

Report on an unannounced inspection of

HMP Usk and HMP & YOI Prescoed

by HM Chief Inspector of Prisons

9–19 October 2017

This inspection was carried out in partnership with the following bodies:



Arolygiaeth Ei Mawrhydi dros Addysg a Hyfforddiant yng Nghymru
Her Majesty's Inspectorate for Education and Training in Wales

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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

Usk and Prescoed are two distinct prisons, in different locations, but are operated under the same management team, and we bore this in mind when we inspected them. Located in south east Wales, Usk is a small category C training prison built in the 19th century that for many years has specialised in delivering sex offender treatment programmes. At the time of this inspection, it held 274 men, nearly all of whom were convicted sex offenders. Prescoed, located three-and-a-half miles away, is an open prison holding 252 men. Its key aim is to prepare men for release back into the community, and it uses release on temporary licence (ROTL) extensively to this end.

For many years we have reported that both Usk and Prescoed are fundamentally successful institutions delivering their key responsibilities very well. This was again the case at this inspection, where we found some good work taking place at both institutions. We do, however, also identify some issues where some improvement is needed.

Both prisons were safe with very little violence. Most men reported that they were safe and formal disciplinary processes were rarely needed. The most vulnerable men were generally well cared for and there were few open assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm opened, or incidents of self-harm. Nevertheless, management oversight of suicide and self-harm prevention needed to be improved.

Both were fundamentally respectful prisons with good staff-prisoner relationships, and most men told us they had a member of staff who would help them if they had a problem. This had improved since the last inspection. However, black and minority ethnic men were less positive about staff-prisoner relationships, and the reasons for this needed to be better understood. The environment at Usk was limited and most men lived in overcrowded cells. However, both prisons were clean and prisoners received what they needed to live decently. The population at Usk contained a high proportion of older men. Despite the environment's limitations, good work was undertaken to support them, including the best provision relating to the Care Act we have seen. Health care provision overall was reasonably good, and some delays with dental treatment had started to be addressed during the inspection. The Collectively Heightening Awareness of Substance Misuse through Education (CHASE) programme at Prescoed, for men with substance misuse problems, was excellent and had helped a number of men in gaining paid employment.

Time out of cell at Usk was good and a positive range of extracurricular activities was offered. Men at Prescoed were only restricted to their units overnight. A good range of education and work opportunities, which were appropriate to the population held, was offered. Nearly all men were in activities and many were gaining relevant skills to help them in the future and on release. However, quality assurance of education, skills and work activities needed to be better across both sites. This undermined confidence that the delivery of activities was consistently effective in supporting men to progress, or that good practice was identified to drive improvement. Nevertheless, overall, we still considered that purposeful activity provision at Usk and Prescoed was reasonably good.

Prescoed continued to use ROTL extensively to support men through to release back into the community. However, it was unclear to us how the community resettlement company provision was supporting these efforts, although men were often able to influence their own arrangements for release while on licence.

Rehabilitation support at Usk was a more mixed picture. The prison now offered even more opportunities for men to reduce their risk through offending behaviour work, and it was particularly positive to see that the new range of programmes allowed men otherwise in denial of their offence to participate. Despite Usk not being a designated resettlement prison, it did release a small number of men each year, and it was again positive that some provision to support men through the gate had

been retained. However, oversight of offender management arrangements at the prison was weak, and offender supervisors did not actively support all men in reducing their risk and progressing.

Communication with offender managers based in the community was weak, which again undermined efforts around risk reduction, progression and release planning. These deficiencies particularly impacted on the third of men who would not undertake offending behaviour programmes at Usk, and a strategy for the management of this group needed to be developed. Finally, the arbitrary limits and restrictions on moving sex offenders to Prescoed needed to be reconsidered to ensure they were given equitable access to the progression opportunities available in the open conditions.

Overall, Usk and Prescoed remained successful institutions. The new governor was making a positive impact and there was clear evidence that his staff group felt re-energised and focused on further improving the prisons. At the previous inspection in 2013 we cautioned the prison to guard against complacency, and we saw no evidence of this in the new governor and his team. Nevertheless, deficiencies previously identified in offender management work were still evident, and this aspect of work in particular needed renewed attention. In other areas where we were critical at the last inspection, there had been clear progress and we hope the energy and enthusiasm we observed among managers and staff will improve even further the generally positive outcomes for prisoners we report on at this inspection.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

December 2017

Fact page

Task of the establishment

Usk was an adult men's category C national sex offender treatment provider, while Prescoed was an adult and young adult men's open resettlement prison.

Certified normal accommodation and operational capacity

Usk

Prisoners held at the time of inspection: 274

Certified normal capacity: 159

Operational capacity: 276

Prescoed

Prisoners held at the time of inspection: 252

Certified normal capacity: 219

Operational capacity: 260

Notable features from this inspection

Most men at both sites felt safe and there were very few incidents of poor behaviour.

Social care provision and support for the many disabled and older men at Usk was very good.

Time out of cell was good but quality assurance in education, skills and work needed to be stronger.

Despite problems nationally, Usk continued to deliver a good range of offending behaviour programmes (OBPs) aimed at men convicted of sex offences.

Offender management work at Usk, particularly for those not attending OBPs needed to be stronger.

The use of release on temporary licence at Prescoed was excellent.

Only a very limited number of men convicted of a sex offence but eligible for open conditions could be sent to Prescoed, which unnecessarily restricted progression opportunities for this group.

Prison status and key providers

Public

Physical and mental health provider: Aneurin Bevan University Health Board

Substance misuse provider: Dyfodol

Learning and skills provider: HM Prison and Probation Service

Community rehabilitation company: Wales Community Rehabilitation Company, owned by Working Links

Escort contractor: GEOAmey

Region

Wales

Brief history

Usk opened in 1844 as a house of correction. In 1870, it became the county gaol for Monmouthshire and remained in that role until 1922, when it closed. It reopened in 1939 as a closed borstal until 1964, when it became a detention centre. In 1983, it became a youth custody centre, and from 1988 to 1990 a young offender institution. Since May 1990, it has been an adult category C establishment largely holding men convicted of sexual offences.

Prescoed opened in 1939 as an open borstal. It became a detention centre in 1964 and an open youth custody centre in 1983. It became an open young offender institution in 1988, also taking category D adult males some years later. Since 2004, it has been exclusively an open prison for adult males, including men aged 18 to 21.

Short description of residential units

Usk: The accommodation was made up of four wings, of which three A, B, and C were two-storey landings and D wing a single-storey unit for enhanced prisoners.

Prescoed: Ten residential units, all except one was single storey. They consisted of a mixture of single and double room accommodation. The Mitchell unit consisted of larger single room accommodation for prisoners working in the community. Two semi-detached houses accommodated up to eight longer-term men, assisting them to prepare for release.

Name of governor and date in post

Governor: Giles Mason, April 2017

Independent Monitoring Board chair

Graham Foulston

Date of last inspection

22 April–3 May 2013

About this inspection and report

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

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

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

Safety Prisoners, particularly the most vulnerable, are held safely.

Respect Prisoners are treated with respect for their human dignity.

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

Rehabilitation and release planning Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release into the community.

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

- **Outcomes for prisoners are good.**

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

- **Outcomes for prisoners are reasonably good.**

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

- **Outcomes for prisoners are not sufficiently good.**

There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.

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

This report

- A9 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for men in prisons (Version 5, 2017)*.¹ The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 5 collates all recommendations and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.
- A10 Details of the inspection team and the prison population profile can be found in the appendices.
- A11 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in the final appendix of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.²

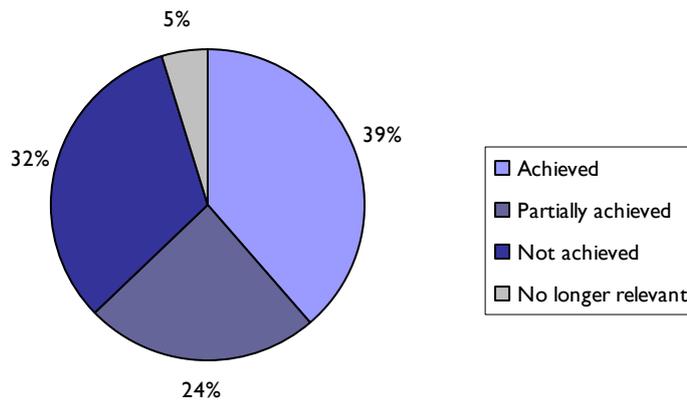
¹ <https://www.justiceinspectorates.gov.uk/hmiprisoners/our-expectations/prison-expectations/>

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

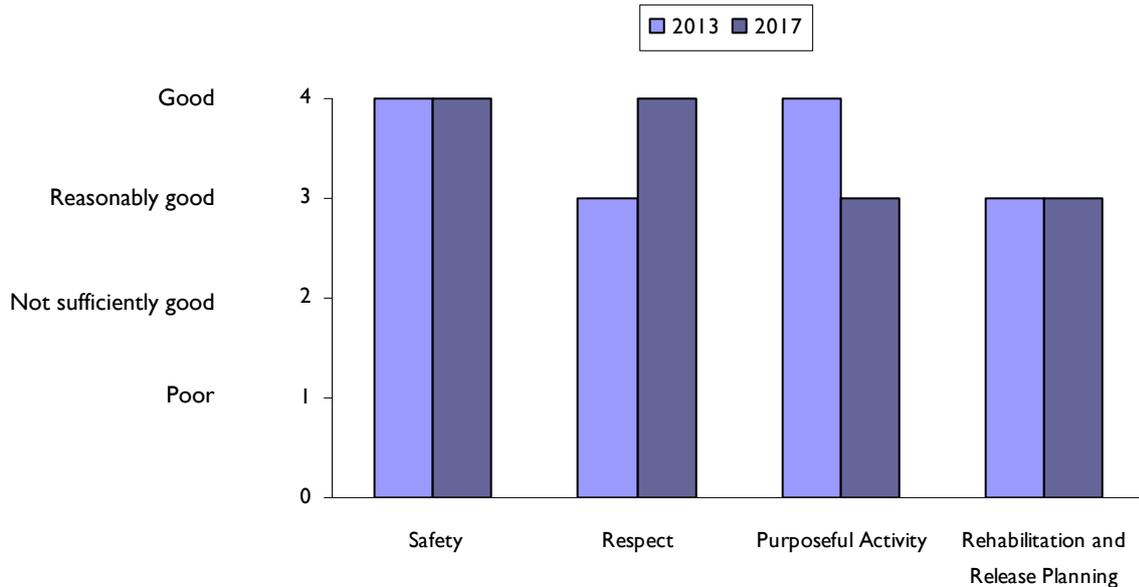
- S1 We last inspected HMP Usk and HMP & YOI Prescoed in 2013 and made 62 recommendations overall. The prison fully accepted 53 of the recommendations and partially (or subject to resources) accepted eight. It rejected one recommendation.
- S2 At this follow up inspection we found that the prison had achieved 24 of those recommendations, partially achieved 15 recommendations and not achieved 20 recommendations. Three recommendations were no longer relevant.

Figure 1: HMP Usk and HMP & YOI Prescoed progress on recommendations from last inspection (n=62)



- S3 Since our last inspection of Usk outcomes for prisoners stayed the same in Safety and Rehabilitation and release planning. Outcomes improved in Respect but deteriorated in Purposeful activity.

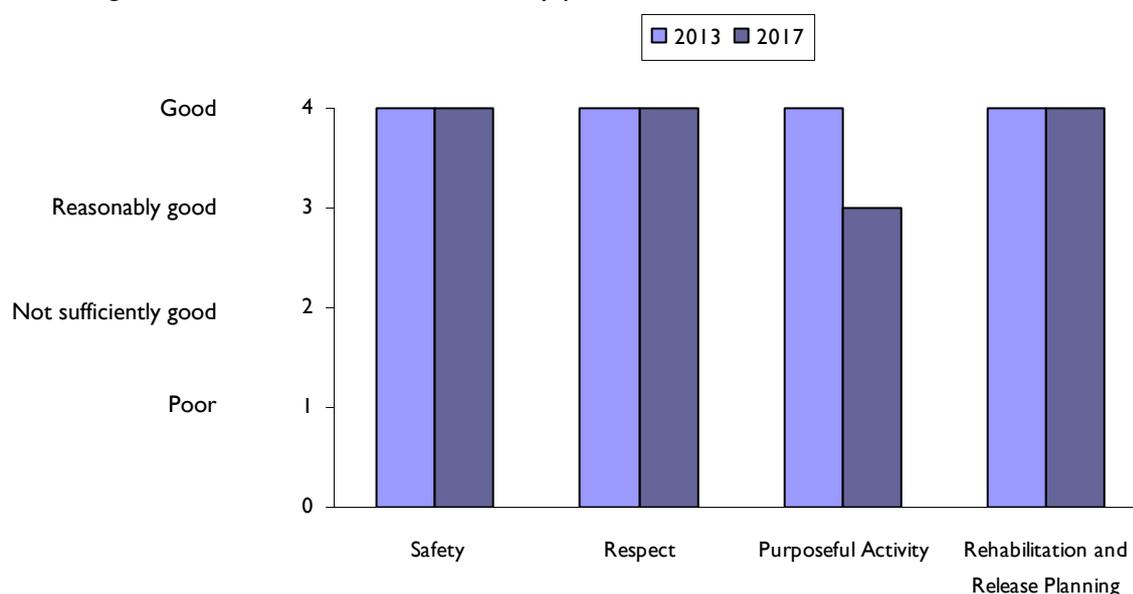
Figure 2: HMP Usk healthy prison outcomes 2013 and 2017³



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.

- S4** Since our last inspection of Prescoed outcomes for prisoners stayed the same in Safety and Respect. Outcomes had deteriorated in Purposeful activity and were reasonably good. Outcomes were good in Safety, Respect and Rehabilitation and release planning.

Figure 3: HMP & YOI Prescoed healthy prison outcomes 2013 and 2017⁴



Safety

- S5** *Men received good support when they arrived at the prison. Usk and Prescoed were very safe; most men told us they felt safe and there were very few incidents of violence or antisocial behaviour. Minor conflict and disputes were well managed and there was little use of formal disciplinary measures. Security arrangements were generally proportionate. Care for the small number of men vulnerable to self-harm was good, although some processes needed to be improved. Formal adult safeguarding arrangements needed development. Outcomes for prisoners at both prisons were good against this healthy prison test.*
- S6** *At the last inspection in 2013 we found that outcomes for prisoners in Usk and Prescoed were good against this healthy prison test. We made 16 recommendations in the area of safety.⁵ At this inspection we found that seven of the recommendations had been achieved, six had been partially achieved and three had not been achieved.*

- S7** Reception processes were swift. Both reception areas were small but functional, and reception orderlies helped provide a welcoming atmosphere. Men were not routinely strip-searched on arrival. In our survey, men at both prisons were generally positive about the support they received when they arrived. Peer support during men's early days was good. Additional first night checks took place at Usk. The induction programme on both sites covered all relevant information.

⁴ 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.

⁵ This included recommendations about substance misuse treatment, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison area of respect.

- S8 The prison mainly used the incentives and earned privileges (IEP) scheme to manage behaviour; most warnings were for very minor incidents. Most prisoners at both sites were on the enhanced level of the IEP scheme. Few men had ever been demoted to the basic level. Prisoners at Usk waited too long, up to four months, to have applications for the enhanced level considered. In our survey, few men at Usk and Prescoed said they felt unsafe at the time of the inspection. Levels of violence and antisocial behaviour were very low. Perpetrators were challenged and victims received good support.
- S9 The number of adjudications had increased but was still low. Some adjudications could have been better dealt with using the IEP scheme. Use of force was very low. Segregation was not used. The use of data on incidents and disciplinary measures to identify trends was too limited.
- S10 Security arrangements were proportionate. Security teams were aware of the issues affecting both sites, and were up to date with their analysis of intelligence, which ensured responses to emerging concerns were appropriate. Not all strip-searching at Usk was intelligence-led. There had been one abscond from Prescoed in the previous six months, which was extremely low. Decisions to return men to closed conditions were justifiable. Targeted cell searches took place and suspicion drug tests were carried out where intelligence had been received.
- S11 Positive drug testing figures were very low and consisted of a combined positive figure of 0.93% against a target of 5%. Both sites had sufficient trained staff to carry out drug testing at weekends. There was no supply reduction action plan in place and security staff did not consistently attend the drug strategy meeting. However, joint working between the prison and the substance misuse provider at the prison was generally good.
- S12 Recorded levels of self-harm were very low at Usk and there had been no incidents at Prescoed in the previous six months. There had been no self-inflicted deaths since the last inspection. However, the management of suicide and self-harm prevention could be improved. The local policy did not distinguish between the different needs of the two populations. Data were not analysed to identify trends or inform actions.
- S13 Nonetheless, men who were in crisis mostly received very good care and support. Assessment, care in custody and teamwork case management interviews for prisoners at risk of suicide or self-harm and post-closure monitoring were both particularly strong. There was a well-established group of Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) who met the needs of both populations. The local emergency response protocol was up to date and most staff were familiar with procedures.
- S14 A promising safeguarding policy had been drafted, but formal processes were not yet in place at either site which meant risks could not be identified on arrival or referrals made. The new governor had begun attending the local safeguarding adults board, but there was no manager with a responsibility for safeguarding.

Respect

- S15** *Staff-prisoner relationships were strong. Most cells at Usk were very cramped. Living conditions at Prescoed were reasonably good. Men received what they needed to live decently and both prisons were clean. The food was good, but meals were served too early at Usk. Consultation, applications and complaints were well managed. Aspects of equality and diversity were underdeveloped, but despite limitations in the environment, some good work was being undertaken with the large number of disabled and older men at Usk. Health care provision was reasonably good overall, but waiting times for some treatments were unacceptable. Social care support at Usk and the substance misuse programme at Prescoed were outstanding. **Outcomes for prisoners at both prisons were good against this healthy prison test.***
- S16** *At the last inspection in 2013 we found that outcomes for prisoners were reasonably good in Usk and good in Prescoed against this healthy prison test. We made 33 recommendations in the area of respect. At this inspection we found that 14 of the recommendations had been achieved, eight had been partially achieved, 10 had not been achieved and one was no longer relevant.*
- S17** Staff-prisoner relationships had progressed since the last inspection and were now strong. Given the nature of the population and the stability of the staff group at Usk, managers were aware of potential risks relating to staff being inappropriately influenced or conditioned by prisoners. Appropriate steps were being taken to minimise this. In our survey, most men at both Usk and Prescoed were positive about relationships with staff.
- S18** Accommodation at Prescoed was generally reasonable. Many men struggled with sharing cells on their initial arrival, but this was offset by the amount of time they spent out of their rooms. Most prisoners at Usk shared a cell designed for one person. Cells were very cramped, some lacked sufficient furniture and in most cases makeshift curtains were used. Overall, prisoners at Usk were more positive in our survey than men at similar prisons about life on the wings. Prisoners at Prescoed were also generally positive.
- S19** Prisoners across both sites were very positive about the food. Food at Usk was served too early, which reduced the amount of time men could spend in activities. We were pleased that furniture had been ordered so that prisoners at Usk could eat out of their cells. Access to the prison canteen at both sites was reasonable. More prisoners than at our last inspection said the shop sold the things they needed.
- S20** Consultation with prisoners was reasonably good. The application system had become more streamlined and, while some prisoners expressed a few concerns, those in our survey were positive about the fairness and speed of responses. At both Usk and Prescoed, very few complaints were submitted. Responses to complaints were appropriately respectful and, in most cases, dealt with the concerns raised. Legal provision was appropriate.
- S21** Comprehensive equalities policies were in place. Management monitoring of equality data was not systematic, and the equalities team had not met for six months. Equalities work had been well developed, but forums for those with protected characteristics had stalled over the previous two months and needed reviving. Equality representatives were keen, but their work needed better coordination. Very few discrimination incident reporting forms (DIRFs) were submitted and prisoners lacked confidence in the process. Responses to DIRFs were variable and too few were investigated promptly or thoroughly.
- S22** In our groups, and in the Prescoed survey, black and minority ethnic men were more negative about some areas, including opportunities for progression and staff-prisoner relationships. The prison needed to develop an understanding of their needs and

perceptions. Foreign national men had some access to Home Office staff but their welfare needs were not always identified or addressed.

- S23 Much of the accommodation at Usk presented real challenges for older men and those with disabilities. Nevertheless, they were well provided for – a good range of activities and care was provided supported by well-trained buddies and prisoner representatives. Staff across both sites were aware of LGBT issues and people felt able to disclose their sexuality. An LGBT forum was being developed at Usk and a transgender prisoner received good support. Younger men we spoke to felt their needs were met. A good range of support was offered to ex-servicemen.
- S24 The chaplaincy provided a good range of services and groups. Facilities were reasonable and men appreciated having access to chaplaincy rooms for quiet time and private worship.
- S25 Governance of health care was satisfactory and leadership was good. Prisoners were very positive about their access to and the quality of GP and nursing care. The health care environment was clean, but some prisoners at Usk had to wait outside without protection from bad weather when the small waiting area was full.
- S26 Health provision was mostly good, but waiting times were excessive for the dentist at both sites and the optician at Usk. Pre-release health care arrangements were generally satisfactory and were very good for prisoners with social care and/or substance misuse needs. Social care provision at Usk was excellent. There was an impressive focus on supporting men to maximise their social and physical well-being. The integrated mental health team offered prompt support.
- S27 Psychosocial support for substance misuse problems had improved and was good. The Collectively Heightening Awareness of Substance Misuse through Education programme at Prescoed was excellent and had resulted in positive outcomes for graduates, including a significant number of men gaining paid and voluntary employment. Medicines management had improved and was mostly good at Usk and reasonably good at Prescoed.

Purposeful activity

S28 *Time out of cell at both sites was very good and men had good access to outside exercise. A good range of activities was provided to support a productive use of free-time. There was a clear focus on developing the quality and range of activities. There were sufficient opportunities for all men to engage in activities and most men made good progress. Men valued the opportunities they had. Teaching was generally good. However, management arrangements needed to be improved to ensure standards were maintained. **Outcomes for prisoners at both prisons were reasonably good against this healthy prison test.***

S29 *At the last inspection in 2013 we found that outcomes for prisoners in Usk and Prescoed were good against this healthy prison test. We made one recommendation in the area of purposeful activity. At this inspection we found that it had been achieved.*

S30 Prisoners at Usk spent about 11 hours unlocked on week days, which was better than we usually see, and the regime was only occasionally curtailed. Men at Prescoed lived in open conditions and were only restricted to their residential units at night. There was good, appropriate, physical education (PE) provision at both prisons. However, most PE sessions at Usk were held during the day, affecting men's attendance at work and education. Libraries at both prisons were well resourced, accessible and well used. At Usk the library was an

integral part of prison life and a range of creative activities was also available, including a band and a choir.

- S31 In activities, prisoners undertook work at levels that were appropriate to their ability and prior experience and that ensured they could develop skills they could transfer to occupations or study on release. Prisoners in vocational activities were either learning new skills or applying existing skills in new contexts and produced work of a very high standard. Most prisoners in academic education classes made timely progress towards achieving their learning goals. Those in open learning provision used their time well to study courses at degree level and developed useful independent study and research skills. Many men were developing their literacy and numeracy skills well. However, a few prisoners, particularly those with lower abilities, did not consistently make timely progress in improving their skills.
- S32 Prisoners and staff enjoyed strong, respectful working relationships, which encouraged prisoners to engage in learning and skills activities. Men felt safe, were positive towards others and took pride in their work. Nearly all prisoners listened and contributed confidently during discussions. Most prisoners valued their learning opportunities, which they felt could help them gain employment and prevent them from reoffending on resettlement. Many prisoners understood the need to take regular exercise and make healthy choices.
- S33 In most activities, standards of teaching and tuition were good and nearly all teachers used a good range of teaching styles and learning activities to engage learners. In many classes and vocational activities, assessments were effective and informed the planning of teaching and training. In a few cases teachers were not deployed to make good use of their areas of expertise. Mentors in Usk made a strong contribution to supporting teaching and learning, taking a lead in delivering some sessions. Most classrooms and vocational areas offered a positive learning environment. Staff promoted positive attitudes towards equality, diversity and respect for others.
- S34 The provision to help prisoners develop their understanding of and gain qualifications in important aspects of health and well-being, such as substance misuse, emotional health and behaviour change, was strong. Arrangements for prisoners to learn about the importance of healthy lifestyles were appropriate. Staff focused well on developing prisoners' self-awareness as well as skills for employment. Prisoners had good access to independent advice and guidance through the induction process, access to Careers Wales advisers and ongoing mentoring support from staff. The induction process for all prisoners at Prescoed prepared them well for employment and resettlement. Prisoners knew how their learning and training choices linked to their plans for resettlement.
- S35 There was a progressive ethos within learning and skills, and senior managers provided good communication and support, enabling the prisons to implement plans to strengthen provision or broaden the curriculum. There were several examples in which planning took good account of labour market information. The recent restructuring of learning and skills had led to the loss of several management posts and functions, which had had an impact on the prisons' capacity to monitor the quality and effectiveness of the provision and identify good practice. The evaluation of the provision identified strengths and areas that needed to improve, but did not take account of the standards and progress that learners achieved, and failed to base evaluations on first-hand evidence or a systematic analysis of data. There was sufficient provision to enable nearly all learners of working age to participate in education, training and employment. A bilingual mentor had received support to develop a strategy to promote the Welsh language.

Rehabilitation and release planning

S36 *The primary rehabilitation aims of both Usk and Prescoed were well understood. Children and families work was reasonably good at Usk, and excellent at Prescoed. Offender management work at Usk was mixed. Men who undertook offending behaviour courses could focus well on risk reduction and progression. However, the management of those not undertaking programmes was insufficient and levels of contact were not good enough. The arbitrary limit on the number of sex offenders who could be held at Prescoed restricted opportunities for some men. Usk offered a good range of relevant offending behaviour programmes, which now included involving men in denial of their offence. Usk also offered some good practical resettlement support. While the impact of the community rehabilitation company (CRC) provision at Prescoed was not clear, the many opportunities for release on temporary licence (ROTL) supported men effectively in preparing for their release. **Outcomes for prisoners were reasonably good at Usk and good at Prescoed against this healthy prison test.***

S37 *At the last inspection in 2013 we found that outcomes for prisoners were reasonably good in Usk and good in Prescoed against this healthy prison test. We made 12 recommendations in the area of resettlement.⁶ At this inspection we found that two of the recommendations had been achieved, one had been partially achieved, seven had not been achieved and two were no longer relevant.*

S38 Family engagement work was good and well supported by orderlies at Prescoed. Children's family visits ran regularly at both sites and men valued them. Longer family visits for adults at Usk were positive, but more of the provision was needed. At Usk, visits staff were respectful and the atmosphere in the visits hall was relaxed, but facilities for visitors were too limited. Visits facilities at Prescoed were outstanding and visitors spoke very highly of staff. Overall, the visits experience at Prescoed was excellent.

S39 Steps had been taken to improve the strategic management of work to reduce reoffending. However, needs analyses across the two sites remained too limited. Restrictions on places at Prescoed for men convicted of sexual offences meant men at Usk had limited opportunities to progress. ROTL continued to be used well at Prescoed and risk assessments were reasonably good. There was little oversight of offender management work at Usk and little evidence of ongoing and meaningful contact between men and offender supervisors.

S40 The inter-departmental risk management team meeting at Usk was a useful forum for gathering and sharing information within the prison, but there was still a lack of evidence showing offender managers undertook good quality planning. Home detention curfew applications at Prescoed were well managed. Re-categorisation reviews were up to date and the category D boards at Usk provided good, defensible decision-making. Some men waited too long to move to open conditions owing to the lack of places and available transport.

S41 The range of accredited programmes delivered at Usk was very good and the introduction of new programmes for sex offenders had been managed well. The new programmes offered men in denial of their offence the chance to address some of their problems. However, around a third of the prisoners were not eligible to attend them and there was no clear alternative strategy to address this group's needs.

⁶ This included recommendations about reintegration planning for drugs and alcohol and reintegration issues for education, skills and work, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison areas of respect and purposeful activity respectively.

- S42 Help with finance and debt problems was reasonable, but there were some notable gaps at both sites. Many men leaving Usk went to approved premises on release, but some faced delays before being offered a place. The number of men leaving Prescoed without settled and sustainable accommodation was not monitored consistently.
- S43 Despite not being a resettlement prison, managers at Usk offered an impressive range of resettlement help that peer mentors supported well and that responded to individual needs. Outcomes from the CRC provision at Prescoed were not yet fully evident.

Main concerns and recommendations

- S44 Concern: Quality assurance arrangements for learning and skills were not sufficient to reassure managers that the quality or effectiveness of the provision was good enough, or that good practice was being identified. The prisons' evaluation of identified strengths and areas for improvement needed to be stronger.

Recommendation: The prisons should strengthen the management of quality in education and skills to ensure that evaluations focus on prisoners' achievement and progress, and are based on first-hand evidence and data analysis.

- S45 Concern: The number of category D men at Prescoed with a conviction for a sexual offence was limited to a maximum of 20 at any one time, an arbitrary figure that limited men's ability to progress. In addition, those with a previous or current conviction for a sexual offence had to spend three months at Usk before being accepted at Prescoed, even if the parole board had approved them as category D prisoners or if they were being transferred from another open prison.

Recommendation: The criteria for accepting men with sexual convictions at Prescoed should be reviewed to ensure men can progress as planned. To HMPPS

- S46 Oversight of offender management work at Usk was weak. There was little evidence of ongoing and meaningful contact between prisoners and their offender supervisor, and communication with external offender managers was too limited.

Recommendation: Oversight of offender management work at Usk should be improved to ensure men receive effective support in reducing their risk of harm, and progressing towards release.

- S47 Concern: Around a third of men at Usk were not eligible for the sex offender treatment programmes offered, and others could not undertake them for other reasons. There was no strategy for managing these men to ensure they could reduce their risk of harm, and make progress.

Recommendation: A strategy should be developed for managing men who are not eligible to attend the offending behaviour programmes offered at Usk.

Section 1. Safety

Prisoners, particularly the most vulnerable, are held safely.

Early days in custody

Expected outcomes:

Prisoners transferring to and from the prison are safe and treated decently. On arrival prisoners are safe and treated with respect. Risks are identified and addressed at reception. Prisoners are supported on their first night. Induction is comprehensive.

- I.1 Men arriving at Usk and Prescoed were taken off vans promptly. When they arrived over lunchtime, they were not left waiting in vans. Men we spoke to were positive about how escort staff treated them. In our survey, more men at Prescoed than at comparator prisons said they had received information about the prison before arriving, which was good.
- I.2 Both reception areas were small but clean and functional. Men were processed promptly and efficiently. They told us reception staff treated them well and in both prisons, men in our survey were positive about the support they received and how quickly they had been dealt with.
- I.3 Reception orderlies were immediately on hand to provide support and give new arrivals advice, which was particularly important at Prescoed, where men could be arriving at open conditions for the first time. Neither site routinely strip-searched new arrivals; at Usk it would only be done if a prisoner's escort records documented that a strip-search had not been completed by the sending establishment. Strip-searches at Prescoed on reception were only carried out if specific intelligence had been received.
- I.4 Men could have a hot drink while they waited to have their property logged and reception orderlies issued appropriate kit. Men received a reception pack (containing items such as biscuits and orange juice). All new arrivals were taken to the health care department for an initial assessment before being moved to their first night location, where induction orderlies greeted them and showed them to their cell.
- I.5 Prescoed's dedicated first night unit was well equipped and well prepared. Men were unlocked at all times but expected to be behind their doors at a reasonable time. They had access to a communal toaster and microwave. At Usk, new arrivals were allocated to dedicated cells on B wing. They had access to a kettle in their rooms. New arrivals at both sites were located in double rooms. Cells were clean, but at Usk, they were older and less welcoming than at Prescoed. Men stayed in this cell for about a week before completing their induction and being allocated a permanent cell.
- I.6 All new arrivals had a private first night interview so that staff could assess any vulnerability concerns. A free phone call was offered so prisoners could let family know they had arrived. At both Usk and Prescoed, more men in our survey said they had access to a shower, phone call and something to eat after their arrival than at comparator prisons.
- I.7 Men received appropriate information about the prisons to read at their leisure; induction orderlies went through the information if necessary. There were no routine additional first night checks at Prescoed, but night staff at Usk monitored new arrivals every two hours.
- I.8 At both Usk and Prescoed the induction programme was a week long, starting the following Monday after arrival. Men met staff from all relevant departments as part of their induction

and received a copy of the induction timetable as part of their information pack. At Prescoed prisoners were handed an induction 'passport' that staff from each department signed off once men had attended their induction talk to ensure they had been involved in all key sessions, which was good.

Managing behaviour

Expected outcomes:

Prisoners live in a safe, well ordered and motivational environment where their positive behaviour is promoted and rewarded. Unacceptable conduct is dealt with in an objective, fair, proportionate and consistent manner.

Encouraging positive behaviour

- I.9 The prisons used the incentives and earned privileges (IEP) scheme as a means of dealing with minor incidents involving poor behaviour. Most prisoners were on the enhanced level of the scheme and very few were ever demoted to the basic level. There were units for enhanced level prisoners on both sites, which provided men with the main incentive to retain their status.
- I.10 Prisoners could apply for the enhanced level after they had been in the prison for 12 weeks. Applications at Usk were often not considered for up to four months after they had been submitted, which left prisoners who might have deserved to be promoted waiting too long to achieve the higher level.
- I.11 Men received warnings for minor incidents involving poor behaviour; prisoners had a review under the scheme after two warnings. The review documentation we looked at showed that demotions were justified.
- I.12 Both prisons were safe. In our survey, only 8% of prisoners at Prescoed had ever felt unsafe and only 4% felt unsafe at the time of the inspection. At Usk, 22% of respondents reported ever feeling unsafe and only 6% felt unsafe at the time of our inspection.
- I.13 The prisons had a comprehensive violence reduction strategy and a survey had been carried out, the results of which reflected the findings of our own survey. Relationships between staff and prisoners were good (see section on staff-prisoner relationships), which helped foster a safe environment.
- I.14 Levels of violence and antisocial behaviour were very low. There had been only three assaults at Prescoed in the previous six months and three assaults and one fight at Usk over the same period.
- I.15 Relationships between security and the safer custody team were good and security staff checked wing observation books regularly to ensure all relevant information on antisocial behaviour and violence had been shared with the team. Only six prisoners across both sites had been monitored under anti-bullying procedures and the incidents consisted of minor altercations or arguments between prisoners. The documents did not clearly show that an investigation had always been carried out, but perpetrators were challenged adequately about their behaviour and victims were offered good support. Staff often mediated between prisoners to manage minor conflict and disputes.
- I.16 Prisoners who were particularly vulnerable were promptly identified and support was offered to ensure they could participate fully in the regime. None of the prisoners isolated

themselves and staff ensured that all prisoners attended the meal servery area at Usk to collect their meals, an additional welfare check on each prisoner. (See also paragraph 1.21 and recommendation 1.22.)

Recommendation

- 1.17 Applications for enhanced status should be considered swiftly to enable deserving prisoners to take advantage of higher level privileges.**

Adjudications

- 1.18** Although the number of adjudications had increased since the previous inspection, they were still very low. The main charges were for disobeying orders, possession of unauthorised articles and at Prescoed breach of release on temporary licence (ROTL) conditions. The documentation we examined showed that a small number could have been dealt with using IEP warnings. Most written records of hearings were detailed and punishments in line with the published tariff. The deputy governor carried out quality assurance, but there were no adjudication standardisation meetings to ensure adjudications were dealt with consistently and fairly. (See also paragraph 1.21 and recommendation 1.22.)

Use of force

- 1.19** Use of force was very low. There had been one incident at Usk in the six months prior to the inspection, and at Prescoed, force had been used in nine instances, all involving prisoners returning to closed conditions who were being escorted in handcuffs to reception. None of the incidents had required the use of full control and restraint techniques. (See also paragraph 1.21 and recommendation 1.22.)

Segregation

- 1.20** Neither site had a segregation unit. Behaviour was managed well through the IEP scheme and, when necessary, adjudications. Cellular confinement⁷ was not used as a punishment. The only time prisoners were held separately from others was at Prescoed, when they were being returned to closed conditions. Three cells in the reception area at Prescoed were used as holding cells for this purpose. All use of the cells had been fully recorded and we were confident that prisoners spent no more than two or three hours in a locked cell while transfer arrangements were made.
- 1.21** Although the number of incidents was low across all aspects of behaviour management, the prisons did not sufficiently collate or analyse available data.

Recommendation

- 1.22 Managers should ensure that data are collated and analysed across all aspects of behaviour management to identify any areas of concern where action needs to be taken.**

⁷ 'Solitary confinement' is when detainees are confined alone for 22 hours or more a day without meaningful human contact (United Nations Standard Minimum Rules for the treatment of prisoners. Rule 44).

Security

Expected outcomes:

Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence and positive staff-prisoner relationships. Prisoners are safe from exposure to substance misuse and effective drug supply reduction measures are in place.

- I.23 Security teams at Usk and Prescoed focused well on their different issues and were up to date with their analysis of intelligence from information reports, which ensured responses to emerging concerns were appropriate. Monthly security committee meetings were in place to consider relevant data and feedback on identified concerns, although attendance did not always include staff from all relevant departments, such as health.
- I.24 Security arrangements were well managed and largely proportionate at both sites. At Usk, men had access to free flow (which allows prisoners to move about the prison unescorted) within the secure area. Trusted prisoners had access to more of the grounds. At Prescoed, men had minimal staff supervision as we would expect in open conditions.
- I.25 In the previous six months, 50 men had been sent from Prescoed back to closed conditions; a record was kept of these decisions. There had been one abscondment in the previous six months, which was low. Re-categorisation decisions at the prison were proportionate and took into account the context and any mitigation, and we saw a few examples of men remaining at Prescoed despite having broken rules, which was positive.
- I.26 On the whole searching was proportionate, although at Usk not all strip-searching was intelligence-led and there was no central log of full searches so that incidents could be monitored. At both Usk and Prescoed targeted cell searches took place and were logged and any findings and suspicion drug tests were carried out where intelligence had been received.
- I.27 Positive drug testing figures were very low with a combined positive figure of 0.93% against a target of 5%, and even lower than at our last inspection (3.36%). Synthetic cannabinoids (man-made drugs that mimic the effects of cannabis but are much stronger) were only identified in four positive tests in the previous six months at Prescoed; none had been identified at Usk. Both sites had enough trained staff to carry out drug testing during the week and at weekends. If intelligence concerning medication was identified, the security department would liaise with the health care team to ensure medication checks were completed on those involved. There was no supply reduction action plan in place and staff from the security department did not consistently attend the drug strategy meeting at Usk.
- I.28 Some procedural deficiencies had been identified around checking tools that were used by prisoners during activity sessions but steps had already been taken to address them. Security analysts attended the labour allocation board and provided appropriate input into the work allocation process.

Recommendation

- I.29 **Prisoners should only be strip-searched on the basis of intelligence or specific suspicion.** (Repeated recommendation I.46)

Safeguarding

Expected outcomes:

The prison provides a safe environment which reduces the risk of self-harm and suicide. Prisoners at risk of self-harm or suicide are identified and given appropriate care and support. All vulnerable adults are identified, protected from harm and neglect and receive effective care and support.

Suicide and self-harm prevention

- I.30** Recorded levels of self-harm were very low at Usk. There had been only five incidents in the six months before the inspection. There had been no incidents at Prescoed in the previous six months and there had been no self-inflicted deaths at either site since the last inspection.
- I.31** Quarterly safer custody meetings were a proportionate response to the level of need. However, the local policy did not distinguish between the needs of the two very different populations and the action plan was underdeveloped. Safer custody needed to have better oversight of recommendations made following deaths in custody by the Prisons and Probation Ombudsmen (PPO), although most related to health care where the response had been appropriate (see paragraph 2.44). Only 61% of staff had up-to-date basic training in assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm.
- I.32** A well-established group of Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) met the needs of both populations. However, at Usk, a new Listener suite had never been used, staff struggled to locate the Samaritans phone and there was nowhere suitable for men subject to constant supervision to be held.
- I.33** Nonetheless, men who were in crisis mostly received very good support. In our survey, 64% of those who had been subject to ACCT monitoring said they felt cared for by staff. During the inspection at Usk, we saw impressive ongoing care for a man who had self-harmed. In the ACCT documents we checked, assessment interviews and post-closure monitoring were particularly good, although case reviews were often not multidisciplinary.
- I.34** There had not been any recent ACCTs at Prescoed. We were confident that prisoners who needed some monitoring would have received support in open conditions, although the local policy was unclear about how support would be offered.
- I.35** The local emergency response protocol was up to date following a PPO recommendation and most staff were familiar with procedures. Emergency equipment was well maintained at Prescoed and the defibrillator provision had improved, but at Usk, checking and restocking systems needed to be improved. The only defibrillator in the residential units was not prominently located and had exceeded its expiry date.

Recommendations

- I.36** **The strategic management of suicide and self-harm should be improved and there should be a focus on data analysis and understanding the distinct needs of men at each site.**
- I.37** **Emergency equipment at Usk should be checked regularly and restocked.**

Protection of adults at risk⁸

- I.38** There were no formal adult safeguarding processes in place at either site to ensure prisoners vulnerable to harm or neglect could be identified or referred on. A promising safeguarding policy had been drafted by a previous manager, but the work had not been taken forward. Wing staff had no access to training so they could spot potential risks and make referrals, which was a concern given the frailty of some prisoners at Usk and the population's offences.
- I.39** Although the new governor had been attending the local safeguarding adults board for six months, no manager in the prison was responsible for safeguarding adults. While we were confident staff could identify risks at Usk given its small size, excellent social care provision and stable population, formal processes needed to be implemented. Given the nature of the population at Prescoed this was unlikely to be a concern.

Recommendation

- I.40** **Formal processes to protect adults at risk should be implemented and staff should be trained to identify risks and make appropriate referrals.**

⁸ Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse and neglect (Care Act 2014).

Section 2. Respect

Prisoners are treated with respect for their human dignity.

Staff-prisoner relationships

Expected outcomes:

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

- 2.1 Staff-prisoner relationships were strong and had improved since the last inspection. We saw almost universally positive interactions across both sites and most staff had a good knowledge of prisoners in their care. Staff supervision we observed at Usk during movements and meal times was good. In our survey, significantly more men, at both Usk and Prescoed than at both their comparator prisons and since our last inspection, reported that there were staff they could turn to if they had a problem.
- 2.2 As well as a range of peer support, both sites had allocated unit representatives who put forward prisoners' views. Meetings were scheduled with the head of residence so unit representatives could be consulted and report any concerns. At Prescoed, not every unit had a representative but there were plans to rectify this.
- 2.3 Both sites ran a personal officer scheme. Personal officers were identified during induction and case history notes showed monthly meaningful contact with prisoners; case history notes were largely completed promptly and to a good standard. In our survey of both sites, more men than at comparator prisons and since our last inspection, reported that a member of staff had talked to them about how they were getting on in the previous week.
- 2.4 Given the nature of the population and the stability of the staff group at Usk, there were potential risks relating to staff being inappropriately influenced or conditioned by prisoners. However, managers had recognised this and were taking steps to minimise the risks by providing appropriate training around how to recognise and deal with these challenges.

Daily life

Expected outcomes:

Prisoners live in a clean and decent environment and are aware of the rules and routines of the prison. They are provided with essential basic services, are consulted regularly and can apply for additional services and assistance. The complaints and redress processes are efficient and fair.

Living conditions

- 2.5 The external environment of both prisons was well maintained and communal areas on wings and in units were generally reasonable. On the three main wings at Usk (A, B and C) cell accommodation was generally cramped. Most men shared cells designed for single occupancy, which also had a shared toilet. Men on D wing (a small separate unit for those on the enhanced level of the incentives and earned privileges scheme) also shared cells, although they were slightly larger and had separate toilets. At Prescoed, men were expected to share somewhat cramped rooms for their first three months at the prison. At both prisons, men

complained about having to share accommodation but also said they were happy to be at Usk or Prescoed, and that the amount of time they spent out of their cell made up for the overcrowding. The waiting list for single rooms at Prescoed was well managed and prisoners felt the system for allocating them was fair and predictable.

- 2.6** In our survey, prisoners were positive about life at both sites. At Usk many responses were better than at similar category C prisons, including access to cleaning material, stored property and the wing being quiet at night. However, some cells at Usk did not contain sufficient furniture and not all had lockable cupboards. None of the cells had curtains, although many had makeshift alternatives consisting of sheets or towels. The accommodation at Prescoed varied quite considerably, but most single rooms were appropriate. Rooms in the Mitchell unit were particularly spacious. The two four-bedroom houses just outside the prison offered prisoners the chance to live independently to help prepare them for release.
- 2.7** In our survey, 97% of prisoners at Usk and 98% at Prescoed said they could shower every day. Shower facilities were appropriate and access was good. Showers at both sites were suitably screened. On the main wings at Usk there were six phones which, for 255 prisoners seemed too few. Again in our survey, 95% of respondents at Usk said they could use the phones every day, while 94% of prisoners at Prescoed said they had daily access to a phone. (See also paragraph 4.2.)

Residential services

- 2.8** The kitchen at Prescoed prepared food for prisoners at both sites. The kitchen was clean, bright and equipment was in good order. It employed up to 24 prisoners at any time and qualifications up to national vocational qualification levels 1 and 2 could be gained.
- 2.9** Menus worked on a four-week cycle and offered a reasonable range of meals. In our survey prisoners were generally positive about the food – 63% of men at Prescoed and 75% at Usk said the food was good. The food we tasted was good and quantities were reasonable.
- 2.10** Despite a generally positive view of the food at Usk, meals were served far too early. We saw lunch being served at 11.20am and the evening meal at 4.40pm. We were particularly concerned that men might have had to leave their activity sessions early so they could have their meals.
- 2.11** With meals being prepared exclusively at Prescoed, some prisoners at Usk were concerned about food being tampered with. Although there appeared to be no grounds for such anxieties, the prison needed to do more to reassure prisoners.
- 2.12** Prisoners at Prescoed could eat meals in the communal dining room. There was no such option at Usk and prisoners had to eat their meals in their cells, which was already crowded and contained a toilet. We were told that folding tables had been ordered for wings so men who wanted to, could eat together out of their cells.
- 2.13** The range of items on the prison shop list was appropriate. At Usk 71% of prisoners, compared with 50% at similar prisons said that the shop sold the things they needed. At Prescoed the figure was 84% compared with 57%. In both cases, responses were also better than at the last inspection.

Prisoner consultation, applications and redress

- 2.14** Information at Usk was prominently displayed and there were easily accessible racks containing application and complaint forms. At Prescoed a central office was always staffed and prisoners could obtain advice as well as forms. Systems at both prisons appeared to work reasonably well. Consultation arrangements were reasonably good. Wing representatives met with the governor or head of residential services every month (see also paragraph 2.2). Prisoners we spoke to at both sites said they felt they could discuss issues with staff and take matters forward where appropriate.
- 2.15** Application forms had been changed and there was no longer a triplicate system allowing prisoners to maintain a copy of their form. Although some prisoners we spoke to complained about this, in our survey prisoners at both prisons were positive about applications.
- 2.16** One hundred and forty-eight complaints had been lodged by prisoners at Usk and 25 at Prescoed in the six months prior to the inspection. In both cases the numbers were low. At Prescoed, there was a pervading view among prisoners that men who complained were more likely to be returned to closed conditions, although we found no evidence to support this belief. At Usk, prisoners we spoke to were reasonably positive about complaints and in our survey more than at similar prisons said responses were usually dealt with within seven days.
- 2.17** Monitoring and quality assurance arrangements for complaint responses were reasonable. Our own review of complaints found that most responses were polite and dealt with the issue raised. There were, however, some responses that failed to resolve the complaint, stating for example, that more information was required or another member of staff needed to be involved. It was not always clear what the outcome of a subsequent enquiry was or how long it had taken to conclude.
- 2.18** A reasonable range of legal books was available in both libraries. Provision for legal visits had improved since the last inspection and there were now two dedicated legal visits rooms at Usk.

Equality, diversity and faith

Expected outcomes:

There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with particular protected characteristics⁹ and any other minority characteristics are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.

Strategic management

- 2.19** Both prisons had comprehensive equalities policies and an action plan, although the latter needed updating. Management monitoring of equality data was not systematic and the equalities team had not met for six months. Men arriving at the prisons were asked about their needs or protected characteristics in a confidential questionnaire.

⁹ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

- 2.20** Equalities work had previously been well developed, but forums had stalled over the previous two months and needed reviving. This was disappointing, particularly because prisoners we spoke to were engaged and interested in equality issues and could take the work forward.
- 2.21** There were equality representatives for most protected characteristics. They were enthusiastic and had relevant job descriptions, but their work needed coordination. Two equalities officers had been appointed and it was good that they had ring-fenced time for their duties, but their work had not been embedded and lacked a strategic approach. Most staff had received an e-training package on equalities.
- 2.22** Very few discrimination incident reporting forms (DIRFs) were submitted (two at Prescoed and eight at Usk in the six months before the inspection). Forms were not always available and prisoners lacked confidence in the process. Responses to DIRFs were too variable. We saw some where the investigation had been detailed and all parties had been consulted. However too few were dealt with promptly or thoroughly. The outcome for the complainant was not always clear and responses sometimes took far too long. We could not be confident that all discriminatory behaviour would be challenged robustly and quality assurance was inadequate.

Recommendation

- 2.23** **The DIRF process should be publicised. DIRFS should be investigated thoroughly and responses quality assured.**

Protected characteristics

- 2.24** Fifteen percent of men at Prescoed and 5% of men at Usk were from a black and minority ethnic background. While the staff mix at Usk was similar to the population, there were no black and minority ethnic staff in prisoner-facing roles at Prescoed.
- 2.25** In our groups at Usk and in the Prescoed survey, men from a black and minority ethnic background were more negative than their white counterparts about some key areas of prison life, including opportunities for progression and staff-prisoner relationships. Some black and minority ethnic men at Usk said staff were unapproachable. At both prisons, this group spoke about a lack of cultural sensitivity and stereotyping among some staff. Consultation was too limited and the prison needed to do more to ensure the needs and perceptions of this group were understood.
- 2.26** There were Traveller representatives at both prisons, but their work was not coordinated and there were no links with support organisations. Some Travellers had not been identified on the Prison Service IT system P-Nomis.
- 2.27** Foreign national men had some access to Home Office staff, but their welfare needs were not always identified or addressed. Men had no access to independent immigration advice and received little support with family contact. Interpreting services were not always used for the few men with little English.
- 2.28** In our survey, of those men who had a faith most felt their beliefs were respected (79% at Usk and 80% at Prescoed).
- 2.29** At Usk, 119 men had reported one or more disabilities on the Prison Service IT system. Men with disabilities were well provided for and those with physical disabilities were identified

promptly. They had access to a buddy to help with everyday tasks and assist in an emergency as well as personal emergency evacuation plan. The integrated approach to social care, safeguarding and welfare support was impressive (see section on social care). Peer workers were used very effectively to support men and the prison provided some innovative assistance (see paragraph 2.67 and good practice 2.69).

- 2.30** The accommodation remained unsuitable for men with mobility difficulties and care needs. However, some adaptations had been made and an occupational therapist and social worker were on site to offer advice. There was a stair-lift for access to the multi-faith room and library, but the education department was not accessible to men with mobility difficulties.
- 2.31** A good range of social and creative activities was available for men who were not working due to age or disability. The activities were organised by prisoners and supported by the social care team. Older men received good support. There was some confusion about whether men over 65 could work and some would have welcomed more education and work opportunities.
- 2.32** At Prescoed, men's needs were different. Fifty men were recorded as having a disability and around half of them had mental illnesses or learning difficulties. Although in our survey they reported having more problems on arrival at the prison, most outcomes were similar to other prisoners.
- 2.33** There was one transgender prisoner during the inspection. She felt well supported, but we observed that staff did not always address her correctly. Staff had a good awareness of LGBT issues across both sites and men felt safe to come out. An LGBT forum was being developed at Usk.
- 2.34** There were no specific services for men under 26. However, younger men were located together and those we spoke to felt their needs were met. At Usk, wing staff were aware of the possibility that younger men could be bullied or groomed and personal officers offered individual support.
- 2.35** Men were asked during their induction if they were care leavers (a person aged 25 or under, who has been looked after by a local authority) and details were passed to the offender management team to inform resettlement work. There was no specific support for care leavers during their custodial sentence, but the prisons were beginning to build links with social services departments.
- 2.36** Veterans were well catered for at Usk. A weekly prisoner-led support and information meeting and a monthly meeting with prisoners, staff and ex-service organisations were held. The prison was in contact with a wide range of specialist organisations that provided support for ex-service men.

Recommendation

- 2.37 Regular forums with black and minority ethnic men, Travellers and foreign national prisoners should be used to identify their needs and concerns and develop appropriate services.**

Faith and religion

- 2.38** Most faiths were well catered for but recruitment for an Anglican and sessional pagan chaplain was ongoing.
- 2.39** The chaplaincy provided a good range of services and groups across both sites, including a meditation group on weekdays at Usk. It was part of a team working at HMPs Swansea and Cardiff. This meant that cover could be arranged flexibly when sessional chaplains were unavailable. However, as the managing chaplain split his time between four sites and the lead chaplain between three, their statutory duties had to fit in around other commitments. While relationships between prison staff and the chaplaincy were generally positive, there were some challenges around communication and the integration of chaplaincy work because chaplains were not on site full time.
- 2.40** In our survey, men at Prescoed and Usk were generally positive about access to religious services and being able to see a chaplain of their own faith in private. The chaplaincy at Usk had a community feel and was very well used. Religious services and groups at Prescoed were less well attended compared with Usk because men had other commitments in the community. Prescoed had an open-door policy so men did not have to register for individual services.
- 2.41** Facilities for religious services were reasonable – both sites had a multi-faith room and a chapel. Although the multi-faith room at Usk was small, men appreciated having access to the room for quiet time and private worship when they were unlocked. Men could also use the chaplaincy facilities unsupervised at Prescoed.
- 2.42** Orderlies and prisoner representatives at both sites supported the chaplaincy's work well. Chaplains ran forums for men so they could consult them on faith provision and work through any issues. Men appreciated the pastoral support the chaplaincy provided.
- 2.43** The chaplaincy supported three official prison visitors who visited men who did not have family or friends visiting them. Chaplains could help men make links with their faith groups in the community before leaving prison and were aware of the safeguarding issues of men leaving Usk.

Health, well-being and social care

Expected outcomes:

Patients are cared for by services that assess and meet their health, social care and substance use needs and promote continuity of care on release. The standard of provision is similar to that which patients could expect to receive elsewhere in the community.

Strategy, clinical governance and partnerships

- 2.44** The Aneurin Bevan University Health Board (ABUHB) commissioned and provided all health services, subcontracting dental, optical, physiotherapy and GP services. A health needs assessment had started to inform service development. Regular well-attended meetings supported effective joint working between ABUHB, the health department and the prison. Lessons learned from incidents, including the eight deaths from natural causes since our last inspection, informed service improvement (see also paragraph 1.31). Clinical audits did not take place regularly, but were planned. Patient feedback questionnaires had been introduced and regular forums were being developed.

- 2.45** The small health team had clinical and managerial staffing shortages, which had been resolved in recent months. The nurse manager, appointed in April 2017, was leading the team well and had implemented several improvements, including regular managerial supervision sessions and better training opportunities. Health staff were on both sites between 8am and 4.30pm, Monday to Friday. Weekend provision was being considered because of the large proportion of older patients and increasing clinical needs.
- 2.46** Training opportunities had improved significantly and were good. Health staff used an appropriate range of current guidance and policies. Clinical record-keeping was mostly good. Health staff had access to appropriate well-checked and maintained emergency equipment on both sites (see also paragraph 1.35).
- 2.47** Prisoners were very positive about access to and the quality of GP and nurse services. In our survey, 89% of prisoners at Usk and 87% at Prescoed said the overall quality of health services was good. New arrivals received written information about services. Patients were seen in private. We observed very good interactions between health care staff and patients.
- 2.48** The health departments on both sites were clean, but some fixtures and fittings, such as sinks, did not comply with infection prevention and control standards.
- 2.49** Recommendations from a recent infection control audit were being implemented. Both waiting areas were decent. However, at Usk the waiting area was cramped and some prisoners stood outside without any protection against bad weather until there was space. Although it was generally for short periods, it was particularly problematic for frail prisoners.
- 2.50** The health complaint system was poorly advertised and the prison complaints system was used, which was not confidential. Responses to the 10 complaints received in 2017 were generally timely, courteous and addressed all issues raised, but complaints and responses were inappropriately included in the patient's clinical record.

Recommendations

- 2.51** **Prisoners should not have to wait outside the health department in Usk at peak times in bad weather.**
- 2.52** **Prisoners should be able to raise health complaints and concerns through a clear, confidential and well-understood system.**

Promoting health and well-being

- 2.53** Literature linked to current national campaigns was available in health department areas, including some in Welsh. Prisoners had good access to national screening programmes, annual older man health checks, immunisations and blood borne virus services. Condoms were available and advertised.
- 2.54** Prisoners could smoke in the grounds at Prescoed, but Usk was a non-smoking establishment. There had been insufficient smoking cessation services at Prescoed, but this was being addressed. Most prisoners arriving at Usk were already non-smoking, but smoking cessation support was provided. We were concerned that the new Wales policy of only offering prisoners lozenges to help with smoking cessation from November 2017 did not adequately consider the needs of individual patients and only offering lozenges if a prisoner did not use a vaping device meant harm reduction opportunities could be overlooked.

Primary care and inpatient services

- 2.55** Nurses promptly completed a health screening with all new arrivals and a further secondary screening within three days. Appropriate onward referrals were made.
- 2.56** Health staff processed health applications twice a day and prisoners could attend daily drop-in assessment clinics on both sites. An appropriate range of primary care services, including physiotherapy and podiatry was provided. Waiting times for most services were short, but at Usk they were excessive for the optician at up to six months. We were advised that extra sessions were booked to address the problem. A local GP practice provided two clinics a week at Prescoed and three at Usk. Out-of-hours' GP access was satisfactory.
- 2.57** Patients with lifelong conditions were identified promptly and reviewed regularly. Nurses were developing specialist skills in nurse assessment and lifelong conditions management. A diabetic nurse specialist held monthly clinics on site. Health staff knew their patients well, but those with complex health needs were not clearly identified, their management was not sufficiently well coordinated and care planning was underdeveloped.
- 2.58** A joint robust palliative and end-of-life pathway was being developed between the prisons, ABUHB and relevant community partners.
- 2.59** Access to external hospital appointments was generally good and well managed. Appointments were rarely cancelled due to a lack of prison escorts.
- 2.60** Discharge planning involved health care staff seeing prisoners a few days prior to release, but men did not routinely receive health promotion literature or written guidance on accessing community services. We were informed this was being addressed. Two weeks of required medicine was issued and liaison with community services was satisfactory.

Recommendation

- 2.61** **Patients with complex health needs should be identified and have a formal care plan overseen by a care coordinator.**

Social care

- 2.62** The community social care provider, Monmouthshire Integrated Services was providing pilot social care and well-being services until March 2018. The exceptional service supported prisoners to maximise their social and physical well-being.
- 2.63** Regular joint training involving prison and social care staff supported effective partnership working. Prison staff and prisoner buddies had received Alzheimer's and autism awareness training. A regular nine-day intensive buddy support training programme was planned for buddies and prison staff.
- 2.64** One hundred and sixty-three referrals had been received in the nine months to September 2017, most at Usk. A social worker and occupational therapist were based at Usk for two and a half days a week and the wider team, including sensory specialists and physiotherapists, provided prompt additional input as required.
- 2.65** During the inspection, two men were receiving personal care, while 44 had care plans focused on social well-being. Around 25 prisoners attended both Monday activity clubs run by the team. Yoga and mindfulness sessions had recently stopped owing to funding cuts.

- 2.66** We observed a prisoner transferring to Prescoed with an agreed social care package and health aids already in place. Two prisoners had personal alarms so they could summon help in an emergency. Access to health and mobility aids and discharge planning was excellent.
- 2.67** Social care staff saw all new arrivals at Usk during induction. A social care prisoner coordinator also saw new men promptly and implemented an emergency support plan with the prisoner buddy coordinator, which was then reviewed by the social care team. Well-trained and supervised prisoner buddies were allocated to clients, followed a care plan and kept daily records. The social care team reviewed care plans at the monthly buddy meeting.

Good practice

- 2.68** *The social care and well-being service was well integrated into the prison, promptly addressed all social care needs, including men's social isolation and enabled prisoners to maximise their independence and sense of well-being.*
- 2.69** *Well-trained, supported and supervised social care orderlies and prisoner buddies provided excellent recorded support to prisoners with identified needs as part of a regularly reviewed care plan.*

Mental health care

- 2.70** There was no regular mental health awareness training for prison staff, but the issue was being addressed. Joint working between the prison, health staff and the mental health team was good.
- 2.71** Two very experienced mental health nurses provided integrated mental health services in eight clinics across the two sites every week. Additional specialists, including those in intellectual disability, clinical psychology and psychiatry, attended when required. Patients we spoke to were very positive about the support they received. In our survey, 20% of prisoners at Prescoed and 35% at Usk said they had a mental health problem and of these an impressive 80% and 69% respectively reported they had received help.
- 2.72** Mental health needs were identified promptly during the reception health screening. Prisoners could refer themselves or be referred by any staff member. The team received around 10 referrals a month. Patients were generally seen promptly and received good levels of ongoing support, including some specialist trauma work and interventions. The need for a professional counselling service had declined, as the current team provided similar support.
- 2.73** However, records we examined indicated that there were no formal recorded assessments, risk assessments or care plans. A new paper template for primary mental health assessments had been introduced in the previous few weeks but was not being included in clinical records, which was inappropriate. The team was supporting 43 patients during the inspection. None of the four patients with secondary mental health needs had the required risk assessment or care and treatment plans in place, which was not acceptable. Systems to ensure mental health patients had the required physical health checks, such as blood tests for those receiving anti-psychotic medication, were inadequate.
- 2.74** Arrangements to ensure continuity of care on transfer and release were generally adequate. No patient had been transferred under the Mental Health Act.

Recommendations

- 2.75** Patients requiring ongoing mental health support should have clear recorded assessments and care plans that are drawn up with the prisoner, detailed in their clinical records and reviewed regularly.
- 2.76** Robust systems should ensure patients receive all required physical health checks linked to their prescribed medication and condition.

Substance misuse treatment¹⁰

- 2.77** The September 2017 drug and alcohol strategy was not informed by a needs assessment, did not adequately distinguish the distinct needs of men in the two prisons and lacked an action plan to drive its implementation. Bimonthly drug and alcohol committee meetings were well attended by community representatives; the involvement of health care and security staff had been poor but had recently improved.
- 2.78** In our survey, 7% of prisoners at Usk and 3% at Prescoed said they had a drug problem on arrival and 56% and 100% respectively, said they had received help with their drug problem. Approximately 12% at Usk and 6% at Prescoed reported having an alcohol problem on arrival and 77% and 57% respectively, said they had received support with their alcohol problem.
- 2.79** The substance misuse provider Dyfodol, provided psychosocial support in all community, police custody and prison settings in Wales, which supported effective throughcare. Joint working with the prison was generally good. Dyfodol staff saw all new arrivals during their induction and offered group drug and alcohol awareness sessions. At Prescoed, a second group session included raising awareness of new psychoactive substances (new drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life threatening effects) and steroids. Most interventions were on a one-to-one basis, including drop-in sessions. During the inspection, the team was supporting 64 prisoners at Usk and 75 at Prescoed. The community electronic record system was used for case notes, which assisted information sharing.
- 2.80** Prisoners at Prescoed had access to the excellent Collectively Heightening Awareness of Substance Misuse through Education (CHASE) programme. It included several accredited qualifications and enabled prisoners to address their substance misuse issues while gaining transferable vocational qualifications to improve their employment opportunities on release. Fifty prisoners had completed the programme since 2015, 19 had secured paid employment and seven had secured voluntary roles with substance use treatment services.
- 2.81** Prisoners could attend Alcoholics Anonymous meetings at Usk, but not at Prescoed mainly because external facilitators were reluctant to attend the site due to its rural location. There were no dedicated peer mentor roles, but this was being addressed.
- 2.82** Prisoners on opiate substitution treatment were not accepted at either prison. Dedicated prison link workers supported continuity of care on release. Pre-release planning was good and included training to use naloxone (a medication designed to reverse an opioid overdose) if required and offering men a supply on release.

¹⁰ In the previous report substance misuse treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

Recommendation

- 2.83** The drug and alcohol strategy should explicitly reflect the different populations in each prison and be informed by a current needs assessment. The implementation of the strategy should be driven by a dynamic action plan that is regularly reviewed at the drug and alcohol committee meeting.

Good practice

- 2.84** *The CHASE programme helped prisoners tackle their own substance misuse problems and develop transferable employment skills that could be used in substance misuse services and the wider employment market on release.*

Medicines optimisation and pharmacy services

- 2.85** An external pharmacy supplied medicines promptly. Strategic oversight and professional guidance from the ABUHB lead pharmacist remained good, but pharmacists provided no input, and pharmacy-led clinics were still not available. A full-time pharmacy technician ensured effective oversight at Usk, but at Prescoed they did not provide regular input due to staffing pressures. Medicines were stored tidily and securely and medicine dates were checked effectively. Refrigerator temperatures at both sites were also monitored well. Nurses no longer dispensed medicines from stock. There was an appropriate range of current policies and procedures, but we observed some out-of-date prescribing reference books on both sites.
- 2.86** Medicines were transported securely at Usk, but we were concerned that a prisoner orderly collected the locked pharmacy box from the gate at Prescoed, creating risks for the prisoner and the health provider. We were assured by the health manager that this would stop immediately. Effective medicines and therapeutics committee meetings had recommenced in April 2017 after a long gap.
- 2.87** Patients requiring controlled drugs such as strong opiates or benzodiazepines were not accepted at either prison, although systems for prescribing these medicines were being developed to support end-of-life care at Usk. In-possession risk assessments focusing on the individual's risks were completed on arrival. All medicines were supplied in possession, although those with a higher risk of diversion were dispensed weekly and medicine reviews took place regularly. Not all prisoners in shared cells had secure in-cell storage. Compliance checks were not completed routinely. In our survey, none of the prisoners at either establishment said they had developed a problem with medicines that had not been prescribed for them, although staff reported some suspected minor issues with diverted medication.
- 2.88** Medicines were primarily administered at 11.30am at both sites, but additional collection times were arranged as needed. Medicine administration was private and well managed despite no officer supervision.
- 2.89** Nurses could administer a wider range of emergency medicines and vaccines without a prescription than at our last inspection, but the range they could issue for minor illnesses remained too limited and created delays in treatment. Arrangements for prescribing out of hours were satisfactory. Officers could not issue any paracetamol or antacids during the extended out-of-hours period, which potentially promoted some trading of medicines. However, options such as a vending machine were being explored.

Recommendations

- 2.90 Prisoners should have easy access to community-equivalent pharmacist advice and clinics, such as medicine use reviews.**
- 2.91 Prisoners should have prompt access to over-the-counter medication for minor injuries and illnesses, including out of hours.**

Dental services and oral health

- 2.92** A local dental practice provided a full range of NHS treatment in a weekly two-hour dental clinic at Usk. Prisoners from Prescoed visited a community dentist; eight appointments were available every week. The demand for dental services was high and prisoners waited too long for routine dental appointments – 10 months at Usk and around six months at Prescoed. Access to emergency dental services was timely. ABUHB took immediate action to address Usk waiting times during the inspection.
- 2.93** The dental suite at Usk was good. It had a separate decontamination room. Cleanliness appeared good, but infection control audits were not completed as regularly as required. Adequate oral health promotion was provided during sessions. Equipment maintenance and waste disposal were appropriate.

Recommendation

- 2.94 Prisoners should have access to routine dental appointments at Usk within six weeks and at Prescoed within community-equivalent waiting times.**

Section 3. Purposeful activity

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

Time out of cell

Expected outcomes:

All prisoners have sufficient time out of cell and are encouraged to engage in activities which support their rehabilitation.

- 3.1 Prisoners at Usk typically spent about 11 hours unlocked on week days, which was much better than we usually see. However, the regime was occasionally curtailed. For instance, about a third of recent lunchtimes had seen the men locked up when staffing was depleted and some evening association had also been curtailed. The exercise yard remained open throughout the day, although it was restricted to retirees and men with disabilities during working hours. Men at Prescoed lived in open conditions and were only restricted to their residential units overnight.
- 3.2 Good, appropriate, physical education (PE) provision was available at both sites. Prison records showed that at Usk, about 55% of men accessed PE, while at Prescoed the figure was 70%. The range of activities at Usk took account of an older population, while health was promoted at weekly sessions. At Prescoed, a football team participated in the local Gwent league, enhancing the men's reintegration into community life.
- 3.3 At both sites, the facilities included real grass pitches, a gym and a sports hall. Men had equal access and applied for sessions in advance. Weekly attendance lists were advertised and any waiting lists were also displayed. All equipment had just undergone an annual inspection and staff reported no concerns with maintenance.
- 3.4 PE staff had to split their time across both sites. Because many prisoners at Prescoed were out working during the day, most the provision was offered in the afternoon and evening. Most PE sessions at Usk were held during the daytime, which affected attendance at work and education, as men could excuse themselves from activities. PE staff tried to minimise the impact by collecting participants towards the end of their activity sessions.
- 3.5 The libraries at both prisons were well resourced, accessible and well used. Both were open seven days a week and offered a mix of morning, afternoon and evening sessions. Library services were run by Monmouthshire County Council, and prisoners could request books from county-wide stock. The provision of Welsh language material had improved and was very good at both sites. There was little for foreign national prisoners, although special orders could be placed.
- 3.6 The library at Usk was particularly welcoming and was an integral part of prison life, hosting an over-55s club on weekday mornings. Men particularly valued reading the daily newspapers. There was also a reading group, as well as creative writing, drawing and colouring therapy groups. The Shannon Trust mentoring scheme to improve literacy had no learners, but was due to resume shortly. Although the library was on the upstairs landing, a stair-lift facilitated good access.
- 3.7 Prescoed's library was less central to prison life, as many prisoners were out working. This was reflected in attendance figures and our survey results. There were fewer library-based groups and activities, but it was still a valued lending resource.

- 3.8** At Usk, the prisoners themselves had developed a range of creative activities that enhanced prison life. There was a band, sometimes involving staff members, which played at weekends, and a choir practised regularly and performed throughout the year. There was also a large number of submissions to the Koestler Awards for art.

Education, skills and work activities (Estyn)¹¹

Expected outcomes:

All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The learning and skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.¹²

- 3.9** *Estyn made the following assessments about the learning and skills and work provision:*

<i>Standards:</i>	<i>Good</i>
<i>Well-being and attitudes to learning:</i>	<i>Good</i>
<i>Teacher and learning experiences:</i>	<i>Good</i>
<i>Care, support and guidance:</i>	<i>Good</i>
<i>Leadership and management:</i>	<i>Adequate and needs improvement</i>

Standards

- 3.10** In both Usk and Prescoed standards were good. Overall, prisoners were working at levels that were appropriate for their ability and prior experience. Most were developing useful and relevant skills that they could transfer to occupations or further study on release. Success rates for achievements of full qualifications, across the prison, were appropriate (61% at March 2017).
- 3.11** Prisoners in vocational activities were learning new skills or applying existing skills in new contexts. They produced work of a very high standard and in a few areas, such as carpentry in Usk, were crafting commissioned pieces for sale. Prescoed prisoners in the market garden and farm contributed produce for use in the prison kitchens.
- 3.12** Nearly all prisoners had realistic ideas about how their learning could be used to enhance their options and career choices on release. Many were aiming for employment and 97% of prisoners on employability courses achieved at least one certificate or unit of credit in 2016–2017.
- 3.13** Most prisoners in academic education classes made timely progress towards achieving their learning goals. GCSE outcomes in Usk and Prescoed were good between 2016 and 2017 with nearly all prisoners achieving their qualifications.

¹¹ This part of the inspection is conducted by Estyn inspectors using Estyn's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

¹² In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

- 3.14** In both prisons, prisoners in open learning provision used their time well to study courses up to degree level. They pursued a wide range of subjects, including business administration, animal psychology and classical Greek. They were developing very useful and effective independent study and research skills as well as self-motivation. However, a few prisoners studying through an external provider were gaining units of credit without learning anything meaningful and without having robust assessments.
- 3.15** Many prisoners in essential skills classes were developing their literacy and numeracy skills well through a range of strategies, including formal and informal learning. In higher ability classes, prisoners skimmed and scanned texts to draw out the main arguments from a story and drafted and redrafted their responses using well-structured pieces of extended writing.
- 3.16** However, a few prisoners, particularly those with lower literacy and numeracy abilities, did not make timely progress in improving their skills. Prison figures nevertheless showed that 93% of prisoners on essential skills courses achieved at least a certificate or unit of credit.
- 3.17** Since the last inspection, the number of prisoners engaging in Welsh language and culture had improved. Prisoners who spoke Welsh as a first language used Welsh in all areas of the prison and a few non-Welsh speaking prisoners were developing an active interest in the language and culture of Wales through mentor-led classes. (See also paragraph 3.42.)

Well-being and attitudes to learning

- 3.18** Prisoners and staff had strong, respectful working relationships, which encouraged prisoners to participate in learning and skills activities. However, a few prisoners who were employed in other activities said they were waiting for a placement in education learning and skills and did not know when they would obtain one.
- 3.19** Prisoners felt safe, had positive attitudes towards others and took pride in their work. They worked well in small group activities, shared resources with each other and completed individual written tasks carefully.
- 3.20** The mentoring programme offered prisoners good opportunities to build leadership and supervisory skills and to gain esteem. Prisoners responded well to the support that mentors gave.
- 3.21** Nearly all prisoners listened and contributed confidently during discussions. For example, they discussed sensitively the impact of prejudice and discrimination in society and the importance of respecting diversity and equality.
- 3.22** Most prisoners valued their learning opportunities and recognised that they would help them gain employment and prevent them from reoffending on release.
- 3.23** Many prisoners followed programmes to improve their health and well-being. Nearly all prisoners understood the need to exercise regularly and make healthy choices.
- 3.24** Most prisoners had access to regular physical activity. However, for a few in Usk, it disrupted their learning (see also paragraph 3.4).

Teaching and learning experience

- 3.25** A good range of education and vocational activities was available. Nearly all teachers and workshop staff prepared sessions well, and used a good variety of activities and styles that engaged learners and motivated them to learn. Most used helpful worksheets that accommodated a range of learning styles and supported their teaching, which contributed well to men's learning. Nearly all teachers and workshop staff used questioning skills well to encourage learners to participate in sessions. They also used a broad range of resources effectively, including information and communications technology (ICT) and whiteboards.
- 3.26** Most teachers used assessments well to evaluate learning in sessions and adapted lesson plans to ensure men understood the work. They marked learners' work regularly and gave good, constructive feedback to help them improve further. They also focused on developing learners' literacy and numeracy skills.
- 3.27** Vocational trainers tracked learners' progress well and in one workshop, wall-mounted tracking information ensured that all learners and staff knew how well they and their peers had progressed. In a few cases, teachers were not deployed to make best use of their specialist expertise.
- 3.28** All 21 mentors at Usk, who were working towards mentoring qualifications, made a strong contribution to teaching and learning. They supported learners well in classes and provided those who most needed it with targeted support. A few took the lead in teaching lessons.
- 3.29** Most classrooms and vocational areas were well equipped and contained stimulating displays or prompts related to the subjects being taught. A few displays were bilingual. Most teaching areas offered a positive learning environment. However, one classroom was too small.
- 3.30** All staff promoted positive attitudes towards equality, diversity and respect for others, which encouraged learners to participate in sessions and share their views openly.

Recommendation

- 3.31** **The prison should ensure that teachers are allocated to areas that make the most of their specialist expertise.**

Care, support and guidance

- 3.32** There were appropriate arrangements in place for prisoners in Usk and Prescoed to learn about the importance of healthy lifestyles. In Prescoed, prisoners could develop their understanding of and gain qualifications in important aspects of health and well-being, such as substance misuse, emotional health and behaviour change. Around 60 prisoners at Prescoed had attained level 3 and a few, level 4 qualifications in these areas. This helped prisoners gain employment in agencies that deliver substance misuse services in the community.
- 3.33** Teachers ensured prisoners could identify their personal strengths and set relevant goals that linked appropriately to sentence and resettlement plans. Vocational training courses developed prisoners' work-related skills well. Staff encouraged prisoners to work with precision and persevere at tasks to achieve improvements in their work. Many prisoners recognised that these skills could benefit them on release as leisure interests or routes into employment.

- 3.34** Prisoners had good access to independent advice and guidance through the induction process, access to Careers Wales advisers and helpful ongoing mentoring support from staff. The induction process for all prisoners at Prescoed prepared them well for employment and resettlement. Prisoners knew how their learning and training choices linked to their plans for resettlement.
- 3.35** Staff monitored prisoners' attendance at individual sessions well and appropriately followed up on reasons for their absence.

Leadership and management

- 3.36** Communication between the learning and skills team and prison senior managers was good. It had enabled the prison to implement several plans to strengthen the provision or broaden the curriculum, and reflected the governor's strong commitment to education and training. This has led, for example, to over 20 prisoners in Prescoed being able to gain a Construction Skills Certification Scheme card. It had also enabled the prison's farm to develop a business model to enhance its role in the prison and the land-based industry.
- 3.37** The progressive ethos within the learning and skills team helped staff work cooperatively to respond to the challenges of extending the provision when budgets were declining.
- 3.38** A recent restructuring of the learning and skills provision had resulted in the loss of several management posts and functions, which had had an adverse impact on the prison's capacity to monitor the quality and effectiveness of the provision, analyse data and identify and share good practice. Inconsistencies in the quality of the provision were not always identified.
- 3.39** Teachers had individual learning plans for each learner. However, quality assurance processes were not robust enough to ensure the individual learning plans were good enough to inform planning for learning. Most individual learning plans did not set out clear, short-term objectives that learners needed to meet to make effective progress towards longer term goals.
- 3.40** The prison's evaluation of the provision identified strengths and areas that needed to improve. The evaluation was used to inform a three-year development plan. However, its self-evaluation did not take enough account of the standards and progress that learners had achieved. It also failed to base evaluations on first-hand evidence or systematic data analysis. (See main recommendation S44.) There were inaccuracies in the data on attendance for a few courses at Usk, which made it difficult for managers to analyse attendance trends for these sessions.
- 3.41** There was sufficient provision to enable all learners of working age to participate in education, training and employment. In Usk, 278 places were available and in Prescoed there were 276. This enabled all prisoners of working age to participate in activities.
- 3.42** The prison had supported a bilingual mentor to develop a strategy to promote the Welsh language. Early indicators suggested this has stimulated some learners and staff to learn more about Welsh. However, it was too early to evaluate the success of the strategy on teaching and learning practices. (See also paragraph 3.17.)

Recommendation

- 3.43** **The prison should improve individual learning plans.**

Section 4. Rehabilitation and release planning

Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release back into the community.

Children and families and contact with the outside world

Expected outcomes:

The prison supports prisoners' contact with their families and friends. Programmes aimed at developing parenting and relationship skills are facilitated by the prison. Prisoners not receiving visits are supported in other ways to establish or maintain family support.

- 4.1 Family work was overseen by the reducing reoffending meeting and implemented by a custodial manager working with a small team and outside partners.
- 4.2 Access to phones was generally good on both sites. Men could rarely make phone calls in private – there was only one phone offering privacy at Usk and none at Prescoed (see also paragraph 2.7). Letters arrived at the prisons in the morning but were not distributed until the following morning, which was too late. Voicemail, Email a Prisoner and regulated pen friend schemes were available at both prisons.
- 4.3 Family engagement work was good. A worker from charity the Prison Advice and Care Trust (PACT) met most men during induction and offered follow-up support if they wished to reconnect with their family, explore their role or rights as parents or link up with community services. At Prescoed, PACT was very well supported by orderlies, who met all new receptions and directed them to services if needed. Over two-thirds of men in our Prescoed survey and just over half in our Usk survey, said staff had encouraged them to maintain contact with their families. At Usk, only 15% of men told us they had a visit once a week or more.
- 4.4 Children's family visits ran regularly during school holidays at both sites and were valued by the men. During the visits, refreshments and activities were organised and a family worker was available. It was positive that Usk offered longer family visits for adults. However, the criteria for access to them was restrictive, making it difficult for most men to apply and the provision was too limited for the number of men who needed them. Storybook Dads (which enabled prisoners to record a story for their children) was available at both sites but take-up at Prescoed was low.
- 4.5 Visiting facilities at Usk were too limited. There was no visitors' centre and families waited in the gatehouse, which did not have sufficient seating. Searches usually took place outdoors and the visits room was too small. The selection of refreshments for visits was too narrow. However, processes for visitors were generally appropriate and visits staff were respectful. In our survey, 90% of respondents at Usk said staff treated their visitors respectfully. The visits hall was well decorated and the atmosphere was relaxed.

- 4.6** Visiting facilities at Prescoed were outstanding. Visitors were met by PACT orderlies in a waiting area, where information and free tea and coffee were available. Visits were held in the dining area, and the excellent play facilities and café style refreshments enhanced the visits experience. In our survey, 99% of respondents at Prescoed said staff treated their visitors respectfully. Visitors spoke very highly of staff and we were told about, and observed, staff supporting visitors sensitively.
- 4.7** In our survey, 44% of men at Usk and 55% at Prescoed said it was very or quite easy for family and friends to get to the prison. There was no public transport to Prescoed and limited services to Usk. All the visitors we spoke to had driven to the prisons. The prison did not provide transport.

Recommendations

- 4.8 Visits facilities at Usk should be improved.**
- 4.9 The prisons should consult visitors to see what practical support could be offered to help them get to the prisons.**

Good practice

- 4.10** *PACT orderlies met visitors to Prescoed who were made to feel welcome. The coffee bar and excellent play facilities helped create a relaxed and informal atmosphere.*

Reducing risk, rehabilitation and progression

Expected outcomes:

Planning for a prisoner's release starts on their arrival at the prison. Each prisoner has an allocated case manager and a custody plan designed to address their specific needs, manage risk of harm and reduce the risk of reoffending.

- 4.11** Almost all men at Usk were convicted of sex offences and posed a high risk of harm to others. The prison was a national resource for the delivery of sex offender treatment programmes.
- 4.12** Prisoners held at Prescoed had been convicted of a wide range of offences and had progressed well enough to be placed in open conditions. There was an excellent focus on using release on temporary licence (ROTL) to promote effective resettlement and the small proportion of high risk men and those serving an indeterminate sentence underwent an enhanced assessment of their risks and suitability for ROTL.
- 4.13** The number held at Prescoed with convictions for sex offending was limited to the arbitrary figure of 20 men at any one time. There was also an expectation that any man with a conviction for a sexual offence, even if it was many years ago, had to spend three months at Usk before transferring to Prescoed. This restrictive rule was applied even if they had already been approved by the parole board for open conditions and even if they were being transferred from another open prison. The restrictions negatively affected prisoners' progression opportunities (see main recommendation S45).
- 4.14** Steps had been taken to improve the strategic management of reducing reoffending work. A dedicated head of reducing reoffending post had been established, supported by a colleague also focused on developing and maintaining rehabilitation and resettlement work.

- 4.15** The reducing reoffending strategy was under review and there was a recognition that it needed to be more specific to the different populations held at each prison. A survey of prisoners' views about their resettlement and rehabilitation needs was being undertaken, but other, more comprehensive evidence of men's needs at both sites should have been used.
- 4.16** Two meetings had been re-established recently to provide better oversight and information-sharing about rehabilitation and resettlement. They were held bi-monthly and attendance was good. However, a better action plan was required so that progress made could be monitored more effectively.
- 4.17** Offender assessment system (OASys) document completions were up to date at Prescoed. At Usk, OASys completions were not monitored well enough. Prison staff did not know how many incomplete probation service assessments there were and we were not confident that all prison assessments were up to date.
- 4.18** OASys documents were very mixed and in some cases at both sites the sentence plan was not specific enough. Risk management plans at Prescoed did not always reflect risks in the community or during ROTL, although these had been considered as part of the assessment for temporary release.
- 4.19** Prisoners had had access to ROTL on well over 11,000 occasions involving 235 men from Prescoed in the previous six months, which was very good. During the inspection, almost half the population was actively involved in ROTL. Offender supervisor contact was appropriately focused on progression, and risk assessments were reasonably good. The ROTL board provided good oversight of risk management, which included input from external offender managers to help plan for temporary and final release. However, prisoners were not routinely involved in the ROTL board process, which potentially limited their understanding of the process.
- 4.20** In our survey, almost all prisoners at Prescoed said they knew what they had to do to achieve their targets and 89% said staff were helping them to achieve them. At Usk, the figures were 90% and 64% respectively. As at our last inspection, we found there was too little oversight of offender management work at Usk. We looked at a small number of cases at both sites and found that the frequency of contact between prisoners and offender supervisors was adequate at Prescoed, but inadequate at Usk.
- 4.21** Records detailing contact between offender supervisors and prisoners at Usk were poor, and in some cases, records showed gaps of several months between contacts (see main recommendation S46). As a result, some prisoners, particularly those not eligible to take part in sex offender treatment programmes, were unable to focus sufficiently on their progression or offending behaviour work. One prisoner arrived at Usk in October 2015 but was not eligible for a sex offender programme place. Despite posing a high risk of harm to others in the community, his sentence plan was limited to improving his behaviour and addressing risks in the prison and we saw no evidence of work that focused on his offence. He had had hardly any offender supervisor contact and the focus on his progression was inadequate.
- 4.22** Nearly all men at Usk presented public protection concerns. Restrictions were applied appropriately, but reviews needed to involve the offender supervisor. A lack of information from the sending establishment about previous mail and telephone monitoring meant that the prisoner would be monitored when it might have been unnecessary. Applications for contact with children were managed well. Public protection concerns at Prescoed were managed through regular ROTL risk assessments.
- 4.23** The inter-departmental risk management team (IDRMT) meeting at Usk was well attended and was a useful forum for gathering and sharing information within the prison. While Usk

should not have been releasing men directly into the community, 26 men had been released in the previous six months (see paragraph 4.34). Notes from the IDRMT meeting were not used to develop risk management plans for release. Too little discussion took place with the offender manager about risk management plans even though some men posed a high risk of harm. For example, too many cases due for release did not have a confirmed multi-agency public protection arrangements (MAPPA) management level and we found no evidence of contact between the offender supervisor and the offender manager in the community to encourage good risk management planning (see paragraph 4.34). At Prescoed, a prisoner's MAPPA management level was not confirmed before undertaking ROTL, which could have undermined risk management planning. Reports for community MAPPA meetings were prepared when they were requested but the ones we saw were not detailed enough.

- 4.24** The population at Usk was not eligible for early release on home detention curfew. Applications at Prescoed were well managed and all but a couple of men had received approval for early release. Assessments were generally completed on time.
- 4.25** Re-categorisation reviews were up to date and managed well. Boards were held at Usk to consider if the approval of category D was appropriate and reviews were managed effectively and included good information-sharing by other departments. Decisions that had been made in the cases we looked at were justified. However, prisoners were not routinely involved in the board hearing. Decisions to remove a man from open conditions at Prescoed were justifiable and appropriately focused on public protection. Several transfers from Usk to HMP Parc were made each week to enable men due for release to access resettlement help there. Transfers to other prisons were arranged when possible (see paragraph 4.34).
- 4.26** During the inspection, there were 11 category D men at Usk. A number experienced delays before they were moved because of the lack of places at open prisons or the lack of escort transport. (See main recommendation S45.)

Recommendation

- 4.27 More comprehensive needs analyses of the population at each prison should be undertaken and used to inform a specific strategy for reducing reoffending.**

Interventions

Expected outcomes:

Prisoners are able to access interventions designed to promote successful rehabilitation.

- 4.28** Usk was a national centre for the treatment of sex offenders. The range of accredited programmes delivered was very good. The number of programme places had doubled since our last inspection and the introduction of new programmes for sex offenders had been managed very well. The Horizon and Kaisen programmes replaced the previous courses and offered men in denial of their offence the chance to take part, which was positive. Becoming New Me (BNM) (a sex offender programme adapted for men with learning difficulties) and the Healthy Sexual Functioning course were also delivered.
- 4.29** Waiting lists were not excessive and places were appropriately prioritised. The main problem was the number of men who were transferred to Usk without having had an RM2000 assessment (a risk of reconviction assessment for sexual offenders) completed only to be assessed at Usk as not being eligible for the programmes. At the time of the inspection, 35% of men in Usk were not offered a programme place and there was no clear alternative

strategy for addressing the offending behaviour needs of these men. (See main recommendation S47.)

- 4.30** A pre-release course ran at Usk. In addition, help with finance and debt problems was reasonably good and charity workers from Christians Against Poverty were available on site each month to deal with a wide range of financial problems. A money management course was also run every month. However, staff from Jobcentre Plus were not on site and in our survey, only 14% of men said they were receiving help to sort out benefits in preparation for their release. Men could open bank accounts while at Usk, but problems in the application process meant many of those applying from Prescoed were rejected.
- 4.31** Some accommodation advice was available at Usk, but most men went to approved premises on release because of the risks they posed. However, we saw men's releases being delayed at both prisons pending a place in a hostel being found, which could have been avoided if offender managers in the community had undertaken better release planning. The number of men leaving Prescoed without settled and sustainable accommodation was not monitored consistently.

Recommendations

- 4.32 Men at Usk should have access to Jobcentre Plus to help with new benefit claims in preparation for release.**
- 4.33 The applications process for bank accounts for men from Prescoed should be improved.**

Release planning

Expected outcomes:

The specific reintegration needs of individual prisoners are met through an individual multi-agency plan to maximise the likelihood of successful reintegration into the community.

- 4.34** Usk was not a resettlement prison and did not have the resources for community rehabilitation company (CRC) resettlement planning and support. However, Usk did release a small number of men each month and an impressive range of locally sourced resettlement help continued, supported effectively by peer mentors. The support was very responsive to men's individual needs.
- 4.35** Peer mentors met men on arrival at Usk to identify any immediate resettlement problems and ensure referrals were made as necessary. They also saw men near their release date to review the situation and direct them to help from community-based agencies whose staff visited the prison.
- 4.36** Prescoed had resources for some resettlement provision through Working Links, which arranged for a staff member from Wales CRC to attend the prison three days a week. We were not confident that all men were interviewed 12 weeks prior to release and it was difficult to assess the effectiveness of the provision. Data were often unreliable or not collected and we were not sure what benefits the CRC provided. Links between the CRC and the offender management unit (OMU) were underdeveloped. However, men at Prescoed could address some of their resettlement issues during ROTL in the community, which offset these concerns to some extent.

Recommendation

- 4.37** Data collection at Prescoed should be improved so that the effectiveness of CRC release planning can be evaluated and links between the CRC and the OMU should be developed to ensure risks are managed appropriately.

Section 5. Summary of recommendations and good practice

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

Main recommendations

To the governor

- 5.1 The prisons should strengthen the management of quality in education and skills to ensure that evaluations focus on prisoners' achievement and progress, and are based on first-hand evidence and data analysis. (S44)
- 5.2 Oversight of offender management work at Usk should be improved to ensure men receive effective support in reducing their risk of harm, and progressing towards release. (S46)
- 5.3 A strategy should be developed for managing men who are not eligible to attend the offending behaviour programmes offered at Usk. (S47)

Main recommendation

To HM Prison and Probation Service

- 5.4 The criteria for accepting men with sexual convictions at Prescoed should be reviewed to ensure men can progress as planned. (S45)

Recommendations

Managing behaviour

- 5.5 Applications for enhanced status should be considered swiftly to enable deserving prisoners to take advantage of higher level privileges. (1.17)
- 5.6 Managers should ensure that data are collated and analysed across all aspects of behaviour management to identify any areas of concern where action needs to be taken. (1.22)

Security

- 5.7 Prisoners should only be strip-searched on the basis of intelligence or specific suspicion. (1.29, repeated recommendation 1.46)

Safeguarding

- 5.8 The strategic management of suicide and self-harm should be improved and there should be a focus on data analysis and understanding the distinct needs of men at each site. (1.36)
- 5.9 Emergency equipment at Usk should be checked regularly and restocked. (1.37)

- 5.10** Formal processes to protect adults at risk should be implemented and staff should be trained to identify risks and make appropriate referrals. (1.40)

Equality, diversity and faith

- 5.11** The DIRF process should be publicised. DIRFS should be investigated thoroughly and responses quality assured. (2.23)
- 5.12** Regular forums with black and minority ethnic men, Travellers and foreign national prisoners should be used to identify their needs and concerns and develop appropriate services. (2.37)

Health, well-being and social care

- 5.13** Prisoners should not have to wait outside the health department in Usk at peak times in bad weather. (2.51)
- 5.14** Prisoners should be able to raise health complaints and concerns through a clear, confidential and well-understood system. (2.52)
- 5.15** Patients with complex health needs should be identified and have a formal care plan overseen by a care coordinator. (2.61)
- 5.16** Patients requiring ongoing mental health support should have clear recorded assessments and care plans that are drawn up with the prisoner, detailed in their clinical records and reviewed regularly. (2.75)
- 5.17** Robust systems should ensure patients receive all required physical health checks linked to their prescribed medication and condition. (2.76)
- 5.18** The drug and alcohol strategy should explicitly reflect the different populations in each prison and be informed by a current needs assessment. The implementation of the strategy should be driven by a dynamic action plan that is regularly reviewed at the drug and alcohol committee meeting. (2.83)
- 5.19** Prisoners should have easy access to community-equivalent pharmacist advice and clinics, such as medicine use reviews. (2.90)
- 5.20** Prisoners should have prompt access to over-the-counter medication for minor injuries and illnesses, including out of hours. (2.91)
- 5.21** Prisoners should have access to routine dental appointments at Usk within six weeks and at Prescoed within community-equivalent waiting times. (2.94)

Education, skills and work activities

- 5.22** The prison should ensure that teachers are allocated to areas that make the most of their specialist expertise. (3.31)
- 5.23** The prison should improve individual learning plans. (3.43)

Children and families and contact with the outside world

- 5.24** Visits facilities at Usk should be improved. (4.8)

- 5.25** The prisons should consult visitors to see what practical support could be offered to help them get to the prisons. (4.9)

Reducing risk, rehabilitation and progression

- 5.26** More comprehensive needs analyses of the population at each prison should be undertaken and used to inform a specific strategy for reducing reoffending. (4.27)

Interventions

- 5.27** Men at Usk should have access to Jobcentre Plus to help with new benefit claims in preparation for release. (4.32)
- 5.28** The applications process for bank accounts for men from Prescoed should be improved. (4.33)

Release planning

- 5.29** Data collection at Prescoed should be improved so that the effectiveness of CRC release planning can be evaluated and links between the CRC and the OMU should be developed to ensure risks are managed appropriately. (4.37)

Examples of good practice

- 5.30** The social care and well-being service was well integrated into the prison, promptly addressed all social care needs, including men's social isolation and enabled prisoners to maximise their independence and sense of well-being. (2.68)
- 5.31** Well-trained, supported and supervised social care orderlies and prisoner buddies provided excellent recorded support to prisoners with identified needs as part of a regularly reviewed care plan. (2.69)
- 5.32** The CHASE programme helped prisoners tackle their own substance misuse problems and develop transferable employment skills that could be used in substance misuse services and the wider employment market on release. (2.84)
- 5.33** PACT orderlies met visitors to Prescoed who were made to feel welcome. The coffee bar and excellent play facilities helped create a relaxed and informal atmosphere. (4.10)

Section 6. Appendices

Appendix I: Inspection team

Sean Sullivan	Team leader
Francesca Cooney	Inspector
Karen Dillon	Inspector
Sandra Fieldhouse	Inspector
Keith Humphreys	Inspector
Keith McInnis	Inspector
Jonathan Tickner	Inspector
Caroline Wright	Inspector
Catherine Shaw	Researcher
Joe Simmonds	Researcher
Emily Spillman	Researcher
Patricia Taflan	Researcher
Beth Wilson	Researcher
Majella Pearce	Lead health and social care inspector
Nicola Rabjohns	Health and social care inspector
Tom Stephenson	Healthcare Inspectorate Wales
Alun Connick	Estyn inspector
Lin Howells	Estyn inspector
Anthony Mulcaby	Estyn inspector
Jill Simms	Estyn 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. The recommendations in the main body of the report are based on the fifth edition of Expectations, but those below are based on the fourth edition. Their order may therefore differ slightly from the main report.

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2013, Usk and Prescoed were very safe prisons. The early days arrangements were good and, most importantly, prisoners felt safe on their first night. Levels of violence and self-harm were extremely low, and support for prisoners in crisis was good. Security arrangements were proportionate at Prescoed but some required review at Usk. Disciplinary procedures were fair, consistent and used sparingly. The privileges scheme was appropriate and transparent, and the Usk enhanced unit was a good initiative. Access to illegal drugs was low at Usk. Outcomes for prisoners were good at both prisons against this healthy prison test.

Recommendations

Prisoners should not be left on vans during the lunch period at Usk before embarkation to reception. (1.4)

Achieved

The reception at Usk should be of an adequate size and appropriately equipped to manage the arrival and departure of prisoners. (1.14)

Partially achieved

The induction programme at Usk should be completed within a week and it should be properly supervised by a staff member. (1.15)

Achieved

A violence reduction survey should be carried out and used to inform the current strategy. (1.23)

Achieved

The safer custody team should be informed of all incidents of antisocial behaviour and investigate all incidents thoroughly. (1.24)

Partially achieved

All staff should receive training in assessment, care in custody and teamwork procedures. (1.32)

Not achieved

The safer custody team at Prescoed should investigate the reasons for the poor survey results about access to Listeners. (1.33)

Not achieved

The governor should initiate contact with the local Safeguarding Adults Strategic Management Board and Safeguarding Adults Team to develop local safeguarding processes. (I.37)

Achieved

The establishment should ensure that the mandatory drug testing programme is adequately resourced to undertake the required level of weekend testing. (I.44)

Achieved

Security arrangements at Usk should be commensurate with the risks presented at a category C prison. (I.45)

Achieved

Prisoners should only be strip-searched on the basis of intelligence or specific suspicion. (I. 46)

Partially achieved (recommendation repeated, I.29)

The establishment should provide an adequate testing and waiting environment for mandatory drug testing at Usk. (I.47)

Partially achieved

All planned use of force incidents should be filmed. (I.59)

Partially achieved

Health and CARAT (substance misuse) services should work together to provide joint care and support to prisoners using diverted medication. (I.66)

Not achieved

The drug and alcohol strategy document should be updated in light of service changes and following re-commissioning, and a new development plan and performance measures should be established. (I.67)

Partially achieved

The prison should provide the CARAT team at Usk with adequate group work facilities and interview rooms. (I.68)

Achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2013, some residential accommodation was tired but most areas were clean, although in-cell toilets in Usk lacked privacy. We observed positive interactions between staff and prisoners at Prescoed but relationships at Usk had deteriorated significantly. Formal arrangements for equality and diversity work were sound and most prisoners felt supported, but more consultation was required. Responses to most complaints were satisfactory, but prisoner confidence in the process was generally poor. Legal service provision was appropriate, apart from legal visits at Usk. Health services were good overall. Prisoners had mixed views about the food. Outcomes for prisoners were reasonably good at Usk and good at Prescoed against this healthy prison test.

Recommendations

Communal areas in Prescoed should be kept clean and well maintained. (2.10)

Achieved

Cells designed for one prisoner should not hold two, and toilets in cells should be effectively screened. (2.11)

Not achieved

Rooms in Prescoed should have lockable cabinets. (2.12)

Partially achieved

Usk prison should address prisoners' negative perceptions about staff, and staff identified as indifferent should be encouraged to take a more active and positive approach. (2.18)

Achieved

Staff should use prisoners' preferred names or titles when addressing them, (2.19)

Achieved

Personal officer entries in wing files at Prescoed should evidence frequent meaningful engagement with prisoners and knowledge of their personal circumstances. (2.20)

Achieved

The prison should work with prisoners from minority groups through formal consultation arrangements, which should be used to address the negative perceptions in our survey. (2.29)

Achieved

Managers should monitor incentives and earned privileges levels by nationality, and investigate the reasons behind the poorer experience of foreign national prisoners. (2.30)

No longer relevant

Discrimination incident report forms in good condition and in a range of languages relevant to the population should be freely available on both sites. (2.31)

Not achieved

Training in all strands of diversity should be delivered to all staff. (2.32)

Partially achieved

The prison should ensure that there are adequate and well-publicised arrangements for external support and advice for foreign national prisoners from both the United Kingdom Border Agency and independent immigration advisory services. (2.39)

Not achieved

There should be formal procedures for identifying prisoners with disabilities and an accurate record maintained. (2.40)

Achieved

Personal emergency evacuation plans for those prisoners requiring assistance should be readily available to staff on the units where they are located. (2.41)

Achieved

An organised scheme of peer support for prisoners with disabilities should be introduced. (2.42)

Achieved

The chaplaincy should ensure that each newly arrived prisoner sees a chaplain within 24 hours, and monitor performance. (2.49)

Not achieved

The quality of complaint responses should be improved through regular monitoring by managers. (2.53)

Achieved

Legal visits facilities at Usk should be improved so that legal advisers can interview their clients in private. (2.57)

Achieved

Clinical supervision should be established for all clinical staff. (2.66)

Partially achieved

All health care information should be available in a range of languages relevant to the population. (2.67)

Achieved

Automated emergency defibrillators should be available at Usk and Prescoed and prison and health care staff should be trained in their use. (2.68)

Partially achieved

Nursing staff should use triage algorithms and be trained to at least a basic level in triage skills. (2.76)

Not achieved

Chronic disease management should be systematic and enable appropriate follow-up, with active care planning for prisoners with multiple conditions. (2.77)

Partially achieved

The pharmacist should visit the prison at least once a month to check the systems in operation and provide counselling sessions, pharmacist-led clinics, clinical audit and medication review. (2.86)

Not achieved

Patient group directions should be introduced to enable supply of more potent medication by the pharmacist and/or nurse to avoid unnecessary consultations with the doctor. A copy of the original signed patient group directions should be held in the pharmacy and read and signed by all relevant staff. (2.87)

Partially achieved

Primary dispensing (nurses dispensing stock medicines as named-patient medicines and vice versa) should stop. (2.88)

Achieved

Medicines management should include robust in-possession risk assessments, medicines use reviews, audit of prescriptions and faxed prescriptions, patient advice, robust stock control and dispensing, and appropriate standard operating procedures through regular operational oversight by a pharmacy professional. (2.89)

Partially achieved

Dental care at Prescoed should ensure appropriate triage of need and prompt appointments.

Appointments should not be routinely cancelled. (2.97)

Not achieved

Prisoners should have access to professional counselling services. (2.103)

Partially achieved

The mental health needs of prisoners should be reviewed to ensure that those with primary care needs are dealt with appropriately. (2.104)

Achieved

A rolling programme of mental health awareness training should be delivered to all discipline and health care staff. (2.105)

Not achieved

Prisoners working in the kitchen at Prescoed should be able to achieve qualifications. (2.114)

Achieved

Prisoners at Usk should have the facility to dine out. (2.115)

Not achieved

Prisoners should have access to the prison shop within 24 hours of their arrival. (2.123)

Not achieved

Purposeful activity

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

At the last inspection, in 2013, opportunities for time out of cell were good at Usk, and Prescoed operated an open regime. Management of learning and skills was good and strategic planning was well developed. There were sufficient activity places, and allocation to activities was fair and efficient. The overall quality of activity and range of provision were good, and attendance was well managed. Educational and vocational achievements were impressive. The library offered a good service. Prisoners benefited from a range of PE activities that supported skills acquisition and healthy living. Outcomes for prisoners at both prisons were good against this healthy prison test.

Recommendation

The prison should develop a clear strategy to increase the use of the Welsh language and promotion of the Welsh dimension across its learning and skills provision. (3.24)

Achieved

Resettlement

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

At the last inspection, in 2013, Strategic management of resettlement arrangements were adequate but required development, and while recent changes to align offender management more closely with the security department appeared appropriate, they were too new to evaluate. Offender management at Prescoed focused appropriately on its population but at Usk was too reactive and insufficiently integrated. Public protection arrangements were impressive. Release on temporary licence arrangements were very well managed and a commendable number of prisoners used them, although access to outside paid work was limited. Resettlement pathway support was generally good, with positive outcomes for accommodation and health needs, but further work was required on finance, benefit and debt support and children and families provision. Offending behaviour work was good but more could be done with prisoners in denial of their offence. Outcomes for prisoners were reasonably good at Usk and good at Prescoed against this healthy prison test.

Recommendations

Up to date needs analysis should be undertaken to assess the resettlement requirements of all prisoners. Such needs should be reflected in the available provision. (4.5)

Not achieved

The prison should develop a clear policy and strategy to address offender management, and ensure that development objectives identify and meet the needs of the population. (4.6)

Partially achieved

There should be a central log of completed and up-to-date OASys assessments to ensure that all prisoners are assessed and reviewed regularly, and shortfalls that are the responsibility of the offender manager should be addressed. (4.18)

Not achieved

Quality assurance systems should be introduced into the offender management unit to ensure effective and consistent practice. (4.19)

Not achieved

The role of offender supervisors at Usk should be clarified to ensure they are appropriately integrated with other departments working to reduce the risk of reoffending. Offender supervisors should be appropriately trained and supported for this role. (4.20)

Not achieved

Usk should offer motivational work with those prisoners either refusing to complete programmes or denying their offence(s). (4.21)

No longer relevant

Reports prepared for interdepartmental risk management boards should be forwarded to offender managers to inform risk management decisions in the community. (4.26)

Not achieved

Prescoed should evaluate the impact of resettlement programmes on prisoners' ability to sustain work and training on release. (4.41)

No longer relevant

Appropriate follow-up support should be available for prisoners identified as having finance and debt problems. (4.46)

Achieved

Visits at Usk should take place in a venue that is fit for purpose and the capacity increased. (4.52)

Not achieved

Prisoners who have access to their own vehicles for weekday release on temporary licence should be allowed to use them to attend weekend town visits. (4.54)

Not achieved

There should be a range of initiatives to encourage appropriate and meaningful engagement with families and children (where appropriate) at both Usk and Prescoed. (4.55)

Achieved

Appendix III: Prison population profile

Usk

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

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	0	219	79.9
Recall	0	15	5.5
Convicted unsentenced	0	0	0.0
Indeterminate Sentence	0	40	14.6
Remand	0	0	0.0
Civil prisoners	0	0	0.0
Detainees	0	0	0.0
Total	0	274	100

Sentence	18–20 yr olds	21 and over	%
Unsentenced	0	0	0
Less than 6 months	0	0	0
6 months to less than 12 months	0	0	0
12 months to less than 2 years	0	9	3.3
2 years to less than 4 years	0	45	16.4
4 years to less than 10 years	0	124	45.3
10 years and over (not life)	0	55	20.1
ISPP (indeterminate sentence for public protection)	0	26	9.5
Life	0	15	5.4
Total	0	274	100

Age	Number of prisoners	%
Please state minimum age here: 21		
Under 21 years	0	0
21 years to 29 years	54	19.7
30 years to 39 years	59	21.5
40 years to 49 years	48	17.5
50 years to 59 years	55	20.1
60 years to 69 years	34	12.4
70 plus years	24	8.8
Please state maximum age here: 87		
Total	274	

Nationality	18–20 yr olds	21 and over	%
British	0	268	97.8
Foreign nationals	0	6	2.2
Total	0	274	100

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	0	0	0
Uncategorised sentenced	0	0	0
Category A	0	0	0
Category B	0	0	0
Category C	0	263	96
Category D	0	11	4
Other	0	0	0
Total	0	274	4

Ethnicity	18–20 yr olds	21 and over	%
White			
British	0	248	90.5
Irish	0	2	0.7
Gypsy/Irish Traveller	0	2	0.7
Other white	0	5	1.8
Mixed			
White and black Caribbean	0	1	0.4
White and black African	0	2	0.7
White and Asian	0	0	0.0
Other mixed	0	1	0.4
Asian or Asian British			
Indian	0	0	0.0
Pakistani	0	3	1.1
Bangladeshi	0	1	0.4
Chinese	0	0	0.0
Other Asian	0	0	0.0
Black or black British			
Caribbean	0	4	1.5
African	0	0	0
Other black	0	0	0
Other ethnic group			
Arab	0	0	0.0
Other ethnic group	0	0	0.0
Not stated			
Total	0	274	100

Religion	18–20 yr olds	21 and over	%
Baptist	0	4	1.5
Church of England	0	38	13.9
Roman Catholic	0	28	10.2
Other Christian denominations	0	74	27
Muslim	0	16	5.8
Sikh	0	1	0.4
Hindu	0	0	0.0
Buddhist	0	6	2.2
Jewish	0	2	0.7
Other	0	13	4.7
No religion	0	92	33.6
Total	0	274	100

Other demographics	18–20 yr olds	21 and over	%
Veteran (ex-armed services)	0	10	3.6
Total	0	10	3.6

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	18	6.6
1 month to 3 months	0	0	31	11.3
3 months to 6 months	0	0	42	15.3
6 months to 1 year	0	0	54	19.7
1 year to 2 years	0	0	79	28.8
2 years to 4 years	0	0	37	13.5
4 years or more	0	0	13	4.7
Total	0	0	274	100

Sentenced prisoners only

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

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	0	0
1 month to 3 months	0	0	0	0
3 months to 6 months	0	0	0	0
6 months to 1 year	0	0	0	0
1 year to 2 years	0	0	0	0
2 years to 4 years	0	0	0	0
4 years or more	0	0	0	0
Total	0	0	0	0

Main offence	18–20 yr olds	21 and over	%
Violence against the person			
Sexual offences			
Burglary			
Robbery			
Theft and handling			
Fraud and forgery			
Drugs offences			
Other offences			
Civil offences			
Offence not recorded /holding warrant			
Total			

Prescoed

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

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	2	207	82.9
Recall	0	3	1.2
Convicted unsentenced	0	0	0.0
Indeterminate Sentence	0	40	15.9
Remand	0	0	0.0
Civil prisoners	0	0	0.0
Detainees	0	0	0.0
Total	2	250	100

Sentence	18–20 yr olds	21 and over	%
Unsentenced	0	0	0
Less than six months	0	0	0
6 months to less than 12 months	1	5	2.4
12 months to less than 2 years	0	6	2.4
2 years to less than 4 years	1	38	15.5
4 years to less than 10 years	0	130	51.6
10 years and over (not life)	0	27	10.7
ISPP (indeterminate sentence for public protection)	0	22	8.7
Life	0	22	8.7
Total	2	250	100

Age	Number of prisoners	%
Please state minimum age here: 19		
Under 21 years	2	0.8
21 years to 29 years	73	29.0
30 years to 39 years	81	32.1
40 years to 49 years	48	19.0
50 years to 59 years	40	15.9
60 years to 69 years	6	2.4
70 plus years	2	0.8
Please state maximum age here: 74		
Total	252	100

Nationality	18–20 yr olds	21 and over	%
British	2	246	98.4
Foreign nationals	0	4	1.6
Total	2	250	100

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	0	0	0
Uncategorised sentenced	0	0	0
Category A	0	0	0
Category B	0	0	0
Category C	0	0	0
Category D	1	250	99.6
Other	1	0	0.4
Total	2	250	100

Ethnicity	18–20 yr olds	21 and over	%
White			
British	2	206	82.5
Irish	0	0	0.0
Gypsy/Irish Traveller	0	2	0.8
Other white	0	4	1.6
Mixed			
White and black Caribbean	0	6	2.4
White and black African	0	0	0.0
White and Asian	0	2	0.8
Other mixed	0	2	0.8
Asian or Asian British			
Indian	0	1	0.4
Pakistani	0	3	1.2
Bangladeshi	0	0	0.0
Chinese	0	0	0.0
Other Asian	0	0	0.0
Black or black British			
Caribbean	0	10	4.0
African	0	0	0
Other black	0	3	1.2
Other ethnic group			
Arab	0	2	0.8
Other ethnic group	0	0	0.0
Not stated			
Prefer not to say	0	3	1.2
Total	2	250	100

Religion	18–20 yr olds	21 and over	%
Baptist	0	0	0.0
Church of England	0	29	11.5
Roman Catholic	0	25	9.9
Other Christian denominations	0	44	17.5
Muslim	0	16	6.3
Sikh	0	1	0.4
Hindu	0	0	0.0
Buddhist	0	4	1.6
Jewish	0	1	0.4
Other	0	6	2.4
No religion	2	124	50
Total	2	250	100

Other demographics	18–20 yr olds	21 and over	%
Veteran (ex-armed services)		3	1.2
Total		3	1.2

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	36	14.3
1 month to 3 months	1	0.4	44	17.5
3 months to 6 months	1	0.4	52	20.6
6 months to 1 year	0	0	64	25.4
1 year to 2 years	0	0	52	20.6
2 years to 4 years	0	0	2	0.8
4 years or more	0	0	0	0.0
Total	2	0.8	250	99.2

Sentenced prisoners only

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

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	0	0
1 month to 3 months	0	0	0	0
3 months to 6 months	0	0	0	0
6 months to 1 year	0	0	0	0
1 year to 2 years	0	0	0	0
2 years to 4 years	0	0	0	0
4 years or more	0	0	0	0
Total	0	0	0	0

Main offence	18–20 yr olds	21 and over	%
Violence against the person			
Sexual offences			
Burglary			
Robbery			
Theft and handling			
Fraud and forgery			
Drugs offences			
Other offences			
Civil offences			
Offence not recorded /holding warrant			
Total			

Appendix IV: Prisoner survey methodology and results

Usk

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.

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *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 prison.¹³

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 HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.¹⁴ In smaller establishments we may offer a questionnaire to the entire population.

Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.¹⁵ 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 9 October 2017 the prisoner population at HMP Usk was 275. Using the sampling method described above, questionnaires were distributed to 152 prisoners. We

¹³ Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

¹⁴ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

¹⁵ For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectorates.gov.uk/hmiprison/about-our-inspections/>

received a total of 149 completed questionnaires, a response rate of 98%. Three prisoners declined to participate in the survey.

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Usk. For the comparator analyses, each question was reformulated into a binary ‘yes/no’ format and affirmative responses compared.¹⁶ Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

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 Usk 2017¹⁷ compared with those from other HMIP surveys¹⁸

- Survey responses from HMP Usk in 2017 compared with survey responses from the most recent inspection at all other category C training prisons.
- Survey responses from HMP Usk in 2017 compared with survey responses from HMP Usk in 2013.

Comparisons between sub-populations of prisoners within HMP Usk 2017¹⁹

- 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 prisoners who have served in the armed forces compared with those who have not.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²⁰

In the comparator analyses, statistically significant differences are indicated by shading.²¹ 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.

¹⁶ Using the Chi-square test (or Fisher’s exact test if there are fewer than five responses in a group).

¹⁷ 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.

¹⁸ 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.

¹⁹ These analyses are carried out on summary data from selected survey questions only.

²⁰ A minimum of 10 responses which must also represent at least 10% of the total response.

²¹ 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.

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

Prescoed 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.

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *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 prison.²²

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 HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.²³ In smaller establishments we may offer a questionnaire to the entire population.

Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.²⁴ 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.

²² Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

²³ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

²⁴ For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectors.gov.uk/hmiprison/about-our-inspections/>

Survey response

At the time of the survey on 9 October 2017 the prisoner population at HMP & YOI Prescoed was 255. Using the sampling method described above, questionnaires were distributed to 159 prisoners. We received a total of 110 completed questionnaires, a response rate of 69%. Eighteen prisoners declined to participate in the survey and 39 questionnaires were either not returned at all, or returned blank.

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP & YOI Prescoed. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.²⁵ Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

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 & YOI Prescoed 2017²⁶ compared with those from other HMIP surveys²⁷

- Survey responses from HMP & YOI Prescoed in 2017 compared with survey responses from the most recent inspection at all other open prisons.
- Survey responses from HMP & YOI Prescoed in 2017 compared with survey responses from HMP & YOI Prescoed in 2013.

Comparisons between sub-populations of prisoners within HMP & YOI Prescoed 2017²⁸

- White prisoners' responses compared with those of prisoners from black or minority ethnic groups.
- 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.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²⁹

In the comparator analyses, statistically significant differences are indicated by shading.³⁰ 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

²⁵ Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

²⁶ 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.

²⁷ 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.

²⁸ These analyses are carried out on summary data from selected survey questions only.

²⁹ A minimum of 10 responses which must also represent at least 10% of the total response.

³⁰ 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.

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

Usk

Background information

I.1	What wing or houseblock are you currently living on?	
	A	48 (32%)
	B	39 (26%)
	C	50 (34%)
	D	12 (8%)
I.2	How old are you?	
	Under 21	0 (0%)
	21 - 25	18 (12%)
	26 - 29	17 (11%)
	30 - 39	32 (22%)
	40 - 49	23 (16%)
	50 - 59	26 (18%)
	60 - 69	18 (12%)
	70 or over	14 (9%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	131 (89%)
	White - Irish	1 (1%)
	White - Gypsy or Irish Traveller	4 (3%)
	White - any other White background	0 (0%)
	Mixed - White and Black Caribbean	0 (0%)
	Mixed - White and Black African	1 (1%)
	Mixed - White and Asian	1 (1%)
	Mixed - any other Mixed ethnic background	2 (1%)
	Asian/ Asian British - Indian	0 (0%)
	Asian/ Asian British - Pakistani	1 (1%)
	Asian/ Asian British - Bangladeshi	2 (1%)
	Asian/ Asian British - Chinese	0 (0%)
	Asian - any other Asian Background	1 (1%)
	Black/ Black British - Caribbean	2 (1%)
	Black/ Black British - African	1 (1%)
	Black - any other Black/ African/ Caribbean background	0 (0%)
	Arab	0 (0%)
	Any other ethnic group	0 (0%)
I.4	How long have you been in this prison?	
	Less than 6 months	30 (20%)
	6 months or more	117 (80%)

1.5	Are you currently serving a sentence?	
	Yes	141 (95%)
	Yes - on recall	8 (5%)
	No - on remand or awaiting sentence	0 (0%)
	No - immigration detainee.....	0 (0%)
1.6	How long is your sentence?	
	Less than 6 months.....	0 (0%)
	6 months to less than 1 year	4 (3%)
	1 year to less than 4 years	45 (30%)
	4 years to less than 10 years	53 (36%)
	10 years or more.....	26 (17%)
	IPP (indeterminate sentence for public protection).....	12 (8%)
	Life.....	9 (6%)
	Not currently serving a sentence.....	0 (0%)
Arrival and reception		
2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	29 (19%)
	No.....	116 (78%)
	Don't remember.....	4 (3%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	135 (91%)
	2 hours or more.....	8 (5%)
	Don't remember.....	6 (4%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	134 (92%)
	No.....	8 (6%)
	Don't remember.....	3 (2%)
2.4	Overall, how were you treated in reception?	
	Very well	91 (61%)
	Quite well	57 (38%)
	Quite badly	1 (1%)
	Very badly	0 (0%)
	Don't remember.....	0 (0%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers.....	37 (25%)
	Contacting family.....	27 (18%)
	Arranging care for children or other dependants.....	2 (1%)
	Contacting employers	0 (0%)
	Money worries.....	18 (12%)
	Housing worries	13 (9%)
	Feeling depressed	38 (26%)
	Feeling suicidal.....	9 (6%)
	Other mental health problems	25 (17%)
	Physical health problems	17 (12%)
	Drug or alcohol problems (e.g. withdrawal)	5 (3%)
	Problems getting medication	7 (5%)
	Needing protection from other prisoners.....	2 (1%)
	Lost or delayed property	19 (13%)
	Other problems.....	7 (5%)
	Did not have any problems.....	57 (39%)

2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	41 (30%)
	No	40 (29%)
	Did not have any problems when I first arrived	57 (41%)

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	29 (20%)		
	Toiletries / other basic items	87 (60%)		
	A shower	74 (51%)		
	A free phone call	85 (59%)		
	Something to eat	116 (81%)		
	The chance to see someone from health care	90 (63%)		
	The chance to talk to a Listener or Samaritans	65 (45%)		
	Support from another prisoner (e.g. Insider or buddy)	57 (40%)		
	Wasn't offered any of these things	7 (5%)		
3.2	On your first night in this prison, how clean or dirty was your cell?			
	Very clean	31 (21%)		
	Quite clean	71 (48%)		
	Quite dirty	31 (21%)		
	Very dirty	13 (9%)		
	Don't remember	1 (1%)		
3.3	Did you feel safe on your first night here?			
	Yes	130 (90%)		
	No	9 (6%)		
	Don't remember	5 (3%)		
3.4	In your first few days here, did you get:			
		Yes	No	Don't remember
	Access to the prison shop / canteen?	66 (46%)	66 (46%)	11 (8%)
	Free PIN phone credit?	34 (26%)	90 (68%)	9 (7%)
	Numbers put on your PIN phone?	93 (68%)	37 (27%)	6 (4%)
3.5	Did your induction cover everything you needed to know about this prison?			
	Yes	105 (72%)		
	No	40 (27%)		
	Have not had an induction	1 (1%)		

On the wing

4.1	Are you in a cell on your own?	
	Yes	7 (5%)
	No, I'm in a shared cell or dormitory	140 (95%)
4.2	Is your cell call bell normally answered within 5 minutes?	
	Yes	69 (48%)
	No	27 (19%)
	Don't know	49 (34%)
	Don't have a cell call bell	0 (0%)

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?	105 (75%)	35 (25%)	0 (0%)
Can you shower every day?	142 (97%)	4 (3%)	0 (0%)
Do you have clean sheets every week?	93 (65%)	49 (34%)	2 (1%)
Do you get cell cleaning materials every week?	129 (89%)	15 (10%)	1 (1%)
Is it normally quiet enough for you to relax or sleep at night?	123 (85%)	22 (15%)	0 (0%)
Can you get your stored property if you need it?	77 (53%)	30 (21%)	38 (26%)

4.4 Normally, how clean or dirty are the communal / shared areas of your wing or houseblock (landings, stairs, wing showers etc.)?

Very clean.....	39 (27%)
Quite clean.....	81 (55%)
Quite dirty	19 (13%)
Very dirty	7 (5%)

Food and canteen

5.1 What is the quality of food like in this prison?

Very good.....	18 (12%)
Quite good.....	90 (62%)
Quite bad	30 (21%)
Very bad	7 (5%)

5.2 Do you get enough to eat at mealtimes?

Always.....	20 (14%)
Most of the time.....	37 (25%)
Some of the time.....	64 (44%)
Never	26 (18%)

5.3 Does the shop / canteen sell the things that you need?

Yes	100 (71%)
No.....	38 (27%)
Don't know.....	3 (2%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	117 (81%)
No.....	27 (19%)

6.2 Are there any staff here you could turn to if you had a problem?

Yes	126 (87%)
No.....	19 (13%)

6.3 In the last week, has any member of staff talked to you about how you are getting on?

Yes	69 (47%)
No.....	78 (53%)

6.4	How helpful is your personal or named officer?	
	Very helpful.....	56 (38%)
	Quite helpful.....	46 (32%)
	Not very helpful.....	21 (14%)
	Not at all helpful.....	7 (5%)
	Don't know.....	8 (5%)
	Don't have a personal / named officer.....	8 (5%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	18 (12%)
	Sometimes.....	53 (36%)
	Hardly ever.....	64 (44%)
	Don't know.....	11 (8%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes.....	76 (52%)
	No.....	69 (48%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	48 (32%)
	Yes, but things don't change.....	65 (44%)
	No.....	19 (13%)
	Don't know.....	16 (11%)

Faith

7.1	What is your religion?	
	No religion.....	59 (40%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations).....	70 (47%)
	Buddhist.....	3 (2%)
	Hindu.....	0 (0%)
	Jewish.....	1 (1%)
	Muslim.....	7 (5%)
	Sikh.....	0 (0%)
	Other.....	9 (6%)
7.2	Are your religious beliefs respected here?	
	Yes.....	70 (47%)
	No.....	9 (6%)
	Don't know.....	10 (7%)
	Not applicable (no religion).....	59 (40%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes.....	77 (52%)
	No.....	7 (5%)
	Don't know.....	6 (4%)
	Not applicable (no religion).....	59 (40%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	84 (57%)
	No.....	2 (1%)
	Don't know.....	3 (2%)
	Not applicable (no religion).....	59 (40%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	75 (51%)
	No	73 (49%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	64 (44%)
	No	82 (56%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	137 (94%)
	No	8 (6%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	21 (14%)
	Quite easy	43 (30%)
	Quite difficult.....	44 (30%)
	Very difficult.....	28 (19%)
	Don't know.....	9 (6%)
8.5	How often do you have visits from family or friends?	
	More than once a week.....	7 (5%)
	About once a week.....	14 (10%)
	Less than once a week.....	82 (58%)
	Not applicable (don't get visits)	39 (27%)
8.6	Do visits usually start and finish on time?	
	Yes	86 (84%)
	No	16 (16%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	91 (90%)
	No	10 (10%)

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	73 (49%)
	Yes, but these times are not usually kept to	70 (47%)
	No	5 (3%)
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	7 (5%)
	2 to 6 hours.....	34 (23%)
	6 to 10 hours.....	63 (43%)
	10 hours or more.....	36 (25%)
	Don't know.....	5 (3%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	9 (6%)
	2 to 6 hours.....	71 (48%)
	6 to 10 hours.....	59 (40%)
	10 hours or more.....	6 (4%)
	Don't know.....	3 (2%)

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.....	8	(5%)
	3 to 5.....	22	(15%)
	More than 5.....	111	(76%)
	Don't know.....	4	(3%)
9.5	How many days in a typical week do you get association, if you want it?		
	None	1	(1%)
	1 or 2.....	3	(2%)
	3 to 5.....	16	(11%)
	More than 5.....	122	(82%)
	Don't know.....	6	(4%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?		
	None	0	(0%)
	1 or 2.....	3	(2%)
	3 to 5.....	10	(7%)
	More than 5.....	130	(88%)
	Don't know.....	4	(3%)
9.7	Typically, how often do you go to the gym?		
	Twice a week or more	69	(48%)
	About once a week.....	8	(6%)
	Less than once a week.....	5	(3%)
	Never	63	(43%)
9.8	Typically, how often do you go to the library?		
	Twice a week or more	110	(75%)
	About once a week.....	24	(16%)
	Less than once a week.....	9	(6%)
	Never	3	(2%)
9.9	Does the library have a wide enough range of materials to meet your needs?		
	Yes	94	(65%)
	No.....	47	(33%)
	Don't use the library	3	(2%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?			
	Yes	130	(90%)	
	No.....	10	(7%)	
	Don't know.....	5	(3%)	
10.2	If you have made any applications here, please answer the questions below:			
		Yes	No	Not made any applications
	Are applications usually dealt with fairly?	90 (65%)	36 (26%)	12 (9%)
	Are applications usually dealt with within 7 days?	66 (48%)	60 (43%)	12 (9%)

10.3	Is it easy for you to make a complaint?			
	Yes			91 (62%)
	No			17 (12%)
	Don't know			38 (26%)
10.4	If you have made any complaints here, please answer the questions below:			
		Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	34 (26%)	42 (32%)	57 (43%)
	Are complaints usually dealt with within 7 days?	32 (24%)	44 (33%)	57 (43%)
10.5	Have you ever been prevented from making a complaint here when you wanted to?			
	Yes			29 (21%)
	No			66 (47%)
	Not wanted to make a complaint			45 (32%)
10.6	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?	63 (44%)	21 (15%)	30 (21%)
	Attend legal visits?	64 (47%)	9 (7%)	33 (24%)
	Get bail information?	15 (11%)	9 (7%)	51 (39%)
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?			
	Yes			49 (34%)
	No			55 (38%)
	Not had any legal letters			41 (28%)

Health care

11.1	How easy or difficult is it to see the following people?					
		Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	43 (30%)	74 (51%)	15 (10%)	2 (1%)	11 (8%)
	Nurse	89 (62%)	50 (35%)	1 (1%)	0 (0%)	4 (3%)
	Dentist	6 (4%)	23 (16%)	36 (25%)	63 (44%)	16 (11%)
	Mental health workers	22 (16%)	32 (23%)	13 (9%)	5 (4%)	69 (49%)
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	77 (53%)	50 (34%)	8 (5%)	1 (1%)	10 (7%)
	Nurse	96 (66%)	43 (29%)	5 (3%)	0 (0%)	2 (1%)
	Dentist	18 (13%)	25 (18%)	24 (17%)	30 (21%)	44 (31%)
	Mental health workers	30 (22%)	19 (14%)	9 (7%)	6 (4%)	72 (53%)
11.3	Do you have any mental health problems?					
	Yes					50 (34%)
	No					95 (66%)
11.4	Have you been helped with your mental health problems in this prison?					
	Yes					34 (24%)
	No					15 (10%)
	Don't have any mental health problems					95 (66%)

11.5	What do you think of the overall quality of the health services here?	
	Very good.....	68 (47%)
	Quite good.....	62 (42%)
	Quite bad	11 (8%)
	Very bad	2 (1%)
	Don't know.....	3 (2%)

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	49 (33%)
	No.....	98 (67%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	28 (19%)
	No.....	19 (13%)
	Don't have a disability	98 (68%)
12.3	Have you been on an ACCT in this prison?	
	Yes	16 (11%)
	No.....	129 (89%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	9 (6%)
	No.....	5 (3%)
	Have not been on an ACCT in this prison.....	129 (90%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	73 (50%)
	Quite easy	35 (24%)
	Quite difficult.....	1 (1%)
	Very difficult.....	0 (0%)
	Don't know.....	37 (25%)
	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	18 (12%)
	No.....	129 (88%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	13 (9%)
	No.....	4 (3%)
	Did not / do not have an alcohol problem.....	129 (88%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	10 (7%)
	No.....	136 (93%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	1 (1%)
	No.....	145 (99%)

13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	0 (0%)
	No	146 (100%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	5 (3%)
	No	4 (3%)
	Did not / do not have a drug problem.....	136 (94%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	3 (2%)
	Quite easy	13 (9%)
	Quite difficult.....	10 (7%)
	Very difficult.....	5 (4%)
	Don't know.....	110 (78%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	2 (1%)
	Quite easy	2 (1%)
	Quite difficult.....	3 (2%)
	Very difficult.....	22 (15%)
	Don't know.....	114 (80%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	31 (22%)
	No	112 (78%)
14.2	Do you feel unsafe now?	
	Yes	8 (6%)
	No	135 (94%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse	35 (25%)
	Threats or intimidation.....	26 (19%)
	Physical assault.....	9 (6%)
	Sexual assault.....	6 (4%)
	Theft of canteen or property.....	9 (6%)
	Other bullying / victimisation	21 (15%)
	Not experienced any of these from prisoners here.....	95 (68%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	98 (70%)
	No	42 (30%)

14.5	Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply to you.)	
	Verbal abuse	29 (20%)
	Threats or intimidation	19 (13%)
	Physical assault	1 (1%)
	Sexual assault.....	1 (1%)
	Theft of canteen or property	0 (0%)
	Other bullying / victimisation.....	18 (13%)
	Not experienced any of these from staff here.....	101 (71%)
14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	107 (74%)
	No	37 (26%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?		
	Yes	78 (54%)	
	No	47 (33%)	
	Don't know what the incentives / rewards are	19 (13%)	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?		
	Yes	79 (55%)	
	No	31 (22%)	
	Don't know.....	20 (14%)	
	Don't know what this is.....	14 (10%)	
15.3	Have you been physically restrained by staff in this prison in the last 6 months?		
	Yes	2 (1%)	
	No	147 (99%)	
15.4	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	0 (0%)	
	No	2 (1%)	
	Don't remember.....	0 (0%)	
	Not been restrained here in last 6 months	147 (99%)	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?		
	Yes	1 (1%)	
	No	146 (99%)	
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?	1 (100%)	0 (0%)
	Could you shower every day?	1 (100%)	0 (0%)
	Could you go outside for exercise every day?	1 (100%)	0 (0%)
	Could you use the phone every day (if you had credit)?	1 (100%)	0 (0%)

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	94 (65%)	25 (17%)	25 (17%)	0 (0%)
Vocational or skills training	79 (56%)	21 (15%)	40 (28%)	1 (1%)
Prison job	78 (57%)	29 (21%)	29 (21%)	1 (1%)
Voluntary work outside of the prison	3 (2%)	12 (9%)	40 (30%)	78 (59%)
Paid work outside of the prison	3 (2%)	12 (9%)	36 (26%)	87 (63%)

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	71 (51%)	27 (20%)	40 (29%)
Vocational or skills training	67 (50%)	16 (12%)	50 (38%)
Prison job	48 (36%)	40 (30%)	45 (34%)
Voluntary work outside of the prison	16 (12%)	10 (8%)	103 (80%)
Paid work outside of the prison	18 (14%)	9 (7%)	103 (79%)

16.3 Do staff encourage you to attend education, training or work?

Yes	101 (69%)
No	30 (21%)
Not applicable (e.g. if you are retired, sick or on remand)	15 (10%)

Planning and progression**17.1 Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)**

Yes	104 (71%)
No	42 (29%)

17.2 Do you understand what you need to do to achieve the objectives or targets in your custody plan?

Yes	93 (90%)
No	3 (3%)
Don't know what my objectives or targets are	7 (7%)

17.3 Are staff here supporting you to achieve your objectives or targets?

Yes	63 (64%)
No	29 (29%)
Don't know what my objectives or targets are	7 (7%)

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	40 (40%)	7 (7%)	52 (53%)
Other programmes	25 (27%)	2 (2%)	65 (71%)
One to one work	24 (26%)	3 (3%)	65 (71%)
Being on a specialist unit	0 (0%)	2 (2%)	84 (98%)
ROTL - day or overnight release	1 (1%)	1 (1%)	84 (98%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?			
	Yes			14 (9%)
	No			120 (81%)
	Don't know			15 (10%)
18.2	How close is this prison to your home area or intended release address?			
	Very near			1 (7%)
	Quite near			5 (36%)
	Quite far			4 (29%)
	Very far			4 (29%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?			
	Yes			10 (77%)
	No			3 (23%)
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	3 (21%)	5 (36%)	6 (43%)
	Getting employment	0 (0%)	8 (67%)	4 (33%)
	Setting up education or training	1 (8%)	5 (42%)	6 (50%)
	Arranging benefits	1 (8%)	6 (46%)	6 (46%)
	Sorting out finances	3 (25%)	1 (8%)	8 (67%)
	Support for drug or alcohol problems	0 (0%)	0 (0%)	13 (100%)
	Health / mental health support	2 (15%)	4 (31%)	7 (54%)
	Social care support	2 (15%)	2 (15%)	9 (69%)
	Getting back in touch with family or friends	1 (8%)	2 (15%)	10 (77%)

More about you

19.1	Do you have children under the age of 18?		
	Yes		50 (34%)
	No		99 (66%)
19.2	Are you a UK / British citizen?		
	Yes		148 (99%)
	No		1 (1%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?		
	Yes		6 (4%)
	No		142 (96%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?		
	Yes		15 (10%)
	No		133 (90%)
19.5	What is your gender?		
	Male		148 (99%)
	Female		0 (0%)
	Non-binary		0 (0%)
	Other		1 (1%)

19.6	How would you describe your sexual orientation?	
	Straight / heterosexual.....	124 (83%)
	Gay / lesbian / homosexual.....	8 (5%)
	Bisexual.....	15 (10%)
	Other.....	2 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes.....	2 (1%)
	No.....	144 (99%)

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.....	1 (1%)
	Less likely to offend.....	104 (73%)
	Made no difference.....	38 (27%)

Prescoed

Background information

I.1	What wing or houseblock are you currently living on?	
	Bingham.....	12 (11%)
	Cape.....	9 (8%)
	Casey.....	8 (7%)
	Ford.....	11 (10%)
	Gates.....	9 (8%)
	Halfway House.....	4 (4%)
	Llewellyn.....	14 (13%)
	Lester.....	16 (15%)
	Morgan.....	11 (10%)
	Mitchell.....	11 (10%)
	Pugh.....	5 (5%)
I.2	How old are you?	
	Under 21.....	1 (1%)
	21 - 25.....	9 (8%)
	26 - 29.....	17 (15%)
	30 - 39.....	34 (31%)
	40 - 49.....	22 (20%)
	50 - 59.....	22 (20%)
	60 - 69.....	5 (5%)
	70 or over.....	0 (0%)

1.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	89 (82%)
	White - Irish	1 (1%)
	White - Gypsy or Irish Traveller	1 (1%)
	White - any other White background	0 (0%)
	Mixed - White and Black Caribbean.....	3 (3%)
	Mixed - White and Black African	0 (0%)
	Mixed - White and Asian.....	2 (2%)
	Mixed - any other Mixed ethnic background.....	1 (1%)
	Asian/ Asian British - Indian	0 (0%)
	Asian/ Asian British - Pakistani	3 (3%)
	Asian/ Asian British - Bangladeshi.....	1 (1%)
	Asian/ Asian British - Chinese	0 (0%)
	Asian - any other Asian Background.....	0 (0%)
	Black/ Black British - Caribbean.....	4 (4%)
	Black/ Black British - African	2 (2%)
	Black - any other Black/ African/ Caribbean background.....	0 (0%)
	Arab.....	0 (0%)
	Any other ethnic group	2 (2%)
1.4	How long have you been in this prison?	
	Less than 6 months.....	30 (27%)
	6 months or more.....	80 (73%)
1.5	Are you currently serving a sentence?	
	Yes	107 (98%)
	Yes - on recall	2 (2%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee.....	0 (0%)
1.6	How long is your sentence?	
	Less than 6 months.....	0 (0%)
	6 months to less than 1 year	1 (1%)
	1 year to less than 4 years	19 (17%)
	4 years to less than 10 years	51 (46%)
	10 years or more.....	14 (13%)
	IPP (indeterminate sentence for public protection)	14 (13%)
	Life	11 (10%)
	Not currently serving a sentence.....	0 (0%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	55 (50%)
	No	50 (45%)
	Don't remember.....	5 (5%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	105 (95%)
	2 hours or more.....	3 (3%)
	Don't remember.....	2 (2%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	105 (95%)
	No	4 (4%)
	Don't remember.....	1 (1%)

2.4	Overall, how were you treated in reception?	
	Very well.....	79 (72%)
	Quite well.....	28 (25%)
	Quite badly	1 (1%)
	Very badly	0 (0%)
	Don't remember.....	2 (2%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers.....	4 (4%)
	Contacting family.....	6 (6%)
	Arranging care for children or other dependants.....	1 (1%)
	Contacting employers	0 (0%)
	Money worries.....	2 (2%)
	Housing worries	4 (4%)
	Feeling depressed	8 (7%)
	Feeling suicidal.....	1 (1%)
	Other mental health problems	6 (6%)
	Physical health problems	3 (3%)
	Drug or alcohol problems (e.g. withdrawal).....	0 (0%)
	Problems getting medication	3 (3%)
	Needing protection from other prisoners.....	1 (1%)
	Lost or delayed property	5 (5%)
	Other problems.....	5 (5%)
	Did not have any problems.....	80 (73%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	15 (14%)
	No	14 (13%)
	Did not have any problems when I first arrived.....	80 (73%)

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.....	64 (61%)
	Toiletries / other basic items	51 (49%)
	A shower.....	83 (79%)
	A free phone call	58 (55%)
	Something to eat	87 (83%)
	The chance to see someone from health care.....	83 (79%)
	The chance to talk to a Listener or Samaritans.....	40 (38%)
	Support from another prisoner (e.g. Insider or buddy).....	41 (39%)
	Wasn't offered any of these things	7 (7%)
3.2	On your first night in this prison, how clean or dirty was your cell?	
	Very clean.....	18 (17%)
	Quite clean.....	61 (56%)
	Quite dirty	22 (20%)
	Very dirty	6 (6%)
	Don't remember.....	2 (2%)
3.3	Did you feel safe on your first night here?	
	Yes	106 (98%)
	No	1 (1%)
	Don't remember.....	1 (1%)

3.4	In your first few days here, did you get:	Yes	No	Don't remember
	Access to the prison shop / canteen?	62 (60%)	37 (36%)	5 (5%)
	Free PIN phone credit?	36 (36%)	56 (56%)	8 (8%)
	Numbers put on your PIN phone?	63 (72%)	18 (21%)	6 (7%)

3.5	Did your induction cover everything you needed to know about this prison?	
	Yes	91 (83%)
	No	18 (17%)
	Have not had an induction	0 (0%)

On the wing

4.1	Are you in a cell on your own?	
	Yes	80 (73%)
	No, I'm in a shared cell or dormitory	29 (27%)

4.2	Is your cell call bell normally answered within 5 minutes?	
	Yes	2 (2%)
	No	1 (1%)
	Don't know	4 (4%)
	Don't have a cell call bell	101 (94%)

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?	101 (94%)	6 (6%)	1 (1%)
	Can you shower every day?	107 (98%)	2 (2%)	0 (0%)
	Do you have clean sheets every week?	104 (95%)	0 (0%)	5 (5%)
	Do you get cell cleaning materials every week?	72 (66%)	33 (30%)	4 (4%)
	Is it normally quiet enough for you to relax or sleep at night?	95 (88%)	13 (12%)	0 (0%)
	Can you get your stored property if you need it?	62 (57%)	17 (16%)	29 (27%)

4.4	Normally, how clean or dirty are the communal / shared areas of your wing or houseblock (landings, stairs, wing showers etc.)?	
	Very clean	11 (10%)
	Quite clean	54 (50%)
	Quite dirty	31 (28%)
	Very dirty	13 (12%)

Food and canteen

5.1	What is the quality of food like in this prison?	
	Very good	9 (8%)
	Quite good	59 (55%)
	Quite bad	31 (29%)
	Very bad	9 (8%)

5.2	Do you get enough to eat at mealtimes?	
	Always	27 (25%)
	Most of the time	34 (31%)
	Some of the time	38 (35%)
	Never	10 (9%)

5.3	Does the shop / canteen sell the things that you need?	
	Yes	92 (84%)
	No	15 (14%)
	Don't know	2 (2%)

Relationships with staff

6.1	Do most staff here treat you with respect?	
	Yes	101 (93%)
	No	8 (7%)
6.2	Are there any staff here you could turn to if you had a problem?	
	Yes	102 (93%)
	No	8 (7%)
6.3	In the last week, has any member of staff talked to you about how you are getting on?	
	Yes	64 (58%)
	No	46 (42%)
6.4	How helpful is your personal or named officer?	
	Very helpful	53 (48%)
	Quite helpful	34 (31%)
	Not very helpful	11 (10%)
	Not at all helpful	3 (3%)
	Don't know	8 (7%)
	Don't have a personal / named officer	1 (1%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly	50 (45%)
	Sometimes	38 (35%)
	Hardly ever	20 (18%)
	Don't know	2 (2%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	84 (77%)
	No	25 (23%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	46 (43%)
	Yes, but things don't change	20 (19%)
	No	17 (16%)
	Don't know	25 (23%)

Faith

7.1	What is your religion?	
	No religion	60 (55%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	35 (32%)
	Buddhist	3 (3%)
	Hindu	0 (0%)
	Jewish	0 (0%)
	Muslim	7 (6%)
	Sikh	1 (1%)
	Other	4 (4%)

7.2	Are your religious beliefs respected here?	
	Yes	40 (36%)
	No	5 (5%)
	Don't know	5 (5%)
	Not applicable (no religion)	60 (55%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes	42 (38%)
	No	3 (3%)
	Don't know	5 (5%)
	Not applicable (no religion)	60 (55%)
7.4	Are you able to attend religious services, if you want to?	
	Yes	45 (41%)
	No	2 (2%)
	Don't know	3 (3%)
	Not applicable (no religion)	60 (55%)
Contact with family and friends		
8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	75 (68%)
	No	35 (32%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	19 (18%)
	No	89 (82%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	102 (94%)
	No	6 (6%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	11 (10%)
	Quite easy	48 (45%)
	Quite difficult	33 (31%)
	Very difficult	15 (14%)
	Don't know	0 (0%)
8.5	How often do you have visits from family or friends?	
	More than once a week	11 (10%)
	About once a week	24 (22%)
	Less than once a week	49 (46%)
	Not applicable (don't get visits)	23 (21%)
8.6	Do visits usually start and finish on time?	
	Yes	78 (94%)
	No	5 (6%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	83 (99%)
	No	1 (1%)

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	95 (90%)
	Yes, but these times are not usually kept to	10 (9%)
	No	1 (1%)
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	0 (0%)
	2 to 6 hours	11 (11%)
	6 to 10 hours	17 (16%)
	10 hours or more	71 (68%)
	Don't know	5 (5%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	4 (4%)
	2 to 6 hours	18 (17%)
	6 to 10 hours	18 (17%)
	10 hours or more	58 (55%)
	Don't know	7 (7%)
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	0 (0%)
	1 or 2	3 (3%)
	3 to 5	4 (4%)
	More than 5	99 (93%)
	Don't know	1 (1%)
9.5	How many days in a typical week do you get association, if you want it?	
	None	0 (0%)
	1 or 2	1 (1%)
	3 to 5	0 (0%)
	More than 5	102 (97%)
	Don't know	2 (2%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None	0 (0%)
	1 or 2	1 (1%)
	3 to 5	0 (0%)
	More than 5	105 (97%)
	Don't know	2 (2%)
9.7	Typically, how often do you go to the gym?	
	Twice a week or more	70 (64%)
	About once a week	3 (3%)
	Less than once a week	5 (5%)
	Never	31 (28%)
9.8	Typically, how often do you go to the library?	
	Twice a week or more	58 (53%)
	About once a week	22 (20%)
	Less than once a week	16 (15%)
	Never	13 (12%)

9.9	Does the library have a wide enough range of materials to meet your needs?			
	Yes			73 (68%)
	No			21 (20%)
	Don't use the library			13 (12%)
Applications, complaints and legal rights				
10.1	Is it easy for you to make an application?			
	Yes			101 (94%)
	No			3 (3%)
	Don't know			4 (4%)
10.2	If you have made any applications here, please answer the questions below:			
		Yes	No	Not made any applications
	Are applications usually dealt with fairly?	78 (78%)	11 (11%)	11 (11%)
	Are applications usually dealt with within 7 days?	71 (71%)	18 (18%)	11 (11%)
10.3	Is it easy for you to make a complaint?			
	Yes			59 (55%)
	No			13 (12%)
	Don't know			36 (33%)
10.4	If you have made any complaints here, please answer the questions below:			
		Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	12 (12%)	15 (15%)	74 (73%)
	Are complaints usually dealt with within 7 days?	14 (14%)	11 (11%)	74 (75%)
10.5	Have you ever been prevented from making a complaint here when you wanted to?			
	Yes			12 (11%)
	No			33 (31%)
	Not wanted to make a complaint			60 (57%)
10.6	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 (51%)	2 (2%)	15 (14%)
	Attend legal visits?	48 (46%)	3 (3%)	17 (16%)
	Get bail information?	20 (20%)	3 (3%)	19 (19%)
				58 (58%)
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?			
	Yes			10 (9%)
	No			54 (50%)
	Not had any legal letters			43 (40%)

Health care

11.1	How easy or difficult is it to see the following people?	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	32 (29%)	61 (56%)	7 (6%)	3 (3%)	6 (6%)
	Nurse	60 (56%)	41 (38%)	3 (3%)	1 (1%)	2 (2%)
	Dentist	9 (8%)	22 (21%)	25 (23%)	33 (31%)	18 (17%)
	Mental health workers	15 (14%)	22 (21%)	2 (2%)	4 (4%)	62 (59%)
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	64 (59%)	31 (29%)	2 (2%)	2 (2%)	9 (8%)
	Nurse	69 (64%)	30 (28%)	3 (3%)	3 (3%)	3 (3%)
	Dentist	27 (25%)	19 (18%)	4 (4%)	5 (5%)	52 (49%)
	Mental health workers	22 (21%)	7 (7%)	2 (2%)	2 (2%)	71 (68%)
11.3	Do you have any mental health problems?					
	Yes					22 (20%)
	No					86 (80%)
11.4	Have you been helped with your mental health problems in this prison?					
	Yes					16 (15%)
	No					4 (4%)
	Don't have any mental health problems.....					86 (81%)
11.5	What do you think of the overall quality of the health services here?					
	Very good.....					45 (41%)
	Quite good.....					50 (46%)
	Quite bad					8 (7%)
	Very bad					3 (3%)
	Don't know.....					3 (3%)

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		13 (12%)
	No		96 (88%)
12.2	If you have a disability, are you getting the support you need?		
	Yes		7 (6%)
	No		5 (5%)
	Don't have a disability		96 (89%)
12.3	Have you been on an ACCT in this prison?		
	Yes		0 (0%)
	No		108 (100%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?		
	Yes		0 (0%)
	No		0 (0%)
	Have not been on an ACCT in this prison		108 (100%)

12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	39 (36%)
	Quite easy	11 (10%)
	Quite difficult.....	2 (2%)
	Very difficult.....	1 (1%)
	Don't know.....	55 (50%)
	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	7 (6%)
	No.....	102 (94%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	4 (4%)
	No.....	3 (3%)
	Did not / do not have an alcohol problem.....	102 (94%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	3 (3%)
	No.....	106 (97%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	0 (0%)
	No.....	109 (100%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	0 (0%)
	No.....	109 (100%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	2 (2%)
	No.....	0 (0%)
	Did not / do not have a drug problem.....	106 (98%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	14 (13%)
	Quite easy	9 (8%)
	Quite difficult.....	6 (6%)
	Very difficult.....	1 (1%)
	Don't know.....	79 (72%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	12 (11%)
	Quite easy	12 (11%)
	Quite difficult.....	3 (3%)
	Very difficult.....	4 (4%)
	Don't know.....	77 (71%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	9 (8%)
	No	100 (92%)
14.2	Do you feel unsafe now?	
	Yes	4 (4%)
	No	105 (96%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse	12 (12%)
	Threats or intimidation	9 (9%)
	Physical assault	1 (1%)
	Sexual assault	0 (0%)
	Theft of canteen or property	2 (2%)
	Other bullying / victimisation	5 (5%)
	Not experienced any of these from prisoners here	86 (83%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	50 (47%)
	No	56 (53%)
14.5	Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply to you.)	
	Verbal abuse	10 (10%)
	Threats or intimidation	13 (12%)
	Physical assault	0 (0%)
	Sexual assault	0 (0%)
	Theft of canteen or property	1 (1%)
	Other bullying / victimisation	11 (10%)
	Not experienced any of these from staff here	82 (78%)
14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	55 (52%)
	No	51 (48%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	72 (67%)
	No	26 (24%)
	Don't know what the incentives / rewards are	10 (9%)
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	
	Yes	72 (67%)
	No	11 (10%)
	Don't know	17 (16%)
	Don't know what this is	7 (7%)
15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes	1 (1%)
	No	107 (99%)

15.4	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	0 (0%)
	No	0 (0%)
	Don't remember.....	0 (0%)
	Not been restrained here in last 6 months	107 (100%)

15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	
	Yes	0 (0%)
	No	106 (100%)

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?	0 (0%)	0 (0%)
	Could you shower every day?	0 (0%)	0 (0%)
	Could you go outside for exercise every day?	0 (0%)	0 (0%)
	Could you use the phone every day (if you had credit)?	0 (0%)	0 (0%)

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	88 (83%)	7 (7%)	11 (10%)	0 (0%)
	Vocational or skills training	64 (60%)	19 (18%)	21 (20%)	3 (3%)
	Prison job	101 (94%)	5 (5%)	2 (2%)	0 (0%)
	Voluntary work outside of the prison	48 (45%)	31 (29%)	27 (25%)	0 (0%)
	Paid work outside of the prison	29 (27%)	51 (48%)	27 (25%)	0 (0%)

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	65 (63%)	19 (18%)	19 (18%)
	Vocational or skills training	61 (61%)	10 (10%)	29 (29%)
	Prison job	52 (50%)	47 (45%)	5 (5%)
	Voluntary work outside of the prison	53 (52%)	9 (9%)	40 (39%)
	Paid work outside of the prison	49 (47%)	5 (5%)	50 (48%)

16.3	Do staff encourage you to attend education, training or work?	
	Yes	84 (80%)
	No	20 (19%)
	Not applicable (e.g. if you are retired, sick or on remand)	1 (1%)

Planning and progression

17.1	Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)	
	Yes	86 (80%)
	No	21 (20%)

17.2	Do you understand what you need to do to achieve the objectives or targets in your custody plan?			
	Yes.....		85 (99%)	
	No		1 (1%)	
	Don't know what my objectives or targets are		0 (0%)	
17.3	Are staff here supporting you to achieve your objectives or targets?			
	Yes		73 (89%)	
	No		9 (11%)	
	Don't know what my objectives or targets are.....		0 (0%)	
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	30 (42%)	2 (3%)	40 (56%)
	Other programmes	20 (30%)	0 (0%)	46 (70%)
	One to one work	24 (34%)	1 (1%)	45 (64%)
	Being on a specialist unit	4 (6%)	3 (5%)	57 (89%)
	ROTL - day or overnight release	61 (73%)	1 (1%)	22 (26%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?			
	Yes.....		26 (24%)	
	No.....		77 (72%)	
	Don't know.....		4 (4%)	
18.2	How close is this prison to your home area or intended release address?			
	Very near.....		2 (8%)	
	Quite near.....		13 (50%)	
	Quite far.....		7 (27%)	
	Very far.....		4 (15%)	
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?			
	Yes		21 (81%)	
	No.....		5 (19%)	
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	7 (27%)	8 (31%)	11 (42%)
	Getting employment	7 (28%)	10 (40%)	8 (32%)
	Setting up education or training	6 (25%)	4 (17%)	14 (58%)
	Arranging benefits	7 (27%)	10 (38%)	9 (35%)
	Sorting out finances	7 (27%)	6 (23%)	13 (50%)
	Support for drug or alcohol problems	4 (16%)	0 (0%)	21 (84%)
	Health / mental health support	2 (8%)	4 (16%)	19 (76%)
	Social care support	1 (4%)	6 (23%)	19 (73%)
	Getting back in touch with family or friends	3 (12%)	2 (8%)	21 (81%)

More about you

19.1	Do you have children under the age of 18?	
	Yes	49 (46%)
	No	57 (54%)
19.2	Are you a UK / British citizen?	
	Yes	104 (98%)
	No	2 (2%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	
	Yes	3 (3%)
	No	102 (97%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes	5 (5%)
	No	101 (95%)
19.5	What is your gender?	
	Male	106 (100%)
	Female	0 (0%)
	Non-binary	0 (0%)
	Other	0 (0%)
19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	103 (97%)
	Gay / lesbian / homosexual	2 (2%)
	Bisexual	1 (1%)
	Other	0 (0%)
19.7	Do you identify as transgender or transsexual?	
	Yes	1 (1%)
	No	105 (99%)

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	0 (0%)
	Less likely to offend	84 (79%)
	Made no difference	22 (21%)

HMP Usk 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 Usk 2017 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other category C training prisons (38 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.

- Summary statistics from HMP Usk in 2017 are compared with those from HMP Usk in 2013. Please note that we do not have comparable data for the new questions introduced in September 2017.

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Number of completed questionnaires returned

HMP Usk 2017	All other category C training prisons	HMP Usk 2017	HMP Usk 2013
149	6,552	149	140

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=148	0%	3%	0%	1%
	Are you 25 years of age or younger?	n=148	12%		12%	
	Are you 50 years of age or older?	n=148	39%	17%	39%	39%
	Are you 70 years of age or older?	n=148	10%	2%	10%	3%
1.3	Are you from a minority ethnic group?	n=147	8%	26%	8%	9%
1.4	Have you been in this prison for less than 6 months?	n=147	20%		20%	
1.5	Are you currently serving a sentence?	n=149	100%	100%	100%	100%
	Are you on recall?	n=149	5%	9%	5%	5%
1.6	Is your sentence less than 12 months?	n=149	3%	6%	3%	0%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	n=149	8%	8%	8%	22%
7.1	Are you Muslim?	n=149	5%	14%	5%	6%
11.3	Do you have any mental health problems?	n=145	35%		35%	
12.1	Do you consider yourself to have a disability?	n=147	33%	23%	33%	23%
19.1	Do you have any children under the age of 18?	n=149	34%	49%	34%	36%
19.2	Are you a foreign national?	n=149	1%	12%	1%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=148	4%	4%	4%	4%
19.4	Have you ever been in the armed services?	n=148	10%	6%	10%	10%
19.5	Is your gender female or non-binary?	n=149	1%		1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	n=149	17%	4%	17%	15%
19.7	Do you identify as transgender or transsexual?	n=146	1%		1%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	n=149	20%		20%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	n=149	91%	54%	91%	78%
2.3	When you were searched in reception, was this done in a respectful way?	n=145	92%	85%	92%	94%
2.4	Overall, were you treated very / quite well in reception?	n=149	99%		99%	

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2.5	When you first arrived, did you have any problems?	n=147	61%	63%	61%	62%
2.5	Did you have problems with:					
	- Getting phone numbers?	n=147	25%	16%	25%	21%
	- Contacting family?	n=147	18%	18%	18%	23%
	- Arranging care for children or other dependents?	n=147	1%		1%	
	- Contacting employers?	n=147	0%	2%	0%	0%
	- Money worries?	n=147	12%	13%	12%	17%
	- Housing worries?	n=147	9%	13%	9%	5%
	- Feeling depressed?	n=147	26%		26%	
	- Feeling suicidal?	n=147	6%		6%	
	- Other mental health problems?	n=147	17%		17%	
	- Physical health problems	n=147	12%	14%	12%	11%
	- Drugs or alcohol (e.g. withdrawal)?	n=147	3%		3%	
	- Getting medication?	n=147	5%		5%	
	- Needing protection from other prisoners?	n=147	1%	5%	1%	2%
	- Lost or delayed property?	n=147	13%	20%	13%	8%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	n=81	51%	36%	51%	57%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	n=144	20%	69%	20%	29%
	- Toiletries / other basic items?	n=144	60%	50%	60%	57%
	- A shower?	n=144	51%	29%	51%	31%
	- A free phone call?	n=144	59%	39%	59%	57%
	- Something to eat?	n=144	81%	57%	81%	46%
	- The chance to see someone from health care?	n=144	63%	70%	63%	76%
	- The chance to talk to a Listener or Samaritans?	n=144	45%	34%	45%	59%
	- Support from another prisoner (e.g. Insider or buddy)?	n=144	40%		40%	
	- None of these?	n=144	5%		5%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=147	69%		69%	
3.3	Did you feel safe on your first night here?	n=144	90%	79%	90%	89%
3.4	In your first few days here, did you get?					
	- Access to the prison shop / canteen?	n=143	46%	26%	46%	33%
	- Free PIN phone credit?	n=133	26%		26%	
	- Numbers put on your PIN phone?	n=136	68%		68%	
3.5	Have you had an induction at this prison?	n=146	99%	90%	99%	95%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	n=145	72%		72%	

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ON THE WING					
4.1	Are you in a cell on your own?	n=147	5%		5%
4.2	Is your cell call bell normally answered within 5 minutes?	n=145	48%	33%	48%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	n=140	75%	66%	75%
	- Can you shower every day?	n=146	97%	87%	97%
	- Do you have clean sheets every week?	n=144	65%	65%	65%
	- Do you get cell cleaning materials every week?	n=145	89%	63%	89%
	- Is it normally quiet enough for you to relax or sleep at night?	n=145	85%	68%	85%
	- Can you get your stored property if you need it?	n=145	53%	24%	53%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=146	82%		82%
FOOD AND CANTEEN					
5.1	Is the quality of the food in this prison very / quite good?	n=145	75%		75%
5.2	Do you get enough to eat at meal-times always / most of the time?	n=147	39%		39%
5.3	Does the shop / canteen sell the things that you need?	n=141	71%	50%	71%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	n=144	81%	78%	81%
6.2	Are there any staff here you could turn to if you had a problem?	n=145	87%	72%	87%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=147	47%	30%	47%
6.4	Do you have a personal officer?	n=146	95%		95%
	<i>For those who have a personal officer:</i>				
6.4	Is your personal or named officer very / quite helpful?	n=138	74%		74%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=146	12%		12%
6.6	Do you feel that you are treated as an individual in this prison?	n=145	52%		52%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=148	76%		76%
	If so, do things sometimes change?	n=113	43%		43%
FAITH					
7.1	Do you have a religion?	n=149	60%	70%	60%
	<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?	n=89	79%		79%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=90	86%		86%
7.4	Are you able to attend religious services, if you want to?	n=89	94%		94%

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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=148	51%		51%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=146	44%	43%	44%
8.3	Are you able to use a phone every day (if you have credit)?	n=145	95%		95%
8.4	Is it very / quite easy for your family and friends to get here?	n=145	44%		44%
8.5	Do you get visits from family/friends once a week or more?	n=142	15%		15%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	n=102	84%		84%
8.7	Are your visitors usually treated respectfully by staff?	n=101	90%		90%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=148	97%		97%
<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=143	51%		51%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=145	5%	11%	5%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=145	25%	17%	25%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=148	6%		6%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=148	4%		4%
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=146	76%		76%
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=148	82%		82%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=147	88%		88%
9.7	Do you typically go to the gym twice a week or more?	n=145	48%		48%
9.8	Do you typically go to the library twice a week or more?	n=146	75%	10%	75%
<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=141	67%	61%	67%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	n=145	90%	81%	90%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	n=126	71%	56%	71%
	Are applications usually dealt with within 7 days?	n=126	52%	39%	52%
10.3	Is it easy for you to make a complaint?	n=146	62%	58%	62%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	n=76	45%	32%	45%
	Are complaints usually dealt with within 7 days?	n=76	42%	27%	42%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=95	31%		31%

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149	140

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<i>For those who need it, is it easy to:</i>					
10.6	Communicate with your solicitor or legal representative?	n=114	55%		55%
	Attend legal visits?	n=106	60%		60%
	Get bail information?	n=75	20%		20%
<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=104	47%	50%	47% 56%
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	n=145	81%		81%
	- Nurse?	n=144	97%		97%
	- Dentist?	n=144	20%		20%
	- Mental health workers?	n=141	38%		38%
11.2	Do you think the quality of the health service is very / quite good from:				
	- Doctor?	n=146	87%		87%
	- Nurse?	n=146	95%		95%
	- Dentist?	n=141	31%		31%
	- Mental health workers?	n=136	36%		36%
11.3	Do you have any mental health problems?	n=145	35%		35%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	n=49	69%		69%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=146	89%		89%
OTHER SUPPORT NEEDS					
12.1	Do you consider yourself to have a disability?	n=147	33%	23%	33% 23%
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	n=47	60%		60%
12.3	Have you been on an ACCT in this prison?	n=145	11%		11%
<i>For those who have been on an ACCT:</i>					
12.4	Did you feel cared for by staff?	n=14	64%		64%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=147	74%		74%
ALCOHOL AND DRUGS					
13.1	Did you have an alcohol problem when you came into this prison?	n=147	12%	16%	12% 12%
<i>For those who had / have an alcohol problem:</i>					
13.2	Have you been helped with your alcohol problem in this prison?	n=17	77%	63%	77% 86%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=146	7%	26%	7% 10%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=146	1%	12%	1% 2%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=146	0%		0%
<i>For those who had / have a drug problem:</i>					
13.6	Have you been helped with your drug problem in this prison?	n=9	56%	62%	56% 73%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=141	11%		11%
13.8	Is it very / quite easy to get alcohol in this prison?	n=143	3%		3%

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SAFETY							
14.1	Have you ever felt unsafe here?	n=143	22%	41%	22%	25%	
14.2	Do you feel unsafe now?	n=143	6%	18%	6%	8%	
14.3	Have you experienced any of the following from other prisoners here:						
	- Verbal abuse?	n=139	25%		25%		
	- Threats or intimidation?	n=139	19%		19%		
	- Physical assault?	n=139	7%		7%		
	- Sexual assault?	n=139	4%		4%		
	- Theft of canteen or property?	n=139	7%		7%		
	- Other bullying / victimisation?	n=139	15%		15%		
	- Not experienced any of these from prisoners here	n=139	68%	71%	68%	74%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?		n=140	70%		70%	
14.5	Have you experienced any of the following from staff here:						
	- Verbal abuse?	n=142	20%		20%		
	- Threats or intimidation?	n=142	13%		13%		
	- Physical assault?	n=142	1%		1%		
	- Sexual assault?	n=142	1%		1%		
	- Theft of canteen or property?	n=142	0%		0%		
	- Other bullying / victimisation?	n=142	13%		13%		
	- Not experienced any of these from staff here	n=142	71%	73%	71%	73%	
14.6	If you were being bullied / victimised by staff here, would you report it?		n=144	74%		74%	
BEHAVIOUR MANAGEMENT							
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?		n=144	54%		54%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?		n=144	55%		55%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?		n=149	1%	9%	1%	2%
	<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=2	0%		0%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?		n=147	1%	17%	1%	
	<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=1	100%		100%	
	Could you shower every day?		n=1	100%		100%	
	Could you go outside for exercise every day?		n=1	100%		100%	
	Could you use the phone every day (if you had credit)?		n=1	100%		100%	

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EDUCATION, SKILLS AND WORK				
16.1	In this prison, is it easy to get into the following activities:			
	- Education?	n=144	65%	
	- Vocational or skills training?	n=141	56%	
	- Prison job?	n=137	57%	
	- Voluntary work outside of the prison?	n=133	2%	
	- Paid work outside of the prison?	n=138	2%	
16.2	In this prison, have you done the following activities:			
	- Education?	n=138	71%	81%
	- Vocational or skills training?	n=133	62%	76%
	- Prison job?	n=133	66%	85%
	- Voluntary work outside of the prison?	n=129	20%	
	- Paid work outside of the prison?	n=130	21%	
<i>For those who have done the following activities, do you think they will help you on release:</i>				
	- Education?	n=98	72%	57%
	- Vocational or skills training?	n=83	81%	56%
	- Prison job?	n=88	55%	44%
	- Voluntary work outside of the prison?	n=26	62%	
	- Paid work outside of the prison?	n=27	67%	
16.3	Do staff encourage you to attend education, training or work?		n=131	77%
PLANNING AND PROGRESSION				
17.1	Do you have a custody plan?		n=146	71%
<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=103	90%
17.3	Are staff helping you to achieve your objectives or targets?		n=99	64%
17.4	In this prison, have you done:			
	- Offending behaviour programmes?	n=99	48%	
	- Other programmes?	n=92	29%	
	- One to one work?	n=92	29%	
	- Been on a specialist unit?	n=86	2%	
	- ROTL - day or overnight release?	n=86	2%	
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>				
	- Offending behaviour programmes?	n=47	85%	
	- Other programmes?	n=27	93%	
	- One to one work?	n=27	89%	
	- Being on a specialist unit?	n=2	0%	
	- ROTL - day or overnight release?	n=2	50%	

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PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	n=149	9%
<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=14	43%
18.3	Is anybody helping you to prepare for your release?	n=13	77%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	n=14	57%
	- Getting employment?	n=12	67%
	- Setting up education or training?	n=12	50%
	- Arranging benefits?	n=13	54%
	- Sorting out finances?	n=12	33%
	- Support for drug or alcohol problems?	n=13	0%
	- Health / mental Health support?	n=13	46%
	- Social care support?	n=13	31%
	- Getting back in touch with family or friends?	n=13	23%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	n=8	38%
	- Getting employment?	n=8	0%
	- Setting up education or training?	n=6	17%
	- Arranging benefits?	n=7	14%
	- Sorting out finances?	n=4	75%
	- Support for drug or alcohol problems?	n=9	
	- Health / mental Health support?	n=6	33%
	- Social care support?	n=4	50%
	- Getting back in touch with family or friends?	n=3	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=143	73%

HMP Usk 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.

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Number of completed questionnaires returned

		Have a disability	Do not have a disability		Mental health problems
		49	98		50
					95
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=146	0%	0%	n=14
	Are you 50 years of age or older?	n=146	51%	33%	n=14
1.3	Are you from a minority ethnic group?	n=145	8%	7%	n=14
7.1	Are you Muslim?	n=147	2%	6%	n=14
11.3	Do you have any mental health problems?	n=145	53%	26%	n=14
12.1	Do you consider yourself to have a disability?	n=147			n=14
19.2	Are you a foreign national?	n=147	0%	1%	n=14
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=146	8%	2%	n=14
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	n=143	90%	95%	n=14
2.4	Overall, were you treated very / quite well in reception?	n=147	98%	100%	n=14
2.5	When you first arrived, did you have any problems?	n=145	85%	49%	n=14
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	n=79	43%	60%	n=77
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	n=142	87%	94%	n=14
3.5	Have you had an induction at this prison?	n=144	98%	100%	n=14
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	n=143	64%	77%	n=14
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	n=143	53%	45%	n=14
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	n=138	64%	80%	n=13
	- Can you shower every day?	n=144	98%	97%	n=14
	- Do you have clean sheets every week?	n=142	59%	68%	n=14
	- Do you get cell cleaning materials every week?	n=143	85%	91%	n=14
	- Is it normally quiet enough for you to relax or sleep at night?	n=143	88%	84%	n=14
	- Can you get your stored property if you need it?	n=143	53%	54%	n=14

		Have a disability	Do not have a disability		Mental health problems
		49	98		50
					95
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=146	0%	0%	n=14
	Are you 50 years of age or older?	n=146	51%	33%	n=14
1.3	Are you from a minority ethnic group?	n=145	8%	7%	n=14
7.1	Are you Muslim?	n=147	2%	6%	n=14
11.3	Do you have any mental health problems?	n=145	53%	26%	n=14
12.1	Do you consider yourself to have a disability?	n=147			n=14
19.2	Are you a foreign national?	n=147	0%	1%	n=14
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=146	8%	2%	n=14
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	n=143	90%	95%	n=14
2.4	Overall, were you treated very / quite well in reception?	n=147	98%	100%	n=14
2.5	When you first arrived, did you have any problems?	n=145	85%	49%	n=14
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	n=79	43%	60%	n=77
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	n=142	87%	94%	n=14
3.5	Have you had an induction at this prison?	n=144	98%	100%	n=14
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	n=143	64%	77%	n=14
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	n=143	53%	45%	n=14
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	n=138	64%	80%	n=13
	- Can you shower every day?	n=144	98%	97%	n=14
	- Do you have clean sheets every week?	n=142	59%	68%	n=14
	- Do you get cell cleaning materials every week?	n=143	85%	91%	n=14
	- Is it normally quiet enough for you to relax or sleep at night?	n=143	88%	84%	n=14
	- Can you get your stored property if you need it?	n=143	53%	54%	n=14

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			Have a disability	Do not have a disability		Mental health problems	No mental health problems
			49	98		50	95
FOOD AND CANTEEN							
5.2	Do you get enough to eat at meal-times always / most of the time?	n=145	38%	40%	n=14	26%	45%
5.3	Does the shop / canteen sell the things that you need?	n=139	68%	72%	3 n=13 7	67%	73%
RELATIONSHIPS WITH STAFF							
6.1	Do most staff here treat you with respect?	n=142	78%	84%	n=14	76%	85%
6.2	Are there any staff here you could turn to if you had a problem?	n=143	87%	88%	1 n=14	82%	91%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=145	45%	48%	1 n=14	39%	52%
6.6	Do you feel that you are treated as an individual in this prison?	n=143	53%	53%	3 n=14 1	49%	55%
FAITH							
<i>For those who have a religion:</i>							
7.2	Are your religious beliefs respected here?	n=88	70%	84%	n=86	77%	80%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=89	78%	90%	n=87	81%	89%
CONTACT WITH FAMILY AND FRIENDS							
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=146	39%	58%	n=14	48%	53%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=144	48%	42%	4 n=14	50%	40%
8.3	Are you able to use a phone every day (if you have credit)?	n=143	92%	96%	3 n=14 2	92%	96%
<i>For those who get visits:</i>							
8.7	Are your visitors usually treated respectfully by staff?	n=100	90%	90%	n=10 0	85%	92%
TIME OUT OF CELL							
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=143	6%	3%	n=14	4%	4%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=143	30%	23%	1 n=14	23%	26%
<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=139	63%	69%	n=13 8	58%	71%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS							
10.1	Is it easy for you to make an application?	n=143	83%	93%	n=14 1	90%	90%
<i>For those who have made an application:</i>							
10.2	Are applications usually dealt with fairly?	n=125	67%	73%	n=12 4 n=14	71%	71%
10.3	Is it easy for you to make a complaint?	n=144	58%	66%	4 n=14 2	60%	66%
<i>For those who have made a complaint:</i>							
10.4	Are complaints usually dealt with fairly?	n=75	46%	45%	n=74	40%	50%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=94	32%	28%	n=93	44%	20%

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		Have a disability	Do not have a disability		
		49	98	Mental health problems	No mental health problems
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=143	87% 77%	n=14	86% 78%
	- Nurse?	n=142	98% 96%	1 n=14	98% 96%
	- Dentist?	n=142	25% 18%	0 n=14	15% 23%
	- Mental health workers?	n=139	51% 32%	0 n=13	63% 25%
	<i>For those who have mental health problems:</i>			7	
11.4	Have you been helped with your mental health problems in this prison?	n=49	72% 67%	n=47	72%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=146	92% 88%	n=14	88% 90%
				4	
OTHER SUPPORT NEEDS					
	<i>For those who have a disability:</i>				
12.2	Are you getting the support you need?	n=47	60%	n=46	50% 68%
SAFETY					
14.1	Have you ever felt unsafe here?	n=142	21% 21%	n=14	27% 17%
14.2	Do you feel unsafe now?	n=142	4% 5%	0 n=14	6% 4%
14.3	Not experienced bullying / victimisation by other prisoners	n=138	62% 71%	0 n=13	61% 72%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=139	65% 74%	6 n=13	64% 73%
14.5	Not experienced bullying / victimisation by members of staff	n=140	65% 75%	7 n=13	63% 76%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=142	69% 79%	8 n=14	63% 82%
				0	
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=142	49% 58%	n=14	63% 52%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=142	49% 59%	0 n=14	60% 55%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=147	0% 1%	0 n=14	0% 1%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=145	0% 1%	5 n=14	0% 1%
				3	
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	n=130	71% 81%	n=12	76% 78%
				8	
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	n=144	70% 72%	n=14	72% 71%
	<i>For those who have a custody plan:</i>			3	
17.3	Are staff helping you to achieve your objectives or targets?	n=98	56% 68%	n=97	63% 66%
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=13	100% 63%	n=12	75% 75%
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=142	69% 74%	n=14	74% 71%
				0	

HMP Usk 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:

	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

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

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			25 and under	Over 25		50 and over	Under 50
1.3	Are you from a minority ethnic group?	n=147	24%	5%	n=147	2%	11%
7.1	Are you Muslim?	n=148	17%	3%	n=148	2%	7%
11.3	Do you have any mental health problems?	n=144	24%	35%	n=144	25%	40%
12.1	Do you consider yourself to have a disability?	n=146	28%	34%	n=146	44%	27%
19.2	Are you a foreign national?	n=148	0%	1%	n=148	0%	1%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=147	6%	4%	n=147	4%	4%
ARRIVAL AND RECEPTION							
2.3	When you were searched in reception, was this done in a respectful way?	n=144	82%	94%	n=144	98%	86%
2.4	Overall, were you treated very / quite well in reception?	n=148	100%	99%	n=148	98%	100%
2.5	When you first arrived, did you have any problems?	n=146	61%	62%	n=146	59%	63%
<i>For those who had any problems when they first arrived:</i>							
2.6	Did staff help you to deal with these problems?	n=81	40%	52%	n=81	50%	51%
FIRST NIGHT AND INDUCTION							
3.3	Did you feel safe on your first night here?	n=143	77%	92%	n=143	95%	87%
3.5	Have you had an induction at this prison?	n=145	100%	99%	n=145	100%	99%
<i>For those who have had an induction:</i>							
3.5	Did your induction cover everything you needed to know about this prison?	n=144	65%	73%	n=144	75%	70%
ON THE WING							
4.2	Is your cell call bell normally answered within 5 minutes?	n=144	33%	49%	n=144	61%	39%
4.3	On the wing or houseblock you currently live on:						
	- Do you normally have enough clean, suitable clothes for the week?	n=139	72%	75%	n=139	77%	74%
	- Can you shower every day?	n=145	100%	97%	n=145	100%	96%
	- Do you have clean sheets every week?	n=143	50%	67%	n=143	69%	63%
	- Do you get cell cleaning materials every week?	n=144	89%	89%	n=144	95%	85%
	- Is it normally quiet enough for you to relax or sleep at night?	n=144	78%	86%	n=144	88%	83%
	- Can you get your stored property if you need it?	n=144	50%	54%	n=144	63%	48%

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

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

	25 and under	Over 25		50 and over	Under 50
	18	130		58	90
FOOD AND CANTEEN					
5.2 Do you get enough to eat at meal-times always / most of the time?	n=146	22% 41%	n=146	54% 28%	
5.3 Does the shop / canteen sell the things that you need?	n=140	59% 72%	n=140	73% 69%	
RELATIONSHIPS WITH STAFF					
6.1 Do most staff here treat you with respect?	n=143	71% 83%	n=143	87% 77%	
6.2 Are there any staff here you could turn to if you had a problem?	n=144	77% 88%	n=144	89% 85%	
6.3 In the last week, has any member of staff talked to you about how you are getting on?	n=146	44% 47%	n=146	47% 46%	
6.6 Do you feel that you are treated as an individual in this prison?	n=144	41% 54%	n=144	60% 48%	
FAITH					
<i>For those who have a religion:</i>					
7.2 Are your religious beliefs respected here?	n=89	71% 79%	n=89	76% 82%	
7.3 Are you able to speak to a Chaplain of your faith in private, if you want to?	n=90	100% 84%	n=90	89% 82%	
CONTACT WITH FAMILY AND FRIENDS					
8.1 Have staff here encouraged you to keep in touch with your family / friends?	n=147	44% 51%	n=147	50% 51%	
8.2 Have you had any problems with sending or receiving mail (letters or parcels)?	n=145	61% 41%	n=145	36% 48%	
8.3 Are you able to use a phone every day (if you have credit)?	n=144	78% 97%	n=144	100% 91%	
<i>For those who get visits:</i>					
8.7 Are your visitors usually treated respectfully by staff?	n=100	77% 92%	n=100	94% 88%	
TIME OUT OF CELL					
9.2 Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=144	0% 6%	n=144	9% 2%	
Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=144	33% 23%	n=144	23% 25%	
<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=140	59% 68%	n=140	70% 64%	
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1 Is it easy for you to make an application?	n=144	83% 91%	n=144	89% 90%	
<i>For those who have made an application:</i>					
10.2 Are applications usually dealt with fairly?	n=125	50% 74%	n=125	80% 66%	
10.3 Is it easy for you to make a complaint?	n=145	56% 63%	n=145	60% 63%	
<i>For those who have made a complaint:</i>					
10.4 Are complaints usually dealt with fairly?	n=75	33% 48%	n=75	52% 42%	
10.5 Have you ever been prevented from making a complaint here when you wanted to?	n=94	36% 30%	n=94	25% 34%	

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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
	18	130		58	90
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?		n=144	78%	81%
	- Nurse?		n=143	89%	98%
	- Dentist?		n=143	24%	20%
	- Mental health workers?		n=140	33%	39%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?		n=48	0%	75%
11.5	Do you think the overall quality of the health services here is very / quite good?		n=145	94%	88%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?		n=47	60%	60%
SAFETY					
14.1	Have you ever felt unsafe here?		n=143	28%	21%
14.2	Do you feel unsafe now?		n=143	6%	6%
14.3	Not experienced bullying / victimisation by other prisoners		n=139	61%	69%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?		n=140	65%	71%
14.5	Not experienced bullying / victimisation by members of staff		n=142	61%	73%
14.6	If you were being bullied / victimised by staff here, would you report it?		n=144	82%	73%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?		n=144	39%	56%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?		n=144	29%	58%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?		n=148	0%	2%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?		n=146	0%	1%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?		n=130	77%	77%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?		n=145	72%	71%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?		n=98	75%	62%
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=13	33%	90%
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=142	67%	73%

HMP Usk 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.

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

Number of completed questionnaires returned

	Gay/bisexual/other	Heterosexual
Number of completed questionnaires returned	25	124

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=148	0%
	Are you 50 years of age or older?	n=148	28%
1.3	Are you from a minority ethnic group?	n=147	0%
7.1	Are you Muslim?	n=149	0%
11.3	Do you have any mental health problems?	n=145	32%
12.1	Do you consider yourself to have a disability?	n=147	32%
19.2	Are you a foreign national?	n=149	0%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=148	4%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	n=145	92%
2.4	Overall, were you treated very / quite well in reception?	n=149	100%
2.5	When you first arrived, did you have any problems?	n=147	56%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	n=81	69%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	n=144	100%
3.5	Have you had an induction at this prison?	n=146	100%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	n=145	76%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	n=145	24%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	n=140	88%
	- Can you shower every day?	n=146	96%
	- Do you have clean sheets every week?	n=144	67%
	- Do you get cell cleaning materials every week?	n=145	92%
	- Is it normally quiet enough for you to relax or sleep at night?	n=145	92%
	- Can you get your stored property if you need it?	n=145	48%

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	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
Number of completed questionnaires returned	25	124

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=147	28%	41%
5.3	Does the shop / canteen sell the things that you need?	n=141	58%	74%
RELATIONSHIPS WITH STAFF				
6.1	Do most staff here treat you with respect?	n=144	91%	79%
6.2	Are there any staff here you could turn to if you had a problem?	n=145	92%	86%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=147	48%	47%
6.6	Do you feel that you are treated as an individual in this prison?	n=145	52%	53%
FAITH				
<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?	n=89	64%	81%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=90	71%	88%
CONTACT WITH FAMILY AND FRIENDS				
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=148	48%	51%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=146	44%	44%
8.3	Are you able to use a phone every day (if you have credit)?	n=145	92%	95%
<i>For those who get visits:</i>				
8.7	Are your visitors usually treated respectfully by staff?	n=101	94%	89%
TIME OUT OF CELL				
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=145	0%	6%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=145	54%	19%
<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=141	63%	68%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1	Is it easy for you to make an application?	n=145	92%	89%
<i>For those who have made an application:</i>				
10.2	Are applications usually dealt with fairly?	n=126	77%	70%
10.3	Is it easy for you to make a complaint?	n=146	60%	63%
<i>For those who have made a complaint:</i>				
10.4	Are complaints usually dealt with fairly?	n=76	64%	42%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=95	19%	33%

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	Blue shading shows results that are significantly more negative than the comparator
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	Grey shading indicates that we have no valid data for this question

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

	Gay/bisexual/other	Heterosexual
Number of completed questionnaires returned	25	124

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=145
		84% 80%
	- Nurse?	n=144
		92% 98%
	- Dentist?	n=144
		28% 19%
	- Mental health workers?	n=141
		32% 40%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	n=49
		33% 74%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=146
		88% 89%
OTHER SUPPORT NEEDS		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	n=47
		71% 58%
SAFETY		
14.1	Have you ever felt unsafe here?	n=143
		16% 23%
14.2	Do you feel unsafe now?	n=143
		4% 6%
14.3	Not experienced bullying / victimisation by other prisoners	n=139
		61% 70%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=140
		75% 69%
14.5	Not experienced bullying / victimisation by members of staff	n=142
		79% 70%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=144
		88% 71%
BEHAVIOUR MANAGEMENT		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=144
		48% 56%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=144
		48% 56%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=149
		0% 2%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=147
		0% 1%
EDUCATION, SKILLS AND WORK		
16.3	Do staff encourage you to attend education, training or work?	n=131
		77% 77%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	n=146
		63% 73%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	n=99
		67% 63%
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=13
		50% 82%
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
		52% 77%

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Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners who have served in the armed forces are compared with those of prisoners who have not.

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
	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

	Veterans	Non-veterans
Number of completed questionnaires returned	15	133

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	0%	0%
	Are you 50 years of age or older?	n=147	73%	35%
1.3	Are you from a minority ethnic group?	n=146	13%	7%
7.1	Are you Muslim?	n=148	13%	4%
11.3	Do you have any mental health problems?	n=144	40%	33%
12.1	Do you consider yourself to have a disability?	n=146	47%	32%
19.2	Are you a foreign national?	n=148	0%	1%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=147	7%	4%
ARRIVAL AND RECEPTION				
2.3	When you were searched in reception, was this done in a respectful way?	n=145	87%	93%
2.4	Overall, were you treated very / quite well in reception?	n=148	93%	100%
2.5	When you first arrived, did you have any problems?	n=146	87%	58%
<i>For those who had any problems when they first arrived:</i>				
2.6	Did staff help you to deal with these problems?	n=80	58%	50%
FIRST NIGHT AND INDUCTION				
3.3	Did you feel safe on your first night here?	n=143	87%	91%
3.5	Have you had an induction at this prison?	n=145	100%	99%
<i>For those who have had an induction:</i>				
3.5	Did your induction cover everything you needed to know about this prison?	n=144	73%	73%
ON THE WING				
4.2	Is your cell call bell normally answered within 5 minutes?	n=144	64%	46%
4.3	On the wing or houseblock you currently live on:			
	- Do you normally have enough clean, suitable clothes for the week?	n=139	86%	74%
	- Can you shower every day?	n=145	100%	97%
	- Do you have clean sheets every week?	n=143	80%	63%
	- Do you get cell cleaning materials every week?	n=144	93%	88%
	- Is it normally quiet enough for you to relax or sleep at night?	n=144	93%	84%
	- Can you get your stored property if you need it?	n=144	73%	50%

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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

	Veterans	Non-veterans
Number of completed questionnaires returned	15	133

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=146	40%	39%
5.3	Does the shop / canteen sell the things that you need?	n=140	60%	73%
RELATIONSHIPS WITH STAFF				
6.1	Do most staff here treat you with respect?	n=143	80%	81%
6.2	Are there any staff here you could turn to if you had a problem?	n=144	93%	86%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=146	60%	46%
6.6	Do you feel that you are treated as an individual in this prison?	n=144	47%	53%
FAITH				
<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?	n=88	75%	80%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=89	88%	85%
CONTACT WITH FAMILY AND FRIENDS				
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=147	60%	50%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=145	53%	43%
8.3	Are you able to use a phone every day (if you have credit)?	n=144	100%	94%
<i>For those who get visits:</i>				
8.7	Are your visitors usually treated respectfully by staff?	n=100	80%	91%
TIME OUT OF CELL				
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=144	0%	5%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=144	27%	25%
<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=140	64%	68%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1	Is it easy for you to make an application?	n=144	87%	90%
<i>For those who have made an application:</i>				
10.2	Are applications usually dealt with fairly?	n=125	73%	71%
10.3	Is it easy for you to make a complaint?	n=145	67%	62%
<i>For those who have made a complaint:</i>				
10.4	Are complaints usually dealt with fairly?	n=76	38%	46%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=95	30%	31%

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

	Veterans	Non-veterans
Number of completed questionnaires returned	15	133

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=144 87% 80%
	- Nurse?	n=143 100% 96%
	- Dentist?	n=143 20% 20%
	- Mental health workers?	n=140 50% 37%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	n=48 67% 69%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=145 100% 88%
OTHER SUPPORT NEEDS		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	n=47 71% 58%
SAFETY		
14.1	Have you ever felt unsafe here?	n=142 20% 21%
14.2	Do you feel unsafe now?	n=142 13% 4%
14.3	Not experienced bullying / victimisation by other prisoners	n=138 79% 68%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=139 93% 68%
14.5	Not experienced bullying / victimisation by members of staff	n=141 71% 71%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=143 80% 74%
BEHAVIOUR MANAGEMENT		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=143 47% 55%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=143 53% 55%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=148 0% 2%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=146 0% 1%
EDUCATION, SKILLS AND WORK		
16.3	Do staff encourage you to attend education, training or work?	n=130 73% 77%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	n=145 79% 71%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	n=99 82% 61%
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=13 77%
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=142 64% 74%

HMP Usk 2017

Survey responses compared with those from other HMIP surveys of sex offender prisons

In this table summary statistics from HMP Usk 2017 are compared with the following HMIP survey data: Summary statistics from most recent surveys of all other sex offender prisons (6 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.

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HMP Usk 2017	All other sex offender prisons
149	1,165

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=148	0%	0%
	Are you 25 years of age or younger?	n=148	12%	
	Are you 50 years of age or older?	n=148	39%	44%
	Are you 70 years of age or older?	n=148	10%	8%
1.3	Are you from a minority ethnic group?	n=147	8%	16%
1.4	Have you been in this prison for less than 6 months?	n=147	20%	
1.5	Are you currently serving a sentence?	n=149	100%	100%
	Are you on recall?	n=149	5%	6%
1.6	Is your sentence less than 12 months?	n=149	3%	2%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	n=149	8%	16%
7.1	Are you Muslim?	n=149	5%	9%
11.3	Do you have any mental health problems?	n=145	35%	
12.1	Do you consider yourself to have a disability?	n=147	33%	29%
19.1	Do you have any children under the age of 18?	n=149	34%	40%
19.2	Are you a foreign national?	n=149	1%	9%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=148	4%	3%
19.4	Have you ever been in the armed services?	n=148	10%	13%
19.5	Is your gender female or non-binary?	n=149	1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	n=149	17%	10%
19.7	Do you identify as transgender or transsexual?	n=146	1%	

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ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	n=149	20%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	n=149	91%
2.3	When you were searched in reception, was this done in a respectful way?	n=145	92%
2.4	Overall, were you treated very / quite well in reception?	n=149	99%
2.5	When you first arrived, did you have any problems?	n=147	61%
2.5	Did you have problems with:		
	- Getting phone numbers?	n=147	25%
	- Contacting family?	n=147	18%
	- Arranging care for children or other dependents?	n=147	1%
	- Contacting employers?	n=147	0%
	- Money worries?	n=147	12%
	- Housing worries?	n=147	9%
	- Feeling depressed?	n=147	26%
	- Feeling suicidal?	n=147	6%
	- Other mental health problems?	n=147	17%
	- Physical health problems?	n=147	12%
	- Drugs or alcohol (e.g. withdrawal)?	n=147	3%
	- Getting medication?	n=147	5%
	- Needing protection from other prisoners?	n=147	1%
	- Lost or delayed property?	n=147	13%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	n=81	51%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	n=144	20%
	- Toiletries / other basic items?	n=144	60%
	- A shower?	n=144	51%
	- A free phone call?	n=144	59%
	- Something to eat?	n=144	81%
	- The chance to see someone from health care?	n=144	63%
	- The chance to talk to a Listener or Samaritans?	n=144	45%
	- Support from another prisoner (e.g. Insider or buddy)?	n=144	40%
	- None of these?	n=144	5%
3.2	On your first night in this prison, was your cell very / quite clean?	n=147	69%

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3.3	Did you feel safe on your first night here?	n=144	90%	87%
3.4	In your first few days here, did you get?			
	- Access to the prison shop / canteen?	n=143	46%	27%
	- Free PIN phone credit?	n=133	26%	
	- Numbers put on your PIN phone?	n=136	68%	
3.5	Have you had an induction at this prison?	n=146	99%	94%
<i>For those who have had an induction:</i>				
3.5	Did your induction cover everything you needed to know about this prison?	n=145	72%	
ON THE WING				
4.1	Are you in a cell on your own?	n=147	5%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=145	48%	47%
4.3	On the wing or houseblock you currently live on:			
	- Do you normally have enough clean, suitable clothes for the week?	n=140	75%	82%
	- Can you shower every day?	n=146	97%	95%
	- Do you have clean sheets every week?	n=144	65%	88%
	- Do you get cell cleaning materials every week?	n=145	89%	74%
	- Is it normally quiet enough for you to relax or sleep at night?	n=145	85%	78%
	- Can you get your stored property if you need it?	n=145	53%	36%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=146	82%	
FOOD AND CANTEEN				
5.1	Is the quality of the food in this prison very / quite good?	n=145	75%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=147	39%	
5.3	Does the shop / canteen sell the things that you need?	n=141	71%	62%
RELATIONSHIPS WITH STAFF				
6.1	Do most staff here treat you with respect?	n=144	81%	84%
6.2	Are there any staff here you could turn to if you had a problem?	n=145	87%	80%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=147	47%	40%
6.4	Do you have a personal officer?	n=146	95%	
<i>For those who have a personal officer:</i>				
6.4	Is your personal or named officer very / quite helpful?	n=138	74%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=146	12%	
6.6	Do you feel that you are treated as an individual in this prison?	n=145	52%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=148	76%	
	If so, do things sometimes change?	n=113	43%	

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FAITH				
7.1	Do you have a religion?	n=149	60%	76%
<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?	n=89	79%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=90	86%	
7.4	Are you able to attend religious services, if you want to?	n=89	94%	
CONTACT WITH FAMILY AND FRIENDS				
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=148	51%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=146	44%	34%
8.3	Are you able to use a phone every day (if you have credit)?	n=145	95%	
8.4	Is it very / quite easy for your family and friends to get here?	n=145	44%	
8.5	Do you get visits from family/friends once a week or more?	n=142	15%	
<i>For those who get visits:</i>				
8.6	Do visits usually start and finish on time?	n=102	84%	
8.7	Are your visitors usually treated respectfully by staff?	n=101	90%	
TIME OUT OF CELL				
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=148	97%	
<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=143	51%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=145	5%	7%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=145	25%	24%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=148	6%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=148	4%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=146	76%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=148	82%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=147	88%	
9.7	Do you typically go to the gym twice a week or more?	n=145	48%	
9.8	Do you typically go to the library twice a week or more?	n=146	75%	21%
<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=141	67%	62%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1	Is it easy for you to make an application?	n=145	90%	87%
<i>For those who have made an application:</i>				
10.2	Are applications usually dealt with fairly?	n=126	71%	70%
	Are applications usually dealt with within 7 days?	n=126	52%	51%

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10.3	Is it easy for you to make a complaint?	n=146	62%	63%
<i>For those who have made a complaint:</i>				
10.4	Are complaints usually dealt with fairly?	n=76	45%	44%
	Are complaints usually dealt with within 7 days?	n=76	42%	38%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=95	31%	
<i>For those who need it, is it easy to:</i>				
10.6	Communicate with your solicitor or legal representative?	n=114	55%	
	Attend legal visits?	n=106	60%	
	Get bail information?	n=75	20%	
<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=104	47%	42%
HEALTH CARE				
11.1	Is it very / quite easy to see:			
	- Doctor?	n=145	81%	
	- Nurse?	n=144	97%	
	- Dentist?	n=144	20%	
	- Mental health workers?	n=141	38%	
11.2	Do you think the quality of the health service is very / quite good from:			
	- Doctor?	n=146	87%	
	- Nurse?	n=146	95%	
	- Dentist?	n=141	31%	
	- Mental health workers?	n=136	36%	
11.3	Do you have any mental health problems?	n=145	35%	
<i>For those who have mental health problems:</i>				
11.4	Have you been helped with your mental health problems in this prison?	n=49	69%	
11.5	Do you think the overall quality of the health services here is very / quite good?	n=146	89%	
OTHER SUPPORT NEEDS				
12.1	Do you consider yourself to have a disability?	n=147	33%	29%
<i>For those who have a disability:</i>				
12.2	Are you getting the support you need?	n=47	60%	
12.3	Have you been on an ACCT in this prison?	n=145	11%	
<i>For those who have been on an ACCT:</i>				
12.4	Did you feel cared for by staff?	n=14	64%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=147	74%	

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ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	n=147	12% 14%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	n=17	77% 68%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=146	7% 13%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=146	1% 2%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=146	0%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	n=9	56% 71%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=141	11%
13.8	Is it very / quite easy to get alcohol in this prison?	n=143	3%
SAFETY			
14.1	Have you ever felt unsafe here?	n=143	22% 30%
14.2	Do you feel unsafe now?	n=143	6% 11%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	n=139	25%
	- Threats or intimidation?	n=139	19%
	- Physical assault?	n=139	7%
	- Sexual assault?	n=139	4%
	- Theft of canteen or property?	n=139	7%
	- Other bullying / victimisation?	n=139	15%
	- Not experienced any of these from prisoners here	n=139	68% 73%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=140	70%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	n=142	20%
	- Threats or intimidation?	n=142	13%
	- Physical assault?	n=142	1%
	- Sexual assault?	n=142	1%
	- Theft of canteen or property?	n=142	0%
	- Other bullying / victimisation?	n=142	13%
	- Not experienced any of these from staff here	n=142	71% 74%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=144	74%

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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=144	54%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=144	55%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=149	1%
	<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=2	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=147	1%
	<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=1	100%
	Could you shower every day?	n=1	100%
	Could you go outside for exercise every day?	n=1	100%
	Could you use the phone every day (if you had credit)?	n=1	100%
EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	n=144	65%
	- Vocational or skills training?	n=141	56%
	- Prison job?	n=137	57%
	- Voluntary work outside of the prison?	n=133	2%
16.2	In this prison, have you done the following activities:		
	- Education?	n=138	71%
	- Vocational or skills training?	n=133	62%
	- Prison job?	n=133	66%
	- Voluntary work outside of the prison?	n=129	20%
	- Paid work outside of the prison?	n=130	21%
	<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	n=98	72%
	- Vocational or skills training?	n=83	81%
	- Prison job?	n=88	55%
	- Voluntary work outside of the prison?	n=26	62%
	- Paid work outside of the prison?	n=27	67%
16.3	Do staff encourage you to attend education, training or work?	n=131	77%

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PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	n=146	71%
<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=103	90%
17.3	Are staff helping you to achieve your objectives or targets?	n=99	64%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	n=99	48%
	- Other programmes?	n=92	29%
	- One to one work?	n=92	29%
	- Been on a specialist unit?	n=86	2%
	- ROTL - day or overnight release?	n=86	2%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	n=47	85%
	- Other programmes?	n=27	93%
	- One to one work?	n=27	89%
	- Being on a specialist unit?	n=2	0%
	- ROTL - day or overnight release?	n=2	50%
PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	n=149	9%
<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=14	43%
18.3	Is anybody helping you to prepare for your release?	n=13	77%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	n=14	57%
	- Getting employment?	n=12	67%
	- Setting up education or training?	n=12	50%
	- Arranging benefits?	n=13	54%
	- Sorting out finances?	n=12	33%
	- Support for drug or alcohol problems?	n=13	0%
	- Health / mental Health support?	n=13	46%
	- Social care support?	n=13	31%
	- Getting back in touch with family or friends?	n=13	23%

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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=8	38%
	- Getting employment?	n=8	0%
	- Setting up education or training?	n=6	17%
	- Arranging benefits?	n=7	14%
	- Sorting out finances?	n=4	75%
	- Support for drug or alcohol problems?	n=0	
	- Health / mental Health support?	n=6	33%
	- Social care support?	n=4	50%
	- Getting back in touch with family or friends?	n=3	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=143	73%

HMP Prescoed 2017

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

In this table summary statistics from HMP Prescoed 2017 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other open prisons (14 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from HMP Prescoed in 2017 are compared with those from HMP Prescoed in 2013. Please note that we do not have comparable data for the new questions introduced in September 2017.

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Number of completed questionnaires returned

HMP Prescoed 2017	All other open prisons	HMP Prescoed 2017	HMP Prescoed 2013
110	2,032	110	136

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=110	1%	1%	1%	1%
	Are you 25 years of age or younger?	n=110	9%		9%	
	Are you 50 years of age or older?	n=110	25%	24%	25%	15%
	Are you 70 years of age or older?	n=110	0%	2%	0%	0%
1.3	Are you from a minority ethnic group?	n=109	17%	27%	17%	13%
1.4	Have you been in this prison for less than 6 months?	n=110	27%		27%	
1.5	Are you currently serving a sentence?	n=109	100%		100%	
	Are you on recall?	n=109	2%	3%	2%	2%
1.6	Is your sentence less than 12 months?	n=110	1%	2%	1%	5%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	n=110	13%	13%	13%	7%
7.1	Are you Muslim?	n=110	6%	13%	6%	3%
11.3	Do you have any mental health problems?	n=108	20%		20%	
12.1	Do you consider yourself to have a disability?	n=109	12%	13%	12%	13%
19.1	Do you have any children under the age of 18?	n=106	46%	50%	46%	52%
19.2	Are you a foreign national?	n=106	2%	2%	2%	2%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=105	3%	3%	3%	4%
19.4	Have you ever been in the armed services?	n=106	5%	7%	5%	8%
19.5	Is your gender female or non-binary?	n=106	0%		0%	
19.6	Are you homosexual, bisexual or other sexual orientation?	n=106	3%	3%	3%	3%
19.7	Do you identify as transgender or transsexual?	n=106	1%		1%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	n=110	50%	29%	50%	35%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	n=110	96%	77%	96%	92%
2.3	When you were searched in reception, was this done in a respectful way?	n=110	96%	87%	96%	90%
2.4	Overall, were you treated very / quite well in reception?	n=110	97%		97%	

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Number of completed questionnaires returned

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	110	2,032	HMP Prescoed 2017	HMP Prescoed 2013
	110	136		

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=109	27%	42%	27%	30%
2.5	Did you have problems with:					
	- Getting phone numbers?	n=109	4%	11%	4%	2%
	- Contacting family?	n=109	6%	9%	6%	7%
	- Arranging care for children or other dependents?	n=109	1%		1%	
	- Contacting employers?	n=109	0%	2%	0%	3%
	- Money worries?	n=109	2%	10%	2%	8%
	- Housing worries?	n=109	4%	8%	4%	6%
	- Feeling depressed?	n=109	7%		7%	
	- Feeling suicidal?	n=109	1%		1%	
	- Other mental health problems?	n=109	6%		6%	
	- Physical health problems	n=109	3%	9%	3%	5%
	- Drugs or alcohol (e.g. withdrawal)?	n=109	0%		0%	
	- Getting medication?	n=109	3%		3%	
	- Needing protection from other prisoners?	n=109	1%	1%	1%	2%
	- Lost or delayed property?	n=109	5%	11%	5%	2%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	n=29	52%	48%	52%	46%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	n=105	61%	56%	61%	48%
	- Toiletries / other basic items?	n=105	49%	45%	49%	43%
	- A shower?	n=105	79%	39%	79%	47%
	- A free phone call?	n=105	55%	39%	55%	52%
	- Something to eat?	n=105	83%	52%	83%	46%
	- The chance to see someone from health care?	n=105	79%	73%	79%	78%
	- The chance to talk to a Listener or Samaritans?	n=105	38%	43%	38%	32%
	- Support from another prisoner (e.g. Insider or buddy)?	n=105	39%		39%	
	- None of these?	n=105	7%		7%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=109	73%		73%	
3.3	Did you feel safe on your first night here?	n=108	98%	91%	98%	95%
3.4	In your first few days here, did you get?					
	- Access to the prison shop / canteen?	n=104	60%	32%	60%	38%
	- Free PIN phone credit?	n=100	36%		36%	
	- Numbers put on your PIN phone?	n=87	72%		72%	
3.5	Have you had an induction at this prison?	n=109	100%	95%	100%	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=109	84%		84%	

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Number of completed questionnaires returned	110	2,032	110	136

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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=110	68%		68%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=108	18%	19%	18%	23%
8.3	Are you able to use a phone every day (if you have credit)?	n=108	94%		94%	
8.4	Is it very / quite easy for your family and friends to get here?	n=107	55%		55%	
8.5	Do you get visits from family/friends once a week or more?	n=107	33%		33%	
<i>For those who get visits:</i>						
8.6	Do visits usually start and finish on time?	n=83	94%		94%	
8.7	Are your visitors usually treated respectfully by staff?	n=84	99%		99%	
TIME OUT OF CELL						
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=106	99%		99%	
<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=105	91%		91%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=104	0%	2%	0%	2%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=104	68%	57%	68%	58%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=105	4%		4%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=105	55%		55%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=107	93%		93%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=105	97%		97%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=108	97%		97%	
9.7	Do you typically go to the gym twice a week or more?	n=109	64%		64%	
9.8	Do you typically go to the library twice a week or more?	n=109	53%	30%	53%	48%
<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=94	78%	74%	78%	74%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS						
10.1	Is it easy for you to make an application?	n=108	94%	86%	94%	82%
<i>For those who have made an application:</i>						
10.2	Are applications usually dealt with fairly?	n=89	88%	72%	88%	77%
	Are applications usually dealt with within 7 days?	n=89	80%	61%	80%	59%
10.3	Is it easy for you to make a complaint?	n=108	55%	52%	55%	50%
<i>For those who have made a complaint:</i>						
10.4	Are complaints usually dealt with fairly?	n=27	44%	38%	44%	54%
	Are complaints usually dealt with within 7 days?	n=25	56%	40%	56%	40%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=45	27%		27%	

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<i>For those who need it, is it easy to:</i>				
10.6	Communicate with your solicitor or legal representative?	n=72	76%	
	Attend legal visits?	n=68	71%	
	Get bail information?	n=42	48%	
<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=64	16%	35%
HEALTH CARE				
11.1	Is it very / quite easy to see:			
	- Doctor?	n=109	85%	
	- Nurse?	n=107	94%	
	- Dentist?	n=107	29%	
	- Mental health workers?	n=105	35%	
11.2	Do you think the quality of the health service is very / quite good from:			
	- Doctor?	n=108	88%	
	- Nurse?	n=108	92%	
	- Dentist?	n=107	43%	
	- Mental health workers?	n=104	28%	
11.3	Do you have any mental health problems?	n=108	20%	
<i>For those who have mental health problems:</i>				
11.4	Have you been helped with your mental health problems in this prison?	n=20	80%	
11.5	Do you think the overall quality of the health services here is very / quite good?	n=109	87%	
OTHER SUPPORT NEEDS				
12.1	Do you consider yourself to have a disability?	n=109	12%	13%
<i>For those who have a disability:</i>				
12.2	Are you getting the support you need?	n=12	58%	
12.3	Have you been on an ACCT in this prison?	n=108	0%	
<i>For those who have been on an ACCT:</i>				
12.4	Did you feel cared for by staff?			
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=109	46%	
ALCOHOL AND DRUGS				
13.1	Did you have an alcohol problem when you came into this prison?	n=109	6%	10%
<i>For those who had / have an alcohol problem:</i>				
13.2	Have you been helped with your alcohol problem in this prison?	n=7	57%	86%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=109	3%	10%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=109	0%	2%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=109	0%	
<i>For those who had / have a drug problem:</i>				
13.6	Have you been helped with your drug problem in this prison?	n=2	100%	82%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=109	21%	
13.8	Is it very / quite easy to get alcohol in this prison?	n=108	22%	

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SAFETY						
14.1	Have you ever felt unsafe here?	n=109	8%	20%	8%	13%
14.2	Do you feel unsafe now?	n=109	4%	7%	4%	5%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	n=103	12%		12%	
	- Threats or intimidation?	n=103	9%		9%	
	- Physical assault?	n=103	1%		1%	
	- Sexual assault?	n=103	0%		0%	
	- Theft of canteen or property?	n=103	2%		2%	
	- Other bullying / victimisation?	n=103	5%		5%	
	- Not experienced any of these from prisoners here	n=103	84%	85%	84%	84%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=106	47%		47%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	n=105	10%		10%	
	- Threats or intimidation?	n=105	12%		12%	
	- Physical assault?	n=105	0%		0%	
	- Sexual assault?	n=105	0%		0%	
	- Theft of canteen or property?	n=105	1%		1%	
	- Other bullying / victimisation?	n=105	11%		11%	
	- Not experienced any of these from staff here	n=105	78%	80%	78%	87%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=106	52%		52%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=108	67%		67%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=107	67%		67%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=108	1%		1%	
	<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?					
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=106	0%		0%	
	<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?					
	Could you shower every day?					
	Could you go outside for exercise every day?					
	Could you use the phone every day (if you had credit)?					

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EDUCATION, SKILLS AND WORK						
16.1	In this prison, is it easy to get into the following activities:					
	- Education?	n=106	83%			83%
	- Vocational or skills training?	n=107	60%			60%
	- Prison job?	n=108	94%			94%
	- Voluntary work outside of the prison?	n=106	45%			45%
	- Paid work outside of the prison?	n=107	27%			27%
16.2	In this prison, have you done the following activities:					
	- Education?	n=103	82%	86%		82%
	- Vocational or skills training?	n=100	71%	83%		71%
	- Prison job?	n=104	95%	95%		95%
	- Voluntary work outside of the prison?	n=102	61%			61%
	- Paid work outside of the prison?	n=104	52%			52%
<i>For those who have done the following activities, do you think they will help you on release:</i>						
	- Education?	n=84	77%	60%		77%
	- Vocational or skills training?	n=71	86%	62%		86%
	- Prison job?	n=99	53%	44%		53%
	- Voluntary work outside of the prison?	n=62	86%			86%
	- Paid work outside of the prison?	n=54	91%			91%
16.3	Do staff encourage you to attend education, training or work?					81%
PLANNING AND PROGRESSION						
17.1	Do you have a custody plan?					80%
<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?					99%
17.3	Are staff helping you to achieve your objectives or targets?					89%
17.4	In this prison, have you done:					
	- Offending behaviour programmes?	n=72	44%			44%
	- Other programmes?	n=66	30%			30%
	- One to one work?	n=70	36%			36%
	- Been on a specialist unit?	n=64	11%			11%
	- ROTL - day or overnight release?	n=84	74%			74%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>						
	- Offending behaviour programmes?	n=32	94%			94%
	- Other programmes?	n=20	100%			100%
	- One to one work?	n=25	96%			96%
	- Being on a specialist unit?	n=7	57%			57%
	- ROTL - day or overnight release?	n=62	98%			98%

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PREPARATION FOR RELEASE					
18.1	Do you expect to be released in the next 3 months?	n=107	24%		24%
<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=26	58%		58%
18.3	Is anybody helping you to prepare for your release?	n=26	81%		81%
18.4	Do you need help to sort out the following for when you are released:				
	- Finding accommodation?	n=26	58%		58%
	- Getting employment?	n=25	68%		68%
	- Setting up education or training?	n=24	42%		42%
	- Arranging benefits?	n=26	65%		65%
	- Sorting out finances?	n=26	50%		50%
	- Support for drug or alcohol problems?	n=25	16%		16%
	- Health / mental Health support?	n=25	24%		24%
	- Social care support?	n=26	27%		27%
	- Getting back in touch with family or friends?	n=26	19%		19%
18.4	Are you getting help to sort out the following for when you are released, if you need it:				
	- Finding accommodation?	n=15	47%		47%
	- Getting employment?	n=17	41%		41%
	- Setting up education or training?	n=10	60%		60%
	- Arranging benefits?	n=17	41%		41%
	- Sorting out finances?	n=13	54%		54%
	- Support for drug or alcohol problems?	n=4	100%		100%
	- Health / mental Health support?	n=6	33%		33%
	- Social care support?	n=7	14%		14%
	- Getting back in touch with family or friends?	n=5	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=106	79%		79%

HMP Prescoed 2017

Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners from black and minority ethnic groups are compared with those of white prisoners. Please note that these analyses are based on summary data from selected survey questions only.

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Number of completed questionnaires returned

	BME	White
Number of completed questionnaires returned	18	91

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=109	0% 1%
	Are you 50 years of age or older?	n=109	11% 28%
1.3	Are you from a minority ethnic group?		
7.1	Are you Muslim?	n=109	39% 0%
11.3	Do you have any mental health problems?	n=107	22% 20%
12.1	Do you consider yourself to have a disability?	n=108	11% 12%
19.2	Are you a foreign national?	n=105	6% 1%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=104	0% 2%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	n=109	94% 96%
2.4	Overall, were you treated very / quite well in reception?	n=109	89% 99%
2.5	When you first arrived, did you have any problems?	n=108	28% 27%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	n=29	20% 58%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	n=107	89% 100%
3.5	Have you had an induction at this prison?	n=108	100% 100%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	n=108	94% 81%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	n=107	0% 2%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	n=107	94% 93%
	- Can you shower every day?	n=108	94% 99%
	- Do you have clean sheets every week?	n=108	89% 97%
	- Do you get cell cleaning materials every week?	n=108	67% 66%
	- Is it normally quiet enough for you to relax or sleep at night?	n=107	83% 89%
	- Can you get your stored property if you need it?	n=107	61% 56%

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	BME	White
Number of completed questionnaires returned	18	91

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=108	39%	59%
5.3	Does the shop / canteen sell the things that you need?	n=108	78%	86%
RELATIONSHIPS WITH STAFF				
6.1	Do most staff here treat you with respect?	n=108	82%	95%
6.2	Are there any staff here you could turn to if you had a problem?	n=109	72%	97%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=109	33%	64%
6.6	Do you feel that you are treated as an individual in this prison?	n=108	56%	81%
FAITH				
<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?	n=49	73%	85%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=49	67%	94%
CONTACT WITH FAMILY AND FRIENDS				
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=109	50%	71%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=107	33%	15%
8.3	Are you able to use a phone every day (if you have credit)?	n=107	94%	94%
<i>For those who get visits:</i>				
8.7	Are your visitors usually treated respectfully by staff?	n=84	100%	99%
TIME OUT OF CELL				
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=103	0%	0%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=103	71%	67%
<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	63%	81%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1	Is it easy for you to make an application?	n=107	89%	94%
<i>For those who have made an application:</i>				
10.2	Are applications usually dealt with fairly?	n=88	60%	93%
10.3	Is it easy for you to make a complaint?	n=107	35%	58%
<i>For those who have made a complaint:</i>				
10.4	Are complaints usually dealt with fairly?	n=27	0%	55%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=45	40%	23%

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	BME	White
Number of completed questionnaires returned	18	91

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=108	72% 88%
	- Nurse?	n=106	83% 97%
	- Dentist?	n=106	0% 34%
	- Mental health workers?	n=104	17% 38%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	n=20	67% 82%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=108	78% 89%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	n=12	0% 64%
SAFETY			
14.1	Have you ever felt unsafe here?	n=108	11% 8%
14.2	Do you feel unsafe now?	n=108	6% 3%
14.3	Not experienced bullying / victimisation by other prisoners	n=102	77% 85%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=105	41% 48%
14.5	Not experienced bullying / victimisation by members of staff	n=104	67% 80%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=105	59% 50%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=107	47% 70%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=106	50% 70%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=107	6% 0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=105	0% 0%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	n=104	50% 86%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	n=106	77% 82%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	n=82	58% 94%
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=26	100% 78%
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=105	67% 81%

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Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners with mental health problems are compared with those of prisoners who do not have mental health problems.
- disabled prisoners' responses are compared with those of prisoners who do not have a disability.

Please note that these analyses are 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
- 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

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

Mental health problems		No mental health problems		Have a disability		Do not have a disability			
	22	86		13	96				

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION									
1.2	Are you under 21 years of age?	n=108	5%	0%	n=109	0%	1%		
	Are you 50 years of age or older?	n=108	14%	27%	n=109	31%	24%		
1.3	Are you from a minority ethnic group?	n=107	18%	17%	n=108	15%	17%		
7.1	Are you Muslim?	n=108	9%	6%	n=109	0%	7%		
11.3	Do you have any mental health problems?				n=108	46%	17%		
12.1	Do you consider yourself to have a disability?	n=108	27%	8%					
19.2	Are you a foreign national?	n=105	5%	1%	n=106	0%	2%		
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=104	5%	2%	n=105	8%	2%		
ARRIVAL AND RECEPTION									
2.3	When you were searched in reception, was this done in a respectful way?	n=108	96%	95%	n=109	100%	95%		
2.4	Overall, were you treated very / quite well in reception?	n=108	100%	97%	n=109	100%	97%		
2.5	When you first arrived, did you have any problems?	n=107	41%	24%	n=108	75%	21%		
	<i>For those who had any problems when they first arrived:</i>								
2.6	Did staff help you to deal with these problems?	n=29	56%	50%	n=29	67%	45%		
FIRST NIGHT AND INDUCTION									
3.3	Did you feel safe on your first night here?	n=106	100%	98%	n=107	100%	98%		
3.5	Have you had an induction at this prison?	n=107	100%	100%	n=108	100%	100%		
	<i>For those who have had an induction:</i>								
3.5	Did your induction cover everything you needed to know about this prison?	n=107	86%	82%	n=108	67%	85%		
ON THE WING									
4.2	Is your cell call bell normally answered within 5 minutes?	n=106	5%	1%	n=107	0%	2%		
4.3	On the wing or houseblock you currently live on:								
	- Do you normally have enough clean, suitable clothes for the week?	n=106	86%	95%	n=107	75%	96%		
	- Can you shower every day?	n=107	91%	100%	n=108	100%	98%		
	- Do you have clean sheets every week?	n=107	96%	95%	n=108	100%	95%		
	- Do you get cell cleaning materials every week?	n=107	68%	65%	n=108	75%	65%		
	- Is it normally quiet enough for you to relax or sleep at night?	n=106	91%	87%	n=107	91%	88%		
	- Can you get your stored property if you need it?	n=106	57%	57%	n=107	55%	57%		

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	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

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

	Mental health problems	No mental health problems		Have a disability	Do not have a disability
	22	86		13	96
FOOD AND CANTEEN					
5.2 Do you get enough to eat at meal-times always / most of the time?	46%	59%	n=107	n=108	42% 58%
5.3 Does the shop / canteen sell the things that you need?	82%	85%	n=107	n=108	75% 85%
RELATIONSHIPS WITH STAFF					
6.1 Do most staff here treat you with respect?	91%	93%	n=107	n=108	85% 94%
6.2 Are there any staff here you could turn to if you had a problem?	96%	92%	n=108	n=109	85% 94%
6.3 In the last week, has any member of staff talked to you about how you are getting on?	50%	61%	n=108	n=109	54% 59%
6.6 Do you feel that you are treated as an individual in this prison?	68%	79%	n=107	n=108	62% 79%
FAITH					
<i>For those who have a religion:</i>					
7.2 Are your religious beliefs respected here?	88%	78%	n=49	n=50	100% 78%
7.3 Are you able to speak to a Chaplain of your faith in private, if you want to?	100%	81%	n=49	n=50	100% 83%
CONTACT WITH FAMILY AND FRIENDS					
8.1 Have staff here encouraged you to keep in touch with your family / friends?	55%	71%	n=108	n=109	62% 69%
8.2 Have you had any problems with sending or receiving mail (letters or parcels)?	36%	13%	n=106	n=107	39% 15%
8.3 Are you able to use a phone every day (if you have credit)?	96%	94%	n=106	n=107	92% 95%
<i>For those who get visits:</i>					
8.7 Are your visitors usually treated respectfully by staff?	100%	99%	n=82	n=83	100% 99%
TIME OUT OF CELL					
9.2 Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	0%	n=103	n=104	0% 0%
Do you usually spend 10 hours or more out of your cell on a typical weekday?	65%	70%	n=103	n=104	62% 69%
<i>For those who use the library:</i>					
9.9 Does the library have a wide enough range of materials to meet your needs?	58%	82%	n=93	n=94	67% 79%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1 Is it easy for you to make an application?	91%	94%	n=107	n=108	92% 94%
<i>For those who have made an application:</i>					
10.2 Are applications usually dealt with fairly?	94%	86%	n=88	n=89	80% 89%
10.3 Is it easy for you to make a complaint?	38%	58%	n=107	n=108	39% 57%
<i>For those who have made a complaint:</i>					
10.4 Are complaints usually dealt with fairly?	43%	45%	n=27	n=27	40% 46%
10.5 Have you ever been prevented from making a complaint here when you wanted to?	18%	29%	n=45	n=45	50% 22%

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

Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
22	86	13	96

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=108	86%	85%	n=109	85%	85%
	- Nurse?	n=106	100%	93%	n=107	100%	94%
	- Dentist?	n=106	19%	32%	n=107	8%	32%
	- Mental health workers?	n=104	71%	25%	n=105	27%	36%
<i>For those who have mental health problems:</i>							
11.4	Have you been helped with your mental health problems in this prison?	n=20	80%		n=20	67%	86%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=108	86%	87%	n=109	77%	89%
OTHER SUPPORT NEEDS							
<i>For those who have a disability:</i>							
12.2	Are you getting the support you need?	n=12	40%	71%	n=12	58%	
SAFETY							
14.1	Have you ever felt unsafe here?	n=108	9%	7%	n=109	15%	7%
14.2	Do you feel unsafe now?	n=108	5%	4%	n=109	0%	4%
14.3	Not experienced bullying / victimisation by other prisoners	n=102	74%	87%	n=103	67%	86%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=105	29%	51%	n=106	62%	45%
14.5	Not experienced bullying / victimisation by members of staff	n=104	84%	78%	n=105	73%	79%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=105	33%	56%	n=106	39%	54%
BEHAVIOUR MANAGEMENT							
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=107	41%	73%	n=108	39%	71%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=106	73%	66%	n=107	54%	69%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=107	5%	0%	n=108	8%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=105	0%	0%	n=106	0%	0%
EDUCATION, SKILLS AND WORK							
16.3	Do staff encourage you to attend education, training or work?	n=103	80%	81%	n=104	82%	81%
PLANNING AND PROGRESSION							
17.1	Do you have a custody plan?	n=106	76%	81%	n=107	75%	81%
<i>For those who have a custody plan:</i>							
17.3	Are staff helping you to achieve your objectives or targets?	n=81	93%	89%	n=82	78%	90%
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=26	80%	81%	n=26	100%	76%
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=105	67%	82%	n=106	69%	81%

HMP Prescoed 2017

Comparison of survey responses between sub-populations of prisoners

In this table 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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	Blue shading shows results that are significantly more negative than the comparator
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Number of completed questionnaires returned

	50 and over	Under 50
Number of completed questionnaires returned	27	83

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=109	7% 20%
7.1	Are you Muslim?	n=110	0% 8%
11.3	Do you have any mental health problems?	n=108	12% 23%
12.1	Do you consider yourself to have a disability?	n=109	15% 11%
19.2	Are you a foreign national?	n=106	0% 3%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=105	0% 4%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	n=110	96% 95%
2.4	Overall, were you treated very / quite well in reception?	n=110	100% 96%
2.5	When you first arrived, did you have any problems?	n=109	12% 31%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	n=29	67% 50%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	n=108	100% 98%
3.5	Have you had an induction at this prison?	n=109	100% 100%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	n=109	82% 84%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	n=108	0% 3%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	n=108	100% 92%
	- Can you shower every day?	n=109	100% 98%
	- Do you have clean sheets every week?	n=109	100% 94%
	- Do you get cell cleaning materials every week?	n=109	82% 61%
	- Is it normally quiet enough for you to relax or sleep at night?	n=108	89% 88%
	- Can you get your stored property if you need it?	n=108	62% 56%

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	Grey shading indicates that we have no valid data for this question

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

	50 and over	Under 50
Number of completed questionnaires returned	27	83

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=109	78%	49%
5.3	Does the shop / canteen sell the things that you need?	n=109	85%	84%
RELATIONSHIPS WITH STAFF				
6.1	Do most staff here treat you with respect?	n=109	93%	93%
6.2	Are there any staff here you could turn to if you had a problem?	n=110	100%	90%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=110	74%	53%
6.6	Do you feel that you are treated as an individual in this prison?	n=109	92%	72%
FAITH				
<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?	n=50	69%	84%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=50	77%	87%
CONTACT WITH FAMILY AND FRIENDS				
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=110	82%	64%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=108	8%	21%
8.3	Are you able to use a phone every day (if you have credit)?	n=108	96%	94%
<i>For those who get visits:</i>				
8.7	Are your visitors usually treated respectfully by staff?	n=84	94%	100%
TIME OUT OF CELL				
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=104	0%	0%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=104	54%	73%
<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=94	88%	74%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1	Is it easy for you to make an application?	n=108	92%	94%
<i>For those who have made an application:</i>				
10.2	Are applications usually dealt with fairly?	n=89	100%	84%
10.3	Is it easy for you to make a complaint?	n=108	74%	48%
<i>For those who have made a complaint:</i>				
10.4	Are complaints usually dealt with fairly?	n=27	75%	39%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=45	14%	29%

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

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

	50 and over	Under 50
Number of completed questionnaires returned	27	83

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=109 93% 83%
	- Nurse?	n=107 96% 94%
	- Dentist?	n=107 39% 26%
	- Mental health workers?	n=105 25% 38%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	n=20 100% 77%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=109 93% 85%
OTHER SUPPORT NEEDS		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	n=12 100% 38%
SAFETY		
14.1	Have you ever felt unsafe here?	n=109 4% 10%
14.2	Do you feel unsafe now?	n=109 0% 5%
14.3	Not experienced bullying / victimisation by other prisoners	n=103 92% 81%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=106 65% 41%
14.5	Not experienced bullying / victimisation by members of staff	n=105 89% 74%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=106 64% 48%
BEHAVIOUR MANAGEMENT		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=108 77% 63%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=107 85% 62%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=108 0% 1%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=106 0% 0%
EDUCATION, SKILLS AND WORK		
16.3	Do staff encourage you to attend education, training or work?	n=104 89% 78%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	n=107 96% 75%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	n=82 96% 87%
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=26 63% 89%
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=106 81% 79%