15%)
I0.3	Is it easy for you to make a complaint?			
	Yes.....			101 (67%)
	No			22 (15%)
	Don't know			28 (19%)
I0.4	If you have made any complaints here, please answer the questions below:			
		Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	31 (23%)	52 (38%)	54 (39%)
	Are complaints usually dealt with within 7 days?	31 (23%)	49 (37%)	54 (40%)
I0.5	Have you ever been prevented from making a complaint here when you wanted to?			
	Yes.....			31 (21%)
	No			77 (53%)
	Not wanted to make a complaint.....			37 (26%)
I0.6	In this prison, is it easy or difficult for you to...			
		Easy	Difficult	Don't know Don't need this
	Communicate with your solicitor or legal representative?	55 (38%)	47 (32%)	26 (18%) 18 (12%)
	Attend legal visits?	74 (52%)	20 (14%)	26 (18%) 22 (15%)
	Get bail information?	23 (16%)	48 (34%)	37 (26%) 33 (23%)
I0.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?			
	Yes.....			46 (31%)
	No.....			83 (56%)
	Not had any legal letters.....			18 (12%)

Health care

I1.1	How easy or difficult is it to see the following people?					
		Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	8 (5%)	29 (19%)	54 (36%)	52 (34%)	9 (6%)
	Nurse	11 (7%)	52 (34%)	48 (31%)	31 (20%)	12 (8%)
	Dentist	3 (2%)	11 (7%)	38 (25%)	81 (53%)	20 (13%)
	Mental health workers	5 (3%)	21 (14%)	27 (18%)	54 (36%)	41 (28%)

11.2	What do you think of the quality of the health service from the following people?					
		Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	24 (16%)	49 (33%)	33 (22%)	31 (21%)	13 (9%)
	Nurse	21 (14%)	61 (42%)	29 (20%)	23 (16%)	12 (8%)
	Dentist	14 (10%)	29 (20%)	23 (16%)	23 (16%)	56 (39%)
	Mental health workers	9 (6%)	25 (17%)	18 (12%)	24 (17%)	69 (48%)

11.3	Do you have any mental health problems?	
	Yes.....	99 (66%)
	No	50 (34%)

11.4	Have you been helped with your mental health problems in this prison?	
	Yes.....	35 (24%)
	No	61 (42%)
	Don't have any mental health problems	50 (34%)

11.5	What do you think of the overall quality of the health services here?	
	Very good.....	10 (7%)
	Quite good.....	41 (28%)
	Quite bad.....	39 (26%)
	Very bad.....	47 (32%)
	Don't know	12 (8%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes.....	65 (44%)
	No	84 (56%)

12.2	If you have a disability, are you getting the support you need?	
	Yes.....	16 (11%)
	No	42 (30%)
	Don't have a disability.....	84 (59%)

12.3	Have you been on an ACCT in this prison?	
	Yes.....	40 (29%)
	No	100 (71%)

12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes.....	25 (18%)
	No	15 (11%)
	Have not been on an ACCT in this prison	100 (71%)

12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	27 (18%)
	Quite easy	33 (22%)
	Quite difficult.....	20 (13%)
	Very difficult.....	12 (8%)
	Don't know	57 (38%)
	No Listeners at this prison.....	1 (1%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes.....	39 (26%)
	No	113 (74%)

13.2	Have you been helped with your alcohol problem in this prison?	
	Yes.....	22 (14%)
	No	18 (12%)
	Did not / do not have an alcohol problem.....	113 (74%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes.....	72 (48%)
	No	78 (52%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes.....	19 (13%)
	No	132 (87%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes.....	21 (14%)
	No	130 (86%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes.....	49 (33%)
	No	25 (17%)
	Did not / do not have a drug problem	75 (50%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	22 (15%)
	Quite easy	20 (14%)
	Quite difficult.....	9 (6%)
	Very difficult.....	14 (9%)
	Don't know	83 (56%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	0 (0%)
	Quite easy	4 (3%)
	Quite difficult.....	8 (5%)
	Very difficult.....	44 (29%)
	Don't know	94 (63%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes.....	91 (60%)
	No	61 (40%)
14.2	Do you feel unsafe now?	
	Yes.....	40 (28%)
	No	105 (72%)

I4.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse.....	73 (50%)
	Threats or intimidation	59 (40%)
	Physical assault.....	23 (16%)
	Sexual assault	3 (2%)
	Theft of canteen or property.....	44 (30%)
	Other bullying / victimisation.....	37 (25%)
	Not experienced any of these from prisoners here	61 (41%)
I4.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes.....	69 (48%)
	No	75 (52%)
I4.5	Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply to you.)	
	Verbal abuse.....	55 (37%)
	Threats or intimidation	43 (29%)
	Physical assault.....	11 (7%)
	Sexual assault	0 (0%)
	Theft of canteen or property	10 (7%)
	Other bullying / victimisation.....	26 (18%)
	Not experienced any of these from staff here	74 (50%)
I4.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes.....	91 (63%)
	No	54 (37%)

Behaviour management

I5.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes.....	67 (45%)
	No	57 (38%)
	Don't know what the incentives / rewards are.....	25 (17%)
I5.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	
	Yes.....	57 (38%)
	No	64 (43%)
	Don't know	14 (9%)
	Don't know what this is.....	14 (9%)
I5.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes.....	14 (9%)
	No	138 (91%)
I5.4	If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?	
	Yes.....	3 (2%)
	No	13 (9%)
	Don't remember	0 (0%)
	Not been restrained here in last 6 months.....	136 (89%)

15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	
	Yes.....	24 (16%)
	No	128 (84%)

15.6	If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:		
		Yes	No
	Were you treated well by segregation staff?	14 (58%)	10 (42%)
	Could you shower every day?	20 (83%)	4 (17%)
	Could you go outside for exercise every day?	18 (82%)	4 (18%)
	Could you use the phone every day (if you had credit)?	16 (76%)	5 (24%)

Education, skills and work

16.1	Is it easy or difficult to get into the following activities in this prison?				
		Easy	Difficult	Don't know	Not available here
	Education	87 (59%)	44 (30%)	16 (11%)	1 (1%)
	Vocational or skills training	52 (37%)	49 (35%)	38 (27%)	1 (1%)
	Prison job	71 (48%)	61 (41%)	15 (10%)	1 (1%)
	Voluntary work outside of the prison	6 (4%)	51 (37%)	74 (54%)	6 (4%)
	Paid work outside of the prison	6 (4%)	49 (35%)	80 (57%)	6 (4%)

16.2	If you have done any of these activities while in this prison, do you think they will help you on release?			
		Yes, will help	No, won't help	Not done this
	Education	85 (62%)	30 (22%)	23 (17%)
	Vocational or skills training	65 (48%)	27 (20%)	43 (32%)
	Prison job	70 (51%)	45 (33%)	23 (17%)
	Voluntary work outside of the prison	36 (29%)	8 (7%)	79 (64%)
	Paid work outside of the prison	35 (28%)	9 (7%)	81 (65%)

16.3	Do staff encourage you to attend education, training or work?	
	Yes.....	89 (61%)
	No	49 (34%)
	Not applicable (e.g. if you are retired, sick or on remand).....	7 (5%)

Planning and progression

17.1	Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)	
	Yes.....	58 (39%)
	No	91 (61%)

17.2	Do you understand what you need to do to achieve the objectives or targets in your custody plan?	
	Yes.....	38 (67%)
	No	9 (16%)
	Don't know what my objectives or targets are	10 (18%)

17.3	Are staff here supporting you to achieve your objectives or targets?	
	Yes.....	25 (46%)
	No	19 (35%)
	Don't know what my objectives or targets are	10 (19%)

17.4 If you have done any of the following things in this prison, did they help you to achieve your objectives or targets?

	Yes, this helped	No, this didn't help	Not done / don't know
Offending behaviour programmes	16 (31%)	3 (6%)	32 (63%)
Other programmes	18 (34%)	4 (8%)	31 (58%)
One to one work	14 (29%)	2 (4%)	32 (67%)
Being on a specialist unit	3 (6%)	2 (4%)	43 (90%)
ROTL - day or overnight release	4 (8%)	1 (2%)	44 (90%)

Preparation for release

18.1 Do you expect to be released in the next 3 months?

Yes.....	63 (43%)
No	60 (41%)
Don't know	22 (15%)

18.2 How close is this prison to your home area or intended release address?

Very near	6 (10%)
Quite near	15 (25%)
Quite far	22 (37%)
Very far	17 (28%)

18.3 Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?

Yes.....	37 (61%)
No	24 (39%)

18.4 Are you getting help to sort out the following things for when you are released?

	Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
Finding accommodation	8 (14%)	24 (41%)	26 (45%)
Getting employment	8 (14%)	18 (32%)	31 (54%)
Setting up education or training	7 (13%)	14 (25%)	35 (63%)
Arranging benefits	11 (19%)	26 (46%)	20 (35%)
Sorting out finances	8 (15%)	23 (43%)	23 (43%)
Support for drug or alcohol problems	20 (35%)	8 (14%)	29 (51%)
Health / mental health support	9 (16%)	23 (40%)	25 (44%)
Social care support	6 (11%)	16 (29%)	33 (60%)
Getting back in touch with family or friends	7 (13%)	14 (25%)	35 (63%)

More about you

19.1 Do you have children under the age of 18?

Yes.....	83 (55%)
No	67 (45%)

19.2 Are you a UK / British citizen?

Yes.....	125 (83%)
No	25 (17%)

19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	
	Yes.....	15 (10%)
	No	130 (90%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes.....	1 (1%)
	No	146 (99%)
19.5	What is your gender?	
	Male.....	1 (1%)
	Female	149 (99%)
	Non-binary	0 (0%)
	Other.....	0 (0%)
19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	118 (82%)
	Gay / lesbian / homosexual	8 (6%)
	Bisexual	16 (11%)
	Other.....	2 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes.....	4 (3%)
	No	141 (97%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend	11 (8%)
	Less likely to offend.....	87 (60%)
	Made no difference.....	48 (33%)

HMP Peterborough (Women) 2017

Survey responses compared with those from other HMIP surveys of local prisons and with those from the previous survey

In this table summary statistics from HMP Peterborough (Women) 2017 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other women's local prisons (6 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from HMP Peterborough (Women) in 2017 are compared with those from HMP Peterborough (Women) in 2014. Please note that we do not have comparable data for the new questions introduced in September 2017.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

HMP Peterborough (Women) 2017	All other women's local prisons	HMP Peterborough (Women) 2017	HMP Peterborough (Women) 2014
157	950	157	153

The number of valid responses to each question is provided e.g. n=167

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	n=154	4%	3%	4%	7%
	Are you 25 years of age or younger?	n=154	16%	5%	16%	
	Are you 50 years of age or older?	n=154	10%	12%	10%	11%
	Are you 70 years of age or older?	n=154	0%	1%	0%	1%
1.3	Are you from a minority ethnic group?	n=153	24%	15%	24%	17%
1.4	Have you been in this prison for less than 6 months?	n=152	65%		65%	
1.5	Are you currently serving a sentence?	n=153	73%	84%	73%	82%
	Are you on recall?	n=153	3%	8%	3%	6%
1.6	Is your sentence less than 12 months?	n=152	27%	27%	27%	27%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	n=152	0%	3%	0%	1%
7.1	Are you Muslim?	n=153	6%	5%	6%	3%
11.3	Do you have any mental health problems?	n=149	66%		66%	
12.1	Do you consider yourself to have a disability?	n=149	44%	36%	44%	33%
19.1	Do you have any children under the age of 18?	n=150	55%	56%	55%	52%
19.2	Are you a foreign national?	n=150	17%	7%	17%	13%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=145	10%	6%	10%	10%
19.4	Have you ever been in the armed services?	n=147	1%	1%	1%	1%
19.5	Is your gender female or non-binary?	n=150	1%		1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	n=144	18%	28%	18%	28%
19.7	Do you identify as transgender or transsexual?	n=145	3%		3%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	n=155	17%		17%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	n=156	39%	56%	39%	56%
2.3	When you were searched in reception, was this done in a respectful way?	n=154	84%	89%	84%	89%
2.4	Overall, were you treated very / quite well in reception?	n=154	86%		86%	

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	HMP Peterborough (Women) 2017	All other women's local prisons	HMP Peterborough (Women) 2017	HMP Peterborough (Women) 2014
	157	950	157	153

The number of valid responses to each question is provided e.g. n=167

2.5	When you first arrived, did you have any problems?	n=153	89%	82%	89%	74%
2.5	Did you have problems with:					
	- Getting phone numbers?	n=153	26%	28%	26%	21%
	- Contacting family?	n=153	22%	28%	22%	25%
	- Arranging care for children or other dependents?	n=153	3%		3%	
	- Contacting employers?	n=153	1%	3%	1%	1%
	- Money worries?	n=153	29%	24%	29%	23%
	- Housing worries?	n=153	33%	28%	33%	25%
	- Feeling depressed?	n=153	65%		65%	
	- Feeling suicidal?	n=153	27%		27%	
	- Other mental health problems?	n=153	36%		36%	
	- Physical health problems	n=153	29%	25%	29%	21%
	- Drugs or alcohol (e.g. withdrawal)?	n=153	35%		35%	
	- Getting medication?	n=153	43%		43%	
	- Needing protection from other prisoners?	n=153	9%	4%	9%	4%
	- Lost or delayed property?	n=153	23%	10%	23%	10%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	n=130	39%	49%	39%	45%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	n=155	70%	82%	70%	80%
	- Toiletries / other basic items?	n=155	72%	76%	72%	68%
	- A shower?	n=155	37%	44%	37%	51%
	- A free phone call?	n=155	73%	75%	73%	83%
	- Something to eat?	n=155	84%	79%	84%	81%
	- The chance to see someone from health care?	n=155	66%	70%	66%	69%
	- The chance to talk to a Listener or Samaritans?	n=155	34%	44%	34%	50%
	- Support from another prisoner (e.g. Insider or buddy)?	n=155	35%		35%	
	- None of these?	n=155	3%		3%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=156	67%		67%	
3.3	Did you feel safe on your first night here?	n=154	64%	71%	64%	77%
3.4	In your first few days here, did you get?					
	- Access to the prison shop / canteen?	n=152	38%	27%	38%	37%
	- Free PIN phone credit?	n=152	61%		61%	
	- Numbers put on your PIN phone?	n=143	58%		58%	
3.5	Have you had an induction at this prison?	n=150	91%	87%	91%	89%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	n=136	46%	62%	46%	67%

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ON THE WING						
4.1	Are you in a cell on your own?	n=156	55%		55%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=153	53%	39%	53%	56%
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	n=150	62%	68%	62%	75%
	- Can you shower every day?	n=155	95%	90%	95%	98%
	- Do you have clean sheets every week?	n=155	87%	89%	87%	95%
	- Do you get cell cleaning materials every week?	n=151	83%	85%	83%	85%
	- Is it normally quiet enough for you to relax or sleep at night?	n=153	49%	65%	49%	70%
	- Can you get your stored property if you need it?	n=144	39%	25%	39%	36%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=154	77%		77%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	n=154	48%		48%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=156	42%		42%	
5.3	Does the shop / canteen sell the things that you need?	n=151	40%	49%	40%	48%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	n=149	73%	78%	73%	88%
6.2	Are there any staff here you could turn to if you had a problem?	n=152	78%	80%	78%	86%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=154	31%	35%	31%	49%
6.4	Do you have a personal officer?	n=154	73%		73%	
	<i>For those who have a personal officer:</i>					
6.4	Is your personal or named officer very / quite helpful?	n=113	55%		55%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=149	10%		10%	
6.6	Do you feel that you are treated as an individual in this prison?	n=148	46%		46%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=152	43%		43%	
	If so, do things sometimes change?	n=66	33%		33%	
FAITH						
7.1	Do you have a religion?	n=153	75%	74%	75%	81%
	<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	n=116	77%		77%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=118	71%		71%	
7.4	Are you able to attend religious services, if you want to?	n=118	92%		92%	

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CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=153	37%		37%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=153	48%	45%	48%
8.3	Are you able to use a phone every day (if you have credit)?	n=154	98%		98%
8.4	Is it very / quite easy for your family and friends to get here?	n=154	38%		38%
8.5	Do you get visits from family/friends once a week or more?	n=149	25%		25%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	n=87	56%		56%
8.7	Are your visitors usually treated respectfully by staff?	n=86	76%		76%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=153	93%		93%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>					
9.1	Are these times usually kept to?	n=142	64%		64%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=146	10%	8%	10%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=146	10%	16%	10%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=154	10%		10%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=154	4%		4%
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=154	57%		57%
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=154	65%		65%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=153	67%		67%
9.7	Do you typically go to the gym twice a week or more?	n=152	26%		26%
9.8	Do you typically go to the library twice a week or more?	n=153	7%	8%	7%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	n=93	44%	63%	44%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	n=151	66%	81%	66%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	n=113	60%	61%	60%
	Are applications usually dealt with within 7 days?	n=112	47%	45%	47%
10.3	Is it easy for you to make a complaint?	n=151	67%	59%	67%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	n=83	37%	40%	37%
	Are complaints usually dealt with within 7 days?	n=80	39%	36%	39%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=108	29%		29%

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For those who need it, is it easy to:					
10.6	Communicate with your solicitor or legal representative?	n=128	43%		43%
	Attend legal visits?	n=120	62%		62%
	Get bail information?	n=108	21%		21%
<i>For those who have had legal letters:</i>					
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	n=129	36%	50%	36% 36%
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	n=152	24%		24%
	- Nurse?	n=154	41%		41%
	- Dentist?	n=153	9%		9%
	- Mental health workers?	n=148	18%		18%
11.2	Do you think the quality of the health service is very / quite good from:				
	- Doctor?	n=150	49%		49%
	- Nurse?	n=146	56%		56%
	- Dentist?	n=145	30%		30%
	- Mental health workers?	n=145	23%		23%
11.3	Do you have any mental health problems?	n=149	66%		66%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	n=96	37%		37%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=149	34%		34%
OTHER SUPPORT NEEDS					
12.1	Do you consider yourself to have a disability?	n=149	44%	36%	44% 33%
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	n=58	28%		28%
12.3	Have you been on an ACCT in this prison?	n=140	29%		29%
<i>For those who have been on an ACCT:</i>					
12.4	Did you feel cared for by staff?	n=40	63%		63%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=150	40%		40%
ALCOHOL AND DRUGS					
13.1	Did you have an alcohol problem when you came into this prison?	n=152	26%	32%	26% 27%
<i>For those who had / have an alcohol problem:</i>					
13.2	Have you been helped with your alcohol problem in this prison?	n=40	55%	75%	55% 61%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=150	48%	46%	48% 44%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=151	13%	8%	13% 5%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=151	14%		14%
<i>For those who had / have a drug problem:</i>					
13.6	Have you been helped with your drug problem in this prison?	n=74	66%	80%	66% 80%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=148	28%		28%
13.8	Is it very / quite easy to get alcohol in this prison?	n=150	3%		3%

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SAFETY						
14.1	Have you ever felt unsafe here?	n=152	60%	49%	60%	43%
14.2	Do you feel unsafe now?	n=145	28%	17%	28%	12%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	n=147	50%		50%	
	- Threats or intimidation?	n=147	40%		40%	
	- Physical assault?	n=147	16%		16%	
	- Sexual assault?	n=147	2%		2%	
	- Theft of canteen or property?	n=147	30%		30%	
	- Other bullying / victimisation?	n=147	25%		25%	
	- Not experienced any of these from prisoners here	n=147	42%	59%	42%	63%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=144	48%		48%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	n=147	37%		37%	
	- Threats or intimidation?	n=147	29%		29%	
	- Physical assault?	n=147	8%		8%	
	- Sexual assault?	n=147	0%		0%	
	- Theft of canteen or property?	n=147	7%		7%	
	- Other bullying / victimisation?	n=147	18%		18%	
	- Not experienced any of these from staff here	n=147	50%	70%	50%	71%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=145	63%		63%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=149	45%		45%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=149	38%		38%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=152	9%	6%	9%	7%
	<i>For those who have been restrained in the last 6 months:</i>					
15.4	Did anyone come and talk to you about it afterwards?	n=16	19%		19%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=152	16%	20%	16%	26%
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>					
15.6	Were you treated well by segregation staff?	n=24	58%		58%	
	Could you shower every day?	n=24	83%		83%	
	Could you go outside for exercise every day?	n=22	82%		82%	
	Could you use the phone every day (if you had credit)?	n=21	76%		76%	

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EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	- Education?	n=148	59%		59%
	- Vocational or skills training?	n=140	37%		37%
	- Prison job?	n=148	48%		48%
	- Voluntary work outside of the prison?	n=137	4%		4%
	- Paid work outside of the prison?	n=141	4%		4%
16.2	In this prison, have you done the following activities:				
	- Education?	n=138	83%	77%	83%
	- Vocational or skills training?	n=135	68%	67%	68%
	- Prison job?	n=138	83%	81%	83%
	- Voluntary work outside of the prison?	n=123	36%		36%
	- Paid work outside of the prison?	n=125	35%		35%
<i>For those who have done the following activities, do you think they will help you on release:</i>					
	- Education?	n=115	74%	64%	74%
	- Vocational or skills training?	n=92	71%	55%	71%
	- Prison job?	n=115	61%	57%	61%
	- Voluntary work outside of the prison?	n=44	82%		82%
	- Paid work outside of the prison?	n=44	80%		80%
16.3	Do staff encourage you to attend education, training or work?			n=138	65%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?			n=149	39%
<i>For those who have a custody plan:</i>					
17.2	Do you understand what you need to do to achieve your objectives or targets?			n=57	67%
17.3	Are staff helping you to achieve your objectives or targets?			n=54	46%
17.4	In this prison, have you done:				
	- Offending behaviour programmes?	n=51	37%		37%
	- Other programmes?	n=53	42%		42%
	- One to one work?	n=48	33%		33%
	- Been on a specialist unit?	n=48	10%		10%
	- ROTL - day or overnight release?	n=49	10%		10%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>					
	- Offending behaviour programmes?	n=19	84%		84%
	- Other programmes?	n=22	82%		82%
	- One to one work?	n=16	88%		88%
	- Being on a specialist unit?	n=5	60%		60%
	- ROTL - day or overnight release?	n=5	80%		80%

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PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	n=145	43%		43%	
<i>For those who expect to be released in the next 3 months:</i>						
18.2	Is this prison very / quite near to your home area or intended release address?	n=60	35%		35%	
18.3	Is anybody helping you to prepare for your release?	n=61	61%		61%	
18.4	Do you need help to sort out the following for when you are released:					
	- Finding accommodation?	n=58	55%		55%	
	- Getting employment?	n=57	46%		46%	
	- Setting up education or training?	n=56	38%		38%	
	- Arranging benefits?	n=57	65%		65%	
	- Sorting out finances?	n=54	57%		57%	
	- Support for drug or alcohol problems?	n=57	49%		49%	
	- Health / mental Health support?	n=57	56%		56%	
	- Social care support?	n=55	40%		40%	
	- Getting back in touch with family or friends?	n=56	38%		38%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	- Finding accommodation?	n=32	25%		25%	
	- Getting employment?	n=26	31%		31%	
	- Setting up education or training?	n=21	33%		33%	
	- Arranging benefits?	n=37	30%		30%	
	- Sorting out finances?	n=31	26%		26%	
	- Support for drug or alcohol problems?	n=28	71%		71%	
	- Health / mental Health support?	n=32	28%		28%	
	- Social care support?	n=22	27%		27%	
	- Getting back in touch with family or friends?	n=21	33%		33%	
FINAL QUESTION ABOUT THIS PRISON						
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=146	60%		60%	

HMP Peterborough (Women) 2017

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- White prisoners' responses are compared with those of prisoners from black or minority ethnic groups
- British nationals' responses are compared with those of foreign nationals

Please note that these analyses are based on summary data from selected survey questions only.

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DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			BME	White		Foreign national	British national
			37	116		25	125
1.2	Are you under 21 years of age?	n=153	5%	3%	n=147	0%	4%
	Are you 50 years of age or older?	n=153	5%	12%	n=147	12%	10%
1.3	Are you from a minority ethnic group?				n=147	48%	19%
7.1	Are you Muslim?	n=150	23%	1%	n=146	4%	6%
11.3	Do you have any mental health problems?	n=146	49%	73%	n=144	20%	77%
12.1	Do you consider yourself to have a disability?	n=146	38%	46%	n=144	12%	51%
19.2	Are you a foreign national?	n=147	34%	12%			
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=143	3%	13%	n=145	8%	11%
ARRIVAL AND RECEPTION							
2.3	When you were searched in reception, was this done in a respectful way?	n=150	83%	84%	n=147	92%	82%
2.4	Overall, were you treated very / quite well in reception?	n=150	91%	84%	n=148	92%	85%
2.5	When you first arrived, did you have any problems?	n=149	83%	90%	n=147	60%	95%
	<i>For those who had any problems when they first arrived:</i>						
2.6	Did staff help you to deal with these problems?	n=128	41%	39%	n=126	40%	37%
FIRST NIGHT AND INDUCTION							
3.3	Did you feel safe on your first night here?	n=151	60%	64%	n=147	58%	63%
3.5	Have you had an induction at this prison?	n=146	97%	89%	n=145	96%	89%
	<i>For those who have had an induction:</i>						
3.5	Did your induction cover everything you needed to know about this prison?	n=133	46%	46%	n=131	48%	45%
ON THE WING							
4.2	Is your cell call bell normally answered within 5 minutes?	n=149	56%	53%	n=148	36%	56%
4.3	On the wing or houseblock you currently live on:						
	- Do you normally have enough clean, suitable clothes for the week?	n=146	64%	63%	n=143	63%	61%
	- Can you shower every day?	n=151	92%	96%	n=148	100%	94%
	- Do you have clean sheets every week?	n=151	78%	89%	n=149	96%	86%
	- Do you get cell cleaning materials every week?	n=147	78%	85%	n=145	92%	81%
	- Is it normally quiet enough for you to relax or sleep at night?	n=149	63%	45%	n=147	63%	47%
	- Can you get your stored property if you need it?	n=140	36%	39%	n=138	46%	39%

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			BME	White		Foreign national	British national
			37	116		25	125
FOOD AND CANTEEN							
5.2	Do you get enough to eat at meal-times always / most of the time?	n=152	38%	44%	n=149	48%	41%
5.3	Does the shop / canteen sell the things that you need?	n=147	37%	39%	n=145	32%	40%
RELATIONSHIPS WITH STAFF							
6.1	Do most staff here treat you with respect?	n=145	59%	76%	n=143	68%	73%
6.2	Are there any staff here you could turn to if you had a problem?	n=148	81%	78%	n=145	72%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=150	28%	33%	n=147	32%	31%
6.6	Do you feel that you are treated as an individual in this prison?	n=145	46%	46%	n=141	40%	44%
FAITH							
<i>For those who have a religion:</i>							
7.2	Are your religious beliefs respected here?	n=115	77%	76%	n=110	75%	77%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=117	69%	73%	n=112	86%	67%
CONTACT WITH FAMILY AND FRIENDS							
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=150	34%	39%	n=146	36%	37%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=149	51%	46%	n=146	48%	50%
8.3	Are you able to use a phone every day (if you have credit)?	n=151	97%	98%	n=147	96%	98%
<i>For those who get visits:</i>							
8.7	Are your visitors usually treated respectfully by staff?	n=86	75%	76%	n=83	100%	72%
TIME OUT OF CELL							
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=143	9%	9%	n=140	0%	11%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=143	9%	10%	n=140	12%	9%
<i>For those who use the library:</i>							
9.9	Does the library have a wide enough range of materials to meet your needs?	n=90	55%	43%	n=89	36%	44%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS							
10.1	Is it easy for you to make an application?	n=148	68%	68%	n=146	60%	67%
<i>For those who have made an application:</i>							
10.2	Are applications usually dealt with fairly?	n=112	65%	59%	n=108	70%	58%
10.3	Is it easy for you to make a complaint?	n=148	60%	70%	n=145	44%	71%
<i>For those who have made a complaint:</i>							
10.4	Are complaints usually dealt with fairly?	n=83	39%	37%	n=79	46%	34%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=107	48%	23%	n=104	29%	28%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

The number of valid responses to each question is provided e.g. n=167

	BME	White		Foreign national	British national			
	37	116		25	125			
HEALTH CARE								
11.1	Is it very / quite easy to see:							
	- Doctor?		n=149	29%	23%	n=146	16%	26%
	- Nurse?		n=151	47%	39%	n=148	38%	44%
	- Dentist?		n=150	11%	9%	n=148	8%	10%
	- Mental health workers?		n=145	22%	17%	n=144	14%	19%
<i>For those who have mental health problems:</i>								
11.4	Have you been helped with your mental health problems in this prison?		n=95	53%	33%	n=94	60%	36%
11.5	Do you think the overall quality of the health services here is very / quite good?		n=146	32%	35%	n=145	24%	38%
OTHER SUPPORT NEEDS								
<i>For those who have a disability:</i>								
12.2	Are you getting the support you need?		n=58	25%	28%	n=58	33%	27%
SAFETY								
14.1	Have you ever felt unsafe here?		n=149	63%	58%	n=149	52%	61%
14.2	Do you feel unsafe now?		n=142	39%	23%	n=142	28%	28%
14.3	Not experienced bullying / victimisation by other prisoners		n=144	32%	46%	n=143	44%	43%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?		n=141	63%	44%	n=140	71%	42%
14.5	Not experienced bullying / victimisation by members of staff		n=144	34%	55%	n=144	57%	49%
14.6	If you were being bullied / victimised by staff here, would you report it?		n=142	67%	62%	n=141	74%	60%
BEHAVIOUR MANAGEMENT								
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?		n=146	50%	45%	n=145	40%	46%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?		n=146	31%	41%	n=145	48%	36%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?		n=149	11%	9%	n=148	4%	11%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?		n=149	17%	16%	n=148	8%	18%
EDUCATION, SKILLS AND WORK								
16.3	Do staff encourage you to attend education, training or work?		n=136	63%	65%	n=136	67%	64%
PLANNING AND PROGRESSION								
17.1	Do you have a custody plan?		n=146	35%	40%	n=145	25%	41%
<i>For those who have a custody plan:</i>								
17.3	Are staff helping you to achieve your objectives or targets?		n=53	50%	46%	n=53	33%	49%
PREPARATION FOR RELEASE								
<i>For those who expect to be released in the next 3 months:</i>								
18.3	Is anybody helping you to prepare for your release?		n=59	50%	65%	n=61	40%	65%
FINAL QUESTION ABOUT THIS PRISON								
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?		n=143	61%	59%	n=142	58%	59%

HMP Peterborough (women) 2017 Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- Disabled prisoners' responses are compared with those of prisoners who do not have a disability
 - Responses of prisoners with mental health problems are compared with those of prisoners who do not have mental health problems
- Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

The number of valid responses to each question is provided e.g. n=167

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			Have a disability			Mental health problems	
			65	84		99	50
The number of valid responses to each question is provided e.g. n=167							
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION							
1.2	Are you under 21 years of age?	n=147	3%	4%	n=147	2%	4%
	Are you 50 years of age or older?	n=147	12%	10%	n=147	11%	10%
1.3	Are you from a minority ethnic group?	n=146	20%	26%	n=146	17%	38%
7.1	Are you Muslim?	n=146	5%	5%	n=146	3%	10%
11.3	Do you have any mental health problems?	n=146	89%	48%			
12.1	Do you consider yourself to have a disability?	n=146			n=146	59%	14%
19.2	Are you a foreign national?	n=144	5%	28%	n=144	5%	43%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=141	13%	8%	n=140	11%	11%
ARRIVAL AND RECEPTION							
2.3	When you were searched in reception, was this done in a respectful way?	n=146	77%	88%	n=146	81%	90%
2.4	Overall, were you treated very / quite well in reception?	n=146	77%	90%	n=147	84%	88%
2.5	When you first arrived, did you have any problems?	n=145	97%	82%	n=145	95%	76%
<i>For those who had any problems when they first arrived:</i>							
2.6	Did staff help you to deal with these problems?	n=124	28%	47%	n=124	33%	51%
FIRST NIGHT AND INDUCTION							
3.3	Did you feel safe on your first night here?	n=147	64%	64%	n=147	63%	65%
3.5	Have you had an induction at this prison?	n=143	91%	90%	n=143	91%	92%
<i>For those who have had an induction:</i>							
3.5	Did your induction cover everything you needed to know about this prison?	n=129	43%	48%	n=130	44%	51%
ON THE WING							
4.2	Is your cell call bell normally answered within 5 minutes?	n=147	48%	56%	n=147	53%	55%
4.3	On the wing or houseblock you currently live on:						
	- Do you normally have enough clean, suitable clothes for the week?	n=143	55%	67%	n=142	63%	57%
	- Can you shower every day?	n=147	89%	100%	n=147	94%	100%
	- Do you have clean sheets every week?	n=148	88%	89%	n=148	85%	94%
	- Do you get cell cleaning materials every week?	n=144	78%	88%	n=144	80%	90%
	- Is it normally quiet enough for you to relax or sleep at night?	n=145	41%	57%	n=145	39%	69%
	- Can you get your stored property if you need it?	n=138	36%	40%	n=137	40%	37%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	Have a disability	Do not have a disability		Mental health problems	No mental health problems
	65	84		99	50

The number of valid responses to each question is provided e.g. n=167

FOOD AND CANTEEN							
5.2	Do you get enough to eat at meal-times always / most of the time?	n=148	36%	46%	n=148	36%	52%
5.3	Does the shop / canteen sell the things that you need?	n=145	39%	37%	n=143	40%	35%
RELATIONSHIPS WITH STAFF							
6.1	Do most staff here treat you with respect?	n=141	71%	73%	n=142	73%	70%
6.2	Are there any staff here you could turn to if you had a problem?	n=145	81%	75%	n=144	79%	76%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=146	26%	33%	n=146	31%	31%
6.6	Do you feel that you are treated as an individual in this prison?	n=142	36%	52%	n=142	42%	53%
FAITH							
<i>For those who have a religion:</i>							
7.2	Are your religious beliefs respected here?	n=109	70%	81%	n=111	76%	77%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=111	60%	78%	n=113	64%	80%
CONTACT WITH FAMILY AND FRIENDS							
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=146	29%	42%	n=146	39%	35%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=146	52%	45%	n=145	49%	50%
8.3	Are you able to use a phone every day (if you have credit)?	n=147	98%	98%	n=148	98%	98%
<i>For those who get visits:</i>							
8.7	Are your visitors usually treated respectfully by staff?	n=82	70%	80%	n=81	71%	84%
TIME OUT OF CELL							
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=139	16%	5%	n=139	9%	10%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=139	7%	12%	n=139	8%	13%
<i>For those who use the library:</i>							
9.9	Does the library have a wide enough range of materials to meet your needs?	n=92	39%	48%	n=92	46%	39%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS							
10.1	Is it easy for you to make an application?	n=145	69%	66%	n=146	69%	62%
<i>For those who have made an application:</i>							
10.2	Are applications usually dealt with fairly?	n=110	54%	67%	n=110	55%	74%
10.3	Is it easy for you to make a complaint?	n=145	69%	64%	n=146	73%	53%
<i>For those who have made a complaint:</i>							
10.4	Are complaints usually dealt with fairly?	n=81	31%	43%	n=81	40%	35%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=104	32%	26%	n=105	33%	17%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	Have a disability	Do not have a disability		
	65	84		
			Mental health problems	No mental health problems
			99	50

The number of valid responses to each question is provided e.g. n=167

HEALTH CARE							
11.1	Is it very / quite easy to see:						
	- Doctor?	n=147	19%	25%	n=146	24%	22%
	- Nurse?	n=148	39%	40%	n=148	44%	33%
	- Dentist?	n=147	9%	5%	n=147	10%	4%
	- Mental health workers?	n=143	19%	13%	n=143	22%	2%
<i>For those who have mental health problems:</i>							
11.4	Have you been helped with your mental health problems in this prison?	n=94	38%	32%	n=95	37%	
11.5	Do you think the overall quality of the health services here is very / quite good?	n=146	34%	33%	n=146	37%	29%
OTHER SUPPORT NEEDS							
<i>For those who have a disability:</i>							
12.2	Are you getting the support you need?	n=57	26%		n=57	29%	20%
SAFETY							
14.1	Have you ever felt unsafe here?	n=147	62%	57%	n=147	65%	48%
14.2	Do you feel unsafe now?	n=142	32%	24%	n=140	33%	15%
14.3	Not experienced bullying / victimisation by other prisoners	n=142	39%	43%	n=142	40%	43%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=141	39%	54%	n=139	41%	63%
14.5	Not experienced bullying / victimisation by members of staff	n=142	48%	53%	n=142	47%	57%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=141	66%	60%	n=141	58%	74%
BEHAVIOUR MANAGEMENT							
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=145	43%	45%	n=144	44%	45%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=144	36%	43%	n=145	37%	42%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=147	12%	6%	n=147	10%	8%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=147	20%	11%	n=148	18%	10%
EDUCATION, SKILLS AND WORK							
16.3	Do staff encourage you to attend education, training or work?	n=133	57%	70%	n=134	60%	76%
PLANNING AND PROGRESSION							
17.1	Do you have a custody plan?	n=145	39%	40%	n=145	43%	31%
<i>For those who have a custody plan:</i>							
17.3	Are staff helping you to achieve your objectives or targets?	n=52	48%	45%	n=52	46%	46%
PREPARATION FOR RELEASE							
<i>For those who expect to be released in the next 3 months:</i>							
18.3	Is anybody helping you to prepare for your release?	n=59	78%	47%	n=60	81%	33%
FINAL QUESTION ABOUT THIS PRISON							
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=141	59%	61%	n=141	57%	62%

HMP Peterborough (Women) 2017

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners aged 25 and under are compared with those of prisoners over 25
- responses of prisoners aged 50 and over are compared with those of prisoners under 50

Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

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Number of completed questionnaires returned

	25 and under	Over 25		50 and over	Under 50
	25	129		16	138

The number of valid responses to each question is provided e.g. n=167

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION							
1.3	Are you from a minority ethnic group?	n=153	24%	24%	n=153	13%	26%
7.1	Are you Muslim?	n=151	13%	5%	n=151	0%	7%
11.3	Do you have any mental health problems?	n=147	82%	64%	n=147	69%	66%
12.1	Do you consider yourself to have a disability?	n=147	35%	46%	n=147	50%	44%
19.2	Are you a foreign national?	n=147	13%	18%	n=147	20%	17%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=143	9%	11%	n=143	0%	12%
ARRIVAL AND RECEPTION							
2.3	When you were searched in reception, was this done in a respectful way?	n=151	92%	83%	n=151	81%	84%
2.4	Overall, were you treated very / quite well in reception?	n=151	88%	85%	n=151	93%	85%
2.5	When you first arrived, did you have any problems?	n=150	92%	88%	n=150	100%	88%
	<i>For those who had any problems when they first arrived:</i>						
2.6	Did staff help you to deal with these problems?	n=128	40%	39%	n=128	40%	39%
FIRST NIGHT AND INDUCTION							
3.3	Did you feel safe on your first night here?	n=152	64%	63%	n=152	56%	64%
3.5	Have you had an induction at this prison?	n=147	92%	91%	n=147	87%	92%
	<i>For those who have had an induction:</i>						
3.5	Did your induction cover everything you needed to know about this prison?	n=134	59%	44%	n=134	46%	46%
ON THE WING							
4.2	Is your cell call bell normally answered within 5 minutes?	n=150	75%	49%	n=150	38%	55%
4.3	On the wing or houseblock you currently live on:						
	- Do you normally have enough clean, suitable clothes for the week?	n=147	68%	62%	n=147	73%	61%
	- Can you shower every day?	n=152	96%	95%	n=152	88%	96%
	- Do you have clean sheets every week?	n=152	80%	87%	n=152	100%	85%
	- Do you get cell cleaning materials every week?	n=148	92%	82%	n=148	88%	83%
	- Is it normally quiet enough for you to relax or sleep at night?	n=150	29%	53%	n=150	60%	48%
	- Can you get your stored property if you need it?	n=141	33%	39%	n=141	33%	39%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

The number of valid responses to each question is provided e.g. n=167

	25 and under	Over 25		50 and over	Under 50
	25	129		16	138

FOOD AND CANTEEN							
5.2	Do you get enough to eat at meal-times always / most of the time?	n=153	36%	43%	n=153	75%	38%
5.3	Does the shop / canteen sell the things that you need?	n=148	52%	37%	n=148	40%	39%
RELATIONSHIPS WITH STAFF							
6.1	Do most staff here treat you with respect?	n=146	64%	74%	n=146	86%	71%
6.2	Are there any staff here you could turn to if you had a problem?	n=149	72%	80%	n=149	71%	79%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=151	16%	34%	n=151	25%	32%
6.6	Do you feel that you are treated as an individual in this prison?	n=146	48%	46%	n=146	56%	45%
FAITH							
<i>For those who have a religion:</i>							
7.2	Are your religious beliefs respected here?	n=116	85%	75%	n=116	80%	76%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=118	65%	72%	n=118	80%	70%
CONTACT WITH FAMILY AND FRIENDS							
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=151	32%	39%	n=151	25%	39%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=150	40%	50%	n=150	27%	50%
8.3	Are you able to use a phone every day (if you have credit)?	n=152	100%	98%	n=152	93%	99%
<i>For those who get visits:</i>							
8.7	Are your visitors usually treated respectfully by staff?	n=86	74%	76%	n=86	67%	76%
TIME OUT OF CELL							
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=144	4%	11%	n=144	0%	11%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=144	4%	11%	n=144	14%	9%
<i>For those who use the library:</i>							
9.9	Does the library have a wide enough range of materials to meet your needs?	n=91	57%	43%	n=91	44%	45%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS							
10.1	Is it easy for you to make an application?	n=149	67%	67%	n=149	71%	67%
<i>For those who have made an application:</i>							
10.2	Are applications usually dealt with fairly?	n=112	72%	59%	n=112	70%	60%
10.3	Is it easy for you to make a complaint?	n=149	65%	68%	n=149	60%	68%
<i>For those who have made a complaint:</i>							
10.4	Are complaints usually dealt with fairly?	n=83	40%	37%	n=83	50%	37%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=107	50%	24%	n=107	8%	32%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	25 and under	Over 25		50 and over	Under 50
	25	129		16	138

The number of valid responses to each question is provided e.g. n=167

HEALTH CARE							
11.1	Is it very / quite easy to see:						
	- Doctor?	n=150	26%	24%	n=150	44%	22%
	- Nurse?	n=152	42%	41%	n=152	44%	40%
	- Dentist?	n=151	4%	10%	n=151	20%	8%
	- Mental health workers?	n=146	25%	16%	n=146	27%	17%
<i>For those who have mental health problems:</i>							
11.4	Have you been helped with your mental health problems in this prison?	n=95	29%	39%	n=95	56%	35%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=147	35%	34%	n=147	27%	35%
OTHER SUPPORT NEEDS							
<i>For those who have a disability:</i>							
12.2	Are you getting the support you need?	n=58	33%	27%	n=58	63%	22%
SAFETY							
14.1	Have you ever felt unsafe here?	n=150	54%	60%	n=150	53%	60%
14.2	Do you feel unsafe now?	n=143	25%	27%	n=143	20%	27%
14.3	Not experienced bullying / victimisation by other prisoners	n=145	48%	41%	n=145	75%	38%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=142	35%	51%	n=142	60%	47%
14.5	Not experienced bullying / victimisation by members of staff	n=145	48%	52%	n=145	80%	48%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=143	57%	65%	n=143	73%	63%
BEHAVIOUR MANAGEMENT							
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=147	25%	50%	n=147	63%	44%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=147	22%	42%	n=147	50%	37%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=150	17%	8%	n=150	0%	10%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=150	29%	14%	n=150	0%	18%
EDUCATION, SKILLS AND WORK							
16.3	Do staff encourage you to attend education, training or work?	n=136	62%	65%	n=136	47%	67%
PLANNING AND PROGRESSION							
17.1	Do you have a custody plan?	n=147	26%	41%	n=147	44%	38%
<i>For those who have a custody plan:</i>							
17.3	Are staff helping you to achieve your objectives or targets?	n=53	33%	49%	n=53	33%	49%
PREPARATION FOR RELEASE							
<i>For those who expect to be released in the next 3 months:</i>							
18.3	Is anybody helping you to prepare for your release?	n=59	60%	61%	n=59	75%	60%
FINAL QUESTION ABOUT THIS PRISON							
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=144	59%	60%	n=144	75%	58%

HMP Peterborough (Women) 2017

Comparison of survey responses between sub-populations of prisoners

In this table, heterosexual prisoners' responses are compared with those of prisoners of other sexual orientations
Please note that this analysis is based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
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	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Gay/bisexual/other	Heterosexual
26	118

The number of valid responses to each question is provided e.g. n=167

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	n=142	4%
	Are you 50 years of age or older?	n=142	12%
1.3	Are you from a minority ethnic group?	n=142	20%
7.1	Are you Muslim?	n=141	4%
11.3	Do you have any mental health problems?	n=140	64%
12.1	Do you consider yourself to have a disability?	n=139	41%
19.2	Are you a foreign national?	n=144	17%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=140	12%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	n=141	85%
2.4	Overall, were you treated very / quite well in reception?	n=143	86%
2.5	When you first arrived, did you have any problems?	n=141	90%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	n=122	41%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	n=142	60%
3.5	Have you had an induction at this prison?	n=140	90%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	n=127	47%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	n=142	54%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	n=137	61%
	- Can you shower every day?	n=142	95%
	- Do you have clean sheets every week?	n=143	89%
	- Do you get cell cleaning materials every week?	n=139	85%
	- Is it normally quiet enough for you to relax or sleep at night?	n=141	50%
	- Can you get your stored property if you need it?	n=133	40%

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* less than 1% probability that the difference is due to chance

	Gay/bisexual/other	Heterosexual
Number of completed questionnaires returned	26	118

The number of valid responses to each question is provided e.g. n=167

FOOD AND CANTEEN				
5.2	Do you get enough to eat at meal-times always / most of the time?	n=143	42%	43%
5.3	Does the shop / canteen sell the things that you need?	n=139	50%	37%
RELATIONSHIPS WITH STAFF				
6.1	Do most staff here treat you with respect?	n=138	56%	76%
6.2	Are there any staff here you could turn to if you had a problem?	n=139	81%	76%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=141	35%	30%
6.6	Do you feel that you are treated as an individual in this prison?	n=138	39%	44%
FAITH				
<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?	n=106	67%	80%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=108	52%	75%
CONTACT WITH FAMILY AND FRIENDS				
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=141	39%	37%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=140	58%	47%
8.3	Are you able to use a phone every day (if you have credit)?	n=143	100%	97%
<i>For those who get visits:</i>				
8.7	Are your visitors usually treated respectfully by staff?	n=80	65%	78%
TIME OUT OF CELL				
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=135	0%	10%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=135	8%	10%
<i>For those who use the library:</i>				
9.9	Does the library have a wide enough range of materials to meet your needs?	n=85	53%	40%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1	Is it easy for you to make an application?	n=142	65%	66%
<i>For those who have made an application:</i>				
10.2	Are applications usually dealt with fairly?	n=105	47%	63%
10.3	Is it easy for you to make a complaint?	n=140	80%	64%
<i>For those who have made a complaint:</i>				
10.4	Are complaints usually dealt with fairly?	n=76	41%	36%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=100	32%	27%

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Gay/bisexual/other	Heterosexual
26	118

Number of completed questionnaires returned

The number of valid responses to each question is provided e.g. n=167

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	n=141	28% 25%
	- Nurse?	n=143	54% 41%
	- Dentist?	n=143	12% 9%
	- Mental health workers?	n=140	23% 17%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	n=92	33% 38%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=140	25% 37%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	n=56	14% 33%
SAFETY			
14.1	Have you ever felt unsafe here?	n=144	62% 59%
14.2	Do you feel unsafe now?	n=138	25% 28%
14.3	Not experienced bullying / victimisation by other prisoners	n=138	44% 44%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=136	38% 49%
14.5	Not experienced bullying / victimisation by members of staff	n=139	39% 53%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=136	67% 63%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=140	48% 46%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=141	32% 41%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=143	23% 6%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=144	27% 14%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	n=132	52% 67%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	n=141	28% 41%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	n=51	38% 49%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	n=59	78% 58%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=138	50% 61%

HMP Peterborough (Women) 2017

Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners from traveller communities are compared with those of prisoners not from traveller communities

Please note that this analysis is based on summary data from selected survey questions only.

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Number of completed questionnaires returned

Traveller	Non-traveller
15	130

The number of valid responses to each question is provided e.g. n=167

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	n=143	7% 3%
	Are you 50 years of age or older?	n=143	0% 11%
1.3	Are you from a minority ethnic group?	n=143	7% 27%
7.1	Are you Muslim?	n=142	0% 6%
11.3	Do you have any mental health problems?	n=140	67% 66%
12.1	Do you consider yourself to have a disability?	n=141	57% 43%
19.2	Are you a foreign national?	n=145	13% 18%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)		
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	n=142	87% 83%
2.4	Overall, were you treated very / quite well in reception?	n=143	80% 86%
2.5	When you first arrived, did you have any problems?	n=143	87% 89%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	n=122	58% 34%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	n=143	73% 61%
3.5	Have you had an induction at this prison?	n=140	93% 90%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	n=126	50% 45%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	n=143	60% 51%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	n=138	40% 63%
	- Can you shower every day?	n=143	93% 95%
	- Do you have clean sheets every week?	n=144	93% 87%
	- Do you get cell cleaning materials every week?	n=140	87% 83%
	- Is it normally quiet enough for you to relax or sleep at night?	n=142	40% 51%
	- Can you get your stored property if you need it?	n=134	50% 38%

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* less than 1% probability that the difference is due to chance

	Traveller	Non-traveller
Number of completed questionnaires returned	15	130

The number of valid responses to each question is provided e.g. n=167

FOOD AND CANTEEN				
5.2	Do you get enough to eat at meal-times always / most of the time?	n=144	27%	43%
5.3	Does the shop / canteen sell the things that you need?	n=140	46%	37%
RELATIONSHIPS WITH STAFF				
6.1	Do most staff here treat you with respect?	n=138	53%	73%
6.2	Are there any staff here you could turn to if you had a problem?	n=140	79%	76%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=142	27%	31%
6.6	Do you feel that you are treated as an individual in this prison?	n=137	50%	42%
FAITH				
<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?	n=106	82%	76%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=108	67%	70%
CONTACT WITH FAMILY AND FRIENDS				
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=142	57%	33%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=141	54%	48%
8.3	Are you able to use a phone every day (if you have credit)?	n=143	100%	98%
<i>For those who get visits:</i>				
8.7	Are your visitors usually treated respectfully by staff?	n=81	71%	74%
TIME OUT OF CELL				
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=136	21%	8%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=136	7%	10%
<i>For those who use the library:</i>				
9.9	Does the library have a wide enough range of materials to meet your needs?	n=86	50%	41%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1	Is it easy for you to make an application?	n=142	80%	65%
<i>For those who have made an application:</i>				
10.2	Are applications usually dealt with fairly?	n=105	77%	57%
10.3	Is it easy for you to make a complaint?	n=141	86%	64%
<i>For those who have made a complaint:</i>				
10.4	Are complaints usually dealt with fairly?	n=76	44%	33%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=100	39%	28%

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* less than 1% probability that the difference is due to chance

	Traveller	Non-traveller
Number of completed questionnaires returned	15	130

The number of valid responses to each question is provided e.g. n=167

HEALTH CARE		
11.1	Is it very / quite easy to see:	
	- Doctor?	n=142 20% 24%
	- Nurse?	n=144 27% 43%
	- Dentist?	n=145 13% 9%
	- Mental health workers?	n=140 20% 17%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	n=91 30% 36%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=141 53% 34%
OTHER SUPPORT NEEDS		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	n=56 29% 29%
SAFETY		
14.1	Have you ever felt unsafe here?	n=145 47% 61%
14.2	Do you feel unsafe now?	n=138 14% 30%
14.3	Not experienced bullying / victimisation by other prisoners	n=139 43% 43%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=136 57% 46%
14.5	Not experienced bullying / victimisation by members of staff	n=140 50% 49%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=138 80% 60%
BEHAVIOUR MANAGEMENT		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=142 60% 43%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=141 57% 35%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=144 7% 9%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=144 20% 16%
EDUCATION, SKILLS AND WORK		
16.3	Do staff encourage you to attend education, training or work?	n=132 69% 66%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	n=141 60% 36%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	n=51 56% 45%
PREPARATION FOR RELEASE		
<i>For those who expect to be released in the next 3 months:</i>		
18.3	Is anybody helping you to prepare for your release?	n=60 60% 60%
FINAL QUESTION ABOUT THIS PRISON		
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=138 64% 59%

HMP Peterborough (Women) 2017

Comparison of survey responses between sub-populations of prisoners

In this table responses from sentenced prisoners are compared with responses from unsentenced prisoners.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
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* less than 1% probability that the difference is due to chance

Sentenced Prisoners	Unsentenced Prisoners
111	42

Number of completed questionnaires returned

The number of valid responses to each question is provided e.g. n=167

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION				
1.2	Are you under 21 years of age?	n=151	4%	5%
	Are you 25 years of age or younger?	n=151	15%	21%
	Are you 50 years of age or older?	n=151	14%	2%
	Are you 70 years of age or older?	n=151	0%	0%
1.3	Are you from a minority ethnic group?	n=150	26%	19%
1.4	Have you been in this prison for less than 6 months?	n=150	59%	83%
7.1	Are you Muslim?	n=150	6%	5%
11.3	Do you have any mental health problems?	n=146	65%	70%
12.1	Do you consider yourself to have a disability?	n=146	40%	52%
19.1	Do you have any children under the age of 18?	n=146	53%	58%
19.2	Are you a foreign national?	n=146	17%	15%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=142	9%	15%
19.4	Have you ever been in the armed services?	n=144	1%	0%
19.5	Is your gender male or non-binary?	n=147	1%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	n=142	17%	23%
19.7	Do you identify as transgender or transsexual?	n=142	3%	3%

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* less than 1% probability that the difference is due to chance

Sentenced Prisoners	Unsentenced Prisoners
111	42

Number of completed questionnaires returned

The number of valid responses to each question is provided e.g. n=167

ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	n=153	17% 14%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	n=153	33% 52%
2.3	When you were searched in reception, was this done in a respectful way?	n=151	86% 80%
2.4	Overall, were you treated very / quite well in reception?	n=151	90% 73%
2.5	When you first arrived, did you have any problems?	n=150	88% 93%
2.5	Did you have problems with:		
	- Getting phone numbers?	n=150	21% 36%
	- Contacting family?	n=150	18% 31%
	- Arranging care for children or other dependents?	n=150	3% 2%
	- Contacting employers?	n=150	2% 0%
	- Money worries?	n=150	24% 41%
	- Housing worries?	n=150	26% 52%
	- Feeling depressed?	n=150	66% 67%
	- Feeling suicidal?	n=150	24% 33%
	- Other mental health problems?	n=150	31% 50%
	- Physical health problems?	n=150	28% 33%
	- Drugs or alcohol (e.g. withdrawal)?	n=150	28% 52%
	- Getting medication?	n=150	38% 55%
	- Needing protection from other prisoners?	n=150	7% 14%
	- Lost or delayed property?	n=150	22% 24%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	n=129	42% 30%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	n=152	67% 76%
	- Toiletries / other basic items?	n=152	74% 64%
	- A shower?	n=152	36% 43%
	- A free phone call?	n=152	78% 57%
	- Something to eat?	n=152	85% 83%
	- The chance to see someone from health care?	n=152	64% 69%
	- The chance to talk to a Listener or Samaritans?	n=152	35% 31%
	- Support from another prisoner (e.g. Insider or buddy)?	n=152	34% 36%
	- None of these?	n=152	3% 2%
3.2	On your first night in this prison, was your cell very / quite clean?	n=152	67% 68%

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	Sentenced Prisoners	Unsentenced Prisoners
Number of completed questionnaires returned	111	42

The number of valid responses to each question is provided e.g. n=167

3.3	Did you feel safe on your first night here?	n=151	63%	64%
3.4	In your first few days here, did you get?			
	- Access to the prison shop / canteen?	n=148	36%	40%
	- Free PIN phone credit?	n=148	64%	51%
	- Numbers put on your PIN phone?	n=139	59%	51%
3.5	Have you had an induction at this prison?	n=146	90%	93%
	<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	n=132	48%	41%
ON THE WING				
4.1	Are you in a cell on your own?	n=152	56%	48%
4.2	Is your cell call bell normally answered within 5 minutes?	n=149	54%	49%
4.3	On the wing or houseblock you currently live on:			
	- Do you normally have enough clean, suitable clothes for the week?	n=146	66%	49%
	- Can you shower every day?	n=151	95%	95%
	- Do you have clean sheets every week?	n=151	89%	81%
	- Do you get cell cleaning materials every week?	n=147	86%	78%
	- Is it normally quiet enough for you to relax or sleep at night?	n=149	51%	43%
	- Can you get your stored property if you need it?	n=140	39%	39%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=150	78%	76%
FOOD AND CANTEEN				
5.1	Is the quality of the food in this prison very / quite good?	n=150	46%	50%
5.2	Do you get enough to eat at meal-times always / most of the time?	n=152	46%	31%
5.3	Does the shop / canteen sell the things that you need?	n=147	40%	35%
RELATIONSHIPS WITH STAFF				
6.1	Do most staff here treat you with respect?	n=146	79%	53%
6.2	Are there any staff here you could turn to if you had a problem?	n=148	79%	76%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=150	33%	22%
6.4	Do you have a personal officer?	n=150	72%	78%
	<i>For those who have a personal officer:</i>			
6.4	Is your personal or named officer very / quite helpful?	n=110	57%	45%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=146	12%	3%
6.6	Do you feel that you are treated as an individual in this prison?	n=145	50%	34%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=149	47%	33%
	If so, do things sometimes change?	n=64	31%	31%

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FAITH			
7.1	Do you have a religion?	n=150	73% 79%
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	n=113	79% 72%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=115	76% 61%
7.4	Are you able to attend religious services, if you want to?	n=115	96% 82%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=150	39% 30%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=149	44% 61%
8.3	Are you able to use a phone every day (if you have credit)?	n=151	97% 100%
8.4	Is it very / quite easy for your family and friends to get here?	n=152	34% 48%
8.5	Do you get visits from family/friends once a week or more?	n=146	24% 29%
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	n=86	57% 54%
8.7	Are your visitors usually treated respectfully by staff?	n=85	73% 81%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=150	94% 90%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	n=139	68% 51%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=143	4% 24%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=143	10% 10%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=151	6% 19%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=151	1% 12%
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=151	61% 46%
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=151	66% 63%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=150	68% 63%
9.7	Do you typically go to the gym twice a week or more?	n=149	27% 22%
9.8	Do you typically go to the library twice a week or more?	n=150	8% 2%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	n=92	44% 42%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	n=148	68% 60%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	n=111	67% 47%
	Are applications usually dealt with within 7 days?	n=109	53% 33%

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10.3	Is it easy for you to make a complaint?	n=148	67%	66%
<i>For those who have made a complaint:</i>				
10.4	Are complaints usually dealt with fairly?	n=83	41%	30%
	Are complaints usually dealt with within 7 days?	n=79	41%	32%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=106	27%	33%
<i>For those who need it, is it easy to:</i>				
10.6	Communicate with your solicitor or legal representative?	n=127	46%	38%
	Attend legal visits?	n=119	60%	64%
	Get bail information?	n=107	28%	11%
<i>For those who have had legal letters:</i>				
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	n=127	33%	44%
HEALTH CARE				
11.1	Is it very / quite easy to see:			
	- Doctor?	n=149	28%	15%
	- Nurse?	n=151	46%	27%
	- Dentist?	n=150	11%	5%
	- Mental health workers?	n=146	16%	21%
11.2	Do you think the quality of the health service is very / quite good from:			
	- Doctor?	n=147	51%	43%
	- Nurse?	n=143	56%	56%
	- Dentist?	n=142	28%	34%
	- Mental health workers?	n=143	22%	26%
11.3	Do you have any mental health problems?	n=146	65%	70%
<i>For those who have mental health problems:</i>				
11.4	Have you been helped with your mental health problems in this prison?	n=94	43%	21%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=146	34%	32%
OTHER SUPPORT NEEDS				
12.1	Do you consider yourself to have a disability?	n=146	40%	52%
<i>For those who have a disability:</i>				
12.2	Are you getting the support you need?	n=57	35%	10%
12.3	Have you been on an ACCT in this prison?	n=137	28%	26%
<i>For those who have been on an ACCT:</i>				
12.4	Did you feel cared for by staff?	n=38	67%	46%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=148	38%	43%

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ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	n=149	22% 36%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	n=40	68% 33%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=148	40% 69%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=149	14% 10%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=149	10% 24%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	n=73	74% 53%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=146	29% 29%
13.8	Is it very / quite easy to get alcohol in this prison?	n=148	4% 0%
SAFETY			
14.1	Have you ever felt unsafe here?	n=149	64% 52%
14.2	Do you feel unsafe now?	n=143	26% 32%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	n=144	47% 56%
	- Threats or intimidation?	n=144	40% 42%
	- Physical assault?	n=144	13% 22%
	- Sexual assault?	n=144	3% 0%
	- Theft of canteen or property?	n=144	28% 34%
	- Other bullying / victimisation?	n=144	25% 24%
	- Not experienced any of these from prisoners here	n=144	44% 37%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=141	52% 38%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	n=144	35% 44%
	- Threats or intimidation?	n=144	26% 37%
	- Physical assault?	n=144	8% 7%
	- Sexual assault?	n=144	0% 0%
	- Theft of canteen or property?	n=144	4% 12%
	- Other bullying / victimisation?	n=144	16% 22%
	- Not experienced any of these from staff here	n=144	53% 42%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=142	62% 65%

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BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=146	49% 35%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=146	44% 24%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=149	10% 7%
<i>For those who have been restrained in the last 6 months:</i>			
15.4	Did anyone come and talk to you about it afterwards?	n=16	25% 0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=149	15% 20%
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>			
15.6	Were you treated well by segregation staff?	n=24	80% 22%
	Could you shower every day?	n=24	100% 56%
	Could you go outside for exercise every day?	n=22	86% 75%
	Could you use the phone every day (if you had credit)?	n=21	85% 63%
EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	n=145	59% 63%
	- Vocational or skills training?	n=138	39% 34%
	- Prison job?	n=147	48% 50%
	- Voluntary work outside of the prison?	n=135	3% 8%
16.2	In this prison, have you done the following activities:		
	- Education?	n=135	86% 79%
	- Vocational or skills training?	n=133	69% 68%
	- Prison job?	n=135	87% 76%
	- Voluntary work outside of the prison?	n=121	35% 38%
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	n=113	70% 83%
	- Vocational or skills training?	n=91	67% 84%
	- Prison job?	n=113	58% 68%
	- Voluntary work outside of the prison?	n=43	80% 85%
	- Paid work outside of the prison?	n=43	77% 85%
16.3	Do staff encourage you to attend education, training or work?	n=136	68% 56%

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PLANNING AND PROGRESSION				
17.1	Do you have a custody plan?	n=147	48%	17%
<i>For those who have a custody plan:</i>				
17.2	Do you understand what you need to do to achieve your objectives or targets?	n=56	61%	100%
17.3	Are staff helping you to achieve your objectives or targets?	n=53	44%	57%
17.4	In this prison, have you done:			
	- Offending behaviour programmes?	n=50	34%	67%
	- Other programmes?	n=52	37%	83%
	- One to one work?	n=47	30%	75%
	- Been on a specialist unit?	n=47	12%	0%
	- ROTL - day or overnight release?	n=48	12%	0%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>				
	- Offending behaviour programmes?	n=19	87%	75%
	- Other programmes?	n=22	77%	100%
	- One to one work?	n=16	85%	100%
	- Being on a specialist unit?	n=5	60%	0%
	- ROTL - day or overnight release?	n=5	80%	0%
PREPARATION FOR RELEASE				
18.1	Do you expect to be released in the next 3 months?	n=143	47%	34%
<i>For those who expect to be released in the next 3 months:</i>				
18.2	Is this prison very / quite near to your home area or intended release address?	n=59	33%	36%
18.3	Is anybody helping you to prepare for your release?	n=60	58%	67%
18.4	Do you need help to sort out the following for when you are released:			
	- Finding accommodation?	n=57	49%	90%
	- Getting employment?	n=56	33%	100%
	- Setting up education or training?	n=55	27%	82%
	- Arranging benefits?	n=56	61%	90%
	- Sorting out finances?	n=53	54%	80%
	- Support for drug or alcohol problems?	n=56	46%	67%
	- Health / mental Health support?	n=56	51%	73%
	- Social care support?	n=54	31%	89%
	- Getting back in touch with family or friends?	n=55	31%	70%

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18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	n=32	30% 11%
	- Getting employment?	n=26	40% 18%
	- Setting up education or training?	n=21	50% 11%
	- Arranging benefits?	n=37	32% 22%
	- Sorting out finances?	n=31	30% 13%
	- Support for drug or alcohol problems?	n=28	85% 38%
	- Health / mental Health support?	n=31	26% 25%
	- Social care support?	n=22	36% 13%
- Getting back in touch with family or friends?	n=21	36% 29%	
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=143	57% 68%