

Report on an unannounced inspection of

# **HMP Hindley**

by HM Chief Inspector of Prisons

**4–14 December 2017**

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



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### **Glossary of terms**

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

# Introduction

HMP Hindley is a category C prison near Wigan holding adults sentenced to up to four years and young males aged 18 to 21 serving sentences of over 12 months and up to four years. When we last inspected in July 2016, we assessed the prison as ‘poor’, our lowest assessment, in two of the four healthy prison tests – safety and purposeful activity. When we returned this time, only one of the tests, purposeful activity, was given our lowest assessment, and the prison was given improved assessments in the areas of safety and rehabilitation and release planning.

In March 2017, there was an announcement that the prison was to close later in the year, which came as a significant blow to the staff, some of whom had transferred to work at the establishment when HMP Kennett closed its gates for the last time in December 2016. However, Hindley’s closure was then postponed in July 2017 due to a rise in the overall prison population, and all the closure plans that had demanded significant senior management investment were put on indefinite hold.

Since the postponement of the closure, there had been a clear focus on improving safety at Hindley. Efforts had been made to improve the early days experience for new prisoners, and there were now dedicated first night cells. Although levels of violence remained too high, there was a promising violence reduction strategy that was beginning to show some early results. Dedicated violence reduction officers had improved the quality of investigations into incidents, and care for those in self-harm crisis was good with consistent case management. However, the root cause of the violence required an injection of capital funding and better staffing. Drug misuse remained a serious problem, and yet weaknesses in physical security had not been addressed, leaving the prison vulnerable to throw-overs. The inevitable staffing pressures created by the expected closure meant that only a minority of suspicion mandatory drug tests (MDTs) and targeted searches were conducted.

The area in which we found the least improvement was that of purposeful activity, which once again attracted our lowest assessment. The overall effectiveness of learning and skills had deteriorated and was judged to be inadequate by our Ofsted colleagues. Factors contributing to this poor outcome included a failure to address the weaknesses identified at the previous inspection. Here, again, the notice of closure had diverted the prison’s focus on improving or maintaining the effectiveness of critical aspects of learning and skills. Attendance was still low and quality improvement measures were not good enough to drive the improvements needed. At the last inspection we criticised poor access to the library. On this visit, the library had only just reopened after a five-month closure. Although prisoners now had a few more opportunities to associate outside of their cells, time out of cell was still inadequate for a category C prison, and purposeful activity is once again the subject of a main recommendation.

The lack of capital investment in the prison was still evident throughout the residential accommodation. Some cells were too cramped, ventilation was poor, and in some areas there was a constant battle with vermin. Despite this, a positive staff group worked with prisoners to keep most areas as clean as possible and many prisoners took pride in their efforts to improve their living conditions. Indeed, although we have had to make a number of criticisms in this report, we were struck by a marked change in the overall culture when we visited the prison on this occasion. Despite the uncertainty about Hindley’s future, staff were positive and enthusiastic, displaying commitment to the governor and the prison. Relationships were good and consultation with prisoners and peer mentoring had improved. All of this went some way to mitigating other weaknesses that we found.

While there had been a clear focus on trying to reduce violence and improve the run-down environment, there was a lack of strategic focus on equalities work and little recognition of diversity within the population. There were no specific policies to manage and support the significant number of young adults, or the frustrated foreign national prisoners we met during our visit. It was also telling that very few prisoners self-identified as being gay.

We found a number of improvements in the area of rehabilitation and release planning. The appointment of a family engagement worker and increased family days had strengthened the contact prisoners had with their children and families. Efforts had been made to build working relationships across the departments involved in reducing reoffending and resettlement. The lack of detailed offender assessment and sentence plans was mitigated by a more basic plan containing relevant objectives to work towards. Although cross-deployment impacted on contact time between offender supervisors and prisoners, the team held useful weekly surgeries to pick up on some of the key issues concerning prisoners. The community rehabilitation company (CRC) and other partners worked well together to draw up detailed resettlement plans.

It was clear that uncertainty about the future of the prison had undermined efforts to improve outcomes at the jail. That said, they had made some significant strides forward. The governor was heavily invested in the prison and had taken a pragmatic stance, working on the premise that he would not be able to rely on significant external support and the leadership and staff at Hindley would have to find solutions themselves. While this was laudable, there was clearly a limit to what they could achieve on their own. The prison had been left in a state of limbo and it was unclear whether any of the investment necessary to make the prison sufficiently safe, decent and purposeful would be forthcoming. We would strongly urge that investment is made or that the prison's future is clarified.

**Peter Clarke CVO OBE QPM**  
HM Chief Inspector of Prisons

February 2018

# Fact page

## Task of the establishment

Category C prison holding adult males sentenced up to four years and young males, aged 18-21, serving sentenced of over 12 months and up to four years

## Certified normal accommodation and operational capacity

Prisoners held at the time of inspection: 525

Certified normal capacity: 532

Operational capacity: 540

## Notable features from this inspection

*The prison had faced significant disruption following a notice to close in March 2017 and then the subsequent postponement of the closure in July 2017.*

*Most prisoners had short stays at Hindley. At the time of our inspection 71% stayed for less than six months.*

*The prison had a young population, two-thirds of whom were aged under 30.*

## Prison status (public or private) and key providers

Public

Physical health provider: Bridgewater Community Healthcare NHS Foundation Trust

Mental health provider: Greater Manchester Mental Health NHS Foundation Trust

Substance misuse provider: Greater Manchester Mental Health NHS Foundation Trust and Phoenix Futures (subcontractor)

Learning and skills provider: Novus

Community rehabilitation company (CRC): Cheshire and Greater Manchester Community Rehabilitation Company

Escort contractor: GEOAmey

## Region/Department

North-west

## Brief history

Originally opened in 1961 as a borstal, Hindley became a youth custody centre in 1983. In April 2015, it re-rolled as a young offender and adult male category C establishment

## Short description of residential units

A wing	Built in 1961 and refurbished in 2005 and 2012. The wing holds up to 80 adult male prisoners.
B wing	Built in 1961 and refurbished in 2008 and 2012. The wing holds up to 58 adult male prisoners.
C wing	Built in 1961 and refurbished in 2008/09. The wing holds up 80 adult male prisoners.
D wing	Built in 1961 and refurbished in 2010. The wing holds up to 80 adult male prisoners.
E wing	Built in 1989. The wing holds up 64 sentenced young adult (18-21) male prisoners.
F wing	Built in 1989. The wing holds up 128 sentenced young adult (18-21) male prisoners.
J wing	A temporary building built in 2008, it can hold up to 50 sentenced adult male prisoners.

Willow unit      Following refurbishment in 2016, it reopened as the designated care and separation (segregation) unit. It can hold up to 10 adult and young adult prisoners, and is the only accommodation unit where the two groups are located together.

Sycamore         Refurbished in April 2011 but currently closed

**Name of governor and date in post**

Mark Livingstone, June 2016

**Independent Monitoring Board chair**

Agnes Lloyd-Holt

**Date of last inspection**

4 – 15 July 2016

# 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)*.<sup>1</sup> 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.<sup>2</sup>

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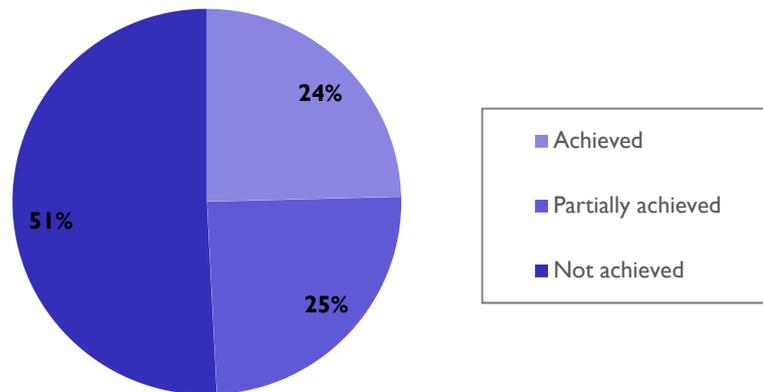
<sup>1</sup> <https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/>

<sup>2</sup> 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

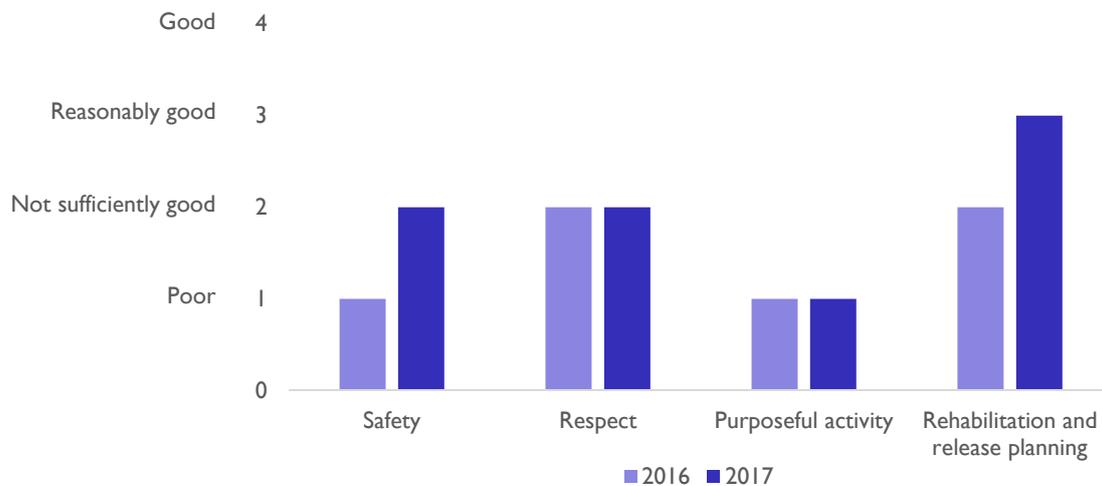
- S1 We last inspected HMP Hindley in 2016 and made 61 recommendations overall. The prison fully accepted 54 of the recommendations and partially (or subject to resources) accepted six. It rejected one of the recommendations.
- S2 At this follow-up inspection we found that the prison had achieved 15 of those recommendations, partially achieved 15 recommendations and not achieved 31 recommendations.

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



- S3 Since our last inspection, outcomes for prisoners improved in safety and rehabilitation and release planning and stayed the same in respect and purposeful activity. Outcomes were not sufficiently good in safety and respect and poor in purposeful activity. Outcomes were reasonably good for rehabilitation and release planning.

Figure 2: HMP Hindley healthy prison outcomes 2016 and 2017<sup>3</sup>



<sup>3</sup> 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.

## Safety

S4 *Early days work had improved and the use of prisoner peer support was good. One in four prisoners felt unsafe and the level of violence was high. Reducing violence was a priority for the establishment and there was a promising strategy in place. Drug misuse was widespread and the prison was struggling to reduce both supply and demand. Prisoners who self-isolated were identified but more support was needed for this vulnerable group. The adjudication system was fair. The use of force was high but mostly low level and proportionate. Prisoners were positive about their treatment when segregated and stays in the unit were short. Levels of self-harm were high. The care provided to prisoners subject to ACCT<sup>4</sup> monitoring was generally good and consistent case management provided important oversight. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S5 *At the last inspection in July 2016, we found that outcomes for prisoners in Hindley were poor against this healthy prison test. We made 14 recommendations in the area of safety.<sup>5</sup> At this inspection we found that three of the recommendations had been achieved, four had been partially achieved and seven had not been achieved.*

S6 Most journeys to Hindley were reasonably short and efforts were made for prisoners to alight from escort vans promptly. Reception staff were welcoming and interactions with prisoners were good. First night interviews were conducted in private. Dedicated first night accommodation had been identified for all new prisoners and, although cells were small and basic, efforts had been made to improve conditions. However, some new arrivals were not offered a shower or a kettle. The peer-led induction programme was delivered well and the process was swift.

S7 In our survey, 23% of prisoners said they felt unsafe. Levels of violence remained high but there were early signs that this was reducing, and a new violence reduction strategy implemented during the inspection had the potential to be effective. The introduction of two violence reduction officers had significantly improved investigations into violent incidents. Managers had also held a number of violence reduction summits which had resulted in some meaningful actions that were showing signs of reducing the number of incidents. There was a system in place to manage prisoners who self-isolated, although it did not ensure that all such prisoners could access an adequate regime. The standard Prison Service incentives and earned privileges scheme was not effective in motivating good behaviour. The adjudication process was generally fair and mitigation was considered appropriately.

S8 The number of violent incidents, some of which were serious, had increased significantly since the last inspection and was too high. The use of de-escalation was good and body-worn video cameras were used appropriately. Governance had started to improve in recent months.

S9 Stays in segregation were normally short and we observed positive interaction between the staff and prisoners on the unit. Living conditions were adequate and prisoners could access a basic regime. However, there was no forum to oversee practice in the unit or analyse factors leading to segregation.

S10 The rate of positive random mandatory drug tests was exceptionally high. The prison had identified the factors contributing to their significant drug problem but a lack of investment in

<sup>4</sup> Assessment, care in custody and teamwork case management for prisoners at risk of suicide or self-harm.

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

physical security and staff shortages had undermined efforts to tackle this significant supply reduction challenge.

- S11 Levels of self-harm remained high. Figures were comparable to similar prisons and most incidents could be attributed to a relatively small number of prisoners. There had been one self-inflicted death since the previous inspection and recommendations from the Prisons and Probation Ombudsman were being implemented. The allocation of a consistent case manager for prisoners subject to ACCT monitoring provided good managerial oversight and the care provided to those in crisis was generally good. Self-harm issues were discussed at a monthly safer custody meeting but available data were not analysed and used to improve outcomes for prisoners. There were not enough Listeners to meet the needs of the population. There was no safeguarding adults policy in place and staff lacked awareness in this area.
- S12 Leaders and managers were working hard to reduce the high levels of drugs and violence at Hindley. However, the plan to close the prison had resulted in a lack of capital investment, inadequate national support to improve physical security around the prison, and significant staff shortfalls. This had made it very difficult for the senior team to improve outcomes when the closure was subsequently postponed.

## Respect

S13 *A positive shift in culture had resulted in good relationships between staff and prisoners. To some extent this mitigated other weaknesses including some poor living conditions. Many of the prison buildings were not fit for purpose but efforts were being made to raise standards of cleanliness in certain areas. Peer mentor work was good and general consultation with prisoners had improved. Food was adequate but not popular. Applications and complaints were managed reasonably well. Equality work was weak and not enough was done to recognise and support diversity within the population. The chaplaincy provided valuable spiritual and pastoral support. Health care services were reasonable. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S14 *At the last inspection in July 2016, we found that outcomes for prisoners in Hindley were not sufficiently good against this healthy prison test. We made 20 recommendations in the area of respect. At this inspection we found that eight of the recommendations had been achieved, three had been partially achieved and nine had not been achieved.*

- S15 Prisoners said that most staff treated them with respect. Despite significant staff shortfalls and uncertainty about the future of the prison, staff were enthusiastic, good humoured, and patient in their dealings with prisoners. Although some staff were new to their role, they knew the prisoners in their care well and were supported by experienced front-line managers. Case notes contained frequent entries by residential staff demonstrating a reasonable level of care. Peer mentors provided invaluable support to fellow prisoners and to staff.
- S16 Many of Hindley's buildings were not fit for purpose with very small single cells, decaying fabric and recurrent problems with vermin. Parts of the newer buildings were also in poor condition, with inadequate heating and ventilation, graffiti on walls, and damage to floors. There had been some improvements to standards of cleanliness and maintenance since the last inspection, and in many areas prisoners took pride in keeping their living area clean and tidy. Prisoners had reported problems accessing bedding and cleaning materials, although this had improved very recently. Emergency cell bells were not always answered promptly.

- S17 The quality and quantity of food were adequate but it was not popular with most prisoners. The kitchen was old and in poor condition, with some key equipment out of use. Standards of hygiene and supervision were not adequate in some wing serveries. Prison shop arrangements were satisfactory, although there was limited provision for new arrivals.
- S18 Fortnightly consultation meetings with prisoners had been reintroduced with evidence of practical outcomes from the actions set. The handling of applications had improved since the last inspection and complaints continued to be handled effectively, with good quality assurance. Responses were courteous and to the point in almost all cases. However, only basic statistics were published, and there was no analysis of patterns or trends to identify areas for improvement. The provision of legal services was inadequate.
- S19 Work on equality and diversity had not been prioritised and service provision did not always meet the needs of the diverse population. Attendance at equality action team meetings was inconsistent and progress against the equality action plan was limited.
- S20 Investigation of discrimination complaints lacked rigour, although some external scrutiny had recently been introduced. There was minimal work to promote diversity and tolerance and insufficient formal consultation with prisoners with protected characteristics.
- S21 Prisoners from a black and minority ethnic background responded similarly to white prisoners in our survey but those with a disability had more negative perceptions of safety. Support for foreign national prisoners was poor and needed to be addressed quickly. There was little to assure gay prisoners that they would be safe to disclose their sexuality while at Hindley. Twenty-seven per cent of the population were under 21 and too little thought had been given to the specific issues and needs of this population. There was some support for prisoners from the Gypsy, Roma and Traveller community.
- S22 Faith facilities were good. The chaplaincy was well integrated into the prison, providing good spiritual and pastoral support to prisoners.
- S23 Overall, the provision of health care was reasonable, although staff shortages had affected the delivery of some services. Partnership working was good but aspects of clinical governance required further development. Cleaning arrangements for health care clinical rooms were inadequate. The range of primary care services was appropriate, although prisoners waited too long for a routine appointment with a GP. The transition to a smoke-free prison had been managed well. Social care pathways between the prison and the local authority were underdeveloped. Mental health services were reasonable. The clinical substance misuse and psychosocial teams provided a reasonably good service and had the potential to meet the significant demand in the near future. The supervision of medicine queues by custody staff had improved in most areas. Waiting times for the dentist were reducing and the provision remained good.
- S24 Leaders and managers had done well to motivate staff through a difficult year for the prison. While physical conditions were not good enough, managers were encouraging their teams to make the most of what the prison had. The relatively smooth transition to a smoke-free prison indicated good joint planning and management.

## Purposeful activity

- S25 *Time out of cell remained poor for a category C prison. Managers of learning and skills activity had not prioritised improvements in this area and provision still did not meet the needs of the population. There were not enough relevant activity places for the whole population. The allocation process worked well. Teaching, learning and assessment were not consistently of a high standard. Attendance and punctuality in education and prison work were poor. Achievements in English and mathematics were low. There had been no library provision for some months. The National Careers Service provided a good service. **Outcomes for prisoners were poor against this healthy prison test.***
- S26 *At the last inspection in July 2016, we found that outcomes for prisoners in Hindley were poor against this healthy prison test. We made 14 recommendations in the area of purposeful activity. At this inspection we found that none of the recommendations had been achieved, three had been partially achieved and 11 had not been achieved.*
- S27 There had been a small improvement in time out of cell and the allocation of weekday association had become more predictable. Despite this, time out of cell remained insufficient and in our roll checks 30% of prisoners were locked in their cell during work periods. Weekend unlock was inadequate. Evening association had been reintroduced, but only once or twice a week for each wing. Access to time in the open air was also curtailed, especially during the winter months. Prisoners had a daily domestic period of less than one hour during which they had to shower, exercise and queue to make telephone calls.
- S28 A new learning and skills management team had started to develop a number of policies to improve the provision of work, skills and education. However, many of the improvement measures were too recent to have improved prisoners' chances of success after release. Prison and Novus leaders and senior managers had made slow progress in addressing recommendations made at the previous inspection, and quality improvement systems were underdeveloped. The prison did not have sufficient activity places for the whole population or relevant work activities to meet prisoners' interests or needs. Allocation to activities was fair, equitable and swift. The restricted regime slowed learning for too many prisoners. The development of prisoners' English and mathematics within work settings was weak. Managers had not ensured that prisoners with additional learning disabilities received appropriate high quality support. The provision of employment advice and guidance by the National Careers Service was good, although managers had no data on employment outcomes after release.
- S29 Tutors and instructors provided good individual coaching for most prisoners, which ensured they overcame frequently significant barriers to learning. Tutors usually made good use of an appropriate range of assessment activities to evaluate and reinforce learning. However, teaching, learning and assessment were not consistently of a high standard, and not all tutors and instructors set clear learning targets for prisoners or reviewed their progress accurately.
- S30 Most prisoners in vocational education were proud of what they produced and those who regularly attended activities improved in confidence. Attendance and punctuality in education and prison work were poor. A significant minority of prisoners did not behave well in education. Prisoners' behaviour in almost all vocational training workshops and in a minority of industries was good.
- S31 Most prisoners who started courses went on to complete them. Prisoners developed good work skills in construction and catering vocational training. Prisoners' development of vocational and employability skills in most prison work was not recognised and recorded. Achievements in functional skills courses in English and mathematics were low.

- S32 Library provision had been inadequate as the facility had only just reopened after being closed for several months. PE facilities were reasonable, as was access to the facilities which included evening and weekend sessions. Accredited gym courses had recently been introduced.

## Rehabilitation and release planning

S33 *The resettlement strategy was based on a detailed needs assessment. There was good integration and information sharing between the OMU and the CRC and the roles of the different departments were clear. Efforts had been made to provide informal sentence plans but in many cases prisoners' ability to progress was undermined by the lack of an up-to-date OASys. Contact time with offender supervisors was not sufficient for some. Re-categorisation was managed well but too many prisoners were released after their HDC eligibility date. Public protection arrangements were sound. Work with families continued to improve. Pre-release planning was good and most prisoners were released to sustainable accommodation. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S34 *At the last inspection in July 2016, we found that outcomes for prisoners in Hindley were not sufficiently good against this healthy prison test. We made 13 recommendations in the area of resettlement.<sup>6</sup> At this inspection we found that four of the recommendations had been achieved, five had been partially achieved and four had not been achieved.*

S35 Support for children and families had continued to improve and prisoners benefited from additional family days. Young adults were given good support by the engagement worker. However, poor time out of cell limited prisoners' access to telephones to contact families.

S36 The prison had clear reducing reoffending and resettlement strategies, based on a recent and thorough needs analysis. The reducing reoffending action plan was targeted and focused, and had resulted in improvements in services to prisoners. Since the last inspection, the focus on rehabilitation had improved to a limited degree. The work of the community rehabilitation company was better integrated with the offender management unit (OMU) and partners, including the sharing of risk information, and there was greater clarity about the roles of the different teams contributing to rehabilitation. The work of the OMU continued to be undermined by the lack of completed OASys assessments and continued cross-deployment of offender supervisors. In our survey, only 45% of prisoners said they had a sentence plan.

S37 The assessment of prisoners was appropriately focused on the identification of risk of harm and we found some very good risk management plans. However, the lack of full OASys assessments for all prisoners limited the prison's ability to understand fully factors that contributed to offending. Offender supervisors held dual roles and had too little time to undertake key tasks. Insufficient formal contact between offender supervisors and prisoners was a major source of frustration. Although there was informal contact on residential wings, this was rarely recorded or used to inform case management.

S38 Offender supervisors had made some efforts to mitigate the lack of formal sentence planning by devising simplified written plans with a list of objectives to help focus prisoners during their stay. Some sentence plans contained targets that were not achievable given the short stay of most prisoners at Hindley.

<sup>6</sup> 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.

- S39 The range of offending behaviour programmes offered met the assessed need. Within days of a prisoner's arrival at the prison, their eligibility to attend offending behaviour courses was assessed by the programmes team. However, the assessment criteria relied heavily on information contained in OASys documents, many of which had not been completed. This resulted in some prisoners being denied access to valuable interventions. The re-categorisation process was managed appropriately and prisoners were moved quickly. Monitoring of home detention curfew (HDC) processes was in place but too many prisoners were released after their eligible date.
- S40 Public protection arrangements were sound. Appropriate action was taken to safeguard victims and identify MAPPA (multi-agency public protection arrangements) eligibility and classification. OMU and security staff ensured that Nomis alerts regarding risks presented by prisoners were kept up to date.
- S41 Release on temporary licence was not available to help prisoners prepare for their return to the community. All prisoners had to attend a discharge board at the appropriate point before release and were provided with a good level of support. Prisoners could attend a pre-release course which provided them with some practical skills including managing money, keeping a tenancy and gaining employment. Access to suitable and sustainable accommodation was good for most prisoners.
- S42 A newly appointed head of resettlement demonstrated good leadership in this important area. Many of the weaknesses in rehabilitation and release planning were caused by factors outside the team's control such as staff shortfalls and incomplete OASys assessments. However, the management of HDC needed to be given a higher priority as too many prisoners who could be serving their sentence in the community remained in custody.

## Main concerns and recommendations

- S43 **Concern:** Levels of violence, much of which was serious, remained high and contributed to high levels of force. The easy availability of illicit substances, including tobacco and synthetic cannabis, was a factor in many violent incidents.

**Recommendation: Managers should address the problem of violence by reducing the supply of illicit substances into the establishment. Physical weaknesses in security should be rectified and all intelligence should be acted upon. Violence reduction processes, including challenge, support and intervention plans (CSIPs), should be integrated with other plans that prisoners have to follow.**

- S44 **Concern:** Living conditions were poor. Single cells on wings A to D were far too small, and the fabric of the buildings was too worn, making them susceptible to damage from damp and vermin.

**Recommendation: HMPPS should make firm plans with a clear timescale for the replacement of wings A to D and the refurbishment of all living units at Hindley to contemporary standards.**

S45 **Concern:** The management of equality and diversity did not ensure that the needs or concerns of all prisoners with protected characteristics were understood or addressed. Diversity monitoring, the management of diversity complaints and consultation with prisoners with protected characteristics needed improvement.

**Recommendation: Governance and management oversight of diversity should be prioritised to ensure that the needs of all prisoners with protected characteristics are identified, assessed and met.**

S46 **Concern:** The prison and Novus senior managers' response to the previous inspection's recommendation was inadequate. Too many prisoners were locked up during the core day because the number and range of activities were too few. The restricted regime slowed significantly the learning and development of prisoners and hence their chances of successful resettlement.

**Recommendation: The prison and Novus managers should develop a robust improvement action plan to address all the weaknesses identified at the inspection. The plan should have clear impact measures, firm dates and well-defined individuals for implementing actions. Effective arrangements to review regularly the implementation of the actions should be put in place to ensure swift and sustained improvements.**

# 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 Most prisoners arrived at the prison following relatively short journeys and efforts were now made so that they could alight from vehicles quickly. We observed courteous reception staff trying to put new arrivals at ease. Refreshments were offered and a Listener<sup>7</sup> was available to speak to prisoners.
- I.2 Holding rooms had recently been refurbished and were clean, but had no up-to-date information about the prison or quality reading materials. Televisions had recently been installed but were not working at the time of inspection.
- I.3 In our survey, only 22% of prisoners said they were in reception for less than two hours against the comparator of 55%. The initial first night processes were conducted in reception and a designated first night officer from the adult side of the prison conducted private interviews with all new prisoners. Plans were in place for a member of staff from the young adult site to conduct these first night interviews with young adults. This would ensure that specific risks and the needs of the younger population were appropriately assessed in advance of their allocation into a cell on the young adult wing. First night interviews were thorough and identified initial risks and concerns. However, it was not clear how the information was used to manage and support prisoners. Information collated on prisoners with protected characteristics was also limited (see paragraph 2.30).
- I.4 There were dedicated first night cells in the adult and young adult residential areas. Most first night accommodation was clean and a painting programme was under way to remove graffiti and make general improvements. First night cells were small with basic amenities. Several prisoners who had arrived during the previous six months, particularly those located on the adult wings, told us that they had waited many days for items such as bedding. We saw a number of new prisoners on their first night who were not permitted to shower and were not issued with a kettle, despite the latter being available in the unit office.
- I.5 All prisoners started a short induction programme on the first working day after their arrival. Induction took place in a relaxed environment and was led by induction peer mentors with appropriate oversight from first night staff. The peer workers assisted with prisoner interviews, recording basic, non-sensitive information which they used to signpost prisoners to services. The programme was appropriately paced and included Shelter (a housing charity), the chaplaincy, Phoenix Futures (a charity to support those with substance misuse issues – see paragraph 2.80) and the National Careers Service.
- I.6 Education and gym assessments were conducted promptly and we observed physical education officers encouraging new arrivals to make use of the facilities immediately after their gym induction.

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<sup>7</sup> A prisoner trained by the Samaritans to provide confidential emotional support to fellow prisoners.

## Recommendations

- 1.7 Information obtained during first night and induction procedures should cover all protected characteristics and be shared with relevant departments to inform effective decision making and provide appropriate support.**
- 1.8 All new arrivals should be provided with a shower, telephone call, bedding and a kettle.**

## 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

- 1.9** Managing violence and keeping prisoners safe presented considerable challenges for managers. Over the previous six months, levels of violence had remained high with 155 assaults and fights involving prisoners, 43 of which were serious. In contrast, assaults against staff remained relatively rare with 12 incidents over the same period.
- 1.10** As at the previous inspection a significant number of prisoners in our survey, 23%, said that they felt unsafe at the time of the inspection. Only 57% of prisoners said they had not experienced victimisation from their peers and 54% had not experienced victimisation from staff. These figures were significantly lower than the comparator and the previous inspection.
- 1.11** Managers had recently acted to address the high levels of violence and poor perceptions of safety. The governor had held violence summits (meetings with staff regarding violence) in autumn 2017 resulting in changes to prisoner movement and the deployment of staff during high-risk periods. Two new violence reduction officers had been allocated to the safeguarding team. This had significantly improved the investigation of violent incidents, all of which were investigated within three days of being reported. This had improved the understanding of the causes of violence, much of which remained linked to the use of illicit substances and associated debt.
- 1.12** At the time of the inspection, a new system was introduced to manage perpetrators and victims of violence. This involved placing perpetrators and victims on challenge, support and intervention plans (CSIPs), which enabled staff to monitor individuals and plan interventions to help them. Weekly multidisciplinary safety intervention meetings were set up to discuss the few prisoners of the greatest concern. We observed the management of the first three prisoners subject to CSIPs; both the weekly meetings between the prisoners and custodial managers and the safety intervention meeting were positive. However, some of the targets set for these prisoners were not achievable and residential staff lacked understanding of the scheme and their role in it. Further work was needed to integrate CSIPs with the management of self-isolating prisoners, those on ACCTs<sup>8</sup> and those held in the segregation unit.
- 1.13** Levels of violence in October and November 2017 were considerably lower than in previous months.

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<sup>8</sup> Assessment, care in custody and teamwork case management of prisoners at risk of suicide and self-harm.

- I.14 Monthly safer custody meetings were adequately attended and useful analysis of the causes of violence was conducted.
- I.15 The regime for the nine prisoners who were self-isolating at the time of the inspection required significant improvement. Most of this group did not have access to exercise during the inspection and spent more than 23 hours a day locked in their cells. Records were not completed consistently to show that they had been offered access to outside exercise, showers and telephone calls each day.
- I.16 The prison relied on the incentives and earned privileges (IEP) scheme to manage behaviour. In our survey, prisoners expressed little confidence in the scheme; only 32% said the scheme encouraged them to behave well and just 38% felt they had been treated fairly by the scheme.
- I.17 The IEP scheme had been amended slightly since the previous inspection but it did not reflect the needs of young adults who made up a significant proportion of the population and were over-represented on the basic regime. It took prisoners three months to reach the enhanced level which was demotivating given the short-term nature of the population (43.5% of prisoners had been at Hindley for less than three months).
- I.18 The basic level regime was not excessively punitive but there were too few incentives for those on enhanced level. IEP reviews were poorly recorded, the prisoner was not always present and they were not always given a notice telling them that a review had taken place and how to appeal.

## Recommendations

- I.19 **Support for self-isolators should be improved to ensure that, as a minimum, they receive a shower, telephone call and an hour's exercise each day.**
- I.20 **The incentives and earned privileges scheme should be revised to reflect the specific needs of the population at Hindley.**

## Adjudications

- I.21 The number of adjudications remained high but had reduced since the previous inspection and the charges laid were appropriate. There had been 1,265 adjudications during the previous six months compared to 1,533 at the previous inspection.
- I.22 The hearings that we observed were well managed and prisoners were given adequate opportunity to prepare their case or seek legal advice. The standard of documentation remained variable and did not always demonstrate full exploration of the issues before a finding of guilt.
- I.23 The adjudication room was in a poor condition with broken furniture and litter and was not suitable for its purpose.

## Use of force

- I.24 Levels of use of force remained high; there had been 141 recorded incidents in the previous six months. Very few incidents were planned or resulted in full or sustained force and there was good use of de-escalation.

- I.25** Body-worn video cameras had recently been introduced and were being used to good effect. Most incidents of force were low level, particularly those involving young offenders, and involved the use of guiding holds. Several records of previous incidents demonstrated prompt actions by staff to prevent serious injury to prisoners. The use of batons had reduced by more than half and all incidents were now reviewed by the governor.
- I.26** Procedures for recording force had improved and a local database contained a range of useful data. Governance of the use of force was conducted at a monthly meeting, although due to the closure announcement this had only been in place since September 2017. The meeting was well attended and included either the governor or deputy governor. Concerns about staff involved in the use of force were highlighted and the committee discussed lessons learnt following incidents. Despite this, the use of force remained high.

## Segregation

- I.27** The use of segregation had increased since the previous inspection with 167 prisoners segregated during the previous six months. Most stays in segregation remained short but some prisoners spent several weeks segregated, with the longest stay of 54 days.
- I.28** Communal areas on the segregation unit remained reasonably clean and cells were well equipped and spacious. All prisoners were given radios and had access to a limited selection of books. The two exercise yards were very small and cage-like. In our survey, 88% of prisoners who had spent time in the segregation unit said that staff had treated them well. All prisoners on the unit at the time of the inspection spoke well of the staff and interactions that we observed were positive. The regime for segregated prisoners was limited to a shower, phone call and one hour of exercise each day. In-cell education and the good-quality distraction packs available were not used to occupy segregated prisoners.
- I.29** Most prisoners returned to normal location but about a third were transferred to other establishments or released from the segregation unit. There was no longer a forum to monitor practice and trends on the unit and governance needed improvement. Segregation reviews did not provide prisoners with meaningful targets and were not yet integrated with the new CSIP process to manage challenging behaviour.

## Recommendation

- I.30** **Oversight of the segregation unit should be improved to ensure effective reintegration planning for all prisoners.**

## 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.31** The main security challenge was to reduce the supply and demand of illicit substances. Drugs remained widely available and, in our survey, 44% of prisoners said it was easy to get drugs and 14% said they had developed a drug problem in the prison. Prisoners continued to link the poor regime with the high demand for drugs. Over the previous six months the number of positive random mandatory drug tests (MDTs) was 51.2%, which was extremely high, and

42% excluding psychoactive substances. The latter figure was four times the rate reported at the previous inspection 18 months previously.

- I.32** There were several weaknesses in the physical security of the prison. Efforts to rectify these had been frustrated by the aborted decision to close the establishment and a lack of funding to improve the site.
- I.33** Monthly security meetings were well attended and relevant security objectives were identified. Supply reduction regularly featured as a priority and a log of actions from the meetings was maintained. However, given the problem with drugs in the prison, the lack of a formal and specific supply reduction action plan was a significant omission.
- I.34** A good flow of intelligence was received and swiftly analysed and actions were assigned, including suspicion MDTs and targeted searches. The intelligence was of good quality and, when it was acted on, prisoners tested positive and contraband was found. However, staff shortages exacerbated by uncertainty over the future of the establishment meant that too many actions were not followed through. No log was maintained to record the proportion of requested searches that were carried out, but only 22% of requested suspicion tests had been completed.
- I.35** Prison managers continued to work with partners, including the north-west area search team who attended the prison regularly. Other work to disrupt the supply of contraband was carried out in partnership with the police.
- I.36** Some procedural security practices were disproportionate to the risks posed, including random strip-searching in visits, which resulted in very few finds, and on entry to the segregation unit. In addition, too many prisoners were placed on closed visits for reasons unrelated to trafficking contraband through visits.

## Recommendations

- I.37** **A separate strategy and smart action plan should be devised to focus work on reducing the supply of illicit substances.**
- I.38** **All strip-searching should be intelligence led and closed visits should only be used for reasons related to trafficking contraband through visits.**

## 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.39** There had been one self-inflicted death since the previous inspection. Recommendations from the Prisons and Probation Ombudsman had been implemented and ongoing monitoring reflected a local safer custody action plan.

- I.40** There had been a small increase in levels of self-harm since the previous inspection. During the previous six months, 88 incidents of self-harm had been recorded which was high but broadly comparable to similar prisons. Most incidents of harm were attributable to a few prisoners with complex needs; records indicated that two prisoners accounted for over a third of self-harm incidents.
- I.41** The level of resource deployed to manage and reduce self-harm was similar to the previous inspection, although most of the key staff had only recently taken up post. A designated manager was responsible for the reduction in self-harm and the oversight of processes to support those in crisis. Staff had been trained in the new HMPPS modular training package for suicide and self-harm, with good support from the north-west safer custody team.
- I.42** The safer custody committee met monthly to discuss a range of issues including self-harm and the management of ACCTs. The safer custody team had access to a reasonable range of data, but there was little evidence of any analysis or identification of lessons learnt to reduce the high levels of self-harm. There had been no local survey of prisoners or discussion groups with a focus on self-harm reduction.
- I.43** The management of ACCT documentation was good. The safer custody team had oversight of the allocation of case managers to improve consistency of case reviews. Despite this, only 27% of adult prisoners and 55% of young adults who responded to our survey said that they had felt cared for by staff while on an ACCT. In the ACCT documentation that we examined, daily entries were often observational and failed to record meaningful interactions that were key to the support of those in crisis. Too many prisoners being managed under ACCT procedures remained locked in their cells for prolonged periods with not enough activity.
- I.44** There were only three Listeners in post which had reduced to one shortly before the inspection. The low numbers had placed pressure on Listeners who felt undervalued and unable to carry out all aspects of their duties. Access to Listeners, particularly at night, was inadequate and we were told of several examples of staff not facilitating access to Listeners when they had been requested. Only 20% of young adults surveyed said that it was easy to speak to a Listener. There was no designated Listener suite (a room set aside for Listeners to provide support to their peers) and the Listeners we spoke to felt that this contributed to the poor access.

## Recommendation

- I.45 A Listener suite should be available and access to Listeners should be improved. Reasons for not using Listeners should be documented.**

## Protection of adults at risk<sup>9</sup>

- I.46** Links had been maintained with the Wigan Safeguarding Adults Board, although there had been no attendance at meetings, in part reflecting the announcement of the prison's closure. There was no up-to-date safeguarding policy. Staff lacked awareness in this area and were not clear about their responsibilities to protect adults at risk.

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<sup>9</sup> 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).

## Recommendation

- I.47 A local safeguarding policy should be developed in conjunction with Wigan Adults Safeguarding Board and staff should receive training on their adult safeguarding responsibilities.**



## 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** The attitude of staff to prisoners had improved significantly since the previous inspection and interactions were generally calm, polite and good-tempered. In our survey, three-quarters of prisoners said that most staff treated them with respect, although only half said they were treated like an individual. Although many staff were quite new in post, most of them knew the prisoners in their care well and were reasonably confident in their role. Prisoners on the over-21 wings said they felt that the prison was well run and were generally very positive about staff. Custodial managers were now located on their wing, and most provided a constructive lead to their staff, modelling good interaction with prisoners.
- 2.2** Peer workers gave valuable support to prisoners on all wings, helping them to settle, providing information and dealing with many everyday concerns. Those on A and B wings were very well established in their roles, and made a real contribution to the well-being of those held in such unsuitable accommodation. There was evidence that a few workers had been given too much responsibility, for example, running the servery with no staff present (see paragraph 2.13).
- 2.3** In our survey, 78% of prisoners said they had a personal officer of whom 31% said the officer was helpful. There was no formal personal officer scheme, but there was a single point of contact for each group of about six cells. Officers did not, in practice, focus on their allocated cells, but many staff who worked regularly on a wing knew their prisoners, related to them well and made appropriate entries on the electronic case records. In many cases these records gave a thorough picture of the prisoner's progress.

### 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

- 2.4** The cells in the older part of the site (A to D wings) were outdated and many were very cramped, especially the single cells where there was not even room for a table. Considerable refurbishment and decoration had taken place and some prisoners said they were content with their accommodation and took pride in making the best of a poor environment. There was damage from water and damp to an association room and to a number of cells.

- 2.5** Cells which were substandard were being taken out of commission, for example, seven were out of action on A wing because of decay or damage. There were still several cracked or broken windows. There was a considerable amount of graffiti, especially in the young adult wings, where flooring was damaged in some cells and showers were poorly ventilated, especially on the ground floor.
- 2.6** Most cells and communal areas were being kept reasonably clean, and it was clear that more effort was being put into cleaning than at the previous inspection. Toilets had seats on most wings. However, C wing had been infested by mice for a few weeks; pest control services had attended several times but the problem persisted. Issues with the heating system on E and F wings led to extremes of temperature in cells: some prisoners complained of excessive heat and a few of being cold. Too many windows were faulty and in one cell on F wing, a window had been damaged for more than two months.
- 2.7** J wing was a temporary structure being used to house prisoners beyond the 10 years it was built to last and, as a result, was very run down. The whole ground floor was out of use and flooring was badly damaged in some of the cells that were still in use.
- 2.8** In our survey, only a quarter of prisoners said that their cell call bell was normally answered within five minutes. A number of prisoners described recent examples of lengthy waits before bells were answered. The promptness of responses to call bells was not monitored.
- 2.9** In our survey, only half the prisoners said they were given clean sheets and cell cleaning materials each week, less in both cases than the comparator. Several prisoners said they could not normally access cleaning materials, although they were available at the time of the inspection and there was evidence of recent improvements.
- 2.10** Laundry systems worked well. Washing machines were working on all wings and were repaired promptly if they broke down. In our survey, three-quarters of prisoners compared with less than half at the last inspection said they normally had enough suitable clothes. Clothing and bedding exchange arrangements had improved very recently, and prisoners were now more content with the provision. Prisoners could access their stored property, and very little property was waiting to be taken from reception to the wings.

## Recommendation

- 2.11** **Managers should ensure that cell call bells are routinely answered within five minutes.**

## Residential services

- 2.12** The kitchen had been in place for 57 years. Floors and ceilings were damaged in many places, and several items of equipment were not working. It was impossible to maintain modern standards in the current environment, although great efforts were made, and food hygiene was adequate. In our survey, 24% said that the food was good. We found the food to be of fair quality but unappetising. Reasonable provision was made for religious festivals and other special days. Food comments books were not in use, but prisoner views were given at a monthly food consultation meeting and fortnightly general consultation meetings. Changes were regularly made in response to suggestions at these meetings. There was also a twice-yearly prisoner survey.
- 2.13** The serveries on the over-21 wings were well run in most cases, but standards at one of the young adult wing serveries were poor with no member of staff present to supervise and

maintain safety. Prisoners were eating plates of food behind the servery at the evening meal while serving food with the other hand. They had no protective clothing of any kind and some were licking their fingers before serving food.

- 2.14** Lunch was served at midday or soon after which was an improvement on the previous inspection. Supper was served from 4.30pm, later than the previous 4pm, but still leaving a long wait before the next meal. Breakfast packs were distributed the evening before they were to be eaten.
- 2.15** In our survey, 63% said that the shop sold what they needed against the comparator of 52%. Items from canteen could only be ordered once a week for delivery on the Friday of the following week. Prisoners who arrived early in the week were given a small reception pack but had to wait too long for their first order.

## Recommendations

- 2.16** **The kitchen should be refurbished or replaced without delay.** (Repeated recommendation 2.77)
- 2.17** **Serveries should be properly supervised during food service.** (Repeated recommendation 2.78)
- 2.18** **Dinner should be served no earlier than 5pm, and breakfast should be served on the day it is to be eaten.**

## Prisoner consultation, applications and redress

- 2.19** Fortnightly consultation meetings had been introduced in July 2017, chaired by a senior manager. Attendance was inconsistent, particularly from the young adult wings. There was evidence of actions being followed up and some improved outcomes for prisoners following consultation.
- 2.20** In our survey, a relatively high proportion of 63% said that applications were dealt with promptly against 43% at the previous inspection. There was no system for tracking responses to applications. On one wing, no application forms had been available for three weeks.
- 2.21** There had been 902 complaints in the last six months. There had been an upward trend for adults in the last 14 months, particularly the last three, but a slight downward trend for young adults, of whom only a quarter in our survey said that complaints were dealt with fairly. The quality of replies was good and the complaints were addressed courteously. Effective administration ensured that replies were made promptly and the quality of responses was checked regularly leading to improvement. Figures on complaints were published each month, but they were not analysed and there was no tracking of trends and patterns over time to identify opportunities to improve common issues and outcomes.
- 2.22** No staff were trained to give legal advice although offender supervisors gave what limited help they could. In our survey, only 27% of those who needed a legal adviser said it was easy to communicate with them. There was a limited number of legal texts in the library but none of the key reference books was up to date and access to the library was not consistent (see paragraph 3.7).

## Recommendations

- 2.23** Complaints should be monitored to identify and act on any common themes or trends to resolve problems and improve outcomes.
- 2.24** Up-to-date legal material should be available to all prisoners in the library.

## 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 characteristics<sup>10</sup> 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

- 2.25** The safer custody team remained responsible for equality and diversity but the focus on reducing violence had limited the time available for equality work. The equality officer post was vacant at the time of the inspection. There was a policy setting out the strategy to manage equality which included guidance on how protected characteristic groups would be supported. An action plan was in place but progress was limited. Very little was done to identify and support prisoners with protected characteristics during their early days (see paragraph 1.3).
- 2.26** The equality meeting, which was usually chaired by the head of safer custody, took place every two months. Senior managers did not provide sufficient support which diminished the status and effectiveness of the meeting and did not reflect the equality policy. Attendance by different functions was patchy and prisoners were not always represented. The centrally produced equality monitoring tool (EMT) was used to identify potential discrimination, but this was usually out of date and no consistent additional monitoring was carried out to supplement it. Sporadic monitoring had been used when potential issues were identified.
- 2.27** There had been very limited consultation for prisoners with protected characteristics and no prisoner equality representatives or equality champions among staff. These gaps made it difficult for concerns to be voiced by prisoners. Staff could access equality training through a Civil Service e-learning package, but local managers were unable to track how many had done so.
- 2.28** During the previous six months, 17 discrimination incident report forms (DIRFs) had been submitted, more than at the last inspection but less than in comparable establishments. Only a quarter of these had been submitted by prisoners and there were no blank forms available on some wings at the time of the inspection. DIRFs which we examined had not all been addressed promptly enough and some investigations had not been sufficiently thorough. An external organisation had only recently started to scrutinise completed DIRFs.

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<sup>10</sup> The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

## Recommendation

- 2.29** Discrimination incident report forms should be available to prisoners on all wings. Incidents reported through a DIRF should be investigated appropriately and responded to promptly.

## Protected characteristics

- 2.30** The proportion of prisoners from a black and minority ethnic background remained comparatively low for the type of prison at 10%. Survey results for these prisoners were similar to those for white prisoners. DIRFs indicated that there had been incidents of racist language being used by prisoners. In one of the two cases that we identified, appropriate action was taken to challenge the prisoner. A prisoner from a black and minority ethnic background described feeling isolated on his residential unit because of his age and ethnicity. This was echoed by a prisoner from a Gypsy/Traveller background. The prison had no record of prisoners from this group, although a small number attended a monthly meeting facilitated by a chaplain.
- 2.31** At the time of the inspection, there were 25 foreign national prisoners. When possible, prisoners were located with others who spoke their language who could help with day-to-day interpreting, and the education department delivered English for speakers of other languages (ESOL). Other than that, nobody had specific responsibility for their management, and support for this protected characteristic group was poor. There was no printed information about the prison in languages other than English and no record of the use of telephone interpreting for at least six months. Prisoners who did not have social visits were entitled to telephone credit to contact their family abroad. However, very few foreign national prisoners used this facility and some were unaware that this was an entitlement.
- 2.32** Most foreign national prisoners we spoke to raised their immigration status as their main concern. No independent advice was available to them. Some were confused about key dates in their sentence, when they could return to their home country and how immigration procedures worked. Home Office immigration enforcement officials attended the prison intermittently but there was no regular surgery to which prisoners could be signposted for information about their case. Too many of these prisoners were frustrated and anxious with nobody to turn to for advice and support.
- 2.33** Prisoners were expected to self-declare disabilities during reception. Prison records showed just over 20% of the population with a disability, while our survey showed 41%. Prisoners with disabilities continued to hold poorer perceptions about safety than other prisoners. Seven prisoners had personal emergency evacuation plans (PEEPs), but the quality of these plans varied and not all could be located on residential units during the inspection. A new process for the preparation and use of PEEPs was introduced during the inspection. There was no adapted accommodation and the older wings were unsuitable for prisoners with restricted mobility.
- 2.34** Twenty-seven prisoners were aged 50 or older. Their level of retirement pay had been checked against other prisons, but there was no policy governing their care. There was no provision for older prisoners, although the PE team were planning to introduce a dedicated session for this group.
- 2.35** Over a quarter of the population were aged under 21. The most recent EMT analysis showed that this group was over-represented in proven adjudications and use of the basic incentives and earned privileges (IEP) level and under-represented on enhanced IEP. They were managed in the same way as older prisoners. There was little understanding of how

maturity levels in young men affected their ability to engage successfully with the regime. The impact of maturity had not been recognised in any local policy or strategy to help manage and support this young population.

- 2.36** Only one prisoner had declared himself gay to the prison while our survey indicated that 4% of prisoners were gay or bisexual. There was little to reassure prisoners that Hindley was a safe place to be open about their sexual orientation and there were no links with community groups to provide advice and support. The diversity policy included guidance on the management of trans prisoners of whom the prison had had no recent experience.
- 2.37** The few prisoners who had been in the armed services were supported by the chaplaincy and there were some links with relevant community agencies.

## Recommendations

- 2.38** **The prison should investigate and address the poor perceptions of safety among disabled prisoners.** (Repeated recommendation 2.27)
- 2.39** **There should be a specific strategy to manage the younger population based on a proper understanding of the impact of maturity.**
- 2.40** **Links should be developed with community groups to provide support for equality work, especially with gay and bisexual prisoners.**

## Faith and religion

- 2.41** Facilities for corporate worship were good but, in our survey, fewer prisoners than the comparator said they were able to attend religious services. This required further investigation by the prison.
- 2.42** There were chaplains for all major faiths and all but one of the minority faiths represented in the population. The chaplaincy gave prisoners of each faith the opportunity for an hour of worship and an hour of study/classes each week.
- 2.43** The chaplaincy was very well integrated into prison life and played an active role in many activities, including provision of family days, organising pre-discharge boards, and victim awareness and restorative justice work. The managing chaplain was a member of the senior management team and chaplains attended meetings across the prison. New arrivals received a timely induction by the chaplaincy and the duty chaplain saw all segregated prisoners each day. Chaplains also offered pastoral support, particularly to those who had been bereaved and prisoners who were on ACCTs<sup>11</sup> or self-isolating.
- 2.44** Three volunteer visitors provided good additional support and the team was engaging with community faith groups to encourage volunteers from a wider range of faiths. The chaplaincy had very good links with St Vincent de Paul (a Roman Catholic charity) which facilitated additional support on release and for family days at the prison.

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<sup>11</sup> Assessment, care in custody and teamwork case management of prisoners at risk of suicide and self-harm.

## 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.**

**2.45** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)<sup>12</sup> and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. One area has been identified that requires improvement, with a subsequent notice issued by the CQC which has been detailed within Appendix III of this report.

### Strategy, clinical governance and partnerships

**2.46** NHS England commissioned health care services from Bridgewater Community Healthcare NHS Foundation Trust in partnership with Greater Manchester Mental Health NHS Foundation Trust. The health needs analysis was due for revision. Effective partnership working and good leadership supported a team that had been significantly depleted since the closure announcement.

**2.47** Subsequently, since July 2017 when the prison was informed it would be staying open, considerable recruitment had taken place, with the main staff shortage now in primary care nursing, where seven out of 12 nursing posts were vacant (see paragraph 2.73). Regular agency nurses covered vacancies, and local management supported clinical work to cover shortfalls.

**2.48** Some aspects of governance required further development, not all incidents were reported through the Trust's system and local complaints were not analysed for trends or used to inform shared learning. Access to complaint forms was good and the process was timely. Patient records were maintained and reviewed appropriately, but complaints were kept in the patient record, which was not appropriate.

**2.49** Since 2016, limited prisoner consultation had taken place. Several prisoners contributed to discussions on mental health services during the expected closure period, and a few patient survey forms were being received but not analysed to inform service delivery. Several complimentary letters had been received about the caring and compassionate service provided by the team.

**2.50** Staff were well supported, with effective induction and good training and development opportunities, although records of supervision for senior staff needed to be completed. Clinical supervision was very good for mental health staff.

**2.51** Primary health care services were delivered mainly from the health care building. The waiting area was bright and welcoming, but consultation rooms were cluttered with inadequate storage space. Treatment rooms on residential units were of a reasonable standard, although some did not have appropriate hand-washing facilities. The cleaning contract had recently been transferred to the prison facilities contractor. The provision did not meet NHS cleaning standards and was inadequate. Infection prevention and control measures were not sufficiently robust, although the Trust started to address this during the inspection.

<sup>12</sup> CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

- 2.52** There was 24-hour nursing cover with one nurse on night duty. Clinical staff had received intermediate life support training and attended all emergencies. Clinical equipment, including emergency equipment, was well maintained.
- 2.53** Staff were clear about mental capacity and consent but levels of awareness of safeguarding procedures needed improvement.

## Recommendations

- 2.54** **All incidents should be reported and investigated and complaints should be appropriately analysed. Learning points and outcomes from patient engagement should inform service delivery.**
- 2.55** **Cleaning and infection prevention and control arrangements should meet NHS requirements.**

## Promoting health and well-being

- 2.56** The recent transition to a smoke-free establishment at the end of October 2017 was well managed and smoking cessation support was good. The health development nurse and other primary care nurses delivered appropriate vaccinations and age-appropriate screenings, including bowel cancer and chlamydia. Condoms were available to patients but not well advertised.
- 2.57** There was still no prison strategy for health and well-being and no systematic approach to health promotion. Despite this, several departments had good initiatives to promote health and there was relevant health promotion material in the health centre and in the gymnasium.
- 2.58** Blood-borne viruses were well managed, including by a visiting specialist hepatitis C nurse. The global shortage of the hepatitis B vaccine had caused delays and further supplies were awaited.

## Recommendation

- 2.59** **There should be a whole-prison strategy and approach to support health promotion and well-being activities.**

## Primary care and inpatient services

- 2.60** Over the previous six months, there had been approximately 21 new arrivals a week. A registered nurse carried out an initial health screen and appropriate referrals were made. Secondary health screening had recently been revamped and was comprehensive and largely undertaken within the specified time. All new prisoners were given information about access to health services, though this was only available in English. Translation services were available when needed but were rarely used.
- 2.61** The range of primary care services was adequate and waiting lists were generally well managed, although some prisoners waited over three weeks for routine GP appointments which was too long. Effective out-of-hours GP arrangements were in place and access to urgent appointments were prioritised based on clinical need.

- 2.62** Work was ongoing to develop nurse-led care planning for patients with long-term conditions. There were low numbers of patients on chronic disease registers who were overseen by nurses and the GP.
- 2.63** There was no palliative care pathway in place, but two terminally ill patients had been well cared for by health care staff since our last inspection. The Trust was involved in the development of an area-wide palliative care policy.
- 2.64** Arrangements for referral to secondary care were prompt and the administrative team ensured good continuity of care when men arrived with outstanding appointments. However, escort arrangements did not meet the need adequately and about 12% of appointments had been cancelled in the last five months through lack of escort staff.
- 2.65** Health care discharge planning was good, and we saw excellent examples of involving families in prisoners' care where this was appropriate. Prisoners were given a discharge summary for the GP on release and a week's supply of medication was provided where appropriate.

## Recommendations

- 2.66** Prisoners should have timely access to a GP for routine appointments.
- 2.67** Prisoners should be able to attend all clinically necessary external hospital appointments, which should not be cancelled because of shortages of prison staff. (Repeated recommendation 2.54)

## Social care

- 2.68** The overarching strategic approach to social care between the local authority and the prison needed further development. There was no joint memorandum of understanding, although a draft was circulated to partners for consideration during the inspection.
- 2.69** No prisoner was receiving social care at the time of inspection. Access to mobility aids and adaptations was satisfactory. Since 2015, three prisoners had received equipment. We noted that one prisoner had not been identified promptly but received appropriate equipment from health care once the need had been highlighted.
- 2.70** The learning disability nurse had referred three prisoners with learning disabilities to the local authority for support on release in 2017, which was positive.

## Recommendation

- 2.71** The prison should develop a memorandum of understanding with the local authority for social care assessments and provision, and awareness of social care arrangements in the prison should be raised.

## Mental health care

- 2.72** In our survey, 45% of prisoners said they had mental health problems, an unusually large number. A conventional stepped model of care was provided, but service delivery had been adversely affected by loss of staff following the announcement of the prison closing. Despite staff shortages, the service ran seven days a week, vacancies were being filled and there was

a good range of competencies: psychiatric, nursing and counselling. A reasonable service was maintained, waiting lists were short, urgent referrals were seen within four hours and non-urgent within five days.

- 2.73** Fewer patients were in regular contact with the service (60 compared to 148 in 2016). They had access to good self-help materials, individual client-centred and solution-based therapies, and access to bereavement counselling through the chaplaincy. A learning disability nurse saw individuals with acquired brain injury, which was positive. There were no group activities, but there were plans to reinstate them in January 2018 along with cognitive behavioural therapy, all of which were necessary.
- 2.74** Prison staff said they valued the mental health workers. The team supported ACCT reviews, segregation reviews and urgent assessment of prisoners who had self-harmed. A duty worker was available to respond to general prison issues and to triage incoming requests for assistance.
- 2.75** Officers undertook very basic mental health awareness training via e-learning, and lacked the opportunity for interactive learning available from sessions delivered by a mental health professional. It was not based on contemporary needs such as ADHD (attention deficit hyperactivity disorder) or personality disorder. A patient at the Willows (mental health day unit) told us his treatment was good there, but not on the wings. He explained that he did not blame the officers as they had not been trained to respond to his mental health needs.
- 2.76** The care programme approach<sup>13</sup> was appropriately used to monitor 20 patients with complex needs, including six with ADHD. Record keeping on SystmOne (electronic clinical records) was of a high calibre, as were care plans. There was careful attention to the physical health needs of those with complex needs.
- 2.77** It was good to see that a patient had been transferred to hospital under the Mental Health Act within the expected timescale.

## Recommendation

- 2.78** **All prison officers should be trained to recognise when referral for mental health assessment is necessary, and to support those with mental health issues on the wings.**

## Good practice

- 2.79** *The novel use of the care programme approach for patients with ADHD ensured that they were being monitored closely and wing staff were offered guidance and support.*

## Substance misuse treatment<sup>14</sup>

- 2.80** Clinical services were delivered by Greater Manchester Mental Health NHS Foundation Trust and psychosocial services were subcontracted to Phoenix Futures through 'Building Futures'. Both teams had experienced significant gaps in staffing but staffing had gradually increased over the last few months and both teams were now almost up to complement. The mental health team had covered clinical services and the nurse prescriber had continued

<sup>13</sup> Mental health services for individuals diagnosed with a mental illness.

<sup>14</sup> 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).

to visit each week to undertake regular reviews and safe prescribing in line with national guidance. A good range of psychosocial groups, including appropriate substance awareness and harm reduction groups, were now running including cannabis and NPS<sup>15</sup> awareness, and relapse and prevention.

- 2.81** The psychosocial caseload at the time of the inspection was 183 clients (34% of the population), compared to 205 (40% of the population) at the last inspection. Thirty-four clients on the clinical caseload were receiving opiate substitution treatment, 25 of whom were on maintenance doses and nine had completed detoxification. An integrated service had been re-established and a reasonable and developing service was being provided.
- 2.82** Plans for the drug recovery wing had been reintroduced and it was due to open by April 2018 to support prisoners into recovery-oriented lifestyles before release. Prisoners on clinical treatment received their daily methadone from a treatment room on B wing which lacked basic hand-washing facilities. The equipment used for the administration and supply of methadone was cleaned and calibrated daily. Methadone queues were now well supervised by officers. Prisoners we spoke to were positive about the care they were receiving and felt involved in their treatment.
- 2.83** Three peer workers helped with induction, which was positive, and two more were awaiting security clearance. There were regular visits from speakers from recovery backgrounds and representatives from community agencies including Narcotics Anonymous.
- 2.84** There were good links to community support for prisoners with substance misuse issues and discharge arrangements were planned effectively.

## Recommendation

- 2.85** **A drug recovery wing should be established as soon as possible, provided that the regime and prisoners' time out of cell improve. Staff working on the recovery wing should be specially selected and trained, and not regularly redeployed.** (Repeated recommendation 1.51)

## Medicines optimisation and pharmacy services

- 2.86** Medicines were supplied promptly from the pharmacy at HMP Risley mainly as patient-named items, with appropriate labelling and a dispensing audit trail. Medicines were transported and stored securely, although the medicine trolley in the segregation unit treatment room needed to be chained to the wall when not in use.
- 2.87** The medicine cupboards and fridges were tidy and well maintained, but the pharmacy room was too cluttered. Room and fridge temperatures were appropriately monitored.
- 2.88** Medicines were administered safely and efficiently by nurses and a pharmacy technician, usually twice a day from wing treatment rooms. The afternoon administration was at about 4.30pm, which was too early for night medication. This was given daily in possession on a risk-assessed basis. The management of medicine queues by officers had improved which helped maintain patient confidentiality and reduce the potential for diversion, although we were told this was still not always the case on E and F wings.

<sup>15</sup> New psychoactive substances: 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.

- 2.89** The pharmacy technician undertook several audits, including general stock checks and use of medication from the out-of-hours supply.
- 2.90** A full range of standard operating procedures and policies, including an in-possession medication policy, were available to staff and were used effectively. Over half the prisoners on medication had it in possession. There were facilities for patients to store medicines securely in their cell, which was included in the in-possession risk assessment.
- 2.91** An adequate range of patient group directions<sup>16</sup> enabled nurses to supply and administer prescription-only medications and the policy was under review.
- 2.92** There was a prescribing formulary and local input to the quarterly medicine management meetings. Patients could request to speak to the pharmacy technician and the pharmacist provided some oversight remotely. However, the pharmacist did not make regular visits to the site to provide additional assurances and effective governance.
- 2.93** Prescribers regularly reviewed those on tradeable medications and regular compliance checks were conducted by the pharmacy technician or a nurse with an officer. Appropriate action was taken following these checks.

## Recommendation

- 2.94** **There should be regular pharmacist input into the prison, and prisoners should have access to patient counselling, medicine use reviews and pharmacy-led clinics.** (Repeated recommendation 2.65)

## Dental services and oral health

- 2.95** The dentist and dental nurses provided four sessions a week and offered a full range of treatments, including good oral health advice. Waiting times for a routine appointment had reduced to eight weeks which was still too long, but additional sessions were continuing to manage this.
- 2.96** High non-attendance rates were being managed and the staff were flexible and prioritised appointments based on clinical need.
- 2.97** The primary care team offered triage and pain relief as necessary. Urgent referrals were seen promptly and out-of-hours provision was available if needed. Patients told us that they were satisfied with the care they received.
- 2.98** The dental room was small but modern, and met current infection control standards. Dental equipment was maintained and serviced regularly and waste materials were safely disposed of.

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<sup>16</sup> Authorise appropriate health care professionals to supply and administer prescription-only medicine.

## 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 The time that prisoners could spend out of their cell had improved a little since the previous inspection, with the introduction of some evening association periods, but it remained inadequate. In our survey, 29% of prisoners said they spent less than two hours out of their cell on a typical weekday against the comparator of 12%. Only 2% said they usually spent 10 or more hours out of cell on a typical weekday against the comparator for category C prisons of 17%. Our roll checks during peak work periods showed that 30% of prisoners were locked in their cells.
- 3.2 Only 44% of prisoners said they could do domestic tasks on the wing more than five days in a typical week and 43% that they could have association more than five times a week.
- 3.3 Evening association took place on each wing at best twice a week. Association times were more predictable than at the last inspection but there were still some cancellations. Prisoners were aware from a 'reserve list' when their wing might be locked down if too many staff were committed to other duties.
- 3.4 Prisoners usually had association in the morning or afternoon at weekends. This could result in a wing being locked up from lunch on Saturday until after lunch on Sunday, with about an hour out of cells on Saturday to collect tea before lock-up.
- 3.5 There were pool tables on each wing and other activities such as darts, table football and table tennis, especially on E and F wings. Several of the pool tables were damaged and out of use.
- 3.6 In our survey, only 40% said they could go outside for exercise more than five times a week. Exercise yards contained rubbish and were bare and in poor condition. There were a few benches in some yards. Access to exercise yards had frequently been denied in the afternoon during autumn and winter because of poor external lighting.
- 3.7 Prisoners had had no access to books or legal information between August and December 2017 following the withdrawal of the library services provider and the subsequent closure of the two libraries. This was unacceptable. One of the libraries reopened during the inspection as a learning resource centre and was being managed by the learning provider. It was a well-resourced facility with a range of books to suit different needs, including in other languages. At the time of the inspection, there was timetabled access for some education classes and residential units, but it was too early to determine how often prisoners would have access.
- 3.8 Seven PE staff delivered a full programme of activities each day with one vacant post in the team. They were supported by eight gym orderlies. The PE facilities included two multi-purpose gym rooms, dedicated classrooms and an outdoor pitch. The all-weather pitch required extensive refurbishment and was likely to be removed. There were enough

individual cubicles for prisoners to shower after activities. The cubicles were clean, albeit with some graffiti on the doors.

- 3.9** Induction sessions for new arrivals took place each weekday, and prisoners could join a PE session on completion of their induction which gave them an early opportunity to use the facilities. The gym was open at weekends, weekdays and evenings and there were sessions for full-time workers so they did not miss work to attend. Prisoners on the highest incentives and earned privileges (IEP) level had more access to PE than prisoners on basic or those who refused to attend their allocated daily activity. Links with health care to support healthy living and provide remedial gym were effective and PE staff were working to strengthen links with the substance misuse team. Following feedback from prisoners, a wider range of activities, including racket sports and Parkrun, were being planned. There was basic monitoring of attendance but the ethnicity data were not used by the prison. Nearly a third of the population did not use the PE facilities.
- 3.10** Accredited training courses had recently been introduced to equip prisoners with qualifications recognised by the fitness industry. Team sports were underdeveloped although the prison was preparing to rejoin a local football league, having withdrawn following the closure announcement. A well supported PE event involving prisoners and staff had raised money for Children in Need.

## Recommendations

- 3.11 All prisoners on standard IEP level should spend at least 10 hours a day out of their cell on weekdays, and all prisoners should have enough time out of cell every day to facilitate activity, showers, exercise and telephone calls.**
- 3.12 All prisoners should have the opportunity for at least weekly access to the library.**
- 3.13 Data on gym attendance should be analysed to identify which groups of prisoners use the gym. The facilities should be promoted to those who do not attend.**
- 3.14 Access for prisoners to team sports and activities should be improved.**

## Good practice

- 3.15** *Newly arrived prisoners could use the PE facilities as part of their induction to PE.*

## Education, skills and work activities (Ofsted)<sup>17</sup>

### 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.<sup>18</sup>**

**3.16** Ofsted made the following assessments about the learning and skills and work provision:

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

### Management of education, skills and work

- 3.17** Leaders and senior managers from the prison and Novus, the education provider, had been slow to improve the weaknesses identified at the previous inspection. The operational issues, including the notification to close the prison and the subsequent deferment of the closure, had diverted their attention from improving or maintaining the effectiveness of critical aspects of the provision. For instance, the number of prisoners who attended activities was still too low. The measures to monitor and improve the quality of the provision had deteriorated. The education and vocational training provision by Novus still required improvement.
- 3.18** A new and recent management team had started to develop and put in place strategies to improve the provision, such as increasing the attendance rates. However, many of the measures were too recent and had not yet improved the chances of prisoners' successful resettlement.
- 3.19** Prison and Novus leaders and senior managers had failed to develop and put in place reliable and effective measures to monitor and improve the quality of lessons and activities. Novus' evaluation of the quality of lessons was unreliable and tutors were not aware of what they had to do to improve. Prison managers did not have robust methods to monitor and improve the quality of the learning in prison work. Novus and prison leaders and managers did not have an accurate understanding of the weaknesses of the provision, and their improvement plans were incomplete.
- 3.20** The number and range of activities offered to prisoners were inadequate and too many prisoners were locked up during the core day. Our survey indicated that 44% of prisoners

<sup>17</sup> This part of the inspection is conducted by Ofsted inspectors using Ofsted's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

<sup>18</sup> In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

found it difficult to obtain prison work. The prison offered 436 full-time equivalent activity places, but only about 85% were allocated because of operational constraints. For example, the range of prison work was not adequate for more challenging prisoners. There were only 214 full-time places, too few for the population. The number of unemployed prisoners fluctuated from 10 to 15% of the population.

- 3.21** The pay rates did not discourage prisoners from engaging with education, vocational training and prison work. Prisoners were allocated to activities fairly, equitably and swiftly. However, prison staff allocated activities to a few prisoners without ensuring that they would be remaining in the prison for long enough to complete them.
- 3.22** In our survey, about half the prisoners said they did not think the provision offered by the prison would help them on release. Novus and prison leaders and senior managers had not planned the provision to enhance significantly the chances of prisoners' successful employment after leaving the prison. The restricted regime slowed the pace of learning and development. For example, tutors and instructors finished their lessons and activities too early before prisoners were taken to their cells and they waited too long with little to do. Afternoon lessons and sessions were too short and prisoners often spent significant periods on courses without achieving their qualifications. The potential of the virtual learning campus<sup>19</sup> had yet to be exploited fully.
- 3.23** The quality of the National Careers Service (NCS) provided by The Growth Company was good. However, prison managers had yet to implement their plans to collect and use information on the number of prisoners who entered sustainable employment or training on release. They could not, therefore, evaluate and improve the impact of the provision on positive resettlement chances for prisoners.

## Recommendations

- 3.24** Prison and Novus managers should develop and implement effective quality improvement arrangements for all aspects of education, vocational training and prison work.
- 3.25** Prison and Novus senior managers should develop an accurate self-assessment report and a robust improvement action plan.
- 3.26** Prison and Novus managers should review and develop the provision to meet fully the developmental needs of prisoners.
- 3.27** National Careers Service and prison managers should collect and use information about prisoners' progression to jobs, education or training on release, to improve the effectiveness of the provision.

## Quality of provision

- 3.28** Too many prisoners did not make the progress of which they were capable. Most tutors and instructors in prison work did not use information about prisoners' starting points and their plans on release to set them clear and relevant learning targets and tasks. Too often, they did not review the skills that prisoners developed or how they needed to improve, for example, in the use of bad language.

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<sup>19</sup> Internet access for prisoners to community education, training and employment opportunities.

- 3.29** Prisoners became disengaged from learning in lessons where they found learning tasks too difficult or not relevant to their lives. These prisoners interrupted lessons and slowed the learning of their peers.
- 3.30** Most tutors were not skilful in adapting their teaching techniques to the learning and developmental needs of the younger and older prisoners. Novus staff and prisoners told us that many prisoners held a low opinion of education and did not attend their lessons regularly.
- 3.31** Tutors and instructors did not provide enough support for prisoners with learning difficulties and/or disabilities to ensure that they acquired the skills to become more independent over time. Tutors and instructors did not always identify these prisoners' difficulties accurately and their support plans were weak.
- 3.32** Not all tutors ensured that prisoners understood their mistakes in grammar and spelling. As a result, prisoners repeated mistakes and did not develop high enough standards of completed written work.
- 3.33** In vocational training such as brickwork and catering, prisoners improved their skills in using English and mathematics. Most vocational training instructors incorporated good use of relevant technical vocabulary and mathematical calculations in prisoners' learning tasks.
- 3.34** Tutors and instructors coached most prisoners well to learn and develop new skills, for example in setting brickwork patterns. A few tutors skilfully developed prisoners' critical reasoning skills and these prisoners could apply their learning to wider contexts. For example, they investigated the merits of making meals for their families rather than purchasing ready-made food, improving the quality of their families' diet and saving money.

## Recommendations

- 3.35** **Tutors should use information about prisoners' starting points to plan learning activities which reflect their abilities.**
- 3.36** **Novus managers should ensure they equip tutors with the skills to teach younger and older prisoners effectively.**
- 3.37** **Novus managers and tutors should ensure that prisoners with learning disabilities and/or difficulties have clear and detailed support plans which are reviewed regularly.**

## Personal development and behaviour

- 3.38** Only about half the prisoners attended their lessons regularly and a third failed to attend scheduled prison work activities. Wing staff did not succeed in ensuring that prisoners arrived on time to their activities. The standard of their behaviour in activities was not always good and too many left their lessons and sessions earlier than planned. A minority of tutors had low expectations of prisoners and failed to encourage them to develop the behaviour expected at work. This combination presented a significant obstacle to the prisoners' chances of finding and retaining jobs successfully on release.
- 3.39** Most prisoners who attended prison work had at least a qualification in functional skills at entry level 1. However, prisoners attending prison work did not improve their use of

mathematics and of vocabulary specific to the vocation because instructors did not promote the importance of these skills well enough.

- 3.40** Prisoners who attended regularly improved in confidence. The standard of most prisoners' practical work was good and they were proud of what they produced.
- 3.41** Prisoners had a good understanding of safe practices in vocational training and prison work. For example, they used appropriate protective equipment while working in the workshops.

### Recommendations

- 3.42** **Prison and Novus managers should increase significantly the number of prisoners who attend regularly and on time.**
- 3.43** **Tutors should set clear expectations of good behaviour for prisoners and should support and challenge them to improve their conduct.**
- 3.44** **Prisoners should receive sufficient support in prison work to improve their use of mathematics and vocabulary specific to the vocation.**

### Outcomes and achievements

- 3.45** Instructors did not identify or record the personal and vocational skills that prisoners developed and most prisoners in prison work did not have a clear understanding or a record of what they had achieved.
- 3.46** During 2016 to 2017, the proportion of prisoners who achieved their functional skills courses in English and mathematics was low. Too few prisoners achieved on level 2 diplomas in kitchen services and site carpentry and level 1 in hospitality and multi-skills courses. Most prisoners completed the courses they had started. During this period, the proportion of prisoners on information technology courses who achieved their qualifications was high.
- 3.47** Prisoners developed good employability and work related skills in construction and catering vocational training.

### Recommendations

- 3.48** **Instructors in prison work should recognise and record accurately the personal and vocational skills that prisoners develop.**
- 3.49** **Novus managers should ensure that significantly more prisoners complete their courses in functional skills in English and mathematics and other low performing courses.**

## 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 Work had continued to strengthen the support given to prisoners to maintain contact with their children, families and others. The number of family days had increased, especially for enhanced prisoners. The visits hall was large and comfortable. In our survey 77% of prisoners said that visits started and finished on time and 85% said that their visitors were treated with respect. Our observations confirmed this. There was a small, well-stocked play area and prisoners were now able to wear their own clothes for visits.
- 4.2 A small, basic visitors' centre provided a warm welcome for visitors.
- 4.3 Since the last inspection, the prison and Action for Children, a national children's charity, had introduced a sport based parenting programme. Storybook Dads<sup>20</sup> was also available through the chaplaincy.
- 4.4 A family engagement worker had recently been appointed to support prisoners who had been in care and was meeting prisoners to identify their needs.
- 4.5 As there had been no release on temporary licence (ROTL) since our last inspection, there had been no opportunity for eligible prisoners to be tested in the community or build relationships with their families before release.
- 4.6 The chaplaincy provided invaluable support to some prisoners who had needed additional support to deal with difficult situations that had occurred while they were in prison.

#### Recommendation

- 4.7 **Release on temporary licence should be available for eligible prisoners to support contact with the outside world and to prepare for release.**

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<sup>20</sup> Project for prisoners to record stories for their children.

## 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.**

- 4.8** Rehabilitation and release planning work was underpinned by an up-to-date needs analysis, based in part on a questionnaire completed by almost two-thirds of prisoners. Reducing reoffending and risk management policies focused on fostering interdepartmental and cooperative working.
- 4.9** Three-quarters of prisoners resided at Hindley for less than six months, and a third of these for less than three months. The prison generally met the challenges inherent in a constantly changing population.
- 4.10** Prisoners continued to arrive without an OASys assessment and yet the establishment had not quantified the extent of the problem. Prisoners should have been seen by their offender supervisor within 28 days for an initial casework meeting to assess need and draw up a basic custody plan. The plan gave prisoners relevant objectives to work towards in the absence of a full OASys. Electronic records indicated that in most cases these meetings took place, but not in all.
- 4.11** When OASys assessments were completed at Hindley, they were based on prisoners' perceptions of their needs with little reference to other sources of information, such as pre-sentence reports and previous convictions. Despite this, risk management plans were relatively good and appropriately detailed. Quality assurance measures were limited and it was disappointing to see assessments with clear deficiencies being countersigned without comment.
- 4.12** Prisoners were allocated to offender supervisors based primarily on their risk levels. Offender supervisors, case administrators and probation staff worked effectively together and provided good mutual support.
- 4.13** Offender supervisor records of contact with prisoners beyond the initial contact were inconsistent, although those completed by probation staff were better. There was no management oversight of NOMIS entries and no clear picture of any progress being made by each prisoner. Caseloads of about 50 prisoners were not excessive for full-time uniformed officers but their continual cross-deployment made the caseloads unmanageable and impacted on the quality of offender management. Uniformed offender supervisors had informal contact with prisoners when they worked on the wings, but these were not often recorded.
- 4.14** The offender management unit (OMU) held useful weekly surgeries. Prisoner OMU representatives surveyed prisoners in advance to focus the content and quality of these surgeries.
- 4.15** While National Probation Service staff received regular professional supervision, training for uniformed offender supervisors had been limited to OASys training.
- 4.16** Public protection measures were sound. Administration staff were vigilant in maintaining accurate alerts on NOMIS. A probation officer had daily oversight of all new receptions to the prison, and screened out those with particularly serious risk profiles to be managed by probation staff.

- 4.17** There were effective processes to identify MAPPA (multi-agency public protection arrangements) nominals and allocate a management level in a timely way. We inspected MAPPA F forms which were of a good standard, analysing effectively information from across the prison. All forms were completed by probation staff and countersigned by the senior probation officer.
- 4.18** We examined a case of a man who had been correctly identified as a high risk of serious harm to others, especially women. MAPPA processes were used effectively. He had been seen promptly and the correct alerts set in place. His risk factors were managed well in the prison, particularly cell-sharing assessments and the monitoring of his contact with women in the community. A timely discharge board met and risk information was shared effectively to prepare for his release.

## Recommendation

- 4.19 All prisoners should have an up-to-date and comprehensive assessment of risk and need.**

## Interventions

### Expected outcomes:

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

- 4.20** The prison delivered the Thinking Skills Programme (TSP) and Resolve, a programme aimed at reducing violence and aggression.
- 4.21** All prisoners were assessed on arrival for suitability to undertake the programmes. During induction, a programmes peer mentor explained how the interventions helped prisoners to progress. Anybody could make referrals to the programmes team, and allocations were based on release date. If a prisoner's stay at Hindley was short, the suitability assessments were used to inform licence conditions or passed to the receiving prison if they were transferring.
- 4.22** In the last six months the programmes team had delivered 36 completions of TSP from a target of 40. There were 92 men on the waiting list but these needed to be assessed for suitability before a place could be allocated.
- 4.23** The prison had a target of 20 completions for Resolve. At the time of the inspection, nine prisoners were participating in the first course of the year. A further 11 men were on the waiting list for the Resolve programme. This was usually higher but the delivery plan for the year was amended due to the planned closure, and the waiting list was closed. The prison planned to run a further course in January 2018 to try to meet their delivery target.
- 4.24** The chaplaincy delivered the Sycamore Tree<sup>21</sup> programme throughout the year.
- 4.25** Awareness of programmes among residential staff had improved and they were better able to support prisoners who were trying to address their offending behaviour.

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<sup>21</sup> Victim awareness programme teaching the principles of restorative justice.

## 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.**

- 4.26** The community rehabilitation company (Cheshire and Greater Manchester Community Rehabilitation Company (CRC)), the National Careers Service (NCS) and other partners worked well together to identify prisoners' needs on release. Prisoners were invited to attend a weekly discharge board 10 to 12 weeks before release. Most men attended, and, if they refused, they were given an IEP warning. The board took place in the reception suite and workers from Shelter, the NCS, the substance misuse team, OMU and chaplaincy were available for private discussions during the board.
- 4.27** We observed discussions between prisoners and the various workers which focused on the providers' core work but also linked to other resettlement pathways. In one case we saw the NCS worker start the process for a prisoner to open a bank account.
- 4.28** All the providers were co-located and discussed the week's cases together. On the following day Shelter made entries on NOMIS. Detailed resettlement plans were drawn up and actions followed up.
- 4.29** All prisoners were able to attend a preparation for release course, which included keeping a tenancy, managing money, running a bank account and writing CVs.
- 4.30** Shelter collected data on housing outcomes which showed that most men returned to live with friends or families, while others had been supported to find accommodation before or on release. The Shelter workers had good links with a range of local housing providers, particularly in Liverpool, and were able to direct men to the most suitable accommodation. During the previous month, 75% of men had been released to suitable and sustainable accommodation. During the previous three months, nobody had been released without somewhere to stay, although for some prisoners this was short-term accommodation.
- 4.31** Data on employment outcomes were held by the CRC. Their interpretation of the contract with the prison was that they could not share these data. The prison did not, therefore, know how many prisoners went into employment and could not determine the effectiveness of the provision.
- 4.32** Some prisoners did not benefit from early release on home detention curfew (HDC). Many men arriving at Hindley were already in their HDC assessment period but work had not been started at their originating prison. Their eligibility dates were identified as soon as possible but some men were released before a decision on HDC suitability could be made. At the time of our inspection, about a third of men eligible for HDC did not receive it in time to prepare for release. Given the impact of national overcrowding, this was unacceptable but had not been identified as a priority by senior managers.

### Recommendations

- 4.33** **The prison should be able to access data on employment, education and training outcomes.**
- 4.34** **The procedures for the assessment of home detention curfew should be timely and failures in the process should be dealt with at the highest level.**

## 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 recommendation

To HMPPS

- 5.1** HMPPS should make firm plans with a clear timescale for the replacement of wings A to D and the refurbishment of all living units at Hindley to contemporary standards. (S44)

### Main recommendations

To the governor

- 5.2** Managers should address the problem of violence by reducing the supply of illicit substances into the establishment. Physical weaknesses in security should be rectified and all intelligence should be acted upon. Violence reduction processes, including challenge, support and intervention plans (CSIPs), should be integrated with other plans that prisoners have to follow. (S43)
- 5.3** Governance and management oversight of diversity should be prioritised to ensure that the needs of all prisoners with protected characteristics are identified, assessed and met. (S45)
- 5.4** The prison and Novus managers should develop a robust improvement action plan to address all the weaknesses identified at the inspection. The plan should have clear impact measures, firm dates and well-defined individuals for implementing actions. Effective arrangements to review regularly the implementation of the actions should be put in place to ensure swift and sustained improvements. (S46)

## Recommendations

### Early days in custody

- 5.5** Information obtained during first night and induction procedures should cover all protected characteristics and be shared with relevant departments to inform effective decision making and provide appropriate support. (I.7)
- 5.6** All new arrivals should be provided with a shower, telephone call, bedding and a kettle. (I.8)

### Managing behaviour

- 5.7** Support for self-isolators should be improved to ensure that, as a minimum, they receive a shower, telephone call and an hour's exercise each day. (I.19)
- 5.8** The incentives and earned privileges scheme should be revised to reflect the specific needs of the population at Hindley. (I.20)

- 5.9** Oversight of the segregation unit should be improved to ensure effective reintegration planning for all prisoners. (1.30)

### Security

- 5.10** A separate strategy and smart action plan should be devised to focus work on reducing the supply of illicit substances. (1.37)
- 5.11** All strip-searching should be intelligence led and closed visits should only be used for reasons related to trafficking contraband through visits. (1.38)

### Safeguarding

- 5.12** A Listener suite should be available and access to Listeners should be improved. Reasons for not using Listeners should be documented. (1.45)
- 5.13** A local safeguarding policy should be developed in conjunction with Wigan Adults Safeguarding Board and staff should receive training on their adult safeguarding responsibilities. (1.47)

### Daily life

- 5.14** Managers should ensure that cell call bells are routinely answered within five minutes. (2.11)
- 5.15** The kitchen should be refurbished or replaced without delay. (2.16, repeated recommendation 2.77)
- 5.16** Serveries should be properly supervised during food service. (2.17, repeated recommendation 2.78)
- 5.17** Dinner should be served no earlier than 5pm, and breakfast should be served on the day it is to be eaten. (2.18)
- 5.18** Complaints should be monitored to identify and act on any common themes or trends to resolve problems and improve outcomes. (2.23)
- 5.19** Up-to-date legal material should be available to all prisoners in the library. (2.24)

### Equality, diversity and faith

- 5.20** Discrimination incident report forms should be available to prisoners on all wings. Incidents reported through a DIRF should be investigated appropriately and responded to promptly. (2.29)
- 5.21** The prison should investigate and address the poor perceptions of safety among disabled prisoners. (2.38, repeated recommendation 2.27)
- 5.22** There should be a specific strategy to manage the younger population based on a proper understanding of the impact of maturity. (2.39)
- 5.23** Links should be developed with community groups to provide support for equality work, especially with gay and bisexual prisoners. (2.40)

## Health, well-being and social care

- 5.24** All incidents should be reported and investigated and complaints should be appropriately analysed. Learning points and outcomes from patient engagement should inform service delivery. (2.54)
- 5.25** Cleaning and infection prevention and control arrangements should meet NHS requirements. (2.55)
- 5.26** There should be a whole-prison strategy and approach to support health promotion and well-being activities. (2.59)
- 5.27** Prisoners should have timely access to a GP for routine appointments. (2.66)
- 5.28** Prisoners should be able to attend all clinically necessary external hospital appointments, which should not be cancelled because of shortages of prison staff. (2.67, repeated recommendation 2.54)
- 5.29** The prison should develop a memorandum of understanding with the local authority for social care assessments and provision, and awareness of social care arrangements in the prison should be raised. (2.71)
- 5.30** All prison officers should be trained to recognise when referral for mental health assessment is necessary, and to support those with mental health issues on the wings. (2.78)
- 5.31** A drug recovery wing should be established as soon as possible, provided that the regime and prisoners' time out of cell improve. Staff working on the recovery wing should be specially selected and trained, and not regularly redeployed. (2.85, repeated recommendation 1.51)
- 5.32** There should be regular pharmacist input into the prison, and prisoners should have access to patient counselling, medicine use reviews and pharmacy-led clinics. (2.94, repeated recommendation 2.65)

## Time out of cell

- 5.33** All prisoners on standard IEP level should spend at least 10 hours a day out of their cell on weekdays, and all prisoners should have enough time out of cell every day to facilitate activity, showers, exercise and telephone calls. (3.11)
- 5.34** All prisoners should have the opportunity for at least weekly access to the library. (3.12)
- 5.35** Data on gym attendance should be analysed to identify which groups of prisoners use the gym. The facilities should be promoted to those who do not attend. (3.13)
- 5.36** Access for prisoners to team sports and activities should be improved. (3.14)

## Education, skills and work activities

- 5.37** Prison and Novus managers should develop and implement effective quality improvement arrangements for all aspects of education, vocational training and prison work. (3.24)
- 5.38** Prison and Novus senior managers should develop an accurate self-assessment report and a robust improvement action plan. (3.25)

- 5.39** Prison and Novus managers should review and develop the provision to meet fully the developmental needs of prisoners. (3.26)
- 5.40** National Careers Service and prison managers should collect and use information about prisoners' progression to jobs, education or training on release, to improve the effectiveness of the provision. (3.27)
- 5.41** Tutors should use information about prisoners' starting points to plan learning activities which reflect their abilities. (3.35)
- 5.42** Novus managers should ensure they equip tutors with the skills to teach younger and older prisoners effectively. (3.36)
- 5.43** Novus managers and tutors should ensure that prisoners with learning disabilities and/or difficulties have clear and detailed support plans which are reviewed regularly. (3.37)
- 5.44** Prison and Novus managers should increase significantly the number of prisoners who attend regularly and on time. (3.42)
- 5.45** Tutors should set clear expectations of good behaviour for prisoners and should support and challenge them to improve their conduct. (3.43)
- 5.46** Prisoners should receive sufficient support in prison work to improve their use of mathematics and vocabulary specific to the vocation. (3.44)
- 5.47** Instructors in prison work should recognise and record accurately the personal and vocational skills that prisoners develop. (3.48)
- 5.48** Novus managers should ensure that significantly more prisoners complete their courses in functional skills in English and mathematics and other low performing courses. (3.49)

#### **Children and families and contact with the outside world**

- 5.49** Release on temporary licence should be available for eligible prisoners to support contact with the outside world and to prepare for release. (4.7)

#### **Reducing risk, rehabilitation and progression**

- 5.50** All prisoners should have an up-to-date and comprehensive assessment of risk and need. (4.19)

#### **Release planning**

- 5.51** The prison should be able to access data on employment, education and training outcomes. (4.33)
- 5.52** The procedures for the assessment of home detention curfew should be timely and failures in the process should be dealt with at the highest level. (4.34)

## Examples of good practice

- 5.53** The novel use of the care programme approach for patients with ADHD ensured that they were being monitored closely and wing staff were offered guidance and support. (2.79)
- 5.54** Newly arrived prisoners could use the PE facilities as part of their induction to PE. (3.15)



## Section 6. Appendices

### Appendix I: Inspection team

Peter Clarke	Chief inspector
Deborah Butler	Team leader
Ian Dickens	Inspector
Martin Kettle	Inspector
Angus Mulready-Jones	Inspector
Angela Johnson	Inspector
Yvonne McGuckian	Inspector
Martyn Griffiths	Inspector
Laura Green	Researcher
Patricia Taflan	Researcher
Catherine Shaw	Researcher
Maureen Jamieson	Lead health and social care inspector
Paul Tarbuck	Health and social care inspector
Jo MacDonald	Care Quality Commission inspector
Dee Angwin	Care Quality Commission inspector
Sean Bradley	Care Quality Commission dental specialist professional adviser
Shahram Safavi	Ofsted inspector
Nigel Bragg	Ofsted inspector
Daniel Grant	Ofsted 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 2016, early days work had improved and the use of prisoner peer support was good. One in four prisoners felt unsafe and the level of violence was high. A reduction in violence was a priority for the establishment and there was a promising strategy in place. Drug misuse was widespread and the prison was struggling to reduce both supply and demand. Prisoners who self-isolated were identified but more support was needed for this vulnerable group. The adjudication system was fair. The use of force was high but mostly low level and proportionate. Prisoners were positive about their treatment when segregated and stays in the unit were short. Levels of self-harm were high. The care provided to prisoners subject to assessment, care in custody and teamwork (ACCT) monitoring was generally good and consistent case management provided important oversight. Outcomes for prisoners were not sufficiently good against this healthy prison test.*

### Main recommendations

The prison should ensure that all new arrivals have access to a shower and telephone call, and spend their early days in clean, prepared cells that are adequately furnished (S32)

**Partially achieved**

Staff should identify and provide better support for self-isolators and other vulnerable prisoners. They should both challenge and engage with perpetrators of violence and antisocial behaviour. Factors contributing to violence should be identified and addressed through prison-wide solutions to support the work of the safeguarding team. (S33)

**Partially achieved**

Prisoners, particularly those at risk of self-harm, should have consistent access to the regime and be engaged in purposeful activity. They should receive better support from staff working on residential units. (S34)

**Achieved**

### Recommendations

Prison escort vans should be clean and free from graffiti. (1.3)

**Achieved**

Prisoners should not be transferred to Hindley without an up-to-date OASys. (4.14)

**Not achieved**

Arriving prisoners should be disembarked from escort vans immediately, including during the staff lunch period. (1.4)

**Achieved**

Prisoners should have 24-hour access to Listeners and the scheme should be fully supported by staff. (1.21)

**Not achieved**

The prison should ensure effective integration of its drug supply and demand reduction strategies through a prison-wide approach to tackling all aspects of drug use.

**Not achieved**

The drug suspicion testing programme should be reinstated as an integral part of the supply reduction strategy.

**Partially achieved**

The incentives and earned privileges scheme should offer more incentives to encourage good behaviour and set specific and measurable targets for basic level prisoners to progress. (1.33)

**Not achieved**

Governance of adjudications should include detailed analysis of cases referred to the police, to ensure relevance and appropriate action. (1.37)

**Not achieved**

Governance of the use of force should be improved to learn lessons and reduce the high levels. (1.46)

**Partially achieved**

The regime in the segregation unit should be improved with appropriate access to educational and offending behaviour programmes to support reintegration planning back to normal location. (1.46)

**Not achieved**

A drug recovery wing should be established as soon as possible, provided that the regime and prisoners' time out of cell improve. Staff working on the recovery wing should be specifically selected and trained and not regularly redeployed. (1.51)

**Not achieved** (Recommendation repeated, 2.85)

## Respect

**Prisoners are treated with respect for their human dignity.**

*At the last inspection in 2016, a positive shift in culture had improved relationships between staff and prisoners, which were good. This helped to mitigate other weaknesses including some poor living conditions. Many of the prison buildings were not fit for purpose but efforts were being made to raise standards of cleanliness in some areas. Peer mentor work was good and general consultation with prisoners had improved. Food was adequate but not very popular. Applications and complaints were managed reasonably well. Equality work was weak and not enough was done to recognise and support diversity within the population. The chaplaincy provided valuable spiritual and pastoral support. Health care services were reasonable. Outcomes for prisoners were not sufficiently good against this healthy prison test.*

## Main recommendation

The prison should improve and maintain better standards of cleanliness and conditions in cells and communal areas. Repairs should be completed without delay, and prisoners should have access to sufficient clean clothing, bedding and cleaning materials. (S35)

**Partially achieved**

## Recommendations

The offensive display policy should be enforced. (2.8)

**Achieved**

Prison officers should actively engage with prisoners and help support them through their sentence. They should challenge inappropriate conduct and behave in a fair, consistent way while responding to help meet their basic needs. (2.13)

**Achieved**

The role of prisoner equality representatives should be clearly defined and given a higher profile in the prison. (2.19)

**Not achieved**

Discrimination incident report forms should be available to prisoners on all wings. (2.20)

**Not achieved**

There should be regular consultation meetings with prisoners from all protected characteristic groups. (2.21)

**Not achieved**

The prison should investigate and address the poor perceptions of safety among disabled prisoners. (2.27)

**Not achieved** (Recommendation repeated, 2.38)

The regime for young adults should be the same as that for older prisoners. (2.28)

**Achieved**

All custody staff should receive regular resuscitation training as part of their mandatory training programme. (2.45)

**Not achieved**

Prisoners should be able to complain about health services through a well-publicised, confidential system, responses should fully address the issues raised, and prisoners should be given information about how to take their complaint further if they are dissatisfied with the response. (2.46)

**Achieved**

The prison should routinely gather and analyse prisoners' views on health care to support service development. (2.53)

**Not achieved**

All new arrivals should receive a comprehensive secondary health assessment within their first 72 hours. (2.53)

**Achieved**

Prisoners should be able to attend all clinically necessary external hospital appointments, which should not be cancelled due to shortages of prison staff. (2.54)

**Not achieved** (Recommendation repeated, 2.67)

The use of treatment rooms should be reviewed, and there should be effective supervision of medicine administration and supply to protect patient confidentiality and reduce the potential for illicit exchange of medicines between prisoners. (2.63)

**Achieved**

Prisoners should be able to take their prescribed medication, including controlled drugs, at the required times and intervals established by the prescriber. (2.64)

**Achieved**

There should be regular pharmacist input into the prison and prisoners should have access to patient counselling, medicine use reviews and pharmacy-led clinics. (2.65)

**Partially achieved** (Recommendation repeated, 2.94)

Lunch should be served no earlier than noon and dinner no earlier than 5pm and breakfast should be served on the day it is to be eaten. (2.76)

**Partially achieved**

The kitchen should be refurbished or replaced without delay. (2.77)

**Not achieved** (Recommendation repeated, 2.16)

Serveries should be properly supervised during food service. (2.78)

**Not achieved** (Recommendation repeated, 2.17)

All food preparation and serving areas should be kept clean and all waste food properly disposed of after each meal. (2.79)

**Achieved**

## Purposeful activity

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

*At the last inspection in 2016, time out of cell remained poor for a category C prison. Managers of learning and skills activity had not prioritised improvements in this area and provision still did not meet the needs of the population. There were not enough relevant activity places for the whole population. The allocation process worked well. Teaching, learning and assessment were not consistently of a high standard. Attendance and punctuality in education and prison work were poor. Achievements in English and mathematics were low. There had been no library provision for some months. The National Careers Service provided a good service. Outcomes for prisoners were poor against this healthy prison test.*

### Main recommendation

The regime for prisoners should be improved to ensure that all prisoners can access 10 hours a day out of their cell on weekdays to facilitate activity, showers, exercise and telephone calls. (S36)

**Not achieved**

### Recommendations

The prison should formally recognise and record the employability skills that prisoners develop in their work activities. (3.9)

**Not achieved**

The prison should improve prisoner attendance at activities and ensure that all prisoners arrive on time. (L3.10)

**Not achieved**

The prison should ensure that tutors set high expectations for all prisoners and challenge them to achieve their full potential. (3.20)

**Not achieved**

The prison should improve the use of target setting in vocational training so that prisoners have a clear understanding of what they need to do to progress. (3.21)

**Partially achieved**

Tutors should improve prisoners' progress in developing their written English by paying greater attention to correcting errors and teaching them how to correct their own mistakes. (3.22)

**Partially achieved**

Tutors should help young adult prisoners improve their attitudes and behaviour by ensuring they understand the importance of learning and work. (3.27)

**Not achieved**

The prison should improve the achievement of prisoners on the small number of underperforming courses. (3.31)

**Not achieved**

The prison should ensure that prisoners in vocational training consistently produce work to a commercial standard. (3.32)

**Not achieved**

The library opening times should be extended to improve prisoner access. (3.35)

**Not achieved**

The prison should collect and analyse data to identify the number of prisoners who visit the library. (3.36)

**Not achieved**

The all-weather sports pitch should be repaired. (3.40)

**Not achieved**

The prison should improve prisoner access to team sports and make better use of the outdoor facilities. (3.41)

**Not achieved**

The prison should introduce PE courses that ensure prisoners have an understanding of healthy lifestyles. (3.42)

**Partially 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 2016, the resettlement strategy was based on a detailed needs assessment. There was good integration and information sharing between the OMU and the CRC and the roles of the different departments were clear. Efforts had been made to provide informal sentence plans but in many cases prisoners' ability to progress was undermined by the lack of an up-to-date OASys. Contact time with offender supervisors was not sufficient for some. Re-categorisation was managed well but too many prisoners were released after their HDC eligibility date. Public protection arrangements were sound. Work with families continued to improve. Pre-release planning was good and most prisoners were released to sustainable accommodation. Outcomes for prisoners were reasonably good against this healthy prison test.*

### Main recommendation

Each department involved in the provision of resettlement, including resettlement pathway providers, the community rehabilitation company and offender management unit, should clarify its role in the prison. This should explain how their work is integrated, recorded and communicated to the responsible officer to ensure effective resettlement planning for all prisoners. (S37)

**Partially achieved**

### Recommendations

The offender management department should develop a clear local implementation policy indicating the work to be undertaken, how and by whom. In the event of limited resources, there should be clear prioritisation, which should be shared across the department and wider prison. (4.6)

**Achieved**

All prisoners should have a sentence plan orientated to addressing areas of concern and risk of harm and reoffending and appropriate interventions to address offending behaviour should be available to all prisoners. (4.6)

**Achieved**

Offender supervisors should have sufficient contact with prisoners to engage them effectively on issues related to sentence plan objectives and risk. (4.16)

**Partially achieved**

The offender management unit should introduce quality assurance procedures to ensure consistent and effective service. (4.17)

**Not achieved**

All offender supervisors should have regular casework reviews and personal development plans. (4.18)

**Partially achieved**

The prison should review home detention curfew outcomes and resolve any problems with delay in the process. (4.19)

**Partially achieved**

The offender manager department should ensure that the release level of prisoners subject to multi-agency public protection assessment (MAPPA) are clarified at the earliest opportunity. (4.22)

**Achieved**

The prison should ensure that probation staff expertise in risk assessment and management is fully used. (4.23)

**Achieved**

Prisoners should not be transferred from Hindley without an up-to-date OASys assessment. (4.26)

**Not achieved**

The prison should collect and analyse data on the number of prisoners who enter sustainable employment or training on release. (4.35)

**Not achieved**

The community rehabilitation company should evaluate the impact of its debt advice booklet and assess its effectiveness to ensure that the needs of prisoners with debt problems are addressed. (4.40)

**Not achieved**

Prisoners should be able to wear their own clothes and use the toilet during visits. (4.44)

**Partially achieved**



# Appendix III: Care Quality Commission Requirement Notice



## Requirement Notices

**Provider:** Bridgewater Community Healthcare NHS Foundation Trust

**Location:** Bridgewater CHCFT HMP/YOI Hindley

**Location ID:** RY2X2

**Regulated activities:** Diagnostic and screening procedures; treatment of disease, disorder, or injury; surgical procedures

### Action we have told the provider to take

The table below shows the regulations that were not being met. The provider must send CQC a report that says what action they are going to take to meet these regulations.

Regulated Activity	Regulation 17 (1); (2) (a), (b), (c) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance
Diagnostic and screening procedures Personal care Surgical procedures Treatment of disease, disorder or injury	<p>The registered person did not operate effective systems and processes to assess, monitor and improve the quality and safety of the services provided in the carrying on of the regulated activity.</p> <p>How the regulation was not being met:</p> <p>Wider trust governance arrangements were not effectively embedded into HMP/YOI Hindley to ensure that where quality and / or safety were compromised, action required was consistently taken in a timely manner to address concerns identified.</p> <ul style="list-style-type: none"> <li>• Infection prevention and control was not appropriately scrutinised to identify and mitigate risks in a timely way. The infection prevention and control (IPC) audit dated October 2017 identified significant issues, including inadequate cleaning arrangements by the prison's contractor. The trust</li> </ul>

	<p>had not taken timely and effective action to escalate these concerns and address the issues.</p> <ul style="list-style-type: none"><li>• The registered person had failed to identify a range of IPC risks as regular quality monitoring and audits were not taking place</li><li>• The local infection prevention and control lead had not been given the required training or support to carry out their role.</li><li>• Patient complaints were routinely added to their electronic clinical records. These were accessible to all staff using the patient record system, and did not support patients' confidentiality. This practice also posed a risk that patients would experience discrimination due to their complaint.</li><li>• The registered person had failed to ensure incidents and serious incidents were being appropriately recorded, investigated and monitored to ensure necessary actions were taken to mitigate further risks. We brought to the attention of local managers two issues which we became aware of during the inspection, which had not been reported or investigated.</li><li>• There was limited evidence to demonstrate that incidents were used to improve the service and learning was shared with all staff.</li><li>• The registered person was not seeking and acting on feedback from relevant service users. Engagement with patients had not consistently taken place to gather their views on the service provided. Collated responses were not analysed or discussed by the trust or local management to contribute to service development.</li><li>• Complaints that were dealt with locally were not routinely quality assured or analysed to share learning with all staff to improve the quality of the service.</li></ul>
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## Appendix IV: Prison population profile

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

### Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	141	355	92.9
Recall	5	30	6.6
Convicted Un-sentenced	0	0	0
Remand	0	0	0
Civil prisoners	0	0	0
Detainees	0	0	0
<b>Total</b>	<b>146</b>	<b>385</b>	<b>100</b>

Sentence	18–20 yr olds	21 and over	%
Un-sentenced	0	0	0
Less than six months	2	0	0.4
six months to less than 12 months	4	8	2.2
12 months to less than 2 years	29	55	15.7
2 years to less than 3 years	52	111	30.5
3 years to less than 4 years	31	110	26.4
4 years to less than 10 years	28	94	22.8
10 years and over (not life)	0	7	1.3
ISPP (indeterminate sentence for public protection)	0	0	0
Life	0	3	0.6
<b>Total</b>	<b>146</b>	<b>388</b>	<b>100</b>

Age	Number of prisoners	%
Please state minimum age here:	18	0
Under 21 years	146	27.3
21 years to 29 years	203	37.8
30 years to 39 years	94	17.6
40 years to 49 years	65	12.2
50 years to 59 years	23	4.3
60 years to 69 years	3	0.6
70 plus years	0	0
Please state maximum age here:	70	0
<b>Total</b>	<b>534</b>	<b>100</b>

Nationality	18–20 yr olds	21 and over	%
British	133	377	95.5
Foreign nationals	13	11	4.5
<b>Total</b>	<b>146</b>	<b>388</b>	<b>100</b>

<b>Security category</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Uncategorised unsentenced	0	0	0
Uncategorised sentenced	0	0	0
Category A	0	0	0
Category B	0	1	0.2
Category C	1	387	72.7
Category D	0	1	0.2
YOI Closed	144	0	27
YOI Open	1	0	0.2
Other	0	0	0
<b>Total</b>	<b>146</b>	<b>388</b>	<b>100</b>

<b>Ethnicity</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
<b>White</b>			
British	115	351	87.3
Irish	0	3	0.6
Gypsy/Irish Traveller	0	0	0
Other background	5	5	1.9
<b>Mixed</b>			
White and black Caribbean	7	1	1.5
White and black African	0	2	0.4
White and Asian	1	0	0.2
Other mixed	0	2	0.4
<b>Asian or Asian British</b>			
Indian	2	1	0.6
Pakistani	5	9	2.6
Bangladeshi	1	0	0.2
Chinese	0	1	0.2
Other Asian	2	4	1.1
<b>Black or black British</b>			
Caribbean	2	3	0.9
African	1	2	0.6
Other black	3	3	1.1
<b>Other ethnic group</b>			
Arab	0	0	0
Other ethnic group	2	1	0.6
<b>Not stated</b>			
<b>Total</b>	<b>146</b>	<b>388</b>	<b>100</b>

<b>Religion</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Baptist	0	0	0
Church of England	8	79	16.3
Roman Catholic	26	120	27.3
Other Christian denominations	17	26	8.1
Muslim	12	22	6.4
Sikh	1	0	0.2
Hindu	0	1	0.2
Buddhist	2	4	1.1
Jewish	0	2	0.4
Other	0	1	0.2
No religion	80	133	49.9
<b>Total</b>	<b>146</b>	<b>388</b>	<b>100</b>

<b>Other demographics</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Veteran (ex-armed services)	0	4	0.8
<b>Total</b>	<b>0</b>	<b>4</b>	<b>0.8</b>

### Sentenced prisoners only

<b>Length of stay</b>	<b>18–20 yr olds</b>		<b>21 and over</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Less than 1 month	12	2.4	56	10.5
1 month to 3 months	33	6.2	91	17
3 months to six months	46	8.6	122	22.8
six months to 1 year	49	9.2	97	18.2
1 year to 2 years	6	1.1	21	3.9
2 years to 4 years	0	0	1	0.2
4 years or more	0	0	0	0
<b>Total</b>	<b>146</b>	<b>27.3</b>	<b>388</b>	

### Sentenced prisoners only

	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
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).	11	53	11.9
<b>Total</b>			

### Unsentenced prisoners only

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

<b>Main offence</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Violence against the person	42	111	28.6
Sexual offences	0	0	0
Burglary	27	75	19.1
Robbery	21	37	10.8
Theft and handling	3	14	3.2
Fraud and forgery	1	2	
Drugs offences	46	116	
Other offences	6	33	
Civil offences	0	0	
Offence not recorded /holding warrant	0	0	
<b>Total</b>	<b>154</b>	<b>404</b>	

# Appendix V: Prisoner survey methodology and results

## 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.<sup>22</sup>

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

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

### Sampling

On the day of the survey a stratified random sample is drawn by HMIP researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.<sup>23</sup> 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.<sup>24</sup> 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 4 December 2017 the prisoner population at HMP Hindley was 539. Using the sampling method described above, questionnaires were distributed to 198 prisoners. We received a total of 157 completed questionnaires, a response rate of 79%. This included one questionnaire completed via face-to-face interview. Twenty prisoners declined to participate in the survey and 21 questionnaires were either not returned at all, or returned blank.

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

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

<sup>24</sup> 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/>

## Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Hindley. For the comparator analyses, each question was reformulated into a binary ‘yes/no’ format and affirmative responses compared.<sup>25</sup> Missing responses have been excluded from all analyses.

### Full survey results

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

### Responses from HMP Hindley 2017<sup>26</sup> compared with those from other HMI Prisons surveys<sup>27</sup>

- Survey responses from HMP Hindley in 2017 compared with survey responses from the most recent inspection at all other local prisons.
- Survey responses from HMP Hindley in 2017 compared with survey responses from other local prisons inspected since September 2017.
- Survey responses from HMP Hindley in 2017 compared with survey responses from HMP Hindley in 2016.

### Comparisons between different residential locations within HMP Hindley 2017

- Responses of prisoners on the new accommodation (E and F wings) are compared with those of prisoners from the rest of the establishment (A, B, C, D and J wings).

### Comparisons between sub-populations of prisoners within HMP Hindley 2017<sup>28</sup>

- 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 21 and under compared with those over 21.

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

In the comparator analyses, statistically significant differences are indicated by shading.<sup>30</sup> 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.

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

<sup>26</sup> 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.

<sup>27</sup> 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.

<sup>28</sup> These analyses are carried out on summary data from selected survey questions only.

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

<sup>30</sup> 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.

## Survey results

### Background information

<b>I.1</b>	<b>What wing or houseblock are you currently living on?</b>	
	Wing A.....	23 (15%)
	Wing B.....	23 (15%)
	Wing C.....	23 (15%)
	Wing D.....	19 (12%)
	Wing E.....	32 (20%)
	Wing F.....	26 (17%)
	Wing J.....	9 (6%)
	Segregation unit.....	2 (1%)
<b>I.2</b>	<b>How old are you?</b>	
	Under 21.....	39 (25%)
	21 - 25.....	34 (22%)
	26 - 29.....	31 (20%)
	30 - 39.....	26 (17%)
	40 - 49.....	19 (12%)
	50 - 59.....	6 (4%)
	60 - 69.....	1 (1%)
	70 or over.....	0 (0%)
<b>I.3</b>	<b>What is your ethnic group?</b>	
	White - English/ Welsh/ Scottish/ Northern Irish/ British.....	126 (81%)
	White - Irish.....	1 (1%)
	White - Gypsy or Irish Traveller.....	3 (2%)
	White - any other White background.....	4 (3%)
	Mixed - White and Black Caribbean.....	4 (3%)
	Mixed - White and Black African.....	1 (1%)
	Mixed - White and Asian.....	1 (1%)
	Mixed - any other Mixed ethnic background.....	1 (1%)
	Asian/ Asian British - Indian.....	1 (1%)
	Asian/ Asian British - Pakistani.....	4 (3%)
	Asian/ Asian British - Bangladeshi.....	2 (1%)
	Asian/ Asian British - Chinese.....	0 (0%)
	Asian - any other Asian Background.....	1 (1%)
	Black/ Black British - Caribbean.....	0 (0%)
	Black/ Black British - African.....	4 (3%)
	Black - any other Black/ African/ Caribbean background.....	0 (0%)
	Arab.....	2 (1%)
	Any other ethnic group.....	1 (1%)
<b>I.4</b>	<b>How long have you been in this prison?</b>	
	Less than 6 months.....	65 (45%)
	6 months or more.....	81 (55%)
<b>I.5</b>	<b>Are you currently serving a sentence?</b>	
	Yes.....	143 (92%)
	Yes - on recall.....	13 (8%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee.....	0 (0%)

<b>1.6</b>	<b>How long is your sentence?</b>	
	Less than 6 months.....	6 (4%)
	6 months to less than 1 year.....	10 (6%)
	1 year to less than 4 years.....	98 (63%)
	4 years to less than 10 years.....	39 (25%)
	10 years or more.....	3 (2%)
	IPP (indeterminate sentence for public protection).....	0 (0%)
	Life.....	0 (0%)
	Not currently serving a sentence.....	0 (0%)
<b>Arrival and reception</b>		
<b>2.1</b>	<b>Were you given up-to-date information about this prison before you came here?</b>	
	Yes.....	20 (13%)
	No.....	128 (82%)
	Don't remember.....	8 (5%)
<b>2.2</b>	<b>When you arrived at this prison, how long did you spend in reception?</b>	
	Less than 2 hours.....	34 (22%)
	2 hours or more.....	116 (74%)
	Don't remember.....	6 (4%)
<b>2.3</b>	<b>When you were searched in reception, was this done in a respectful way?</b>	
	Yes.....	127 (82%)
	No.....	23 (15%)
	Don't remember.....	5 (3%)
<b>2.4</b>	<b>Overall, how were you treated in reception?</b>	
	Very well.....	37 (24%)
	Quite well.....	88 (56%)
	Quite badly.....	20 (13%)
	Very badly.....	7 (4%)
	Don't remember.....	4 (3%)
<b>2.5</b>	<b>When you first arrived here, did you have any of the following problems?</b>	
	Problems getting phone numbers.....	30 (19%)
	Contacting family.....	47 (30%)
	Arranging care for children or other dependants.....	1 (1%)
	Contacting employers.....	2 (1%)
	Money worries.....	22 (14%)
	Housing worries.....	19 (12%)
	Feeling depressed.....	35 (22%)
	Feeling suicidal.....	11 (7%)
	Other mental health problems.....	31 (20%)
	Physical health problems.....	15 (10%)
	Drug or alcohol problems (e.g. withdrawal).....	21 (13%)
	Problems getting medication.....	27 (17%)
	Needing protection from other prisoners.....	9 (6%)
	Lost or delayed property.....	25 (16%)
	Other problems.....	12 (8%)
	Did not have any problems.....	59 (38%)
<b>2.6</b>	<b>Did staff help you to deal with these problems when you first arrived?</b>	
	Yes.....	32 (21%)
	No.....	62 (41%)
	Did not have any problems when I first arrived.....	59 (39%)

### First night and induction

<b>3.1</b>	<b>Before you were locked up on your first night here, were you offered any of the following things?</b>			
	Tobacco or nicotine replacement.....			124 (81%)
	Toiletries / other basic items .....			58 (38%)
	A shower.....			68 (44%)
	A free phone call.....			45 (29%)
	Something to eat.....			111 (73%)
	The chance to see someone from health care .....			85 (56%)
	The chance to talk to a Listener or Samaritans.....			21 (14%)
	Support from another prisoner (e.g. Insider or buddy).....			18 (12%)
	Wasn't offered any of these things .....			7 (5%)
<b>3.2</b>	<b>On your first night in this prison, how clean or dirty was your cell?</b>			
	Very clean .....			11 (7%)
	Quite clean .....			44 (28%)
	Quite dirty .....			30 (19%)
	Very dirty .....			70 (45%)
	Don't remember .....			1 (1%)
<b>3.3</b>	<b>Did you feel safe on your first night here?</b>			
	Yes.....			109 (71%)
	No.....			37 (24%)
	Don't remember .....			8 (5%)
<b>3.4</b>	<b>In your first few days here, did you get:</b>			
		Yes	No	Don't remember
	Access to the prison shop / canteen?	38 (25%)	110 (73%)	3 (2%)
	Free PIN phone credit?	54 (36%)	90 (60%)	5 (3%)
	Numbers put on your PIN phone?	72 (51%)	61 (43%)	9 (6%)
<b>3.5</b>	<b>Did your induction cover everything you needed to know about this prison?</b>			
	Yes.....			81 (52%)
	No.....			67 (43%)
	Have not had an induction.....			8 (5%)

### On the wing

<b>4.1</b>	<b>Are you in a cell on your own?</b>	
	Yes.....	88 (56%)
	No, I'm in a shared cell or dormitory.....	68 (44%)
<b>4.2</b>	<b>Is your cell call bell normally answered within 5 minutes?</b>	
	Yes.....	39 (25%)
	No.....	101 (65%)
	Don't know.....	16 (10%)
	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?	116 (75%)	37 (24%)	1 (1%)
Can you shower every day?	141 (91%)	14 (9%)	0 (0%)
Do you have clean sheets every week?	74 (49%)	71 (47%)	7 (5%)
Do you get cell cleaning materials every week?	75 (50%)	70 (47%)	5 (3%)
Is it normally quiet enough for you to relax or sleep at night?	88 (60%)	56 (38%)	2 (1%)
Can you get your stored property if you need it?	37 (25%)	64 (44%)	46 (31%)

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

Very clean .....	15 (10%)
Quite clean .....	53 (34%)
Quite dirty .....	52 (34%)
Very dirty .....	34 (22%)

**Food and canteen**

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

Very good .....	1 (1%)
Quite good .....	35 (23%)
Quite bad .....	63 (41%)
Very bad .....	53 (35%)

**5.2 Do you get enough to eat at mealtimes?**

Always .....	8 (5%)
Most of the time .....	36 (23%)
Some of the time .....	70 (45%)
Never .....	40 (26%)

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

Yes .....	95 (63%)
No .....	52 (34%)
Don't know .....	4 (3%)

**Relationships with staff**

**6.1 Do most staff here treat you with respect?**

Yes .....	112 (75%)
No .....	38 (25%)

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

Yes .....	107 (72%)
No .....	42 (28%)

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

Yes .....	39 (26%)
No .....	112 (74%)

<b>6.4</b>	<b>How helpful is your personal or named officer?</b>	
	Very helpful.....	16 (11%)
	Quite helpful.....	21 (14%)
	Not very helpful .....	17 (11%)
	Not at all helpful.....	26 (17%)
	Don't know.....	38 (25%)
	Don't have a personal / named officer .....	33 (22%)
<b>6.5</b>	<b>How often do you see prison governors, directors or senior managers talking to prisoners?</b>	
	Regularly.....	12 (8%)
	Sometimes.....	41 (27%)
	Hardly ever.....	87 (56%)
	Don't know.....	14 (9%)
<b>6.6</b>	<b>Do you feel that you are treated as an individual in this prison?</b>	
	Yes.....	72 (49%)
	No.....	74 (51%)
<b>6.7</b>	<b>Are prisoners here consulted about things like food, canteen, health care or wing issues?</b>	
	Yes, and things sometimes change.....	18 (12%)
	Yes, but things don't change.....	51 (34%)
	No.....	56 (37%)
	Don't know.....	26 (17%)

### Faith

<b>7.1</b>	<b>What is your religion?</b>	
	No religion.....	59 (38%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations) .....	71 (46%)
	Buddhist.....	4 (3%)
	Hindu.....	0 (0%)
	Jewish .....	1 (1%)
	Muslim.....	12 (8%)
	Sikh .....	1 (1%)
	Other .....	6 (4%)
<b>7.2</b>	<b>Are your religious beliefs respected here?</b>	
	Yes.....	57 (37%)
	No.....	18 (12%)
	Don't know.....	19 (12%)
	Not applicable (no religion).....	59 (39%)
<b>7.3</b>	<b>Are you able to speak to a Chaplain of your faith in private, if you want to?</b>	
	Yes.....	63 (41%)
	No.....	5 (3%)
	Don't know.....	25 (16%)
	Not applicable (no religion).....	59 (39%)
<b>7.4</b>	<b>Are you able to attend religious services, if you want to?</b>	
	Yes.....	70 (45%)
	No.....	15 (10%)
	Don't know.....	10 (6%)
	Not applicable (no religion).....	59 (38%)

### Contact with family and friends

<b>8.1</b>	<b>Have staff here encouraged you to keep in touch with your family / friends?</b>	
	Yes .....	37 (25%)
	No .....	112 (75%)
<b>8.2</b>	<b>Have you had any problems with sending or receiving mail (letters or parcels)?</b>	
	Yes .....	71 (47%)
	No .....	80 (53%)
<b>8.3</b>	<b>Are you able to use a phone every day (if you have credit)?</b>	
	Yes .....	125 (82%)
	No .....	27 (18%)
<b>8.4</b>	<b>How easy or difficult is it for your family and friends to get here?</b>	
	Very easy .....	12 (8%)
	Quite easy .....	45 (29%)
	Quite difficult .....	46 (30%)
	Very difficult .....	36 (24%)
	Don't know .....	14 (9%)
<b>8.5</b>	<b>How often do you have visits from family or friends?</b>	
	More than once a week .....	5 (3%)
	About once a week .....	25 (17%)
	Less than once a week .....	72 (48%)
	Not applicable (don't get visits) .....	47 (32%)
<b>8.6</b>	<b>Do visits usually start and finish on time?</b>	
	Yes .....	76 (77%)
	No .....	23 (23%)
<b>8.7</b>	<b>Are your visitors usually treated respectfully by staff?</b>	
	Yes .....	82 (85%)
	No .....	15 (15%)

### Time out of cell

<b>9.1</b>	<b>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)?</b>	
	Yes, and these times are usually kept to .....	65 (42%)
	Yes, but these times are not usually kept to .....	72 (47%)
	No .....	16 (10%)
<b>9.2</b>	<b>How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?</b>	
	Less than 2 hours .....	45 (29%)
	2 to 6 hours .....	63 (41%)
	6 to 10 hours .....	27 (18%)
	10 hours or more .....	3 (2%)
	Don't know .....	15 (10%)

<b>9.3</b>	<b>How long do you usually spend out of your cell on a typical Saturday or Sunday?</b>	
	Less than 2 hours .....	62 (41%)
	2 to 6 hours.....	73 (48%)
	6 to 10 hours .....	4 (3%)
	10 hours or more .....	1 (1%)
	Don't know.....	13 (8%)
<b>9.4</b>	<b>How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?</b>	
	None .....	4 (3%)
	1 or 2 .....	34 (22%)
	3 to 5.....	34 (22%)
	More than 5.....	68 (44%)
	Don't know.....	13 (8%)
<b>9.5</b>	<b>How many days in a typical week do you get association, if you want it?</b>	
	None .....	6 (4%)
	1 or 2 .....	19 (13%)
	3 to 5.....	52 (34%)
	More than 5.....	65 (43%)
	Don't know.....	9 (6%)
<b>9.6</b>	<b>How many days in a typical week could you go outside for exercise, if you wanted to?</b>	
	None .....	11 (7%)
	1 or 2 .....	22 (15%)
	3 to 5.....	45 (30%)
	More than 5.....	59 (40%)
	Don't know.....	11 (7%)
<b>9.7</b>	<b>Typically, how often do you go to the gym?</b>	
	Twice a week or more .....	61 (41%)
	About once a week.....	7 (5%)
	Less than once a week.....	8 (5%)
	Never .....	73 (49%)
<b>9.8</b>	<b>Typically, how often do you go to the library?</b>	
	Twice a week or more .....	3 (2%)
	About once a week.....	4 (3%)
	Less than once a week.....	1 (1%)
	Never .....	142 (95%)
<b>9.9</b>	<b>Does the library have a wide enough range of materials to meet your needs?</b>	
	Yes.....	5 (3%)
	No.....	3 (2%)
	Don't use the library .....	142 (95%)

### Applications, complaints and legal rights

<b>10.1</b>	<b>Is it easy for you to make an application?</b>	
	Yes .....	109 (72%)
	No.....	31 (21%)
	Don't know.....	11 (7%)

<b>I0.2</b>	<b>If you have made any applications here, please answer the questions below:</b>	Yes	No	Not made any applications	
	Are applications usually dealt with fairly?	83 (57%)	44 (30%)	19 (13%)	
	Are applications usually dealt with within 7 days?	72 (54%)	43 (32%)	19 (14%)	
<b>I0.3</b>	<b>Is it easy for you to make a complaint?</b>				
	Yes .....			87 (58%)	
	No .....			28 (19%)	
	Don't know .....			36 (24%)	
<b>I0.4</b>	<b>If you have made any complaints here, please answer the questions below:</b>	Yes	No	Not made any complaints	
	Are complaints usually dealt with fairly?	28 (20%)	49 (35%)	64 (45%)	
	Are complaints usually dealt with within 7 days?	28 (20%)	45 (33%)	64 (47%)	
<b>I0.5</b>	<b>Have you ever been prevented from making a complaint here when you wanted to?</b>				
	Yes .....			29 (20%)	
	No .....			70 (48%)	
	Not wanted to make a complaint .....			46 (32%)	
<b>I0.6</b>	<b>In this prison, is it easy or difficult for you to...</b>	Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	33 (23%)	42 (29%)	46 (32%)	24 (17%)
	Attend legal visits?	49 (34%)	21 (15%)	48 (34%)	25 (17%)
	Get bail information?	14 (10%)	37 (26%)	50 (35%)	42 (29%)
<b>I0.7</b>	<b>Have staff here ever opened letters from your solicitor or legal representative when you were not present?</b>				
	Yes .....				48 (32%)
	No .....				50 (34%)
	Not had any legal letters .....				50 (34%)

### Health care

<b>I1.1</b>	<b>How easy or difficult is it to see the following people?</b>	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	10 (7%)	55 (37%)	48 (32%)	26 (17%)	10 (7%)
	Nurse	32 (21%)	69 (46%)	22 (15%)	15 (10%)	11 (7%)
	Dentist	7 (5%)	28 (19%)	28 (19%)	66 (44%)	21 (14%)
	Mental health workers	15 (10%)	39 (26%)	16 (11%)	28 (19%)	50 (34%)
<b>I1.2</b>	<b>What do you think of the quality of the health service from the following people?</b>	Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	28 (19%)	53 (36%)	27 (18%)	15 (10%)	26 (17%)
	Nurse	29 (19%)	66 (44%)	24 (16%)	12 (8%)	18 (12%)
	Dentist	14 (10%)	40 (27%)	20 (14%)	16 (11%)	57 (39%)
	Mental health workers	18 (12%)	30 (20%)	15 (10%)	14 (10%)	70 (48%)

<b>11.3</b>	<b>Do you have any mental health problems?</b>	
	Yes .....	67 (45%)
	No .....	83 (55%)
<b>11.4</b>	<b>Have you been helped with your mental health problems in this prison?</b>	
	Yes .....	30 (20%)
	No .....	35 (24%)
	Don't have any mental health problems .....	83 (56%)
<b>11.5</b>	<b>What do you think of the overall quality of the health services here?</b>	
	Very good .....	14 (9%)
	Quite good .....	63 (43%)
	Quite bad .....	34 (23%)
	Very bad .....	21 (14%)
	Don't know .....	16 (11%)

#### Other support needs

<b>12.1</b>	<b>Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?</b>	
	Yes .....	61 (41%)
	No .....	88 (59%)
<b>12.2</b>	<b>If you have a disability, are you getting the support you need?</b>	
	Yes .....	17 (12%)
	No .....	37 (26%)
	Don't have a disability .....	88 (62%)
<b>12.3</b>	<b>Have you been on an ACCT in this prison?</b>	
	Yes .....	28 (19%)
	No .....	117 (81%)
<b>12.4</b>	<b>If you have been on an ACCT in this prison, did you feel cared for by staff?</b>	
	Yes .....	9 (6%)
	No .....	15 (11%)
	Have not been on an ACCT in this prison .....	117 (83%)
<b>12.5</b>	<b>How easy or difficult is it for you to speak to a Listener, if you need to?</b>	
	Very easy .....	24 (16%)
	Quite easy .....	20 (13%)
	Quite difficult .....	12 (8%)
	Very difficult .....	4 (3%)
	Don't know .....	78 (52%)
	No Listeners at this prison .....	11 (7%)

#### Alcohol and drugs

<b>13.1</b>	<b>Did you have an alcohol problem when you came into this prison?</b>	
	Yes .....	28 (19%)
	No .....	122 (81%)
<b>13.2</b>	<b>Have you been helped with your alcohol problem in this prison?</b>	
	Yes .....	12 (8%)
	No .....	15 (10%)
	Did not / do not have an alcohol problem .....	122 (82%)

<b>13.3</b>	<b>Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes .....	53 (35%)
	No.....	97 (65%)
<b>13.4</b>	<b>Have you developed a problem with illicit drugs since you have been in this prison?</b>	
	Yes .....	21 (14%)
	No.....	127 (86%)
<b>13.5</b>	<b>Have you developed a problem with taking medication not prescribed to you since you have been in this prison?</b>	
	Yes .....	11 (7%)
	No.....	137 (93%)
<b>13.6</b>	<b>Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes .....	26 (18%)
	No.....	30 (21%)
	Did not / do not have a drug problem.....	86 (61%)
<b>13.7</b>	<b>Is it easy or difficult to get illicit drugs in this prison?</b>	
	Very easy .....	40 (27%)
	Quite easy .....	25 (17%)
	Quite difficult .....	12 (8%)
	Very difficult .....	10 (7%)
	Don't know.....	62 (42%)
<b>13.8</b>	<b>Is it easy or difficult to get alcohol in this prison?</b>	
	Very easy .....	18 (12%)
	Quite easy .....	21 (14%)
	Quite difficult .....	10 (7%)
	Very difficult .....	19 (13%)
	Don't know.....	82 (55%)

### Safety

<b>14.1</b>	<b>Have you ever felt unsafe here?</b>	
	Yes .....	59 (40%)
	No.....	90 (60%)
<b>14.2</b>	<b>Do you feel unsafe now?</b>	
	Yes .....	33 (23%)
	No.....	111 (77%)
<b>14.3</b>	<b>Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)</b>	
	Verbal abuse .....	41 (29%)
	Threats or intimidation.....	39 (28%)
	Physical assault.....	24 (17%)
	Sexual assault.....	4 (3%)
	Theft of canteen or property.....	33 (23%)
	Other bullying / victimisation .....	25 (18%)
	Not experienced any of these from prisoners here.....	80 (57%)
<b>14.4</b>	<b>If you were being bullied / victimised by other prisoners here, would you report it?</b>	
	Yes .....	32 (22%)
	No.....	113 (78%)

<b>14.5</b>	<b>Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply to you.)</b>	
	Verbal abuse.....	46 (31%)
	Threats or intimidation.....	33 (22%)
	Physical assault.....	14 (10%)
	Sexual assault.....	5 (3%)
	Theft of canteen or property.....	10 (7%)
	Other bullying / victimisation .....	17 (12%)
	Not experienced any of these from staff here.....	79 (54%)

<b>14.6</b>	<b>If you were being bullied / victimised by staff here, would you report it?</b>	
	Yes.....	57 (39%)
	No.....	89 (61%)

### Behaviour management

<b>15.1</b>	<b>Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?</b>	
	Yes.....	46 (32%)
	No.....	65 (45%)
	Don't know what the incentives / rewards are .....	33 (23%)

<b>15.2</b>	<b>Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?</b>	
	Yes.....	57 (38%)
	No.....	67 (45%)
	Don't know.....	12 (8%)
	Don't know what this is .....	13 (9%)

<b>15.3</b>	<b>Have you been physically restrained by staff in this prison in the last 6 months?</b>	
	Yes.....	26 (18%)
	No.....	122 (82%)

<b>15.4</b>	<b>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?</b>	
	Yes.....	4 (3%)
	No.....	21 (14%)
	Don't remember .....	0 (0%)
	Not been restrained here in last 6 months .....	122 (83%)

<b>15.5</b>	<b>Have you spent one or more nights in the segregation unit in this prison in the last 6 months?</b>	
	Yes.....	17 (12%)
	No.....	126 (88%)

**15.6** If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:

	Yes	No
Were you treated well by segregation staff?	14 (88%)	2 (13%)
Could you shower every day?	13 (81%)	3 (19%)
Could you go outside for exercise every day?	14 (88%)	2 (13%)
Could you use the phone every day (if you had credit)?	13 (81%)	3 (19%)

### Education, skills and work

<b>16.1 Is it easy or difficult to get into the following activities in this prison?</b>		Easy	Difficult	Don't know	Not available here
Education		90 (64%)	30 (21%)	19 (14%)	1 (1%)
Vocational or skills training		53 (40%)	41 (31%)	39 (29%)	0 (0%)
Prison job		59 (44%)	54 (40%)	19 (14%)	2 (1%)
Voluntary work outside of the prison		5 (4%)	25 (19%)	50 (38%)	51 (39%)
Paid work outside of the prison		4 (3%)	26 (20%)	47 (36%)	55 (42%)

<b>16.2 If you have done any of these activities while in this prison, do you think they will help you on release?</b>		Yes, will help	No, won't help	Not done this
Education		52 (38%)	63 (46%)	23 (17%)
Vocational or skills training		49 (37%)	44 (33%)	41 (31%)
Prison job		30 (23%)	69 (52%)	33 (25%)
Voluntary work outside of the prison		15 (12%)	30 (23%)	85 (65%)
Paid work outside of the prison		19 (15%)	24 (19%)	83 (66%)

<b>16.3 Do staff encourage you to attend education, training or work?</b>		
Yes .....		79 (54%)
No.....		60 (41%)
Not applicable (e.g. if you are retired, sick or on remand) .....		6 (4%)

### Planning and progression

<b>17.1 Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)</b>		
Yes .....		65 (45%)
No.....		79 (55%)

<b>17.2 Do you understand what you need to do to achieve the objectives or targets in your custody plan?</b>		
Yes .....		45 (70%)
No.....		10 (16%)
Don't know what my objectives or targets are.....		9 (14%)

<b>17.3 Are staff here supporting you to achieve your objectives or targets?</b>		
Yes .....		25 (42%)
No.....		26 (43%)
Don't know what my objectives or targets are.....		9 (15%)

<b>17.4 If you have done any of the following things in this prison, did they help you to achieve your objectives or targets?</b>		Yes, this helped	No, this didn't help	Not done / don't know
Offending behaviour programmes		17 (27%)	5 (8%)	42 (66%)
Other programmes		15 (24%)	5 (8%)	42 (68%)
One to one work		12 (20%)	4 (7%)	45 (74%)
Being on a specialist unit		6 (10%)	3 (5%)	50 (85%)
ROTL - day or overnight release		3 (5%)	3 (5%)	55 (90%)

### Preparation for release

<b>18.1</b>	<b>Do you expect to be released in the next 3 months?</b>		
	Yes .....		45 (31%)
	No .....		88 (60%)
	Don't know .....		13 (9%)
<b>18.2</b>	<b>How close is this prison to your home area or intended release address?</b>		
	Very near .....		2 (4%)
	Quite near .....		14 (31%)
	Quite far .....		20 (44%)
	Very far .....		9 (20%)
<b>18.3</b>	<b>Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?</b>		
	Yes .....		25 (57%)
	No .....		19 (43%)
<b>18.4</b>	<b>Are you getting help to sort out the following things for when you are released?</b>		
		Yes, I'm getting help with this	No, but I need help with this
			No, and I don't need help with this
	Finding accommodation	8 (19%)	17 (40%)
	Getting employment	4 (10%)	18 (43%)
	Setting up education or training	5 (12%)	10 (24%)
	Arranging benefits	8 (19%)	20 (47%)
	Sorting out finances	3 (7%)	17 (41%)
	Support for drug or alcohol problems	10 (23%)	9 (21%)
	Health / mental health support	8 (19%)	12 (29%)
	Social care support	5 (12%)	7 (17%)
	Getting back in touch with family or friends	7 (18%)	7 (18%)
			26 (65%)

### More about you

<b>19.1</b>	<b>Do you have children under the age of 18?</b>		
	Yes .....		66 (45%)
	No .....		82 (55%)
<b>19.2</b>	<b>Are you a UK / British citizen?</b>		
	Yes .....		137 (94%)
	No .....		8 (6%)
<b>19.3</b>	<b>Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?</b>		
	Yes .....		4 (3%)
	No .....		141 (97%)
<b>19.4</b>	<b>Have you ever been in the armed services (e.g. army, navy, air force)?</b>		
	Yes .....		6 (4%)
	No .....		141 (96%)
<b>19.5</b>	<b>What is your gender?</b>		
	Male .....		148 (100%)
	Female .....		0 (0%)
	Non-binary .....		0 (0%)
	Other .....		0 (0%)

<b>19.6</b>	<b>How would you describe your sexual orientation?</b>	
	Straight / heterosexual.....	141 (96%)
	Gay / lesbian / homosexual.....	1 (1%)
	Bisexual.....	4 (3%)
	Other.....	1 (1%)
<b>19.7</b>	<b>Do you identify as transgender or transsexual?</b>	
	Yes.....	3 (2%)
	No.....	140 (98%)

#### Final questions about this prison

<b>20.1</b>	<b>Do you think your experiences in this prison have made you more or less likely to offend in the future?</b>	
	More likely to offend.....	16 (11%)
	Less likely to offend.....	67 (47%)
	Made no difference.....	61 (42%)

## HMP/YOI Hindley 2017

### Survey responses compared with those from other HMIP surveys of category C prisons and with those from the previous survey

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

- Summary statistics from most recent surveys of all other category C training prisons (39 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.

- Summary statistics from surveys of category C training prisons conducted since the introduction of the new questionnaire in September 2017 (4 prisons). Please note that this does not include all category C training prisons.

- Summary statistics from HMP/YOI Hindley in 2017 are compared with those from HMP/YOI Hindley in 2016. Please note that we do not have comparable data for the new questions introduced in September 2017.

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

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

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

Number of completed questionnaires returned

HMP/YOI Hindley 2017	All other category C training prisons	HMP/YOI Hindley 2017	Category C training prisons surveyed since September 2017	HMP/YOI Hindley 2017	HMP/YOI Hindley 2016
157	6,557	157	712	157	167

*n*=number of valid responses to question (HMP/YOI Hindley 2017)

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION								
1.2	Are you under 21 years of age?	<i>n</i> =156	25%	2%	25%	2%	25%	31%
	Are you 25 years of age or younger?	<i>n</i> =156	47%	0%	47%	21%	47%	
	Are you 50 years of age or older?	<i>n</i> =156	5%	18%	5%	14%	5%	1%
	Are you 70 years of age or older?	<i>n</i> =156	0%	2%	0%	2%	0%	0%
1.3	Are you from a minority ethnic group?	<i>n</i> =156	14%	26%	14%	19%	14%	14%
1.4	Have you been in this prison for less than 6 months?	<i>n</i> =146	45%	0%	45%	32%	45%	
1.5	Are you currently serving a sentence?	<i>n</i> =156	100%	100%	100%	100%	100%	100%
	Are you on recall?	<i>n</i> =156	8%	9%	8%	11%	8%	8%
1.6	Is your sentence less than 12 months?	<i>n</i> =156	10%	6%	10%	8%	10%	13%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n</i> =156	0%	8%	0%	4%	0%	0%
7.1	Are you Muslim?	<i>n</i> =154	8%	14%	8%	12%	8%	9%
11.3	Do you have any mental health problems?	<i>n</i> =150	45%	0%	45%	45%	45%	
12.1	Do you consider yourself to have a disability?	<i>n</i> =149	41%	25%	41%	36%	41%	21%
19.1	Do you have any children under the age of 18?	<i>n</i> =148	45%	49%	45%	51%	45%	42%
19.2	Are you a foreign national?	<i>n</i> =145	6%	12%	6%	3%	6%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n</i> =145	3%	4%	3%	6%	3%	3%
19.4	Have you ever been in the armed services?	<i>n</i> =147	4%	7%	4%	5%	4%	4%
19.5	Is your gender female or non-binary?	<i>n</i> =148	0%	0%	0%	0%	0%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n</i> =147	4%	4%	4%	5%	4%	0%
19.7	Do you identify as transgender or transsexual?	<i>n</i> =143	2%	0%	2%	2%	2%	
ARRIVAL AND RECEPTION								
2.1	Were you given up-to-date information about this prison before you came here?	<i>n</i> =156	13%	0%	13%	17%	13%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n</i> =156	22%	55%	22%	52%	22%	35%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n</i> =155	82%	85%	82%	84%	82%	86%
2.4	Overall, were you treated very / quite well in reception?	<i>n</i> =156	80%		80%	89%	80%	

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2.5	When you first arrived, did you have any problems?	n=156	62%	64%	62%	74%	62%	58%
2.5	Did you have problems with:							
	- Getting phone numbers?	n=156	19%	17%	19%	30%	19%	10%
	- Contacting family?	n=156	30%	19%	30%	29%	30%	15%
	- Arranging care for children or other dependents?	n=156	1%		1%	1%	1%	
	- Contacting employers?	n=156	1%	2%	1%	2%	1%	1%
	- Money worries?	n=156	14%	13%	14%	17%	14%	13%
	- Housing worries?	n=156	12%	13%	12%	15%	12%	15%
	- Feeling depressed?	n=156	22%		22%	31%	22%	
	- Feeling suicidal?	n=156	7%		7%	8%	7%	
	- Other mental health problems?	n=156	20%		20%	23%	20%	
	- Physical health problems	n=156	10%	14%	10%	15%	10%	13%
	- Drugs or alcohol (e.g. withdrawal)?	n=156	14%		14%	14%	14%	
	- Getting medication?	n=156	17%		17%	24%	17%	
	- Needing protection from other prisoners?	n=156	6%	5%	6%	5%	6%	2%
	- Lost or delayed property?	n=156	16%	20%	16%	20%	16%	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=94	34%	36%	34%	35%	34%	43%
<b>FIRST NIGHT AND INDUCTION</b>								
3.1	Before you were locked up on your first night, were you offered:							
	- Tobacco or nicotine replacement?	n=153	81%	68%	81%	71%	81%	94%
	- Toiletries / other basic items?	n=153	38%	51%	38%	52%	38%	46%
	- A shower?	n=153	44%	29%	44%	41%	44%	30%
	- A free phone call?	n=153	29%	40%	29%	42%	29%	44%
	- Something to eat?	n=153	73%	58%	73%	76%	73%	63%
	- The chance to see someone from health care?	n=153	56%	69%	56%	60%	56%	69%
	- The chance to talk to a Listener or Samaritans?	n=153	14%	34%	14%	33%	14%	46%
	- Support from another prisoner (e.g. Insider or buddy)?	n=153	12%		12%	27%	12%	
	- None of these?	n=153	5%		5%	4%	5%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=156	35%		35%	33%	35%	
3.3	Did you feel safe on your first night here?	n=154	71%	79%	71%	79%	71%	78%
3.4	In your first few days here, did you get?							
	- Access to the prison shop / canteen?	n=151	25%	26%	25%	32%	25%	32%
	- Free PIN phone credit?	n=149	36%		36%	46%	36%	
	- Numbers put on your PIN phone?	n=142	51%		51%	45%	51%	
3.5	Have you had an induction at this prison?	n=156	95%	91%	95%	92%	95%	90%
	<i>For those who have had an induction:</i>							
3.5	Did your induction cover everything you needed to know about this prison?	n=148	55%		55%	57%	55%	

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ON THE WING								
4.1	Are you in a cell on your own?	<i>n</i> =156	56%		56%	46%	56%	
4.2	Is your cell call bell normally answered within 5 minutes?	<i>n</i> =156	25%	34%	25%	36%	25%	17%
4.3	On the wing or houseblock you currently live on:							
	- Do you normally have enough clean, suitable clothes for the week?	<i>n</i> =154	75%	68%	75%	66%	75%	49%
	- Can you shower every day?	<i>n</i> =155	91%	87%	91%	96%	91%	82%
	- Do you have clean sheets every week?	<i>n</i> =152	49%	67%	49%	60%	49%	34%
	- Do you get cell cleaning materials every week?	<i>n</i> =150	50%	64%	50%	72%	50%	42%
	- Is it normally quiet enough for you to relax or sleep at night?	<i>n</i> =146	60%	69%	60%	73%	60%	57%
	- Can you get your stored property if you need it?	<i>n</i> =147	25%	24%	25%	27%	25%	18%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	<i>n</i> =154	44%		44%	67%	44%	
FOOD AND CANTEEN								
5.1	Is the quality of the food in this prison very / quite good?	<i>n</i> =152	24%		24%	33%	24%	
5.2	Do you get enough to eat at meal-times always / most of the time?	<i>n</i> =154	29%		29%	27%	29%	
5.3	Does the shop / canteen sell the things that you need?	<i>n</i> =151	63%	52%	63%	67%	63%	48%
RELATIONSHIPS WITH STAFF								
6.1	Do most staff here treat you with respect?	<i>n</i> =150	75%	77%	75%	71%	75%	79%
6.2	Are there any staff here you could turn to if you had a problem?	<i>n</i> =149	72%	72%	72%	74%	72%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<i>n</i> =151	26%	30%	26%	31%	26%	30%
6.4	Do you have a personal officer?	<i>n</i> =151	78%		78%	91%	78%	
For those who have a personal officer:								
6.4	Is your personal or named officer very / quite helpful?	<i>n</i> =118	31%		31%	49%	31%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	<i>n</i> =154	8%		8%	9%	8%	
6.6	Do you feel that you are treated as an individual in this prison?	<i>n</i> =146	49%		49%	44%	49%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	<i>n</i> =151	46%		46%	53%	46%	
	If so, do things sometimes change?	<i>n</i> =69	26%		26%	32%	26%	
FAITH								
7.1	Do you have a religion?	<i>n</i> =154	62%	70%	62%	62%	62%	60%
For those who have a religion:								
7.2	Are your religious beliefs respected here?	<i>n</i> =94	61%		61%	71%	61%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	<i>n</i> =93	68%		68%	74%	68%	
7.4	Are you able to attend religious services, if you want to?	<i>n</i> =95	74%		74%	92%	74%	

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**Number of completed questionnaires returned**

HMP/YOI Hindley 2017	All other category C training prisons	HMP/YOI Hindley 2017	Category C training prisons surveyed since September 2017	HMP/YOI Hindley 2017	HMP/YOI Hindley 2016
157	6,557	157	712	157	167

n=number of valid responses to question (HMP/YOI Hindley 2017)

CONTACT WITH FAMILY AND FRIENDS								
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=149	25%		25%	29%	25%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=151	47%	44%	47%	59%	47%	39%
8.3	Are you able to use a phone every day (if you have credit)?	n=152	82%		82%	95%	82%	
8.4	Is it very / quite easy for your family and friends to get here?	n=153	37%		37%	38%	37%	
8.5	Do you get visits from family/friends once a week or more?	n=149	20%		20%	15%	20%	
<i>For those who get visits:</i>								
8.6	Do visits usually start and finish on time?	n=99	77%		77%	57%	77%	
8.7	Are your visitors usually treated respectfully by staff?	n=97	85%		85%	77%	85%	
TIME OUT OF CELL								
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=153	90%		90%	94%	90%	
<i>For those who know what the unlock and lock-up times are supposed to be:</i>								
9.1	Are these times usually kept to?	n=137	47%		47%	55%	47%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=153	29%	12%	29%	19%	29%	20%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=153	2%	17%	2%	9%	2%	2%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=153	41%		41%	9%	41%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=153	1%		1%	3%	1%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=153	44%		44%	60%	44%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=151	43%		43%	72%	43%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=148	40%		40%	72%	40%	
9.7	Do you typically go to the gym twice a week or more?	n=149	41%		41%	53%	41%	
9.8	Do you typically go to the library twice a week or more?	n=150	2%	12%	2%	23%	2%	3%
<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=8	63%	61%	63%	60%	63%	51%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS								
10.1	Is it easy for you to make an application?	n=151	72%	81%	72%	77%	72%	79%
<i>For those who have made an application:</i>								
10.2	Are applications usually dealt with fairly?	n=127	65%	56%	65%	52%	65%	54%
	Are applications usually dealt with within 7 days?	n=115	63%	39%	63%	32%	63%	43%
10.3	Is it easy for you to make a complaint?	n=151	58%	58%	58%	63%	58%	59%
<i>For those who have made a complaint:</i>								
10.4	Are complaints usually dealt with fairly?	n=77	36%	31%	36%	28%	36%	45%
	Are complaints usually dealt with within 7 days?	n=73	38%	27%	38%	22%	38%	38%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=99	29%		29%	26%	29%	

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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=121	27%		
	Attend legal visits?	n=118	42%		
	Get bail information?	n=101	14%		
<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=98	49%	50%	
<b>HEALTH CARE</b>					
11.1	Is it very / quite easy to see:				
	- Doctor?	n=149	44%		
	- Nurse?	n=149	68%		
	- Dentist?	n=150	23%		
	- Mental health workers?	n=148	37%		
11.2	Do you think the quality of the health service is very / quite good from:				
	- Doctor?	n=149	54%		
	- Nurse?	n=149	64%		
	- Dentist?	n=147	37%		
	- Mental health workers?	n=147	33%		
11.3	Do you have any mental health problems?	n=147	45%		
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	n=65	46%		
11.5	Do you think the overall quality of the health services here is very / quite good?	n=148	52%		
<b>OTHER SUPPORT NEEDS</b>					
12.1	Do you consider yourself to have a disability?	n=149	41%	25%	
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	n=54	32%		
12.3	Have you been on an ACCT in this prison?	n=145	19%		
<i>For those who have been on an ACCT:</i>					
12.4	Did you feel cared for by staff?	n=24	38%		
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=149	30%		
<b>ALCOHOL AND DRUGS</b>					
13.1	Did you have an alcohol problem when you came into this prison?	n=150	19%	16%	
<i>For those who had / have an alcohol problem:</i>					
13.2	Have you been helped with your alcohol problem in this prison?	n=27	44%	62%	
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=150	35%	25%	
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=148	14%	12%	
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=148	7%		
<i>For those who had / have a drug problem:</i>					
13.6	Have you been helped with your drug problem in this prison?	n=56	46%	61%	
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=149	44%		
13.8	Is it very / quite easy to get alcohol in this prison?	n=150	26%		

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SAFETY								
14.1	Have you ever felt unsafe here?	n=149	40%	41%	40%	39%	40%	36%
14.2	Do you feel unsafe now?	n=144	23%	18%	23%	18%	23%	20%
14.3	Have you experienced any of the following from other prisoners here:							
	- Verbal abuse?	n=141	29%		29%	32%	29%	
	- Threats or intimidation?	n=141	28%		28%	28%	28%	
	- Physical assault?	n=141	17%		17%	15%	17%	
	- Sexual assault?	n=141	3%		3%	2%	3%	
	- Theft of canteen or property?	n=141	23%		23%	21%	23%	
	- Other bullying / victimisation?	n=141	18%		18%	15%	18%	
	- Not experienced any of these from prisoners here	n=141	57%	70%	57%	58%	57%	81%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=145	22%		22%	37%	22%	
14.5	Have you experienced any of the following from staff here:							
	- Verbal abuse?	n=147	31%		31%	29%	31%	
	- Threats or intimidation?	n=147	22%		22%	21%	22%	
	- Physical assault?	n=147	10%		10%	7%	10%	
	- Sexual assault?	n=147	3%		3%	1%	3%	
	- Theft of canteen or property?	n=147	7%		7%	6%	7%	
	- Other bullying / victimisation?	n=147	12%		12%	15%	12%	
	- Not experienced any of these from staff here	n=147	54%	72%	54%	62%	54%	79%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=146	39%		39%	53%	39%	
BEHAVIOUR MANAGEMENT								
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=144	32%		32%	41%	32%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=149	38%		38%	39%	38%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=148	18%	9%	18%	9%	18%	19%
	<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=25	16%		16%	8%	16%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=143	12%	15%	12%	8%	12%	26%
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>							
15.6	Were you treated well by segregation staff?	n=16	88%		88%	61%	88%	
	Could you shower every day?	n=16	81%		81%	74%	81%	
	Could you go outside for exercise every day?	n=16	88%		88%	80%	88%	
	Could you use the phone every day (if you had credit)?	n=16	81%		81%	73%	81%	

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EDUCATION, SKILLS AND WORK							
16.1	In this prison, is it easy to get into the following activities:						
	- Education?	n=140	64%		64%	59%	64%
	- Vocational or skills training?	n=133	40%		40%	41%	40%
	- Prison job?	n=134	44%		44%	47%	44%
	- Voluntary work outside of the prison?	n=131	4%		4%	4%	4%
	- Paid work outside of the prison?	n=132	3%		3%	3%	3%
16.2	In this prison, have you done the following activities:						
	- Education?	n=138	83%	80%	83%	76%	83%
	- Vocational or skills training?	n=134	69%	75%	69%	66%	69%
	- Prison job?	n=132	75%	84%	75%	79%	75%
	- Voluntary work outside of the prison?	n=130	35%		35%	30%	35%
	- Paid work outside of the prison?	n=126	34%		34%	30%	34%
For those who have done the following activities, do you think they will help you on release:							
	- Education?	n=115	45%	58%	45%	62%	45%
	- Vocational or skills training?	n=93	53%	58%	53%	71%	53%
	- Prison job?	n=99	30%	43%	30%	42%	30%
	- Voluntary work outside of the prison?	n=45	33%		33%	55%	33%
	- Paid work outside of the prison?	n=43	44%		44%	62%	44%
16.3	Do staff encourage you to attend education, training or work?			n=139	57%		57%
PLANNING AND PROGRESSION							
17.1	Do you have a custody plan?			n=144	45%		45%
For those who have a custody plan:							
17.2	Do you understand what you need to do to achieve your objectives or targets?			n=64	70%		70%
17.3	Are staff helping you to achieve your objectives or targets?			n=60	42%		42%
17.4	In this prison, have you done:						
	- Offending behaviour programmes?	n=64	34%		34%	47%	34%
	- Other programmes?	n=62	32%		32%	40%	32%
	- One to one work?	n=61	26%		26%	36%	26%
	- Been on a specialist unit?	n=59	15%		15%	15%	15%
	- ROTL - day or overnight release?	n=61	10%		10%	10%	10%
For those who have done the following, did they help you to achieve your objectives or targets:							
	- Offending behaviour programmes?	n=22	77%		77%	68%	77%
	- Other programmes?	n=20	75%		75%	64%	75%
	- One to one work?	n=16	75%		75%	69%	75%
	- Being on a specialist unit?	n=9	67%		67%	42%	67%
	- ROTL - day or overnight release?	n=6	50%		50%	33%	50%

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PREPARATION FOR RELEASE							
18.1	Do you expect to be released in the next 3 months?	n=146	31%		31%	22%	31%
For those who expect to be released in the next 3 months:							
18.2	Is this prison very / quite near to your home area or intended release address?	n=45	36%		36%	42%	36%
18.3	Is anybody helping you to prepare for your release?	n=44	57%		57%	60%	57%
18.4	Do you need help to sort out the following for when you are released:						
	- Finding accommodation?	n=43	58%		58%	61%	58%
	- Getting employment?	n=42	52%		52%	60%	52%
	- Setting up education or training?	n=41	37%		37%	47%	37%
	- Arranging benefits?	n=43	65%		65%	61%	65%
	- Sorting out finances?	n=41	49%		49%	52%	49%
	- Support for drug or alcohol problems?	n=43	44%		44%	41%	44%
	- Health / mental Health support?	n=42	48%		48%	49%	48%
	- Social care support?	n=41	29%		29%	39%	29%
	- Getting back in touch with family or friends?	n=40	35%		35%	42%	35%
18.4	Are you getting help to sort out the following for when you are released, if you need it:						
	- Finding accommodation?	n=25	32%		32%	33%	32%
	- Getting employment?	n=22	18%		18%	20%	18%
	- Setting up education or training?	n=15	33%		33%	29%	33%
	- Arranging benefits?	n=28	29%		29%	27%	29%
	- Sorting out finances?	n=20	15%		15%	25%	15%
	- Support for drug or alcohol problems?	n=19	53%		53%	43%	53%
	- Health / mental Health support?	n=20	40%		40%	28%	40%
	- Social care support?	n=12	42%		42%	21%	42%
	- Getting back in touch with family or friends?	n=14	50%		50%	27%	50%
FINAL QUESTION ABOUT THIS PRISON							
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=144	47%		47%	51%	47%

## HMP/YOI Hindley 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 this analysis is based on summary data from selected survey questions only.

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Number of completed questionnaires returned

Black and minority ethnic	
White	
	<span style="color: red;">22</span> <span style="color: red;">134</span>

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	<span style="background-color: orange;">55%</span>	20%
	Are you 50 years of age or older?	5%	5%
1.3	Are you from a minority ethnic group?	<span style="background-color: grey;"> </span>	<span style="background-color: grey;"> </span>
7.1	Are you Muslim?	<span style="background-color: orange;">55%</span>	1%
11.3	Do you have any mental health problems?	26%	48%
12.1	Do you consider yourself to have a disability?	28%	42%
19.2	Are you a foreign national?	18%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	3%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	81%	82%
2.4	Overall, were you treated very / quite well in reception?	86%	79%
2.5	When you first arrived, did you have any problems?	68%	61%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	43%	32%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	67%	71%
3.5	Have you had an induction at this prison?	95%	95%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	50%	55%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	24%	25%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	86%	74%
	- Can you shower every day?	91%	91%
	- Do you have clean sheets every week?	45%	49%
	- Do you get cell cleaning materials every week?	43%	51%
	- Is it normally quiet enough for you to relax or sleep at night?	65%	59%
	- Can you get your stored property if you need it?	21%	25%

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Number of completed questionnaires returned

Black and minority ethnic	White
22	134

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	32%	28%
5.3	Does the shop / canteen sell the things that you need?	55%	65%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	67%	76%
6.2	Are there any staff here you could turn to if you had a problem?	67%	72%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	21%	26%
6.6	Do you feel that you are treated as an individual in this prison?	56%	48%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	39%	66%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	67%	68%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	33%	23%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	40%	49%
8.3	Are you able to use a phone every day (if you have credit)?	75%	83%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	64%	87%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	35%	29%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	2%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	100%	57%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	58%	74%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	36%	69%
10.3	Is it easy for you to make a complaint?	58%	57%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	23%	38%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	21%	31%

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Black and minority ethnic	White
<b>22</b>	<b>134</b>

Number of completed questionnaires returned

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	<b>56%</b>	<b>42%</b>
	- Nurse?	<b>68%</b>	<b>67%</b>
	- Dentist?	<b>11%</b>	<b>25%</b>
	- Mental health workers?	<b>37%</b>	<b>36%</b>
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	<b>50%</b>	<b>46%</b>
11.5	Do you think the overall quality of the health services here is very / quite good?	<b>28%</b>	<b>55%</b>
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	<b>50%</b>	<b>30%</b>
SAFETY			
14.1	Have you ever felt unsafe here?	<b>53%</b>	<b>38%</b>
14.2	Do you feel unsafe now?	<b>29%</b>	<b>23%</b>
14.3	Not experienced bullying / victimisation by other prisoners	<b>39%</b>	<b>59%</b>
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<b>22%</b>	<b>22%</b>
14.5	Not experienced bullying / victimisation by members of staff	<b>53%</b>	<b>54%</b>
14.6	If you were being bullied / victimised by staff here, would you report it?	<b>39%</b>	<b>39%</b>
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<b>24%</b>	<b>33%</b>
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<b>33%</b>	<b>39%</b>
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<b>11%</b>	<b>18%</b>
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<b>16%</b>	<b>11%</b>
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	<b>60%</b>	<b>56%</b>
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	<b>53%</b>	<b>44%</b>
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	<b>50%</b>	<b>39%</b>
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?	<b>50%</b>	<b>58%</b>
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?	<b>56%</b>	<b>46%</b>

## HMP Hindley 2017

### 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

Mental health problems		No mental health problems		
	67		83	
Have a disability		Do not have a disability		
	61		88	

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	16%	28%	18%	26%
	Are you 50 years of age or older?	3%	6%	5%	5%
1.3	Are you from a minority ethnic group?	8%	17%	8%	15%
7.1	Are you Muslim?	3%	12%	3%	10%
11.3	Do you have any mental health problems?			83%	19%
12.1	Do you consider yourself to have a disability?	75%	12%		
19.2	Are you a foreign national?	3%	8%	5%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	3%	1%	5%	1%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	79%	84%	73%	88%
2.4	Overall, were you treated very / quite well in reception?	83%	77%	78%	81%
2.5	When you first arrived, did you have any problems?	82%	49%	83%	50%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	40%	28%	33%	35%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	63%	78%	57%	79%
3.5	Have you had an induction at this prison?	94%	96%	93%	97%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	57%	51%	54%	53%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	24%	28%	25%	26%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	68%	80%	64%	81%
	- Can you shower every day?	89%	92%	92%	90%
	- Do you have clean sheets every week?	39%	54%	43%	51%
	- Do you get cell cleaning materials every week?	47%	49%	47%	49%
	- Is it normally quiet enough for you to relax or sleep at night?	49%	68%	47%	68%
	- Can you get your stored property if you need it?	22%	27%	25%	26%

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

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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

Mental health problems	No mental health problems
67	83

Have a disability	Do not have a disability
61	88

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	24%	32%
5.3	Does the shop / canteen sell the things that you need?	65%	60%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	74%	75%
6.2	Are there any staff here you could turn to if you had a problem?	70%	74%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	24%	28%
6.6	Do you feel that you are treated as an individual in this prison?	44%	54%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	71%	53%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	76%	62%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	22%	28%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	46%	47%
8.3	Are you able to use a phone every day (if you have credit)?	80%	83%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	82%	86%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	33%	25%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	3%	1%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	50%	67%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	70%	75%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	64%	66%
10.3	Is it easy for you to make a complaint?	51%	63%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	32%	39%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	32%	26%

23%	32%
54%	69%
72%	76%
67%	76%
28%	25%
46%	52%
62%	59%
70%	65%
22%	28%
48%	47%
79%	84%
85%	84%
39%	23%
3%	1%
80%	33%
70%	75%
61%	68%
44%	66%
39%	33%
37%	24%

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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

Mental health problems	No mental health problems
67	83

Have a disability	Do not have a disability
61	88

HEALTH CARE		
11.1	Is it very / quite easy to see:	
	- Doctor?	42% 45%
	- Nurse?	65% 70%
	- Dentist?	24% 22%
	- Mental health workers?	45% 29%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	45% <span style="background-color: #808080;"> </span>
11.5	Do you think the overall quality of the health services here is very / quite good?	54% 50%
OTHER SUPPORT NEEDS		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	31% 25%
SAFETY		
14.1	Have you ever felt unsafe here?	52% 29%
14.2	Do you feel unsafe now?	36% 11%
14.3	Not experienced bullying / victimisation by other prisoners	37% 74%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	22% 21%
14.5	Not experienced bullying / victimisation by members of staff	48% 59%
14.6	If you were being bullied / victimised by staff here, would you report it?	37% 40%
BEHAVIOUR MANAGEMENT		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	26% 36%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	35% 40%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	23% 12%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	11% 11%
EDUCATION, SKILLS AND WORK		
16.3	Do staff encourage you to attend education, training or work?	59% 55%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	50% 41%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	44% 38%
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?	61% 50%
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?	42% 51%

44%	42%
64%	69%
20%	24%
40%	33%
46%	47%
56%	49%
32%	
55%	30%
40%	12%
41%	67%
24%	20%
46%	58%
37%	40%
26%	35%
30%	44%
24%	14%
12%	11%
57%	56%
47%	44%
48%	36%
57%	55%
45%	47%

## HMP/YOI Hindley 2017

### Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners aged 21 and under are compared with those of prisoners over 21.  
Please note that this analysis is 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

21 and under	Over 21
39	117

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.3	Are you from a minority ethnic group?	31%	9%
7.1	Are you Muslim?	11%	7%
11.3	Do you have any mental health problems?	32%	49%
12.1	Do you consider yourself to have a disability?	32%	43%
19.2	Are you a foreign national?	6%	5%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	2%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	77%	84%
2.4	Overall, were you treated very / quite well in reception?	69%	84%
2.5	When you first arrived, did you have any problems?	56%	64%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	18%	38%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	62%	74%
3.5	Have you had an induction at this prison?	92%	96%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	46%	57%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	10%	30%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	74%	76%
	- Can you shower every day?	87%	92%
	- Do you have clean sheets every week?	54%	47%
	- Do you get cell cleaning materials every week?	41%	53%
	- Is it normally quiet enough for you to relax or sleep at night?	50%	63%
	- Can you get your stored property if you need it?	11%	29%

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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

21 and under	Over 21
39	117

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	32%	27%
5.3	Does the shop / canteen sell the things that you need?	66%	63%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	63%	78%
6.2	Are there any staff here you could turn to if you had a problem?	67%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	30%	24%
6.6	Do you feel that you are treated as an individual in this prison?	49%	49%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	63%	60%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	72%	67%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	24%	25%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	61%	43%
8.3	Are you able to use a phone every day (if you have credit)?	58%	90%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	78%	86%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	28%	30%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	3%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	100%	57%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	54%	77%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	48%	70%
10.3	Is it easy for you to make a complaint?	46%	61%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	25%	39%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	44%	25%

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

	Green shading shows results that are significantly more positive than the comparator
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	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

21 and under	Over 21
39	117

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	31%	47%
	- Nurse?	66%	68%
	- Dentist?	14%	26%
	- Mental health workers?	29%	39%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	33%	49%
11.5	Do you think the overall quality of the health services here is very / quite good?	32%	58%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	36%	30%
SAFETY			
14.1	Have you ever felt unsafe here?	49%	37%
14.2	Do you feel unsafe now?	29%	21%
14.3	Not experienced bullying / victimisation by other prisoners	59%	56%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	18%	23%
14.5	Not experienced bullying / victimisation by members of staff	52%	54%
14.6	If you were being bullied / victimised by staff here, would you report it?	38%	40%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	24%	34%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	38%	38%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	18%	17%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	21%	9%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	47%	59%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	53%	42%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	20%	48%
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?	58%	56%
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?	50%	46%

## HMP/YOI Hindley 2017

### Comparison of survey responses from different residential locations

In this table responses from prisoners in new accommodation (E and F wings) are compared with those of prisoners from the rest of the establishment (A, B, C, D and J wings).

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

Number of completed questionnaires returned

	New accommodation (E and F wings)	All other wings
Number of completed questionnaires returned	58	97

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	67%	0%
	Are you 25 years of age or younger?	79%	28%
	Are you 50 years of age or older?	0%	7%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	25%	8%
1.4	Have you been in this prison for less than 6 months?	39%	49%
1.5	Are you currently serving a sentence?	100%	100%
	Are you on recall?	9%	8%
1.6	Is your sentence less than 12 months?	12%	9%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	0%
7.1	Are you Muslim?	11%	6%
11.3	Do you have any mental health problems?	37%	49%
12.1	Do you consider yourself to have a disability?	39%	42%
19.1	Do you have any children under the age of 18?	26%	55%
19.2	Are you a foreign national?	6%	5%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	1%
19.4	Have you ever been in the armed services?	4%	4%
19.5	Is your gender female or non-binary?	0%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	2%	5%
19.7	Do you identify as transgender or transsexual?	4%	1%

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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
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
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\* less than 1% probability that the difference is due to chance

New accommodation (E and F wings)	58
All other wings	97

Number of completed questionnaires returned

ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	17%	9%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	26%	19%
2.3	When you were searched in reception, was this done in a respectful way?	78%	85%
2.4	Overall, were you treated very / quite well in reception?	74%	84%
2.5	When you first arrived, did you have any problems?	61%	63%
2.5	Did you have problems with:		
	- Getting phone numbers?	19%	20%
	- Contacting family?	37%	26%
	- Arranging care for children or other dependents?	0%	1%
	- Contacting employers?	0%	2%
	- Money worries?	18%	11%
	- Housing worries?	7%	16%
	- Feeling depressed?	25%	21%
	- Feeling suicidal?	11%	5%
	- Other mental health problems?	18%	21%
	- Physical health problems?	7%	11%
	- Drugs or alcohol (e.g. withdrawal)?	11%	14%
	- Getting medication?	16%	19%
	- Needing protection from other prisoners?	11%	2%
	- Lost or delayed property?	16%	17%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	29%	38%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	79%	83%
	- Toiletries / other basic items?	28%	45%
	- A shower?	33%	52%
	- A free phone call?	26%	32%
	- Something to eat?	67%	78%
	- The chance to see someone from health care?	54%	57%
	- The chance to talk to a Listener or Samaritans?	11%	16%
	- Support from another prisoner (e.g. Insider or buddy)?	11%	13%
	- None of these?	5%	3%
3.2	On your first night in this prison, was your cell very / quite clean?	21%	45%

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

New accommodation (E and F wings)	58
All other wings	97

Number of completed questionnaires returned

3.3	Did you feel safe on your first night here?	63%	77%
3.4	In your first few days here, did you get?		
	- Access to the prison shop / canteen?	25%	26%
	- Free PIN phone credit?	34%	39%
	- Numbers put on your PIN phone?	39%	59%
3.5	Have you had an induction at this prison?	90%	98%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	53%	57%
<b>ON THE WING</b>			
4.1	Are you in a cell on your own?	61%	53%
4.2	Is your cell call bell normally answered within 5 minutes?	16%	31%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	74%	78%
	- Can you shower every day?	88%	94%
	- Do you have clean sheets every week?	49%	48%
	- Do you get cell cleaning materials every week?	47%	52%
	- Is it normally quiet enough for you to relax or sleep at night?	56%	64%
	- Can you get your stored property if you need it?	24%	27%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	30%	53%
<b>FOOD AND CANTEEN</b>			
5.1	Is the quality of the food in this prison very / quite good?	21%	26%
5.2	Do you get enough to eat at meal-times always / most of the time?	39%	23%
5.3	Does the shop / canteen sell the things that you need?	63%	63%
<b>RELATIONSHIPS WITH STAFF</b>			
6.1	Do most staff here treat you with respect?	70%	78%
6.2	Are there any staff here you could turn to if you had a problem?	71%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	29%	23%
6.4	Do you have a personal officer?	80%	79%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	27%	34%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	11%	6%
6.6	Do you feel that you are treated as an individual in this prison?	51%	48%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	54%	41%
	If so, do things sometimes change?	17%	31%

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<b>FAITH</b>			
7.1	Do you have a religion?	<b>55%</b>	<b>65%</b>
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	<b>63%</b>	<b>60%</b>
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	<b>76%</b>	<b>64%</b>
7.4	Are you able to attend religious services, if you want to?	<b>70%</b>	<b>76%</b>
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	<b>25%</b>	<b>26%</b>
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<b>58%</b>	<b>42%</b>
8.3	Are you able to use a phone every day (if you have credit)?	<b>67%</b>	<b>92%</b>
8.4	Is it very / quite easy for your family and friends to get here?	<b>35%</b>	<b>40%</b>
8.5	Do you get visits from family/friends once a week or more?	<b>26%</b>	<b>17%</b>
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	<b>71%</b>	<b>79%</b>
8.7	Are your visitors usually treated respectfully by staff?	<b>82%</b>	<b>87%</b>
<b>TIME OUT OF CELL</b>			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<b>98%</b>	<b>87%</b>
<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?	<b>43%</b>	<b>51%</b>
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<b>27%</b>	<b>30%</b>
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<b>2%</b>	<b>2%</b>
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<b>55%</b>	<b>32%</b>
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<b>0%</b>	<b>1%</b>
9.4	Do you have time to do domestics more than 5 days in a typical week?	<b>45%</b>	<b>45%</b>
9.5	Do you get association more than 5 days in a typical week, if you want it?	<b>42%</b>	<b>45%</b>
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<b>28%</b>	<b>46%</b>
9.7	Do you typically go to the gym twice a week or more?	<b>46%</b>	<b>39%</b>
9.8	Do you typically go to the library twice a week or more?	<b>6%</b>	<b>0%</b>
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	<b>100%</b>	<b>40%</b>
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	<b>63%</b>	<b>79%</b>
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	<b>56%</b>	<b>72%</b>
	Are applications usually dealt with within 7 days?	<b>46%</b>	<b>73%</b>

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10.3	Is it easy for you to make a complaint?	55%	59%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	32%	38%
	Are complaints usually dealt with within 7 days?	41%	37%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	37%	25%
<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	26%	28%
	Attend legal visits?	38%	44%
	Get bail information?	16%	13%
<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?	46%	49%
<b>HEALTH CARE</b>			
11.1	Is it very / quite easy to see:		
	- Doctor?	38%	47%
	- Nurse?	70%	68%
	- Dentist?	19%	26%
	- Mental health workers?	33%	39%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	50%	57%
	- Nurse?	65%	63%
	- Dentist?	37%	38%
	- Mental health workers?	28%	35%
11.3	Do you have any mental health problems?	37%	49%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	50%	46%
11.5	Do you think the overall quality of the health services here is very / quite good?	39%	60%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability?	39%	42%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	47%	26%
12.3	Have you been on an ACCT in this prison?	28%	13%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	55%	27%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	20%	35%

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ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	17%	20%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	50%	42%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	27%	39%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	16%	13%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	12%	4%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	41%	49%
13.7	Is it very / quite easy to get illicit drugs in this prison?	39%	45%
13.8	Is it very / quite easy to get alcohol in this prison?	17%	30%
SAFETY			
14.1	Have you ever felt unsafe here?	46%	35%
14.2	Do you feel unsafe now?	30%	17%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	28%	28%
	- Threats or intimidation?	36%	23%
	- Physical assault?	18%	16%
	- Sexual assault?	2%	3%
	- Theft of canteen or property?	28%	20%
	- Other bullying / victimisation?	18%	17%
	- Not experienced any of these from prisoners here	54%	60%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	22%	22%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	24%	34%
	- Threats or intimidation?	26%	20%
	- Physical assault?	2%	13%
	- Sexual assault?	2%	3%
	- Theft of canteen or property?	6%	7%
	- Other bullying / victimisation?	8%	14%
	- Not experienced any of these from staff here	53%	55%
14.6	If you were being bullied / victimised by staff here, would you report it?	39%	39%

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<b>BEHAVIOUR MANAGEMENT</b>			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	27%	34%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	39%	38%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	20%	15%
<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?	44%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	15%	9%
<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?	100%	75%
	Could you shower every day?	86%	75%
	Could you go outside for exercise every day?	100%	75%
	Could you use the phone every day (if you had credit)?	86%	75%
<b>EDUCATION, SKILLS AND WORK</b>			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	62%	67%
	- Vocational or skills training?	34%	44%
	- Prison job?	35%	49%
	- Voluntary work outside of the prison?	6%	3%
	- Paid work outside of the prison?	4%	3%
16.2	In this prison, have you done the following activities:		
	- Education?	87%	82%
	- Vocational or skills training?	69%	70%
	- Prison job?	68%	80%
	- Voluntary work outside of the prison?	46%	28%
	- Paid work outside of the prison?	45%	28%
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	53%	41%
	- Vocational or skills training?	51%	54%
	- Prison job?	35%	28%
	- Voluntary work outside of the prison?	44%	23%
	- Paid work outside of the prison?	50%	38%
16.3	Do staff encourage you to attend education, training or work?	41%	64%

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PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	55%	40%
<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?	69%	70%
17.3	Are staff helping you to achieve your objectives or targets?	33%	49%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	22%	44%
	- Other programmes?	33%	32%
	- One to one work?	26%	27%
	- Been on a specialist unit?	16%	15%
	- ROTL - day or overnight release?	12%	9%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	100%	69%
	- Other programmes?	89%	64%
	- One to one work?	100%	56%
	- Being on a specialist unit?	100%	40%
	- ROTL - day or overnight release?	67%	33%
PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	35%	28%
<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?	39%	35%
18.3	Is anybody helping you to prepare for your release?	56%	56%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	65%	56%
	- Getting employment?	59%	50%
	- Setting up education or training?	41%	35%
	- Arranging benefits?	59%	72%
	- Sorting out finances?	44%	54%
	- Support for drug or alcohol problems?	47%	44%
	- Health / mental Health support?	47%	50%
	- Social care support?	24%	35%
	- Getting back in touch with family or friends?	44%	30%

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<b>18.4</b>	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	<b>36%</b>	<b>29%</b>
	- Getting employment?	<b>20%</b>	<b>17%</b>
	- Setting up education or training?	<b>43%</b>	<b>25%</b>
	- Arranging benefits?	<b>30%</b>	<b>28%</b>
	- Sorting out finances?	<b>14%</b>	<b>15%</b>
	- Support for drug or alcohol problems?	<b>63%</b>	<b>46%</b>
	- Health / mental Health support?	<b>38%</b>	<b>42%</b>
	- Social care support?	<b>75%</b>	<b>25%</b>
	- Getting back in touch with family or friends?	<b>43%</b>	<b>57%</b>
<b>FINAL QUESTION ABOUT THIS PRISON</b>			
<b>20.1</b>	Do you think your experiences in this prison have made you less likely to offend in the future?	<b>47%</b>	<b>46%</b>