

Report on an unannounced inspection of

# **HMYOI Wetherby and Keppel**

by HM Chief Inspector of Prisons

**5–15 March 2018**

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

HMYOI Wetherby is a young offender institution in Yorkshire which at the time of this inspection was holding 231 boys aged between 15 and 18. Of these, around 40 were held on the Keppel unit, a specialist facility within the overall prison that is designed to hold and manage some of the most vulnerable and challenging young people held anywhere in the country. As Keppel is a self-contained unit, we have followed our previous practice and made separate assessments against our healthy prison tests. In common with all other establishments that hold children and young people, and as a reflection of the particular risks and challenges that they face, we inspect HMYOI Wetherby every year.

On this occasion it was reassuring to see the very real progress that had been made at both Wetherby and the Keppel unit. By any standards this was a good inspection, with improved assessments in every healthy prison test at both sites, except for that of safety at Wetherby, which remained 'not sufficiently good'. I was last at Wetherby two years ago and the positive change in many areas was clear to see. A far more positive attitude permeated the establishment, relationships between staff and boys were generally positive, with many staff showing what seemed to be genuine commitment and indeed, in some cases, a passion for their work. There is no doubt that this contributed significantly to the improved assessments at both Wetherby and Keppel in the area of respect.

So far as safety was concerned, violence had increased on the Wetherby site. Most of it was not serious, thanks in no small part to effective intervention by staff. Security was now broadly proportionate without the unnecessary restrictions that we had seen in the past. However, more analysis was needed to understand the causes of violence, and although there had been many improvements in processes, these had yet to feed through into concrete improvements in two key areas: first, the actual levels of violence and second, the governance of the use of force. But for these two issues, it is quite probable that the assessment would have been higher. In contrast, at Keppel the data showed not only that the boys felt safe but that they were safe. We would encourage a comparison to be made between Wetherby and Keppel to see if there is any transferable learning.

Since the last inspection, the amount of time that boys could spend out of their cell had improved, as had the provision of education and training. It is also notable that several examples of good practice were found in the provision of health care, which was a good indication that there was a determination at Wetherby not only to meet acceptable standards but to go further and drive positive improvement.

In recent times young offender institutions have received considerable public criticism, not least from this Inspectorate. However, this inspection shows what can be achieved when a combination of committed staff and focused leadership work together with what in this case was a clear common purpose. There is of course a history in many establishments of progress proving to be fragile and improvements being allowed to fall away. I hope that this does not prove to be the case at Wetherby, and maintaining progress will be the major challenge for its leadership with the support of the Youth Custody Service over the coming year and beyond.

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

May 2018



# Fact page

## Task of the establishment

To hold in custody boys aged between 15 and 18 years committed by the courts

## Establishment status (public or private, with name of contractor if private)

Public

## Region/Department

Youth Custody Service

## Number held

231

## Certified normal accommodation

336 (including 48 on Keppel unit)

## Operational capacity

336 (including 48 on Keppel unit)

## Date of last full inspection

March 2017

## Brief history

A former naval base. Wetherby became a borstal in 1958, and has since changed its role from an open youth custody centre to a closed youth custody centre and is now a dedicated establishment for males under 18.

## Short description of residential units

Anson unit – 9 cell segregation (A1) and a 9 cell progression landing (A3)

Benbow – 48 bed unit with accommodation for first night procedures and restricted status

Collingwood – 60 bed standard accommodation for enhanced young people

Drake – 60 bed standard accommodation

Exmouth – 60 bed standard accommodation

Frobisher – 60 bed standard accommodation

Keppel unit - 48 bed complex needs unit

## Name of governor

Andrew Dickinson

## Escort contractor

GeoAmey

## Health service commissioner and providers

Commissioner: NHS England

Lead provider: Leeds Community Health Care NHS Trust

Child and adolescent mental health services: South West Yorkshire NHS Foundation Trust

## Learning and skills provider

Novus

## Independent Monitoring Board chair

Catherine Porter



# 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, immigration detention facilities and police custody.
- 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 include a summary of an establishment's performance against the model of a healthy prison. The four tests of a healthy prison are:
- |                            |   |
|----------------------------|---|
| <b>Safety</b>              | children and young people, particularly the most vulnerable, are held safely  |
| <b>Respect</b>             | children and young people are treated with respect for their human dignity  |
| <b>Purposeful activity</b> | children and young people are able, and expected, to engage in activity that is likely to benefit them                          |
| <b>Resettlement</b>        | children and young people are prepared for their release into the community and helped to reduce the likelihood of reoffending. |
- A4 Under each test, we make an assessment of outcomes for children and young people and therefore of the establishment's overall performance against the test. In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed nationally.
- **outcomes for children and young people are good against this healthy prison test.**  
There is no evidence that outcomes for children and young people are being adversely affected in any significant areas.
  - **outcomes for children and young people are reasonably good against this healthy prison test.**  
There is evidence of adverse outcomes for children and young people in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.
  - **outcomes for children and young people are not sufficiently good against this healthy prison test.**  
There is evidence that outcomes for children and young people are being adversely affected in many areas or particularly in those areas of greatest importance to their well-being. Problems/concerns, if left unattended, are likely to become areas of serious concern.

- **outcomes for children and young people are poor against this healthy prison test.**

There is evidence that the outcomes for children and young people are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for children and young people. 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 children and young people.

A6 Five key sources of evidence are used by inspectors: observation; children and young people surveys; discussions with children and young people; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.

A7 Since April 2013, all our inspections have been unannounced, other than in exceptional circumstances. This replaces the previous system of announced and unannounced full main inspections with full or short follow-ups to review progress. All our inspections now follow up recommendations from the last full inspection.

A8 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

## This report

A9 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of children and young people and conditions in prisons*. The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 5 collates all recommendations 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 establishment population profile can be found in Appendices I and IV respectively.

A11 Findings from the survey of children and young people and a detailed description of the survey methodology can be found in Appendix V of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.<sup>1</sup>

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<sup>1</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

## Safety

- S1 *The early days experience for boys at Wetherby and Keppel was good. Levels of violence at Wetherby had risen and were too high. Boys on Keppel unit felt and were safer. An impressive range of systems and interventions was designed to reduce violence and improve behaviour. However, much of this was new, lacked coordination and was not yet fully effective in reducing the violence. Levels of self-harm were high on Keppel and low at Wetherby. Weaknesses in ACCT<sup>2</sup> processes were mitigated by good individual care in most cases. There were also weaknesses in child protection work. Security measures were more proportionate than at the last inspection. Governance of use of force was weak. Significant improvements had been made to the management of boys in segregation. Substance misuse was minimal and managed well. **Outcomes for children and young people at Wetherby were not sufficiently good against this healthy prison test. Outcomes for children and young people on Keppel unit were good against this healthy prison test.***
- S2 *At the last inspection in 2017, we found that outcomes for children and young people in Wetherby were not sufficiently good and outcomes for children at Keppel were reasonably good against this healthy prison test. We made 20 recommendations about safety. At this follow-up inspection we found that nine of the recommendations had been achieved and 11 had not been achieved.*
- S3 About a third of boys continued to arrive late despite court appearances concluding much earlier in the day. The reception area was welcoming and we observed excellent care by staff for newly arrived boys. First night and risk assessment interviews were now conducted in private and there was good use of peer support. Induction at the Wetherby site had been moved to a new unit (Benbow) and considerable effort had been made to provide better first night accommodation. A good quality, multi-agency induction programme was delivered across both sites. Boys at Wetherby still spent too long locked in their cells between induction modules but the early days experience on Keppel was good.
- S4 In our survey, 17% of boys at Wetherby and 6% on Keppel reported feeling unsafe at the time of the inspection. The daily staff briefings on Keppel were an effective way of sharing information about boys on the unit. Weekly, monthly and quarterly safeguarding meetings covered both sites but the meetings were not sufficiently focused on actions. Child protection work needed to improve to avoid delays in investigation and ensure prompt action was taken to prevent further harm.
- S5 Levels of self-harm were low on the Wetherby site and very high on Keppel, reflecting the nature of its more vulnerable population. Care for most boys at risk of self-harm was good across both sites but a minority of boys on open ACCT documents spent long periods locked in cells with little to occupy them. ACCT management required improvement to ensure consistent case management and relevant actions on care maps.
- S6 Levels of bullying and violence were low on Keppel. Staff acted swiftly to address issues, creating a safe environment for some of the most vulnerable boys in the country. Although few incidents were serious, violence had increased on the Wetherby site and was too high. However, staff intervened quickly, preventing serious injuries in most cases. All incidents

<sup>2</sup> Assessment, care in custody and teamwork case management of young people at risk of suicide or self-harm.

were investigated and the conflict resolution team<sup>3</sup> were pro-active in engaging boys following incidents. Most perpetrators of violence were challenged and monitored but there were no arrangements to identify canteen related theft and bullying. There was also an absence of adequate formal support for victims. This was ameliorated in part by responsive informal support on Keppel.

- S7 Behaviour management procedures had improved and were now focused on motivating positive behaviour. The innovative use of merit awards was applied more consistently than previously and most poor behaviour was challenged appropriately by staff across the sites. The re-role of Collingwood to an enhanced unit was a positive step and the new ethos encouraged community focused responsibility. The newly opened progression unit, which managed boys with the most complex needs and aimed to reintegrate them to mainstream units, was a promising initiative. The recently introduced rewards and sanctions scheme (BILS - behaviour improvement ladder scheme) had the potential to encourage good behaviour and progression. However, its application was too rigid and the behaviour improvement plans were often inadequate, failing to address the issues that had led to the problem behaviour.
- S8 Disproportionate security restrictions that we observed at the last inspection had been lifted. Security-led meetings were usually well attended but links with safeguarding teams remained tenuous.
- S9 The use of force had increased since the last inspection and in several cases de-escalation was poor. That said, we also saw many cases where staff intervened to protect boys from serious harm. Local governance structures had been strengthened and weekly scrutiny panels were now in place. However, little had been done to address the high proportion of incidents (75%) resulting in full restraint and the increased use of pain infliction. We were also very concerned that body-worn video cameras were still not being used during use of force incidents.
- S10 The use of segregation had reduced since our previous inspection and was restricted to boys who displayed the most challenging behaviour. An enthusiastic and positive team had made significant improvements to the care and separation unit, including the introduction of a progression landing to help boys reintegrate more successfully. For boys subject to separation on main location, governance was variable and greater clarity in individual management plans was needed.
- S11 Substance misuse services had improved with an integrated drug strategy, implementation plan and monitoring arrangements. A clinical service was in place if required and psychosocial services were very good.

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<sup>3</sup> A team of trained staff working to resolve conflict, initially through sessions with each party to the dispute and then through a session with both parties present

## Respect

S12 *The fabric of the establishment was worn out and some areas required investment to bring them up to a better standard. There had been further improvements on Keppel which provided bright and clean accommodation. Efforts had been made to improve Benbow and Collingwood and the exercise yards on the Wetherby site. Staff relationships were good and the majority of the multidisciplinary team were passionate about their work with young people. A wide range of staff worked with boys individually which partly mitigated weaknesses in formal consultation. Keppel was once again fulfilling its founding objectives. Equality and diversity work was still not sufficiently prioritised. The proactive integrated chaplaincy provided valuable support to boys. Health services were very good. The quality of food was reasonable. **Outcomes for children and young people at Wetherby were reasonably good against this healthy prison test. Outcomes for children and young people at Keppel were good against this healthy prison test.***

S13 *At the last inspection in 2016, we found that outcomes for children and young people at Wetherby were not sufficiently good against this healthy prison test, while outcomes for children and young people at Keppel were reasonably good. We made 33 recommendations about respect.<sup>4</sup> At this follow-up inspection we found that 12 of the recommendations had been achieved, four had been partially achieved and 17 had not been achieved.*

S14 Standards of cleanliness had improved across both sites despite the challenges presented by the worn-out accommodation and some buildings which required investment. Keppel unit was clean and bright, and the standard of accommodation remained better than on the main site. Efforts had been made to brighten the communal areas on Benbow and Collingwood. Some cells, particularly on the Wetherby site, were untidy and too many toilets were dirty and inadequately screened. Access to showers and phones was good on Keppel and Collingwood and the innovative use of trolley phones should be extended across the site. Exercise areas on the Wetherby site had been improved, and boys were provided with activities on the yards. Applications were routinely monitored and tracked across both sites.

S15 In our survey, boys located on Collingwood and Keppel were particularly positive about relationships with staff. Keppel was once again fulfilling its founding objectives to manage and support children with complex needs and challenging behaviour. We observed positive interaction between staff and boys, particularly during association on Keppel, Collingwood and Benbow. The majority of staff from all disciplines were enthusiastic, committed and passionate about their work with young people. There was an active personal officer scheme and most boys we spoke to knew who their personal officer was. Case notes demonstrated evidence of meaningful interactions. However, formal consultation was inconsistent and lacked priority and, although peer support had improved, it was still underdeveloped.

S16 Progress on equality and diversity had been slow across the site and was hampered by a lack of dedicated resource. Too many discrimination incident reports were not investigated promptly. Most were submitted by staff regarding boys' use of inappropriate language.

S17 Identification of boys from protected characteristic groups was improving. There was some support for identified needs but constructive formal consultation was patchy. The absence of young people diversity representatives left the establishment ignorant of areas in our survey in which Muslim boys and boys from a black and minority ethnic background responded more negatively. The proactive chaplaincy continued to offer a good range of faith worship, courses and support to boys across both sites. Boys who could not attend group services

<sup>4</sup> This included recommendations about the incentives and earned privileges scheme which, in our updated Expectations (Version 3, 2012), now appear under the healthy prison area of safety.

were given individual support. The chaplaincy's links with other departments and the community to support resettlement remained good.

- S18 Weaknesses in the management of complaints had been identified and addressed in the last few months. Complaints were now responded to on time but the quality of some responses required improvement. Case workers and advocates were the main sources of support for legal rights.
- S19 Boys had good access to age-appropriate health services with several good practices delivered by health professionals with an impressive range of skills. Waiting times for most services were notably short but too many boys did not attend their appointments. There was limited dedicated therapy space for health assessment and treatment. Dentistry and medicines management services were very good. A wide range of dedicated mental health specialists were well integrated with good multidisciplinary working to support prison officers. Access to the therapeutic unit (Endeavour) was limited to eight hours a week, which was not enough to meet need.
- S20 It was good that boys on Keppel and Collingwood could eat together for all meals. Servery workers at Wetherby were not always dressed appropriately or trained in food service and some boys complained that they received smaller meals than others. Portion sizes that we observed were adequate and the quality of the food was reasonable. The freely available fruit for boys waiting in health care was good practice. There was not enough opportunity for boys to work or gain qualifications in the kitchens. Canteen arrangements were appropriate.

## Purposeful activity

S21 *Time out of cell had improved significantly across both sites since the last inspection. The leadership and management of learning and skills activities was effective and good partnership working had led to improved outcomes for boys. Quality assurance arrangements were good. There were enough full-time activities of sufficient breadth for all boys. Attendance was improving but was not yet consistently good. The quality of the activities and teaching was good. Boys behaved well in class and achievement rates were high. There was insufficient outreach work to meet the needs of the population who did not attend the colleges. The library provided a good service. PE provision had improved and boys could now gain qualifications. **Outcomes for children and young people at Wetherby and Keppel were reasonably good against this healthy prison test.***

S22 *At the last inspection in 2017, we found that outcomes for children and young people in Wetherby and Keppel were not sufficiently good against this healthy prison test. We made 18 recommendations about purposeful activity. At this follow-up inspection we found that 14 of the recommendations had been achieved and four had not been achieved.*

S23 During our roll checks we found an average of 20% of the population locked in their cells during the core day which, although still not good enough, was significantly better than the 46% locked up at the last inspection. Most boys on Keppel could spend more than eight hours out of their cells during weekdays and about six at weekends. At Wetherby, time unlocked had improved significantly since the last inspection and boys fully engaged in the core day could have over seven hours out of their cells every weekday and about four at weekends. However, time unlocked was much less for the significant minority of boys on restricted regimes, who could receive as little as two or three hours unlocked.

S24 Partnership working between the establishment and education managers had successfully raised standards for boys across both sites. The development of boys' English and

mathematics skills was given a high priority. Curriculum review was good and new programmes had been introduced to support boys' resettlement. Quality assurance and improvement arrangements were also good, and data were used well for performance management purposes. An adequate range and breadth of provision was available and there were enough activity places to occupy all boys full time. Boys received good quality information, advice and guidance to help them on release but detailed data on boys' destinations on release were not available and it was hard to assess what had worked while they were in custody. Boys undertaking entry level 1 and 2 English and mathematics did not have access to a curriculum at these levels to support their development fully. Overall, attendance rates showed an improving trend but were not consistently high enough.

- S25 The quality of teaching, learning, assessment and coaching was good. Boys with high and complex special educational needs received good support. Vulnerable boys, including those with challenging behaviour, were effectively helped to re-engage in learning. Most of the population could participate in an appropriate range of enrichment activities. They received useful feedback to help them improve and peer mentors were used well to support boys' learning.
- S26 Boys usually behaved appropriately in class and were mutually respectful. They demonstrated adherence to good health and safety practice. Uniformed services courses effectively promoted boys' acceptance of responsibility for their actions. Most enjoyed their learning and had a clear appreciation of how good punctuality and attendance could help them achieve their career aims. Boys developed an adequate understanding of the available options after release.
- S27 Achievement rates for accredited qualifications were high. Most boys made good progress in developing their English and mathematics skills. Completed work met or exceeded the expected standards. However, the outreach provision did not meet the needs of the population.
- S28 Access to the welcoming library had improved for boys who attended education but others were reliant on books being taken to them. Storybook Dads and the Reading Ahead challenge were available to encourage boys to read.
- S29 PE provision had improved and there were good links with community groups. Boys now had the opportunity to gain meaningful qualifications. Recent improvements to facilities included new showers and a floodlit Astro turf pitch.

## Resettlement

- S30 *Reducing reoffending was central to the work of the prison. Staff knew boys well and an impressive range of services and support was designed to address risk, reduce reoffending and resettle boys into their communities. Although casework was generally good, contact time between boys and case workers was hampered by staff shortfalls on the Wetherby site. There was good joint working with youth offending teams (YOTs) and other community groups. Public protection arrangements were sound and there had been improvements to MAPPA (multi-agency public protection arrangements) processes. There was good support to maintain and build relationships with families. The establishment provided a good range of offending behaviour programmes but not all eligible boys could access them. Preparation for release was good. **Outcomes for children and young people at Wetherby and Keppel were good against this healthy prison test.***
- S31 *At the last inspection in 2017, we found that outcomes for children and young people in Wetherby and Keppel were reasonably good against this healthy prison test. We made six recommendations about resettlement. At this follow-up inspection we found that two of the recommendations had been achieved and four had not been achieved.*
- S32 The reducing reoffending strategy and limited needs analysis did not give credit to the knowledge staff had about the boys in their care or reflect all the work that was delivered to address their offending behaviour. The resettlement needs of boys were central to the work of the prison, and a range of good services helped boys to prepare for release or transition to the adult estate. We found examples of some very impressive work with boys who had complex resettlement needs. There were very good strategic links with community agencies.
- S33 Case work was generally good and reviews were thorough and well managed. Although the quality of contact time with boys was good, the time available for contact between case workers and boys on the Wetherby site was limited by staff shortages. Assessment of risk of harm and vulnerability were good at both Wetherby and Keppel, and there was good joint work with YOTs in the community. Staff on Keppel used training plans to manage and support boys more effectively than on the Wetherby site. Plans were based on risk and need but often did not reflect the extent of the good work undertaken across both sites. Public protection arrangements were sound. Arrangements to identify MAPPA cases had improved since the last inspection and levels were set before release. Arrangements for children serving long sentences were good and their transition in and out of Keppel and Wetherby was managed well.
- S34 There was good identification of the high number of looked-after children. Some promising work had started to support these boys, but too many did not receive their basic entitlements from local authorities.
- S35 There were good opportunities for release on temporary licence (ROTL) and early release was managed effectively. Preparation for release was good, including the opportunity to attend a pre-release course. Boys could access post-release support from the In2Out charity which worked with children before, during and after release.
- S36 Work to find suitable accommodation had improved. Problems securing accommodation for those returning to South and West Yorkshire were escalated to the Directors of Children's Services. Most children knew where they were going to live two weeks before release.
- S37 Boys were provided with good pre-release information and assistance to find a GP. They received harm minimisation packs and child and adolescent mental health services liaised with community services to ensure continuity of care.

- S38 The number of boys who said that they had weekly visits from family or friends remained low (18% on Keppel and 40% at Wetherby). Extended family days were good but restricted to those on Collingwood and Keppel. There were not enough telephones on some units which hampered daily contact with family. Other work in this pathway was more positive including celebration events, the Time for Dads course, Storybook Dads<sup>5</sup> and the use of ROTL for family contact.
- S39 Allocation to offending behaviour interventions was appropriately targeted and there was a broad range of provision. However, there were not enough programmes to meet the high demand of the population across Wetherby and Keppel.

## Main concerns and recommendations

- S40 **Concern:** Violence had increased at Wetherby since the previous inspection and was high. Many aspects of behaviour management were positive but lacked coordination and there was no formal support for victims of bullying and violence.

**Recommendation: The response to bullying and violence should be better coordinated and include effective support for victims. Monthly safeguarding meetings should analyse trends and direct clear action to reduce levels of violence at Wetherby.**

- S41 **Concern:** The use of force had increased since the last inspection and in several cases de-escalation was poor. Not enough was done to address the high proportion of incidents (75%) resulting in full restraint and the increased use of pain infliction. Body-worn video cameras were still not being used during use of force.

**Recommendation: Governance procedures should focus on identifying and addressing poor de-escalation, reducing the use of pain, and challenging the failure to use body-worn video cameras. Local training should be reviewed to ensure that staff can employ alternative options before resorting to the use of force.**

- S42 **Concern:** Progress on equality and diversity had been slow across the site. Management of diversity complaints was weak, constructive formal consultation was patchy and no boys acted as diversity representatives. Boys therefore had no effective ways to raise concerns and left the establishment ignorant as to why Muslim boys and boys from a black and minority ethnic background reported more negative experiences than other boys.

**Recommendation: Boys with protected characteristics should have a range of consistent, reliable ways to raise concerns and have them addressed. Negative perceptions held by particular groups should be understood and the causes investigated to identify any remedial action needed.**

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<sup>5</sup> An independent registered charity that helps prisoners to record a story for their children to listen to at home.



# Section 1. Safety

## Courts, escorts and transfers

### Expected outcomes:

**Children and young people transferring to and from the establishment are treated safely, decently and efficiently.**

- I.1 Too many boys continued to spend prolonged periods at court or on escort vans, despite most court appearances being completed by late morning. About a third of boys continued to arrive late in the evening between 8 and 9pm.
- I.2 Prison managers recognised the impact on boys of arriving late and continued to collate a range of evidence for discussion with the Prisoner Escort and Custody Service managers. However, despite several meetings, there had been no improvement since the last inspection. In our survey, 37% of boys said that they travelled in the same transport as adults which was inappropriate and contributed to late arrivals because adult prisoners were dropped off first.
- I.3 Boys alighted from escort vans promptly on arrival and handovers were adequate. Escort staff handcuffed boys from the vehicles to reception, regardless of risk, which was unnecessary. We observed good interactions between escort staff and boys. This was reflected in our survey in which 73% of boys said they had been treated well by escort staff against the comparator of 58% and 57% at the previous inspection.

### Recommendations

- I.4 **On completion of their court appearance, boys should be transferred to limit the time spent in court cells and should be prioritised for drop off at the receiving prison.** (Repeated recommendation I.4)
- I.5 **Boys should not be routinely handcuffed from or to escort vehicles without a risk assessment.**

## Early days in custody

### Expected outcomes:

**Children and young people are treated with respect and feel safe on their arrival into prison and for the first few days in custody. Children and young people's individual needs are identified and addressed, and they feel supported on their first night. During a young person's induction he/she is made aware of the establishment routines, how to access available services and how to cope with being in custody.**

- I.6 Further improvements had been made to the reception environment, including an ongoing painting programme to make the area bright and welcoming. The two main holding rooms contained televisions and a chalkboard to occupy boys for the short time they were held there.
- I.7 Reception staff were sensitive to the needs of new receptions and we observed some excellent interactions to calm boys following initial arrival or return from court. There was a positive use of peer support in reception and on induction (see paragraph I.11).

- I.8** Boys were still asked to confirm initial details at an open counter in earshot of other boys. Staff mitigated this as much as possible and a private room was used by a member of the first night team to ask more personal questions and complete initial risk assessment documentation. This was used to inform other staff of significant concerns during the first few days in custody. If information on new arrivals was limited, additional safeguards and support were put in place for the first 72 hours to allow further assessment to take place.
- I.9** All boys were offered a phone call, drink and hot meal on arrival but several new receptions told us they did not have a shower until the following day, which was unreasonable after a long day at court and travel in a cellular vehicle.
- I.10** New arrivals were now allocated to designated landings on Benbow unit for first night and induction procedures. Considerable effort had been made to improve accommodation for those new to Wetherby and cells were now clean and well equipped.
- I.11** A modular induction programme for boys in Wetherby started the first working day after reception and was delivered by dedicated induction staff with a peer mentor providing good support for new arrivals. The programme no longer relied on uninspiring or lengthy PowerPoint presentations but instead covered key aspects of life at Wetherby with an appropriate focus on encouraging positive behaviour.
- I.12** Despite the improvements made to the early days experience for boys in Wetherby, boys were all returned to their cells between modules and still spent too long locked up. In addition, when the numbers on induction were low, most modules finished more quickly than the advertised timetable. We found examples of boys on induction who were unlocked for just 45 minutes at weekends, which was not acceptable.
- I.13** The experience was more positive for boys allocated to Keppel unit and most boys spent more time out of cell during induction. All boys received an induction and awareness session on Keppel, even if they had been in Wetherby for some time before moving to Keppel. This was delivered by Keppel induction staff and boys were often able to stay out of their cells for longer periods.
- I.14** Age-appropriate, detailed information booklets were provided for all new arrivals and all boys were seen by key staff from other departments, including education, faith, psychology and case work.

## Recommendations

- I.15 All new receptions should be given the opportunity to take a shower on their first night.**
- I.16 All boys on the first night unit should have a regime which keeps them occupied. Time locked in cells during the working day or at weekends should be limited.**

## Good practice

- I.17** *A peer mentor was used in reception and attended the induction programme, offering valuable support and advice to new arrivals.*

# Care and protection of children and young people

## Safeguarding

### Expected outcomes:

**The establishment promotes the welfare of children and young people, particularly those most at risk, and protects them from all kinds of harm and neglect.**

- I.18** Weekly operational meetings and the quarterly and monthly strategic meetings with community partners continued to provide a useful structure for sharing information and safeguarding boys. However, attendance at weekly and monthly meetings was inconsistent and none of the three forums was action orientated. Tracking of the few actions that were recorded was poor, undermining the significant time staff devoted to preparing reports and attending these meetings.
- I.19** Safeguarding practice remained better on Keppel where the daily briefings ensured that all staff had access to information on new admissions, recent behaviour, and changes to boys' education plans or ACCT<sup>6</sup> documents. This helped staff and advocates to provide appropriate and consistent care for boys on the unit.
- I.20** In our survey, 61% of boys on Keppel and 32% of those at Wetherby said they had felt unsafe at the establishment at some time. However, only 6% of boys on Keppel felt unsafe at the time of the inspection demonstrating that the unit was fulfilling its purpose to provide a safe environment for some of the most complex and vulnerable young people in the estate. In our survey, 17% of boys at Wetherby said they felt unsafe at the time of the inspection.
- I.21** Some aspects of safeguarding practice had improved since the last inspection, particularly in the segregation unit (see section on segregation). However, gaps remained in the support for victims of bullying and violence, governance of the use of force and complaints (see paragraphs 1.32 and 2.40).
- I.22** Despite the efforts of managers, a significant minority of boys (17% at Wetherby and 14% at Keppel) said in our survey that they would have nobody to turn to if they had a problem. Only 32% of boys at Wetherby believed that staff would take reports of victimisation seriously and even on Keppel only half the boys surveyed responded positively to this question.

## Recommendation

- I.23 All safeguarding meetings should be well attended and focused on actions.**

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<sup>6</sup> Assessment, care in custody and teamwork case management of young people at risk of suicide or self-harm.

## Child protection

### Expected outcomes:

**The establishment protects children and young people from maltreatment by adults or other children and young people.**

- I.24** We continued to have concerns about the child protection arrangements across both sites. The child protection policy was appropriate, including an internal triage before notifying community agencies. However, there was ambiguity over timeframes for investigations, notification to the local authority designated officer, and the route which referrals to local authority children's services should take. We found cases with delays at all stages of the process from the child protection coordinator receiving the allegation through to the investigation of the incident.
- I.25** Most child protection referrals continued to relate to use of force by staff. The inconsistent use of body-worn video cameras by staff from all areas frustrated investigations into possible mistreatment (see recommendation I.74).
- I.26** Records were not comprehensive and did not include the initial action taken to prevent further harm during the investigation. There was often no record of communication with boys and other partners throughout the process or of making everyone aware of the outcome, including the boy who had made the allegation.
- I.27** The practice of strip-searching boys under restraint remained of serious concern (see paragraph I.67).

### Recommendations

- I.28** **Child protection arrangements should be robust. Investigations should be prompt and underpinned by clear procedures, agreed with external safeguarding partners and reinforced by appropriate escalation procedures.** (Repeated recommendation I.31)
- I.29** **Children should never be strip-searched under restraint.** (Repeated recommendation I.32)

## Victims of bullying and intimidation

### Expected outcomes:

**Everyone feels safe from bullying and victimisation. Children and young people at risk/subject to victimisation are protected through active and fair systems known to staff, young people and visitors which inform all aspects of the regime.**

- I.30** Attendance at formal meetings by the safeguarding and security department was inconsistent. However, informal communication was better and information on bullying and violence was regularly shared among staff of different disciplines.
- I.31** Managers at Wetherby continued to underestimate the full scope and range of bullying behaviour. Systems to monitor the number of personal items in each cell were underused and cases of canteen theft were not always identified or investigated. Abusive shouting out of windows and cell doors remained a problem, particularly at night.

- I.32** In our survey, 22% of boys at Wetherby and 58% on Keppel said they had been victimised by other boys. Supervision of boys when unlocked was reasonably good but there was an absence of formal support for victims of bullying and intimidation. New 'target support plans' were introduced at the time of the inspection which was the first example of the use of formal victim support for several months. This was mitigated at Wetherby by informal support by unit staff, although a few self-isolating boys received an inadequate regime with inconsistent access to exercise or association with peers (see paragraph I.82).
- I.33** At Keppel the smaller number of boys and higher staff ratios enabled most boys at risk of bullying and violence to be identified and supported quickly. This was underpinned by detailed handovers and an individual approach to the management of bullying.
- I.34** The establishment did not maintain a record of the use of constant watch cells and anti-ligature clothing.

## Recommendations

- I.35** **Formal support for victims should be implemented.**
- I.36** **Victims of bullying and violence should be enabled to access a constructive regime.**

## Suicide and self-harm prevention

### Expected outcomes:

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

- I.37** The number of incidents of self-harm was low at Wetherby but very high at Keppel. This reflected the complex nature of the Keppel boys, many of whom had found it difficult to manage on mainstream units. A few boys self-harmed frequently and four individuals were responsible for 41% of all incidents since the previous inspection.
- I.38** Most boys on open ACCTs at the time of the inspection were positive about their care which our observations confirmed. In most cases staff from residential units, CAMHS (child and adolescent mental health services), health care and education worked in a coordinated way with boys at risk of self-harm. However, a few boys were reluctant to leave their cells and not enough was done to provide them with an adequate regime, including education and exercise in the open air. We observed some poor decision-making which left a boy in a cell with no furniture, possessions or mattress for several hours.
- I.39** The quality of ACCT documents varied considerably, and too many care plans did not reflect reviews or significant changes, such as moving location. These deficiencies were exacerbated by a lack of suicide and self-harm prevention and ACCT management training.

## Recommendations

- I.40** Boys on an open ACCT should have regular, predictable time out of cell including education, exercise and leisure time.
- I.41** Suicide and self-harm refresher training should be available to all staff. (Repeated recommendation I.42)

## Behaviour management

### Expected outcomes:

**Children and young people live in a safe, well-ordered and motivational environment where their good behaviour is promoted and rewarded. Unacceptable behaviour is dealt with in an objective, fair and consistent manner.**

- I.42** Behaviour management was improving at both sites and was more focused than previously on motivating positive behaviour.
- I.43** Relationships between staff and boys had improved since the last inspection and were, for the most part, very good at both sites (see paragraph 2.13). We saw many examples of more consistent challenge to poor behaviour, particularly by residential officers. Low-level disturbances were dealt with quickly, and boys were made aware of appropriate boundaries. Staff did not over-react to poor behaviour and there were many examples of residential officers dealing with difficult behaviour in a calm and measured way to beneficial effect. Good attention was paid to praising even small but incremental changes in behaviour.
- I.44** At Wetherby, the recent re-role of the Collingwood residential unit to an enhanced unit for up to 50 boys was a positive step which encouraged community focused responsibility. The new progression unit, to manage boys with the most complex needs back into mainstream accommodation, was a promising initiative (see paragraph I.80).
- I.45** There was an up-to-date behaviour management strategy with a clear focus on using motivational tools to encourage good behaviour, but links to other policies, such as violence reduction and victim support, were weak and uncoordinated, particularly at Wetherby.
- I.46** The PACT (positive attitudes created together) process to deal with poor behaviour had been replaced by the behaviour improvement ladder scheme (BILS). This structured programme, usually lasting four weeks, incorporated behaviour improvement plans to help boys address their poor behaviour through targets and incremental rewards. Boys on BILS were placed on the basic (red) level of the rewards and sanctions scheme and could earn back privileges at the end of each week following a review. Most boys were nominally returned to the standard (silver) level of the rewards and sanctions scheme at the end of the first week when their television was returned and their spending allowance increased. However, association was not permitted until the end of the second week regardless of improved behaviour. Boys could not attend recreational gym or eat with other boys until the end of the third week.
- I.47** There was not enough managerial oversight of the scheme and behaviour improvement targets did not usually address the initial causes of poor behaviour. Reviews were timely, but poorly attended, and we saw little evidence of discussion of underlying issues.

## Recommendations

- I.48 Behaviour management should be coordinated effectively and links to safeguarding should be better developed.**
- I.49 BILS should be more flexible and boys on the silver level of the rewards and sanctions scheme should be allowed all corresponding privileges.**
- I.50 Behaviour improvement targets should focus on the issues that have caused poor behaviour.**

## Rewards and sanctions

### Expected outcomes:

**Children and young people are motivated by an incentives scheme which rewards effort and good behaviour and applies sanctions appropriately for poor behaviour. The scheme is applied fairly, transparently and consistently, and is motivational.**

- I.51** The rewards and sanctions scheme offered differentials in access to private cash, computer games and time out of cell, which were good incentives and appreciated by boys. Boys on gold level had a small refrigerator which was very popular. Nearly 40% of boys at both sites were on the gold level compared with 28% at the previous inspection.
- I.52** The merit scheme had developed significantly since the last inspection. Boys were offered an immediate reward for good behaviour which could be exchanged for confectionery at the merit shop. We observed officers who were quick to acknowledge good behaviour and this was reflected in the number of positive entries made in boys' files.

## Security and disciplinary procedures

### Expected outcomes:

**Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence as well as positive relationships between staff and children and young people. Disciplinary procedures are applied fairly and for good reason. Children and young people understand why they are being disciplined and can appeal against any sanctions imposed on them.**

- I.53** We found no obvious weaknesses in physical security. Intelligence led searching was carried out proportionately, although we were not assured that strip-searching boys under restraint was always justified (see paragraph I.67). Regular checks and routine searches of perimeter fences and walls took place, together with searches of communal areas and activities buildings.
- I.54** Essential elements of dynamic security had significantly improved and the unnecessary and restrictive practices we found at the last inspection had been lifted. Relationships between staff and boys were positive at both sites. The interactions we observed indicated that staff knew the personal circumstances of the boys which supported the general security of the prison. Supervision was effective in key areas, such as residential wings and education, and the regime had improved for most boys and was predictable. Briefings by residential managers continued to update staff on boys who needed to be kept apart.

- I.55** Monthly security objectives were based on intelligence and reflected the key risks to prison security. Contributions at security led meetings were reasonably good but representatives from safeguarding often did not attend.
- I.56** We reviewed security risk assessments and management systems which were effective and included information about behaviour in custody as well as historic data. We saw no evidence that the prison was risk averse in the allocation of activity spaces, although there were rational restrictions in higher risk areas. Links with local police teams were good and a police intelligence officer had been appointed to collate and help manage useful information.
- I.57** Supply reduction initiatives were effective: there were occasional finds including cannabis and, less commonly, stimulants at Wetherby. Drug availability remained low at both sites and the positive random mandatory drug test over the previous six months was less than 6% for cannabis at Wetherby and less than 1% at Keppel.
- I.58** Most adjudications were still conducted on the residential units which provided a more relaxed environment. The Barnardo's advocacy service was available to all boys on request.
- I.59** The number of adjudications had risen at both sites since the previous inspection which reflected an increase in violent incidents over the last six months.
- I.60** Disciplinary charges were proportionate but too many records of the hearings that we examined at both sites did not demonstrate adequate enquiry before a finding of guilt. Less formal systems, such as the incentives and earned privileges scheme and the minor reports system, were used to deal with instances of low-level poor behaviour. We observed many examples of staff challenging less serious poor behaviour in a measured way and to good effect (see paragraph I.43).

## Recommendation

- I.61** **Adjudicators should ensure that a full investigation of the facts takes place in each case.**

## Bullying and violence reduction

### Expected outcomes:

**Active and fair systems to prevent and respond to bullying behaviour are known to staff, children and young people and visitors.**

- I.62** Since the previous inspection, Wetherby had recorded an increase in assaults against staff and other prisoners, and an increase in fights. Levels remained too high. There had been about 280 assaults and fights over the past six months. Only a few of these incidents were serious but many acts of violence were reckless and it was the swift actions of staff that prevented a greater number of serious injuries. At Keppel levels of violence were significantly lower than at Wetherby and at other young offender institutions.
- I.63** Violence levels were monitored and a useful report was presented to managers weekly and monthly. However, these data were not separated for the two sites and, although the recording of violence had improved since the previous inspection, there was still confusion about the overall number of incidents.

- I.64** Each violent incident was investigated by a violence reduction officer and identified perpetrators were placed on a behaviour improvement ladder. This system was too rigid and did not reflect individual circumstances (see paragraph I.46).
- I.65** The conflict resolution team responded to violent incidents and to referrals from boys and staff who wanted to resolve issues before violence took place. This enabled boys who would otherwise have been locked in their cells to attend education and associate with their peers. The establishment of the Beacon Suite was a positive step which offered an appropriate environment to undertake conflict resolution. However, the facility was underused.

## The use of force

### Expected outcomes:

**Force is used only as a last resort and if applied is used legitimately and safely by trained staff. The use of force is minimised through preventive strategies and alternative approaches and this is monitored through robust governance arrangements.**

- I.66** The use of force had increased significantly. During the previous six months, 576 incidents of force had been recorded, of which 63 related to boys on Keppel. This compared to 423 incidents at the previous inspection, with 78 involving boys on Keppel.
- I.67** Pain-inducing techniques had been used on 32 occasions, compared with 22 previously, and 16 boys had been strip-searched under restraint. The documentation we examined did not always make clear the purpose or justification for such extreme forms of restraint.
- I.68** We found several cases where staff intervened during violent incidents to protect boys from further harm. However, about three-quarters of restraint incidents involved full use of force by two or more staff. Despite most boys being returned to their own cells, in too many cases full force continued to be used throughout the restraint, with no attempt to review and de-escalate.
- I.69** In many of the incidents that we reviewed, there was a reliance on CCTV footage which varied in quality. Body-worn video cameras were not always used appropriately. We were told that only 26 cameras were in use at Wetherby and Keppel but only 13 were working and five were unaccounted for.
- I.70** In one case that we reviewed a boy had been required to move cell because his behaviour had been poor the previous night. Staff entered the cell and the boy said he did not want to move. With little discussion or negotiation, and with no present threat to anyone, the boy was restrained while managers looked on. Nobody had prepared the cell he was moving to and as a result he was held under full restraint for several minutes before he could be moved. There was no attempt to de-escalate. A few days later night staff were carrying out ACCT welfare checks on the same boy, and when they could not raise a response from him they took the decision to enter his cell. The situation escalated and the boy was once again restrained. While the decision to enter the cell to check on his welfare was appropriate, it was concerning that, given the case history, no body-worn or hand-held cameras were used to record the incident. During the same incident, staff stripped his cell of all furniture and personal items and left them strewn outside his door until an inspector questioned it the next morning.
- I.71** There had been some improvement to governance structures to oversee the use of force and pick up the issues highlighted in the example described above. A full complement of minimising and managing physical restraint (MMPR) coordinators was now in place and they were no longer routinely redeployed to other duties. A weekly scrutiny panel to review all

incidents of force was now more established and independent analysis was carried out by a member of the social work team. The panel identified concerns following incidents and records indicated that staff involved were challenged appropriately or training was adapted. The use of restraint handling plans to inform staff of any medical concerns if a boy was subject to force were now embedded and available in residential areas.

- I.72** These improvements were welcome, but the underuse of de-escalation was very concerning and the scrutiny panel regularly identified MMPPR techniques that had been applied incorrectly.

## Recommendations

- I.73** **Pain-inducing techniques should not be used on boys.**
- I.74** **Body-worn video cameras should be worn by all designated staff to provide audio and visual oversight of all incidents of force.**

## Separation/removal from normal location

### Expected outcomes:

**Children and young people are only separated from their peers with the proper authorisation, safely, in line with their individual needs, for appropriate reasons and not as a punishment.**

- I.75** The use of segregation had reduced since our previous inspection but remained greater than in comparable establishments. Boys on Keppel unit were less likely to be segregated than those in Wetherby. Segregation was restricted to boys who displayed the most challenging behaviour on residential units and usually followed a serious act of violence.
- I.76** Significant improvements had been made to the segregation unit (Anson) since the previous inspection. A new proactive management team were based full time on the unit working alongside other departments including a dedicated psychology team. There was a clear focus on reintegration and regular unit meetings were held to implement and improve the segregation strategy. Segregation monitoring meetings took place, but data were not used to best effect.
- I.77** Cells and shower facilities on Anson had been redecorated and boys who caused damage were appropriately challenged and given the opportunity to remove graffiti. A spacious communal area was now used to deliver a reasonable regime which included education outreach and a weekly physical education session supervised by gym staff. Side rooms were used well for individual interviews or for more complex case planning.
- I.78** Average stays on Anson were relatively short but a few boys were separated for much longer; at the time of inspection one boy had been segregated for more than 60 days. Managers were making strenuous attempts to reintegrate the boy on a mainstream location, which included the involvement of the boy's brother who was progressing well at the establishment.
- I.79** Individual review meetings took place regularly for boys who were segregated, with good attendance and appropriate focus on the needs of the individual. We attended two review boards at which there was a positive emphasis on progression.

- I.80** A progression landing on the upper level of Anson unit (A3) had opened six weeks before the inspection and was managed by the Anson management team. The team aimed to use the landing as a route for gradual progression back to a mainstream unit.
- I.81** All boys on the progression landing had a behaviour progression plan which outlined their targets and the requirements to progress back to mainstream accommodation. Early signs were promising and we observed several boys attending regime activities off the unit, including work with advocates.
- I.82** A number of boys were also subject to separation procedures on mainstream locations at both Wetherby and Keppel. Their behaviour did not warrant full segregation but they were either self-isolating or had to be kept apart from other boys. These boys were subject to robust levels of governance, as they would have been if located in Anson. However, there were also several other boys at Wetherby who were only being unlocked to associate in two's and three's and as a result were out of cell for no more than three hours a day, some for as little as 45 minutes. It was unclear why these boys were not safeguarded by an appropriate level of governance or oversight.

## Recommendations

- I.83** **The segregation review meeting should analyse comprehensive data to identify trends or patterns in segregation and to reduce further the number of boys segregated.**
- I.84** **All boys who are subject to restricted regimes should be safeguarded by governance equivalent to that provided for boys in the segregation unit.**

## Substance misuse

### Expected outcomes:

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

- I.85** An integrated drug strategy and action plan was based on a needs assessment. The implementation of the plan was regularly monitored by a multidisciplinary group at minuted meetings. The meetings were well attended by security, health and substance misuse workers.
- I.86** Leeds Community NHS Trust had become the provider of psychosocial and clinical services and psychosocial services were in transition.
- I.87** All boys were seen by a YPDASS (young person's alcohol and drug services) worker very early during induction and a comprehensive health assessment tool (CHAT) was used to assess need. Clinical and psychosocial workers used the same electronic clinical record (SystemOne). Communication was excellent and it was planned to co-locate all health and substance misuse workers.
- I.88** In our survey, 50% of boys on Keppel said they had a problem with drugs on arrival (46% in 2017) and service performance data indicated that 50% of the population (120) were in support. More than a third of YPDASS resources were used to support boys on Keppel which reflected the complexity of their needs. All boys at Keppel and Wetherby were offered an initial six sessions of individual or group therapy using a personal pathway within a comprehensive programme.

**I.89** Clinical services were flexible and staff were competent. There had been no demand for prescribing since our last inspection.

## Section 2. Respect

### Residential units

#### Expected outcomes:

**Children and young people live in a safe, clean and decent environment which is in a good state of repair and suitable for adolescents.**

- 2.1 The buildings at the Wetherby site were old, the fabric was worn and some areas needed investment to bring them to a good standard. For example, boys residing on Benbow unit lived in very small cells. Standards of cleanliness had improved in most cells, showers and communal areas. Graffiti was no longer endemic, but was still found in some cells across the site. Good work had been undertaken to tackle this, particularly on Keppel and Benbow where staff and boys had worked together to paint areas. Some efforts had also been made to improve Collingwood. We found some cells where staff were clearly not challenging the level of mess or offensive displays on walls. A bright and clean Keppel unit continued to provide a better standard of accommodation than the main site.
- 2.2 Cells were single occupancy and were adequately maintained, but many toilets on the Wetherby site were dirty. With the exception of Benbow where rubber covers had been provided to place over toilets, toilets still did not have lids or seats and were not screened adequately. Many boys were using towels to cover their toilets. Boys had access to most basic items such as kettles and curtains and there was enough stock at the time of the inspection. However, only boys on the highest level of the rewards scheme had lockable cabinets.
- 2.3 Access to showers had improved since our last inspection. In our survey, 76% of boys on the Wetherby site said they could shower every day compared with 62% at the last inspection. Boys on Collingwood (the enhanced unit) were more positive in our survey about access to showers than boys located elsewhere on the Wetherby site. Showers were in individual cubicles in communal areas on the Wetherby site and in cells on Keppel. The condition of showers on the Wetherby site had improved.
- 2.4 The response times to cell call bells were not logged, but managers had introduced routine spot checks on both sites.
- 2.5 In our survey, 70% of boys on the Wetherby site said they could use the telephone every day against 54% at the last inspection. On Collingwood 95% of boys in our survey said they could use the phone daily compared to 62% of boys on the rest of the Wetherby site. Boys on Collingwood could access 12 phones following the introduction of telephones on trolleys which could be plugged in to sockets around the wing. This was a good initiative and we were not clear why this could not be extended to the other wings where boys were observed queuing to use the limited number of phones available. Access to phones on Keppel was good, with 82% of boys in our survey saying that they could use the phone every day.
- 2.6 Exercise yards on the Wetherby site had improved. Each yard had murals, a picnic bench and planned activities such as table tennis. However, clothing hanging from the razor wire above the yards remained unsightly. The outdoor area around the Keppel unit remained attractive and well maintained.
- 2.7 It was still the case that only boys on the highest level of the privileges scheme could wear their own clothes on the units. Each unit held a supply of prison clothing for boys. We saw

boys accompanied by staff moving around the site in heavy rain. Despite some boys telling us they had a coat, staff had not encouraged them to wear it.

- 2.8** Applications were routinely monitored and tracked across the site. In our survey, more boys on the Wetherby site than the comparator felt that applications were sorted out quickly.

## Recommendations

- 2.9 All toilets should be clean and adequately screened, with seats and lids.**
- 2.10 Trolley phones should be provided on every wing and all boys should be able to shower and make a telephone call each day.**
- 2.11 All boys should be able to wear their own clothes.**

## Good practice

- 2.12** *Boys on Collingwood could access 12 telephones on trolleys which could be plugged in to sockets around the wing.*

## Relationships between staff and children and young people

### Expected outcomes:

**Children and young people are treated with care and fairness by all staff, and are expected, encouraged and enabled to take responsibility for their own actions and decisions. Staff set clear and fair boundaries. Staff have high expectations of all children and young people and help them to achieve their potential.**

- 2.13** Relationships were good between a multidisciplinary team of staff and boys at both sites. In our survey, boys on Collingwood and Keppel units were particularly positive about relationships with staff. Staff at Keppel were working hard to ensure that the unit was fulfilling its founding objectives to support boys with complex needs and challenging behaviour.
- 2.14** We observed positive interactions between staff and boys during evening association, particularly on Keppel, Collingwood and Benbow. Case notes contained evidence of meaningful interactions between boys and staff including positive comments about boys' behaviour and achievements. The majority of staff from all disciplines were enthusiastic, committed and passionate about their work with young people. However, in a few cases we observed staff who continued to have low expectations of boys. They did not address poor behaviour, such as swearing, or encourage boys to improve their own living conditions.
- 2.15** There was an active personal officer scheme and most boys we spoke to knew who their personal officer was.
- 2.16** Formal consultation with boys was inconsistent, although boys had plenty of opportunities to talk to staff, including partner agencies. Each unit was expected to hold a monthly meeting with issues arising being taken forward to the youth council which met every two months. However, this had only occurred on Benbow and Keppel in the previous six months and there had only been two youth council meetings during this time. Minutes that we examined indicated that not all units were represented, key staff and senior managers did not attend, and in November 2017 only four staff had attended. Consultation did not have sufficient

priority in the establishment and many boys we spoke to said they did not know about consultation arrangements. Peer support had improved.

## Recommendations

- 2.17 All staff should engage positively with boys and have higher expectations of them.**
- 2.18 Consultation arrangements should be promoted to boys and meetings should be held regularly and given a high priority.**

## Equality and diversity

### Expected outcomes:

**The establishment demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no child or young person is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The diverse needs of each young person are recognised and addressed: these include, but are not restricted to, race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), gender, transgender issues and sexual orientation.**

### Strategic management

- 2.19** Progress on equality and diversity had been slow and was hampered by a lack of dedicated staff. The equality adviser post had been vacant for most of the previous seven months, with one manager undertaking the work alongside wider safeguarding responsibilities. The establishment relied on generic prison service instructions rather than bespoke local policies or strategy. There was little written guidance for staff and boys to refer to which was specific to the needs of boys at Wetherby and Keppel. There was no mandatory training for staff although training developed locally had been delivered in the summer of 2017 for some staff.
- 2.20** It was positive that the governor chaired the quarterly equality action group, which was reasonably well, though not consistently, attended by departments across the establishment. Minutes of meetings did not demonstrate how the group was driving diversity work. An equality action plan was in place with appropriate actions identified and some progress had been made. Boys had not attended the equality action group for at least a year, and no boys acted as diversity representatives. Forums for boys from protected characteristic groups were too infrequent.
- 2.21** The monitoring data from the HMPPS equality monitoring tool were often out of date by the time they were made available. The establishment produced its own monthly monitoring data which were shared with the senior management team and discussed at equality action group meetings. This had identified an over-representation of boys from black and minority ethnic backgrounds in incidents of unplanned use of force and segregation. The reasons for this were being investigated. Noticeboards on residential units included monitoring data and information on how to make complaints about discrimination. There was scope to involve boys more in designing age-appropriate equality and diversity related displays.
- 2.22** Management of discrimination incident report procedures was weak. During the previous six months, 38 discrimination incident report forms (DIRFs) had been submitted. Only five were from boys and the remainder were from staff. Most related to use of racially abusive

language by boys and there was evidence in the DIRFs that this was being challenged by the staff who reported it. Most of these incidents were addressed through disciplinary procedures. Responses to DIRFs were informative but too many responses were not sufficiently prompt. Records indicated that 12 of the 18 DIRFs submitted in 2018 and a further eight submitted in 2017 were still awaiting a response. A local youth offending service had recently agreed to provide external quality assurance of completed DIRFs. There was otherwise little community involvement in supporting diversity work.

## Recommendation

**2.23 A policy should be available to staff and boys which sets out how the establishment will meet the identified equality and diversity needs of boys at Wetherby and Keppel.**

## Diverse needs

- 2.24** The identification of boys from protected characteristic groups had improved since the last inspection. It formed part of the reception process and about a week after arrival a member of the safer custody team spoke to boys again to identify any diversity issues they had omitted to mention or that they now felt comfortable to discuss. When an individual need was identified, attempts were made to address it.
- 2.25** About a third of the boys on Wetherby main site and 12.5% on Keppel unit were from a black and minority ethnic background. In our survey, 22% of boys from this background on the Wetherby site said they had been victimised by staff because of their race or ethnic origin against 1% of white boys. The lack of regular consultation left the establishment ill equipped to understand or address these perceptions of victimisation. An establishment self-assessment had been carried out reflecting the recommendations for the youth estate in the Lammy Review<sup>7</sup>. This was a proactive step but needed more involvement by boys from a black and minority ethnic background.
- 2.26** Eight boys self-identified in our survey as being from Gypsy, Roma and Traveller backgrounds, but only five were known to Wetherby. Occasional forums took place for these boys to meet as a group (Wetherby and Keppel unit together) and they could buy additional phone credit from their private cash if they wished.
- 2.27** Fourteen per cent of boys across Wetherby and Keppel were Muslim. They had good access to Muslim chaplains. In our survey, boys living on Wetherby were more positive about their religious beliefs being respected than the comparator or the previous inspection. The only question to which they responded more negatively than their peer group concerned victimisation by staff because of their religion/religious belief. Again, the establishment was unaware of this perception, the reasons for it or how it could be addressed.
- 2.28** The capture of information about boys with disabilities had improved. Our survey suggested about 50 boys had a disability and the establishment was aware of 64. Many of these were learning disabilities. Boys on Keppel unit who had a disability were more negative than others on Keppel about feeling safe on their first night and their cell bells being answered within five minutes. Two personal emergency evacuation plans had been opened for boys who would require extra assistance (one on Wetherby and one on Keppel), but too few staff knew where to find the plans, particularly night staff. Information sharing about less obvious

<sup>7</sup> An independent review into the treatment of and outcomes for black, Asian and ethnic minority individuals in the criminal justice system, September 2017.

disabilities and the impact these could have on daily life was still not shared consistently with residential unit staff.

- 2.29** At the time of the inspection, 17 foreign national boys were held (15 at Wetherby and two on Keppel). Case workers continued to provide practical support. Knowledge of trafficking had improved, particularly among staff who worked with two boys who had been referred as potentially trafficked children. Boys were seen regularly by Home Office staff, some of whom had attended training planning meetings to ensure that parents/carers also understood the boys' immigration issues and the potential outcomes. Despite efforts to provide alternatives, the only independent legal advice available to boys was through the Barnardo's advocacy service.
- 2.30** Most foreign national boys spoke and read English. The two who did not told us, via telephone interpreting, that they felt safe but were bored when not in their English lessons and unsure about the progress of their court cases. Telephone interpreting had been used with these boys, although records showed that on-line translation had been used for some interviews. Foreign national boys could have a free five-minute overseas telephone call each month, but we were told that many had spent most of their lives in Britain with their families or had no information about families overseas. Dictionaries and books in other languages were available and the library could obtain material in other languages when a need was identified.
- 2.31** Few boys identified themselves as gay or bisexual, none on the Wetherby site and two on the Keppel unit. They had met the equality officer a few weeks previously to discuss their experience. Neither felt discriminated against but described how 'gay' was sometimes used as an insult by other boys when they had no real understanding of what the word meant. It was not clear how this had been addressed. No community support or guidance was publicised. There were no boys wishing to transition at Wetherby or Keppel at the time of the inspection, although the establishment had had previous experience of supporting trans boys on the Keppel unit.

## Recommendations

- 2.32 Information on boys with a disability should be shared with unit staff and, where necessary, unit care plans should be produced to help staff meet the needs of this group.** (Repeated recommendation 2.44)
- 2.33 Staff should use an accredited interpretation service whenever there are issues of accuracy or confidentiality.** (Repeated recommendation 2.45)
- 2.34 Language which could cause offence should be consistently acknowledged and challenged, particularly when used as an insult.**

## Good practice

- 2.35** *The self-assessment by the establishment against relevant recommendations in the Lammy Review was a proactive response to a report with significant implications.*

## Faith and religious activity

### Expected outcomes:

**All children and young people are able to practise their religion. The chaplaincy plays a full part in establishment life and contributes to young people's overall care, support and resettlement.**

- 2.36** The chaplaincy was proactive and continued to deliver a range of services and classes for the main faith groups. Support for faiths not consistently represented in the population was provided when needed. The well-established team consisted of a managing chaplain, full-time, part-time and sessional chaplains, and volunteers. Chaplains carried out the full range of statutory duties and attended meetings and reviews for individual boys whom they were supporting.
- 2.37** The multi-faith centre had suitably flexible accommodation to meet the needs of different faiths and the ablution facilities had been decorated since the last inspection. Services and study groups took place weekly. Services were open to boys from Wetherby and Keppel, with additional timetabled sessions for Keppel boys who preferred not to attend with the Wetherby population. Chaplains now decided who attended services, mindful of boys who had to be kept apart, and this had increased their involvement in resolving conflicts between boys. Boys who could not attend group services received individual support from chaplains. Major religious festivals were celebrated during the year.
- 2.38** Links with the community and support for boys' resettlement needs were good. The In2Out mentoring scheme continued to offer impressive support to boys across the site and chaplains had been involved in taking boys on temporary release to visit colleges and home in preparation for release. Time for Dads (a parenting course) and Challenge Plus (a Keppel programme which helped boys to develop social skills and decision making) were facilitated by the chaplaincy. Boys from Wetherby and Keppel were taking part together in a Time for Dads course at the time of the inspection.

## Complaints

### Expected outcomes:

**Effective complaints procedures are in place for children and young people, which are easy to access and use and provide timely responses. Children and young people are provided with the help they need to make a complaint. Children and young people feel safe from repercussions when using these procedures and are aware of an appeal procedure.**

- 2.39** In our survey, a minority of boys thought that complaints were dealt with quickly (37% Keppel and 30% Wetherby) or fairly (47% Keppel and 34% Wetherby). There was no consultation with boys about complaints.
- 2.40** Barnardo's advocates who supported boys to make complaints had expressed strong concerns about the administration of complaints in 2017, including complaints not being responded to. Managers acknowledged that there had been weaknesses in the management of complaints and new arrangements had been put in place in December 2017.
- 2.41** Records since then indicated that 169 complaints had been submitted, most of which had received prompt responses. There was no quality assurance of complaints and, in the sample that we reviewed, we found several in which the quality of investigation or reply needed improvement.

- 2.42** Only basic monitoring of complaints was carried out. Property issues were the most common cause for complaint.

## Recommendation

- 2.43** **The complaints procedure should be based on prompt decisions informed by thorough investigations, with effective consultation and quality assurance so that boys are more likely to have confidence in the system.**

## Legal rights

### Expected outcomes:

**Children and young people are supported by the establishment staff to exercise their legal rights freely.**

- 2.44** Boys had their legal status and rights explained to them by a caseworker during induction. Remanded boys who wished to explore their bail options were helped to contact their youth offending team. Sentenced boys were helped to understand their sentence and key dates they were working towards, for example early release or home detention curfew. Barnardo's assisted boys to obtain legal representation, for example when appearing before an independent adjudicator. Eligible boys were also supported to apply for remission of days added to their sentence by an independent adjudicator.
- 2.45** There was a process in place to check with the small number of boys who were eligible to vote whether they wished to do so when elections were announced.
- 2.46** Provision for legal visits was unchanged since the previous inspection. It remained poor with no suitable private rooms for confidential discussions.

## Recommendation

- 2.47** **Appropriate facilities should be provided for legal visits to be conducted in confidence.** (Repeated recommendation 2.60)

## Health services

### Expected outcomes:

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

- 2.48** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)<sup>8</sup> and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The breaches of regulation identified in March 2017 had been addressed. The CQC found no breaches of the relevant regulations during this inspection.

<sup>8</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>.

## Governance arrangements

- 2.49** NHS England commissioned health services delivered by Leeds Community Health Care NHS Trust (LCH) and South West Yorkshire NHS Foundation Trust (SWYFT) delivering child and adolescent mental health services (CAMHS). Crossley Street GP practice and optometry were separately contracted. Despite the complexity of these arrangements, performance and governance were impressive.
- 2.50** We were informed of the commissioner's plans to use information from the CHAT (comprehensive health assessment tool) to provide an aggregated assessment of the needs of the population to guide service planning. However, we were unable to see evidence that this had been used to inform the current plan for the reconfiguration of the health centre. Access to health care was equitable for Wetherby and Keppel boys and treatment was based on need rather than location.
- 2.51** Joint governance arrangements ensured that the service was monitored effectively. LCH and SWYFT had appropriate oversight of their service provision. The reporting of and learning from serious and untoward incidents were effective. There was an operational prison health board but, while improvements had been made, joint responsibilities remained that were underdeveloped. These included regular occasions when regime restrictions prevented boys from attending their health care appointments and outstanding actions concerning infection prevention, control audits and general cleaning services.
- 2.52** Boys' views on health services were regularly sought and concerns addressed. A new comment/complaint form had been introduced in a suitable format and 'How to use it' information was clearly displayed around the prison, and discussed with boys during induction. There had been only nine written complaints since our last inspection. All boys who had submitted complaints were seen personally, and the responses were focused and timely. Lessons learned from complaints informed service delivery.
- 2.53** Leadership of the service was well established and there was a rich skills mix among health personnel and no vacancies – an improvement on 2017. There were enough staff to offer a 24-hour service. Staff members were up to date with mandatory training and received regular managerial and clinical supervision. We attended a daily staff briefing at which all staff were able to contribute to clinical discussions.
- 2.54** SystemOne (electronic clinical record) was used for care planning. Care plans that we sampled were clear, evidence based and subject to clinical audit. Staff understood the importance of medical confidentiality and arrangements for appropriate information sharing were in place.
- 2.55** The health centre building was poorly designed but staff had made the treatment rooms fit for purpose. The waiting room had been brightened up but remained unsatisfactory and the dedicated toilet was not easily accessed. However, there was an intention to re-configure the building. Cleaning arrangements were unsatisfactory and remedial action was taken at the time of the inspection. The wing treatment rooms varied in size and quality but several were suitable for minor clinical procedures.
- 2.56** LCH resuscitation equipment was sited in each clinical room and automated external defibrillators (AEDs) were sited on each wing. Equipment was well maintained and regularly checked. Responses to medical crises were prompt and emergency services were rarely required. All clinical staff were appropriately trained although fewer than 10% of front line prison officers were familiar with using an AED. Safeguarding arrangements in health care were good and we saw examples of appropriate responses to support boys potentially at risk.

- 2.57** Health promotion was very good and delivered during consultations and induction. It included oral health and sexual health advice, with further information displayed on the wings. In the health centre waiting room there was healthy eating advice and a bowl of fresh fruit (see paragraph 2.87). Smoking cessation was also offered to boys. The gym and education had facilitated wider healthy living events which were impressive. There was no prison-wide strategic approach but the enthusiastic teams had plans to address this. It was good to see that national health promotion campaigns had also been introduced into the prison.
- 2.58** Age-appropriate health screening was carried out and a good range of immunisations and vaccinations were available and delivered in novel ways such as ‘pop up’ clinics in education. Promotion of seasonal programmes such as influenza immunisation (flu jabs) for those most at risk was appropriately assertive.

## Recommendation

- 2.59 All custody staff should receive regular basic life support training.**

## Delivery of care (physical health)

- 2.60** Careful attention was paid to identifying health issues. On arrival boys were screened using the CHAT and any urgent needs were addressed. The full CHAT was administered during induction and inductees were seen by a GP within 24 hours. Care planning followed as required. Thereafter boys could apply to see health care or mention their concerns to nurses who were on the wings several times throughout the day. Following nurse triage, a boy could see a GP within 24 to 48 hours, an improvement on 2017.
- 2.61** LCH facilitated a variety of suitable primary care services including physiotherapy, sexual health and a range of nurse-led clinics including long-term conditions, for which waiting times were short. Did-not-attend rates for some clinics were high, for example 16% for the GP and 32% for the dentist from October to December 2017. An initiative had recently been introduced to help reduce the rates, including written contact with boys to remind them of pending appointments, joint working with the prison to avoid simultaneous planned activities and joint monitoring of progress. Early indications suggested this was having a positive impact.
- 2.62** All boys who were segregated were seen daily by health care staff. These boys were offered monthly tests to ensure adequate vitamin D levels as their access to external exercise in sunlight could be limited.
- 2.63** Issues of security concern were now resolved at weekly joint monitoring meetings and external hospital appointments were now rarely cancelled for security reasons.

## Good practice

- 2.64** *Initiatives taken by the prison and health care and sustained joint working were improving did-not-attend rates and attendance at external hospital appointments.*
- 2.65** *Monthly testing for vitamin D deficiency for those most at risk ensured that this element of nutrition was sufficient to support the boy’s development.*

## Pharmacy

- 2.66** An efficient, secure supply chain was used to supply medicines individually or as stock. Medicines were appropriately stored and regularly checked and controlled drugs were carefully managed with daily stock checks. An impressive range of medicines optimisation clinical audits had started.
- 2.67** Pharmacy staff worked closely with prescribers to ensure that the formulary was used and that medicines were re-ordered promptly. The pharmacist personally checked all new prescriptions each month, which was impressive. There was an appropriate range of standard operating policies and patient group directions<sup>9</sup>. A range of over-the-counter medicines were available in canteen and some were available from the nurse out of hours.
- 2.68** The pharmacy team comprised a part-time pharmacist and four technicians. The boys had excellent access to advice. Technicians were available during medicine administration rounds four times a day, and the pharmacist undertook individual medicine use reviews.
- 2.69** Medicines were administered from treatment rooms on the wings with officers providing good supervision. Only 10% of boys at Keppel told us they had their medicines in possession compared to 38% at Wetherby, which reflected their heightened risks.
- 2.70** A regular medicines and therapeutics committee provided multi-professional oversight of pharmacy and medicines optimisation for the boys.

## Good practice

- 2.71** *The pharmacist reviewed all new prescriptions to ensure that prescribing was safe and conformed to best practice guidance and to enable optimal outcomes for the boys.*

## Dentistry

- 2.72** LCH dental team delivered two clinical sessions a week. Primary care staff had been trained to triage boys after reception and refer to the dental nurse. The dental nurse prioritised boys with oral pain or infection, and the time for a non-urgent appointment was now more reasonable at six to eight weeks. Individual oral health education was provided by the dentist and visiting therapist.
- 2.73** The dental suite was clean, with equipment appropriately certificated and maintained, although routine requests for works, for example to extend the x-ray machine arm or remove the redundant washer-sterilizer, took far too long to resolve. The dental team had started to liaise with youth offending teams (YOTs) to ensure continuity of treatment for boys being released, which was promising. SystemOne dental records could be accessed by all clinical staff, which made care more efficient.

## Good practice

- 2.74** *The novel approach to dental triage, involving primary care staff, ensured a prompt personal response to boys' requests for help and equitable access to dentistry.*

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<sup>9</sup> Authorise appropriate health care professionals to supply and administer prescription-only medicine.

## Delivery of care (mental health)

- 2.75** In our survey, 63% of boys on Keppel and 32% of boys on Wetherby said they had a mental health/emotional problem when they arrived. All boys were assessed using CHAT mental health, learning and neuro-disability modules. Boys could be referred by any staff member or self-refer. There were effective arrangements for obtaining information from community services. SWYFT delivered child and adolescent mental health services to 114 boys, 38 of whom resided on Keppel.
- 2.76** The weekly allocation meeting demonstrated person-centred provision to meet the changing needs of the boys and 'care navigators' created care plans with boys. The multidisciplinary team included an exemplary range of professionals including creative therapists, experienced nurses, neuro and learning disability specialists, clinical psychologists, psychiatrists, occupational therapists, social workers and assistant practitioners, and speech and language therapists. Two staff were undertaking training to offer cognitive therapies as part of IAPT (improving access to psychological therapies). Joint working was undertaken with the forensic psychology team and CAMHS contributed to ACCT<sup>10</sup> reviews.
- 2.77** The therapeutic unit (Endeavour) offered a positive environment for interventions work, though access was limited to four sessions a week because logistics, security and escort arrangements affected its use. These restrictions and the lack of alternative suitable space for interventions significantly affected the delivery of therapy.
- 2.78** Most support was individual although occupational therapy facilitated group sessions. The psychiatry provision remained an integral part of the team, together with a developing neuro-disability service, and further development of minimising harmful sexual behaviour work. Boys with ADHD (attention deficit hyperactivity disorder) received good assessment and care. Counselling was available from the chaplaincy. There was a clear physical health pathway for boys prescribed medicines, which required regular monitoring. There had been three mental health transfers to hospitals in the last year, none of which had occurred within the 14 days target.
- 2.79** The development of trauma and attachment based interventions, to support behaviour management, was showing early positive signs, though the 'formulation' approach<sup>11</sup> to understanding behaviours was not yet embedded across the establishment. Plans were in progress for the introduction of Secure Stairs (framework for integrated care in secure services).
- 2.80** Only about a quarter of prison officers had completed training in mental health trauma or first aid. However, we saw good support from health staff for prison staff attending to the needs of individual boys in the segregation unit (Anson) and Keppel. Partnership and multidisciplinary working were particularly good and included close attention to transitional issues such as liaising with YOTs and secure hospitals to monitor the progress of transferred boys and to plan return arrangements. The work had received peer recognition by local and independent national awards in 2017.

<sup>10</sup> Assessment, care in custody and teamwork case management of young people at risk of suicide or self-harm.

<sup>11</sup> A psychologically based understanding of the holistic needs of a child as opposed to (but may include) medical diagnosis.

## Recommendations

- 2.81 All prison staff should receive regular mental health awareness training.** (Repeated recommendation 2.104)
- 2.82 There should be sufficient access to appropriate therapeutic space to meet the needs of the population.**

## Good practice

- 2.83** *The partnership and multidisciplinary attention to transitional arrangements meant that boys experienced continuity of care at times when discontinuity was a known risk. This reduced the likelihood of relapse and crisis.*

## Catering

### Expected outcomes:

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

- 2.84** In our survey, only 18% of boys on the Wetherby site and 29% of boys on Keppel said the food was good. Meal times were orderly and well managed. Boys on Keppel and Collingwood could eat together for all meals. Boys on the remaining units were only able to eat their evening meal together and ate their breakfast packs and sandwich lunches in their cells. Meals that we observed took place in a calm and respectful atmosphere.
- 2.85** The kitchen and wing serveries were clean. However, we observed boys working in the wing serveries who were not wearing the appropriate personal protective equipment. We were told that some of the boys working in these areas had not been trained in basic food hygiene.
- 2.86** Boys on Collingwood were able to supplement the small breakfast pack with toast and received an enhanced breakfast at weekends. Boys on Keppel had opportunities during the week to cook with staff which was positive and created a normalising effect.
- 2.87** Menus were rotated every four weeks and boys were consulted twice a year about the menus. Actions from these consultations were not communicated to boys. Boys we spoke to complained that they were often hungry and that there was a lack of portion control on wing serveries. With the exception of breakfast, we found the meals to be of an adequate size and the food that we tasted was satisfactory. A positive initiative had been introduced in the health care centre where fruit was freely available to boys in the waiting room but this had not been implemented elsewhere in the prison.
- 2.88** At the time of the inspection only two boys were working in the kitchen and they were unable to gain qualifications.

## Recommendations

- 2.89** Boys should be able to eat in association for all meals. (Repeated recommendation 2.111)
- 2.90** Toast should be provided for boys on all units to supplement the small breakfast packs.

## Good practice

- 2.91** *Fruit was freely available to boys waiting for their appointment in health care.*

## Purchases

### Expected outcomes:

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

- 2.92** Purchases could be made weekly from a selection of age-appropriate items. Catalogue purchases were administered effectively and it was positive that there was no additional charge for these.
- 2.93** We were told that over the Christmas period DHL, the canteen provider, did not have enough stock of Christmas cards and when boys' canteen arrived the week before Christmas orders for cards had not been fulfilled. The establishment arranged for the local purchase of cards to distribute throughout the establishment, which was commendable.
- 2.94** Some boys still had more items in their cells than they were permitted under the privileges scheme. There was no system to identify if these items had been bought legitimately or if boys were being bullied for their canteen (see paragraph 1.31).

## Recommendation

- 2.95** Procedures should be implemented to ensure that boys are not bullied into giving away their canteen. (Repeated recommendation 2.117)



## Section 3. Purposeful activity

### Time out of cell

#### Expected outcomes:

**Children and young people spend most of their time out of their cell, engaged in activities such as education, leisure and cultural pursuits, seven days a week.<sup>12</sup>**

- 3.1** The time that most boys could spend out of their cells had significantly improved since the last inspection. Most boys on Keppel could spend more than eight hours out of their cells during weekdays and about six at weekends. At Wetherby, boys fully engaged in the core day could have over seven hours out of their cells every weekday and about four at weekends. However, we calculated that over 40 boys were on some form of restricted regimes at both sites and they could receive as little as 45 minutes to three hours unlocked. Exercise in the fresh air at both sites was too limited at 30 minutes. While good progress had been made in this area, many of the population were still locked in cells for long periods.
- 3.2** During roll checks in mornings and afternoons, an average of 20% of the population was locked in cells at Wetherby and about 8% at Keppel, compared with 46% and 10% respectively at the previous inspection.
- 3.3** A new core day had recently been introduced which prioritised the delivery of purposeful activity for most boys during the day, while providing time for domestic activity and association in the evening. Access to education and work was predictable. The spontaneous removal of boys from education without managerial oversight had ended and activities were rarely cancelled.

### Recommendations

- 3.4 All boys should have access to a full prison regime.**
- 3.5 All boys should have the opportunity for at least an hour's exercise outside every day.**

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<sup>12</sup> Time out of cell, in addition to formal 'purposeful activity', includes any time children and young people are out of their cells to associate or use communal facilities to take showers or make telephone calls.

## Education, learning and skills

### Expected outcomes:

**All children and young people engage well in education, learning and skills that enable them to gain confidence and experience success. Expectations of children and young people are high. Children and young people are encouraged and enabled to make progress in their learning and their personal and social development to increase their employability and help them to be successful learners on their return to the wider community. Education, learning and skills are of high quality, provide sufficient challenge to children and young people and enable them to gain meaningful qualifications.**

**3.6** Ofsted<sup>13</sup> made the following assessments about the learning and skills and work provision:

**Overall effectiveness of learning and skills and work: Good**

*Outcomes for children and young people engaged in learning and skills and work activities: Good*

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

*Personal development and behaviour: Good*

*Effectiveness of leadership and management of learning and skills and work activities: Good*

### Management of education and learning and skills

- 3.7** The partnership working between prison and Novus education managers was good and standards had been successfully raised since the previous inspection. High priority was given to improving prisoners' English and mathematics skills.
- 3.8** The prison quality improvement group delivered swift improvements to provision for the Keppel unit and Wetherby site. The group used data and associated targets well to manage performance. Managers had made good progress in ensuring that all provision was subject to a high level of quality monitoring.
- 3.9** The education and vocational training provided by Novus was good. Managers used quality assurance to improve teachers' practice and the quality of the learning programme. Self-assessment processes were thorough and used effectively to inform swift decision-making leading to sustained improvements. Teachers and learning support practitioners participated in a wide range of staff development opportunities which improved their professional effectiveness.
- 3.10** Prison and Novus managers ensured that boys with high and complex special educational needs received good support to help them achieve. Additional funding associated with this

<sup>13</sup> Inspection of the provision of education and educational standards, as well as vocational training in YOIs for young people, is undertaken by the Office for Standards in Education Children's Services and Skills (Ofsted) working under the general direction of HM Inspectorate of Prisons. It reports directly to the UK Parliament and is independent and impartial. It (inter alia) inspects and regulates services that provide education and skills for all ages, including those in custody. For information on Ofsted's inspection framework, please visit: <http://www.ofsted.gov.uk>.

had not been received, but education managers had implemented arrangements, most of which addressed successfully the boys' education, health and care plans.

- 3.11** Full and regular attendance at sessions had been prioritised. Attendance rates showed an improving trend and were high overall. However, they were not always consistently high enough to maximise use of session space.

## Recommendation

- 3.12** **Prison managers should ensure that attendance is consistently high to maximise use of sessions.**

## Provision of activities

- 3.13** The Wetherby site provided 232 places and the Keppel unit 48 places which was enough for the whole population to undertake full-time education and training. Novus provided boys with an adequate induction and assessment of their English and mathematics skills and development needs. However, the introduction of a written summary of the learning and training opportunities for boys had been delayed. The allocation process ensured that boys participated in appropriate learning. Pay rates did not act as a disincentive to participation in education and training.
- 3.14** An adequate range of provision was available to support resettlement and rehabilitation on release. For example, boys could attend English, mathematics and information technology courses from entry level to level 2. Novus delivered an appropriate range of personal and social development programmes. The curriculum was suitably adapted to meet national curriculum requirements. Novus teachers supported one boy in his distance learning AS mathematics studies. Vocational training at relevant levels included small animal care, bicycle maintenance, horticulture, hospitality and catering. Boys could develop industry standard skills through participation in well-designed work projects.
- 3.15** Review of the curriculum was good and had led to enhancements which supported resettlement. For example, accredited courses had been introduced in bricklaying and sport and leisure and a fire cadet programme had recently started.
- 3.16** Boys from the Keppel unit had access to the full range of education and training, although take-up of programmes on the wider Wetherby site was low. Managers made good use of release on temporary licence (ROTL), for example to allow boys to attend interviews for college courses and to undertake accredited training at external institutions. A few boys undertaking entry level 1 and 2 English and mathematics did not have access to a curriculum at these levels to support their development. The range of resources and use of the virtual campus<sup>14</sup> to support boys' learning and successful resettlement were too limited.

## Recommendations

- 3.17** **Novus should introduce a suitable curriculum for boys studying entry level English and mathematics.**
- 3.18** **Prison and Novus managers should ensure that the virtual campus is fully exploited to support boys' learning and resettlement.**

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<sup>14</sup> Access to community education, training and employment opportunities via the internet.

## Quality of provision

- 3.19** The quality of teaching, learning, assessment and coaching was good. Novus teachers demonstrated enthusiasm for their subjects, encouraging boys to participate actively in learning. Teachers planned lessons well and boys followed personal learning programmes which met their needs fully.
- 3.20** Teachers managed most learning sessions well and in most lessons established a learning environment of mutual respect which helped boys to achieve at an appropriate pace. Teachers usually challenged poor behaviour effectively and teachers in the Keppel unit had a particularly sound understanding of significant barriers to learning for the boys. They worked well with the boys to develop their self-confidence and motivation to succeed. Learning support practitioners provided effective tuition for boys on the outreach pathway taught on the accommodation wings. However, at the Wetherby site a minority of teachers failed to apply disciplinary sanctions consistently and did not address the occasional instance of disruptive conduct effectively.
- 3.21** Teachers skilfully used a wide range of effective teaching strategies to develop boys' English and mathematics skills. For example, in an English GCSE class, boys demonstrated a good understanding of a literary fictional character's motives. Boys were able to relate key aspects of their analysis to their own life experiences which helped them to reflect on how their actions impinged on others and themselves.
- 3.22** The majority of boys received good written and verbal feedback on the quality of their completed work which included useful guidance on how they could improve further. However, not all teachers routinely highlighted spelling and punctuation errors so that boys repeated the same mistakes and failed to develop an understanding of how to improve.
- 3.23** Boys participated in good quality vocational courses which developed their industry specific and wider employability skills well. For example, teachers ensured that boys working in the café interacted with paying customers. This developed and reinforced the boys' appreciation of the value of achieving consistently high service standards.
- 3.24** Boys engaged enthusiastically with courses that prepared them for their next steps, for example, they demonstrated appropriate use of hand tools in bricklaying and multi-skills workshops which equipped them for more demanding tasks.
- 3.25** Boys received good additional support from teachers and learning support assistants. Teachers made good use of trained peer mentors to support boys with their learning. However, peer mentors were not able to gain an appropriate accredited qualification. Kinetic Youth provided good support to vulnerable boys, including those removed from classes because of poor behaviour. Boys exhibited a growing and realistic understanding of how to modify their behaviour so that they could re-engage in learning.
- 3.26** Most boys could participate in an appropriate range of enrichment/extra-curricular activities. For example, professional football and rugby clubs delivered sports coaching sessions and prison managers were developing more opportunities for boys to play sport with visiting teams.

## Recommendations

- 3.27** Novus managers should ensure that all teachers manage boys' disruptive behaviour effectively.
- 3.28** Novus teachers should identify spelling and punctuation errors that boys have made so that they can avoid repeating mistakes.
- 3.29** Novus managers should provide relevant accredited qualification for peer mentors.

## Personal development and behaviour

- 3.30** Boys in the Keppel unit and on the Wetherby site exhibited a positive attitude to developing their knowledge and skills. They were well motivated to attend learning sessions and work activities regularly and punctually and appreciated how this could help them gain and retain employment on release. They developed an adequate understanding of the options available to them following release. Boys demonstrated effective adherence to health and safety practices.
- 3.31** The Novus learning support team and Kinetic Youth workers helped vulnerable boys, including those with challenging behaviour, to understand the impact that their attitudes, behaviour and addictions could have on future learning and employability options. Prison staff delivered uniformed services courses that were particularly good at getting boys to accept responsibility for their actions.
- 3.32** Boys were respectful towards teachers and their peers and most boys participated well in education and vocational training sessions. Teachers usually handled disruptive behaviour well, but in a few cases teachers did not challenge boys' use of inappropriate language effectively.

## Recommendation

- 3.33** Novus teachers should challenge boys' inappropriate use of language effectively.

## Education and vocational achievements

- 3.34** Achievement rates for accredited qualifications were high, including for English and mathematics. The majority of boys made good progress in developing their English and mathematics skills, often from very low starting points. Novus managers had successfully closed the gaps in achievement between different groups of boys which we had identified at the previous inspection. In the last year, five boys had progressed from the Keppel unit to the Wetherby site. On both sites, boys with complex education needs, including learning difficulties and disabilities, achieved accredited qualifications at a good rate. The progress of boys at the time of the inspection was good. Boys in the Keppel unit responded well to the support provided by teachers and achieved their planned learning goals and qualifications.
- 3.35** Boys' course work met or exceeded the expected standards. Where relevant, boys were working towards and meeting the relevant industry standard appropriate to their stage of development. Boys could identify the benefits they were gaining from their studies and usually enjoyed attending their lessons.

- 3.36** The comparatively few boys accessing the outreach pathway on the accommodation and segregation wings were not making enough progress in their learning because they did not always participate in an appropriately broad curriculum or have enough hours of teaching.

### Recommendation

- 3.37** **Prison managers should ensure that outreach pathway delivery meets the needs of all boys.**

### Library

- 3.38** The library service was delivered by Novus. It remained a well resourced facility. Access to the library had improved and all boys who attended education had at least fortnightly access. Boys on Keppel unit had a Saturday morning session and some classes had a weekly session. However, too few boys attended the library weekly. Boys on the Wetherby site who did not attend group education did not go to the library at all and relied on books being taken to them.
- 3.39** A literacy initiative, 'Reading Ahead', encouraged boys to read six books, articles or stories and World Book Day had been publicised around the site. The library stocked a range of fiction and non-fiction titles which met different reading abilities, as well as newspapers, magazines, foreign language books and careers literature. A file of Wetherby notices was maintained for boys to refer to and there were some legal texts and information about other prisons. Prison Service orders or instructions were not available.
- 3.40** Boys had access to the virtual campus in the library which, we were told, was principally used to complete preparatory work for driving theory tests. Boys could also take part in Storybook Dads which enabled them to make an audio recording of themselves reading a story to send to their child or younger siblings.

### Recommendation

- 3.41** **The prison should ensure that all boys have adequate access to the full range of library resources.** (Repeated recommendation 3.46)

## Physical education and healthy living

### Expected outcomes:

**All children and young people understand the importance of healthy living, and are encouraged and enabled to participate in and enjoy physical education in safety, regardless of their ability. The programme of activities is inclusive and well planned. It is varied and includes indoor and outdoor activities.**

- 3.42** The provision of physical education (PE) was good and there were enough PE staff to deliver a full programme. Attendance at the gym was also good and sessions were rarely cancelled. Relationships between PE staff and boys were positive and there was appropriate focus on engagement in physical activity. Links with the health services were good and boys continued to benefit from bespoke fitness programmes when required.

- 3.43** Following an increase in staffing, a PE academy had been set up in the learning centre which enabled boys to gain qualifications through the accredited Active IQ<sup>15</sup> programme. The room was equipped with basic cardiovascular and weights equipment. PE staff also used the room to provide boys from Keppel with activities off their unit.
- 3.44** Improvements had been made to PE facilities. The shower area was being refurbished at the time of the inspection and the floodlit astro-turf pitch had been renovated to provide a good external area for team sports.
- 3.45** Improvements to community engagement were impressive and there were now links with many providers. For example, Leeds Rhinos attended the prison to provide Rugby League coaching to boys and ran the 'MANtality' project which focused on personal development and interview techniques. Guisely football club offered links to the local community and boys eligible for ROTL attended the club to engage in level 1 coaching and to gain experience in the upkeep of the grounds. There were also links with White Rose Rugby Union and Leeds United and Everton football clubs. The prison was due to become an accredited Parkrun UK<sup>16</sup> centre shortly after the inspection when boys would be able to run or walk a 2km or 5km course each week in the prison grounds.

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<sup>15</sup> Active IQ is an awarding organisation recognised and regulated by Ofqual within the active leisure sector designing qualifications that support clear career pathways.

<sup>16</sup> Parkrun UK is a non-profit organisation that supports more than 700 communities across the country to coordinate free volunteer-led 5k and 2k events for walkers and runners.



## Section 4. Resettlement

### Pre-release and resettlement

#### Expected outcomes:

**Planning for a child or young person's release or transfer starts on their arrival at the establishment. Resettlement underpins the work of the whole establishment, supported by strategic partnerships in the community and informed by assessment of young people's risk and need. Ongoing planning ensures a seamless transition into the community.**

- 4.1 There was a reducing reoffending strategy but it did not reflect the wide and impressive range of work that was done to reduce risk and prepare boys for release or transfer. Close attention was paid to meeting the complex needs of boys on Keppel unit and it was clear that work to reduce reoffending was prioritised.
- 4.2 The strategy was underpinned by a refreshed needs analysis separated for Wetherby and Keppel and based on the most prevalent offences and interviews with boys and staff. The analysis did not provide a sufficiently detailed view of the complex needs of many boys, particularly those on short sentences, or how these could be mitigated. However, staff had good knowledge of individual boys whom they worked with which helped to ensure that most needs were met.
- 4.3 The reducing reoffending and case work functions worked well together, assisted by effective communication and a flexible approach to meet boys' needs. The quarterly reducing reoffending meetings monitored the progress of the action plan effectively. Discussions and decisions about resettlement work also took place outside these meetings to enable a quick response to emerging issues.
- 4.4 Active involvement with the South and West Yorkshire Resettlement Consortium had had a very positive impact on joint work with local youth offending teams (YOTs). Relationships between the establishment and local YOTs had improved with a better understanding of their respective roles. However, it was disappointing that funding for the employment of a YOI/YOT link worker had been withdrawn.
- 4.5 The consortium had developed an escalation protocol to help secure suitable accommodation for boys on release. The protocol allowed the establishment and YOTs to escalate accommodation issues to the Director of Children's Services in South and West Yorkshire local authorities. This enabled accommodation to be agreed early enough before release to allow for effective support and planning.
- 4.6 The management of the casework team remained effective. Case workers worked closely with social workers and interventions staff to identify needs quickly and produce plans to address risk and offending behaviour. Case workers completed an interventions screening as part of the admissions process to identify potential eligibility for programmes. This was followed up by intervention workers who made suitability assessments. The demand for interventions was greater than supply and careful consideration was given to which boys had the greatest need. Some boys who required interventions did not receive them.
- 4.7 Case workers were covering several vacancies and their time was stretched. Seven new case workers were due to start in the near future.

- 4.8** Release on temporary licence (ROTL) continued to be used well. Boys were encouraged to apply before their eligibility date and their applications were carefully considered and risk assessed. In the previous six months, ROTL had been used on 374 occasions, most of these to undertake local community work. A few boys had attended work experience and education interviews. The range of opportunities had increased and now included apprenticeship placements. ROTL had also been used for boys to re-engage with their family. Boys spoke positively about the opportunity to spend the day with their families on resettlement day release. One boy said that it helped him through his time in custody and reminded him what he was working for.
- 4.9** The establishment had made considerable efforts to gather outcome data for boys following release, but returns from YOTs were too variable to give a reliable picture.

## Recommendation

- 4.10** **The Youth Custody Service and regional resettlement consortia should seek to replicate the South and West Yorkshire accommodation protocol to ensure that appropriate accommodation is secured in good time for all young people.**

## Good practice

- 4.11** *The South and West Yorkshire Resettlement Consortium protocol which allowed the establishment and youth offending teams to escalate accommodation issues to the Director of Children's Services in South and West Yorkshire local authorities enabled accommodation to be agreed early enough before release to allow for effective support planning.*

## Training planning and remand management

### Expected outcomes:

**All children and young people have a training or remand management plan which is based on an individual assessment of risk and need. Relevant staff work collaboratively with children and young people and their parents or carers in drawing up and reviewing their plans. The plans are reviewed regularly and implemented throughout and after young people's time in custody to ensure a smooth transition to the community.**

- 4.12** Case workers chaired remand and sentence planning meetings well, demonstrating good knowledge of boys and their circumstances. They challenged attitudes effectively when necessary and were encouraging and supportive. In our survey, half the boys in Wetherby knew they had a training plan and 81% of these said they had been involved in its development. Three-quarters of boys on the Keppel unit knew they had a plan, most of whom said they had contributed to it. Boys were able to tell us the targets they were trying to meet, including how to improve their behaviour, but few knew that these derived from their sentence plans.
- 4.13** In our survey, 38% of boys on the Keppel unit said they had undertaken an offending behaviour programme and 16% of boys at Wetherby. This disparity reflected the level of risk and needs of the boys on Keppel.
- 4.14** Reviews were held regularly but not all meetings were attended by residential staff. Case workers tried to seek their views, but there was no systematic way of obtaining this important perspective on the boys' time in custody. We examined case files which contained

limited information on health matters and case managers were not well informed on the potential impact of emotional and mental health conditions on offending.

- 4.15** Social work was integrated into the casework model. This was particularly strong in the Keppel casework team where the expertise of the social worker provided excellent insight into boys' thinking and behaviour and the effects of trauma experienced by some boys. This enabled staff on the Keppel unit to respond to individual needs and work flexibly to best support the boys.
- 4.16** Case workers met boys each month. Records showed that these meetings were meaningful and discussions were linked to sentence objectives. The casework team was well managed and benefited from clear procedures and expectations.

## Public protection

- 4.17** Interdepartmental risk management meetings provided an effective forum for the consideration of risk issues. Boys subject to mail and telephone monitoring were reviewed appropriately. Attendance by other departments remained variable, but case workers gathered information beforehand and concerns were acted on immediately.
- 4.18** Arrangements for the identification of MAPPA (multi-agency public protection arrangements) cases had improved since the last inspection. All new admissions were screened for MAPPA eligibility. These cases were tracked and YOTs or the National Probation Service were contacted six months before release and again at regular intervals to request a confirmed MAPPA level. The manager leading this work understood the processes well and was able to challenge effectively when needed. MAPPA levels had been confirmed in all cases in the previous six months.

## Indeterminate sentence young people

- 4.19** No boys with indeterminate sentences were held at the time of the inspection. Eight boys were serving life sentences and 16 boys had sentences of five years or more. All long-term boys had previously been housed on the Benbow unit, but they were now located across the establishment, including on the enhanced unit Collingwood. An intensive nine-month programme only available at Wetherby, Life Minus Violence, helped boys to address their use of significant violence. Boys were well supported by case workers and a very experienced manager. Transition work to the adult estate started in good time. Boys were given practical and emotional support and had access to a range of information about their destination establishment.

## Looked-after children

- 4.20** On the Keppel unit, 55% of boys had looked-after status: seven were on full care orders, 12 were subject to Section 20 of The Children Act<sup>17</sup> and five were looked after because of their remand status. These boys were well supported by the social worker and there was good contact with local authority social workers. All boys received their allowances. Regular meetings took place to support the boys and they could speak to a social worker each day if they wished. This represented care of a high standard.

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<sup>17</sup> The terms of section 20 of the Children Act 1989 put the onus on the local authority to provide accommodation for a child in need in their area who appears to need accommodation because of one or more of the following: no person has parental responsibility for them; they have been lost or abandoned.

- 4.21** A very recent programme provided support to looked-after boys from the West Yorkshire area on the Keppel unit. The Clear Approach offered boys three one-to-one sessions with a mentor with direct experience of the care and criminal justice systems with continuing support on release. This was a promising initiative and there were plans to make it more widely available.
- 4.22** Just over a third of boys in Wetherby were looked after: 16 boys were on a full care order, 21 were subject to local authority accommodation and 58 boys were looked after because of their remand status. All boys were spoken to soon after arrival and contact was made with local authorities. Reviews were held on time and case workers played a central part in ensuring that local authorities provided appropriate support for boys and their families. We observed a review at which the case worker skilfully explained how the boy was managing in custody and the support he was receiving. Useful suggestions were made to the YOT and independent reviewing officer about the support that would be useful.
- 4.23** Despite early identification of looked-after children, it was disappointing to find that some boys at Wetherby did not receive their pocket money from local authorities. The social workers on this site were not aware of the scale of this problem because they did not monitor this basic entitlement. This left some boys at a disadvantage, particularly if this was their only source of money.

## Recommendation

- 4.24 All looked-after children should receive their entitlements from local authorities.**

## Reintegration planning

### Expected outcomes:

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

## Accommodation

- 4.25** Case workers provided good support to boys before release, giving them a realistic picture and practical advice about the release process. Case workers tried to ensure that boys had someone to meet them at the gate but, failing that, boys were given information about public transport.
- 4.26** Boys could have their clothes washed and their belongings were ready for them in good time before release.
- 4.27** All boys could choose to work with In2Out, a charity working closely with the prison to provide ongoing support before and after release. This impressive level of support was tailored to individual need and available for up to a year after release. All boys were given a mobile phone and credit by In2out, as they were released. This gave boys the opportunity to contact key people when they needed support and help. The service was well promoted and supported 27 boys at the time of the inspection.

## Education, training and employment

- 4.28** Boys received good quality information, advice and guidance from a team of well qualified and experienced Novus resettlement and engagement staff. Their intervention supported the allocation of boys to appropriate education and training programmes. Guidance workers reviewed boys' progress in achieving the targets in their personal learning and skills plans. The prison signposted boys to a range of community agencies to address their specific resettlement needs. All boys could participate in a two-week course to support their resettlement. However, the prison did not receive comprehensive data from community agencies about boys' destinations on release, to inform quality improvements.

## Recommendation

- 4.29** **Prison managers should ensure that they receive and use comprehensive data from community agencies about boys' destinations on release so that the provision can be improved.**

## Health care

- 4.30** Boys with continuing physical and mental health needs received excellent support during release, transfer or transition to adult services. This included help to find a GP and the issue of a supply of medication or prescription if required. The mental health team liaised with local CAMHS (child and adolescent mental health services) or adult services to ensure continuity of mental health treatment. The care navigator and psychologists worked intensively with boys to prepare them for transition into the care of adult mental health services or prisons.

## Drugs and alcohol

- 4.31** YPDASS (Young People's Drug and Alcohol Services) provided excellent support to boys with substance misuse needs who were being released or transferred. They liaised closely with community providers, YOTs and detention and training order meetings. Boys could attend a pre-release group with the education department or a 'next steps' group for those in transition to adult prisons. Boys were given harm reduction advice and information before leaving the establishment.

## Finance, benefit and debt

- 4.32** Finance, benefit and debt advice and guidance were available to boys from Wetherby and Keppel. The education provider offered a managing personal finance City and Guilds qualification. Work was in progress to enable boys to open a bank account before release.

## Children, families and contact with the outside world

- 4.33** The number of boys at Wetherby and Keppel who received weekly visits from families or friends remained low (40% and 18% respectively). In our survey, 70% of boys at Wetherby said they could use the telephone every day compared to 54% at the previous inspection. Access to telephones on Keppel unit remained good.

- 4.34** There was a reasonable range of interventions to help boys build and maintain contact with the outside world. Casework staff remained responsible for helping boys to maintain relationships with friends and family and updating families about significant events. The active volunteer visitor scheme coordinated by the chaplaincy provided valued support to boys who might otherwise be isolated. Chaplains also facilitated the ‘time for dads’ course for boys who were or about to become parents.
- 4.35** The prison continued to deliver the ‘family talk’ initiative which assisted boys and their families to resolve more entrenched or difficult issues through family therapy sessions led by staff who had received specialist training.
- 4.36** Visits remained limited to weekends and Wednesday evenings. Facilities in the visitors’ centre and visits remained rudimentary and there were sometimes delays to the start of visit sessions. Boys on Keppel had good access to regular high-quality family days but at Wetherby access was limited to boys living on the enhanced unit. Some families were also invited to celebration events held at the conclusion of a range of education, psychology and staff run programmes.

## Recommendation

- 4.37 All boys should be able to access family visits.**

## Attitudes, thinking and behaviour

- 4.38** Wetherby continued to offer a good range of interventions accredited by HMPPS for use in the young people’s estate. These included JETS (juvenile enhanced thinking skills), TEAM (emotion awareness and management), A-Z (motivation to engage) and STAG (anger management). Six boys had completed Life Minus Violence – Enhanced (LMV-E) (see paragraph 4.19). Another LMV-E course was in progress at the time of the inspection with six participants. The ART (aggression replacement therapy) had become a routine programme. Alongside this suite of interventions, one-to-one work was undertaken with boys by interventions staff, supported by extensive psychological assessments.
- 4.39** Many boys needed extensive support to prepare them for programmes to ensure that they could attend and complete the interventions. The psychology team and senior managers had identified this need and yet it did not form part of the needs analysis.

## Recommendation

- 4.40 The needs of boys preparing to engage in offending behaviour programmes should be incorporated into the establishment needs analysis.**

# Section 5. Summary of recommendations and good practice

The following is a listing of 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.

## Main recommendations

### To the governor

- 5.1** The response to bullying and violence should be better coordinated and include effective support for victims. Monthly safeguarding meetings should analyse trends and direct clear action to reduce levels of violence at Wetherby. (S40)
- 5.2** Governance procedures should focus on identifying and addressing poor de-escalation, reducing the use of pain, and challenging the failure to use body-worn video cameras. Local training should be reviewed to ensure that staff can employ alternative options before resorting to the use of force. (S41)
- 5.3** Boys with protected characteristics should have a range of consistent, reliable ways to raise concerns and have them addressed. Negative perceptions held by particular groups should be understood and the causes investigated to identify any remedial action needed. (S42)

## Recommendation

### To the Youth Custody Service

- 5.4** The Youth Custody Service and regional resettlement consortia should seek to replicate the South and West Yorkshire accommodation protocol to ensure that appropriate accommodation is secured in good time for all young people. (4.10)

## Recommendation

### To the Prisoner Escort and Custody Service

- 5.5** On completion of their court appearance, boys should be transferred to limit the time spent in court cells and should be prioritised for drop off at the receiving prison. (1.4, repeated recommendation 1.4)

## Recommendations

### To the governor

#### Courts, escort and transfers

- 5.6** Boys should not be routinely handcuffed from or to escort vehicles without a risk assessment. (1.5)

#### Early days in custody

- 5.7** All new receptions should be given the opportunity to take a shower on their first night. (1.15)

- 5.8** All boys on the first night unit should have a regime which keeps them occupied. Time locked in cells during the working day or at weekends should be limited. (1.16)

### **Safeguarding**

- 5.9** All safeguarding meetings should be well attended and focused on actions. (1.23)

### **Child protection**

- 5.10** Child protection arrangements should be robust. Investigations should be prompt and underpinned by clear procedures, agreed with external safeguarding partners and reinforced by appropriate escalation procedures. (1.28, repeated recommendation 1.31)
- 5.11** Children should never be strip-searched under restraint. (1.29, repeated recommendation 1.32)

### **Victims of bullying and intimidation**

- 5.12** Formal support for victims should be implemented. (1.35)
- 5.13** Victims of bullying and violence should be enabled to access a constructive regime. (1.36)

### **Suicide and self-harm protection**

- 5.14** Boys on an open ACCT should have regular, predictable time out of cell including education, exercise and leisure time. (1.40)
- 5.15** Suicide and self-harm refresher training should be available to all staff. (1.41, repeated recommendation 1.42)

### **Behaviour management**

- 5.16** Behaviour management should be coordinated effectively and links to safeguarding should be better developed. (1.48)
- 5.17** BILS should be more flexible and boys on the silver level of the rewards and sanctions scheme should be allowed all corresponding privileges. (1.49)
- 5.18** Behaviour improvement targets should focus on the issues that have caused poor behaviour. (1.50)

### **Security and disciplinary procedures**

- 5.19** Adjudicators should ensure that a full investigation of the facts takes place in each case. (1.61)

### **The use of force**

- 5.20** Pain-inducing techniques should not be used on boys. (1.73)
- 5.21** Body-worn video cameras should be worn by all designated staff to provide audio and visual oversight of all incidents of force. (1.74)

### Separation/removal from normal location

- 5.22** The segregation review meeting should analyse comprehensive data to identify trends or patterns in segregation and to reduce further the number of boys segregated. (1.83)
- 5.23** All boys who are subject to restricted regimes should be safeguarded by governance equivalent to that provided for boys in the segregation unit. (1.84)

### Residential units

- 5.24** All toilets should be clean and adequately screened, with seats and lids. (2.9)
- 5.25** Trolley phones should be provided on every wing and all boys should be able to shower and make a telephone call each day. (2.10)
- 5.26** All boys should be able to wear their own clothes. (2.11)

### Relationships between staff and children and younger people

- 5.27** All staff should engage positively with boys and have higher expectations of them. (2.17)
- 5.28** Consultation arrangements should be promoted to boys and meetings should be held regularly and given a high priority. (2.18)

### Equality and diversity

- 5.29** A policy should be available to staff and boys which sets out how the establishment will meet the identified equality and diversity needs of boys at Wetherby and Keppel. (2.23)
- 5.30** Information on boys with a disability should be shared with unit staff and, where necessary, unit care plans should be produced to help staff meet the needs of this group. (2.32, repeated recommendation 2.44)
- 5.31** Staff should use an accredited interpretation service whenever there are issues of accuracy or confidentiality. (2.33, repeated recommendation 2.45)
- 5.32** Language which could cause offence should be consistently acknowledged and challenged, particularly when used as an insult. (2.34)

### Complaints

- 5.33** The complaints procedure should be based on prompt decisions informed by thorough investigations, with effective consultation and quality assurance so that boys are more likely to have confidence in the system. (2.43)

### Legal rights

- 5.34** Appropriate facilities should be provided for legal visits to be conducted in confidence. (2.47, repeated recommendation 2.60)

### Health services

- 5.35** All custody staff should receive regular basic life support training. (2.59)

- 5.36** All prison staff should receive regular mental health awareness training. (2.81, repeated recommendation 2.104)
- 5.37** There should be sufficient access to appropriate therapeutic space to meet the needs of the population. (2.82)

### Catering

- 5.38** Boys should be able to eat in association for all meals. (2.89, repeated recommendation 2.111)
- 5.39** Toast should be provided for boys on all units to supplement the small breakfast packs. (2.90)

### Purchases

- 5.40** Procedures should be implemented to ensure that boys are not bullied into giving away their canteen. (2.95, repeated recommendation 2.117)

### Time out of cell

- 5.41** All boys should have access to a full prison regime. (3.4)
- 5.42** All boys should have the opportunity for at least an hour's exercise outside every day. (3.5)

### Education, learning and skills

- 5.43** Prison managers should ensure that attendance is consistently high to maximise use of sessions. (3.12)
- 5.44** Novus should introduce a suitable curriculum for boys studying entry level English and mathematics. (3.17)
- 5.45** Prison and Novus managers should ensure that the virtual campus is fully exploited to support boys' learning and resettlement. (3.18)
- 5.46** Novus managers should ensure that all teachers manage boys' disruptive behaviour effectively. (3.27)
- 5.47** Novus teachers should identify spelling and punctuation errors that boys have made so that they can avoid repeating mistakes. (3.28)
- 5.48** Novus managers should provide relevant accredited qualification for peer mentors. (3.29)
- 5.49** Novus teachers should challenge boys' inappropriate use of language effectively. (3.33)
- 5.50** Prison managers should ensure that outreach pathway delivery meets the needs of all boys. (3.37)
- 5.51** The prison should ensure that all boys have adequate access to the full range of library resources. (3.41, repeated recommendation 3.46)

## Training planning and remand management

- 5.52** All looked-after children should receive their entitlements from local authorities. (4.24)

## Reintegration planning

- 5.53** Prison managers should ensure that they receive and use comprehensive data from community agencies about boys' destinations on release so that the provision can be improved. (4.29)
- 5.54** All boys should be able to access family visits. (4.37)
- 5.55** The needs of boys preparing to engage in offending behaviour programmes should be incorporated into the establishment needs analysis. (4.40)

## Examples of good practice

- 5.56** A peer mentor was used in reception and attended the induction programme, offering valuable support and advice to new arrivals. (1.17)
- 5.57** Boys on Collingwood could access 12 telephones on trolleys which could be plugged in to sockets around the wing. (2.12)
- 5.58** The self-assessment by the establishment against relevant recommendations in the Lammy Review was a proactive response to a report with significant implications. (2.35)
- 5.59** Initiatives taken by the prison and health care and sustained joint working were improving did-not attend rates and attendance at external hospital appointments. (2.64)
- 5.60** Monthly testing for vitamin D deficiency for those most at risk ensured that this element of nutrition was sufficient to support the boy's development. (2.65)
- 5.61** The pharmacist reviewed all new prescriptions to ensure that prescribing was safe and conformed to best practice guidance and to enable optimal outcomes for the boys. (2.71)
- 5.62** The novel approach to dental triage, involving primary care staff, ensured a prompt personal response to boys' requests for help and equitable access to dentistry. (2.74)
- 5.63** The partnership and multidisciplinary attention to transitional arrangements meant that boys experienced continuity of care at times when discontinuity was a known risk. This reduced the likelihood of relapse and crisis. (2.83)
- 5.64** Fruit was freely available to boys waiting for their appointment in health care. (2.91)
- 5.65** The South and West Yorkshire Resettlement Consortium protocol which allowed the establishment and youth offending teams to escalate accommodation issues to the Director of Children's Services in South and West Yorkshire local authorities enabled accommodation to be agreed early enough before release to allow for effective support planning. (4.11)



## Section 6. Appendices

### Appendix I: Inspection team

|                      |                                   |
|----------------------|-----------------------------------|
| Peter Clarke         | Chief inspector                   |
| Deborah Butler       | Team leader                       |
| Ian Dickens          | Inspector                         |
| Angela Johnson       | Inspector                         |
| Angus Mulready-Jones | Inspector                         |
| Yvonne McGuckian     | Inspector                         |
| Tamara Pattinson     | Inspector                         |
| Gordon Riach         | Inspector                         |
| Helen Ranns          | Researcher                        |
| Joe Simmonds         | Researcher                        |
| Emily Spilman        | Researcher                        |
| Beth Wilson          | Researcher                        |
| Tamara al Janabi     | Researcher                        |
| Paul Tarbuck         | Health services inspector         |
| Jo MacDonald         | Care Quality Commission inspector |
| Dee Angwin           | Care Quality Commission inspector |
| Nigel Bragg          | Ofsted inspector                  |
| John Grimmer         | 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.

### Safety

**Children and young people, particularly the most vulnerable, are held safely.**

*At the last inspection in 2017, many boys arrived too late from court to benefit from a safe introduction to the establishment. There was a shortage of important basic items and boys spent too long locked in sparse cells on Wetherby's induction unit. Too many boys did not feel safe and some safeguarding practices increased risk. Levels of self-harm and the number of boys on ACCTs had reduced. Procedures to reduce violence and bullying still had inherent weaknesses. There were early signs of improvement in behaviour management, particularly on Keppel. Too many security measures were disproportionate, frustrating legitimate attempts to help boys. Management of adjudications had improved, but we remained concerned about some governance arrangements for the use of force. There was not enough management oversight of the segregation unit which we found to be risk averse. Proportionately fewer boys from Keppel were subject to the use of force and segregation. **Outcomes for children and young people at Wetherby were not sufficiently good against this healthy prison test. Outcomes for children and young people at Keppel were reasonably good against this healthy prison test.***

### Main recommendations

Governance of the segregation unit should be improved to ensure that the relevant policies and procedures are proportionate and constructive (S43).

**Achieved**

MMPR coordinators should not be redeployed to other duties. Body-worn cameras should be turned on and all incidents of use of force should be recorded. Written reports and recordings should be reviewed promptly and action taken to address any concerns raised. Oversight and quality assurance should be at a senior level. (S44)

**Not achieved**

Incidents of bullying and intimidation should be tracked and monitored effectively to reduce them. Victims of bullying should be properly supported. (S45)

**Not achieved**

### Recommendations

On completion of their court appearance, boys should be transferred to limit the time spent in court cells and should be prioritised for drop off at the receiving prison. (1.4)

**Not achieved** (Recommendation repeated, 1.4)

The environment in reception should be improved and more information should be available to boys. All new arrivals should be given the opportunity to speak to a peer mentor. (1.11)

**Achieved**

Boys should be interviewed in private in reception. (1.12)

**Achieved**

All cells should be adequately equipped for boys on their first night in custody. (1.13)

**Achieved**

The first night centre should not be used to accommodate boys reintegrating from the segregation unit and others who are disruptive. (1.14)

**Achieved**

The induction package should be up to date and should provide boys with accurate information on what they can expect during the early days. (1.15)

**Achieved**

All boys on the first night unit should have a regime which keeps them occupied. They should not be locked in cells during the working day and delays to risk assessment procedures should be reduced. (1.16)

**Not achieved**

Staff from all relevant areas should attend the weekly safeguarding meetings. (1.22)

**Not achieved**

Child protection arrangements should be robust. Investigations should be prompt and underpinned by clear procedures, agreed with external safeguarding partners and reinforced by appropriate escalation procedures. (1.31)

**Not achieved** (Recommendation repeated, 1.28)

Children should never be strip-searched under restraint. (1.32)

**Not achieved** (Recommendation repeated, 1.29)

Suicide and self-harm refresher training should be available to all staff. (1.42)

**Not achieved** (Recommendation repeated, 1.41)

Behaviour management should be coordinated more effectively. Staff and boys should understand how interventions are linked and which take priority. (1.49)

**Not achieved**

Merits should be awarded by staff from all areas and tuck shops should be regularly stocked. (1.50)

**Achieved**

All strip-searching should be properly authorised, logged and monitored by the safeguarding children strategy committee. (1.65)

**Achieved**

The standardisation meeting for disciplinary procedures should include thorough analysis of data and trends to address any identified concerns, with particular focus on equality strands. (1.66)

**Not achieved**

Use of force data should identify hotspots and analyse trends to identify and record actions to reduce the number of incidents across the site. (1.78)

**Not achieved**

The YPDASS should further develop services based on the needs of the population, taking account of the particularly complex needs of boys on the Keppel unit. (1.96)

**Achieved**

## Respect

### Children and young people are treated with respect for their human dignity.

*At the last inspection in 2017, Keppel unit was cleaner and better equipped than the main site where too many areas were dirty and there was a shortage of important basic items. Access to telephones and showers was more restricted on the main site. Relationships between staff and boys were generally good but were hindered by some negative influences. There were significant weaknesses in equality work. The chaplaincy was a real strength. The application system was not monitored effectively. Management of complaints was starting to improve. Health services were generally good but affected by staff shortfalls. Boys were negative about the food but there were some opportunities to eat communally. **Outcomes for children and young people at Wetherby were not sufficiently good against this healthy prison test. Outcomes for children and young people at Keppel were reasonably good against this healthy prison test.***

#### Main recommendation

There should be effective oversight of equality work to ensure boys in protected groups are systematically identified. Equalities monitoring data and regular consultation should be used to identify and address concerns. (S46)

**Not achieved**

#### Recommendations

All graffiti should be removed promptly. (2.9)

**Partially achieved**

Accommodation for boys on the restricted status spur should be deep cleaned and improved and the showers on Benbow unit should be deep cleaned to remove mould and damp. (2.10)

**Achieved**

Toilets should be adequately screened, with seats and lids. (2.11)

**Not achieved**

All boys should be able to shower and make a telephone call daily. (2.12)

**Not achieved**

Regular monitoring of cell call bell response times should be undertaken to ensure they are answered promptly. (2.13)

**Achieved**

Exercise yards should be improved and recreational activities should be available for boys to participate in. (2.14)

**Achieved**

Boys should be able to wear their own clothes. (2.15)

**Not achieved**

There should be enough clothing for boys to have a change of clothes when necessary. Appropriate outdoor clothes should be provided. (2.16)

**Achieved**

Applications should be tracked and responses monitored. (2.17)

**Achieved**

All staff should engage positively with boys and have higher expectations of them. Managers should identify and challenge any poor staff attitudes. (2.22)

**Partially achieved**

Managers should support the development of positive relationships by ensuring that the management of poor behaviour is consistent and proportionate. (2.23)

**Partially achieved**

Consultation meetings should be held regularly. (2.24)

**Not achieved**

There should be effective oversight of equality work. Strategy and action planning should be informed by effective analysis of monitoring data, identification of boys in protected groups, a programme of regular consultation with boys and robust investigation of discrimination incident report forms. (2.31)

**Not achieved**

Information on boys with a disability should be shared with unit staff and, where necessary, unit care plans should be produced to help staff meet the needs of this group. (2.44)

**Not achieved** (Recommendation repeated, 2.32)

Staff should use an accredited interpretation service whenever there are issues of accuracy or confidentiality. (2.45)

**Not achieved** (Recommendation repeated, 2.33)

The complaints procedure should be based on prompt decisions with effective consultation and quality assurance so that boys have confidence in the system. (2.57)

**Not achieved**

Appropriate facilities should be provided for legal visits to be conducted in confidence. (2.60)

**Not achieved** (Recommendation repeated, 2.47)

Boys' access to health care appointments should not be compromised because of the prison regime. (2.73)

**Not achieved**

All custody staff should receive regular basic life support training as part of their mandatory training programme. (2.74)

**Not achieved**

Boys should be able to complain about health services through a well-publicised, confidential system which explains how to escalate their complaint if they are not satisfied with the response. (2.75)

**Achieved**

All do-not-attends should be followed up to identify why boys are missing appointments. (2.82)

**Achieved**

The main waiting room in the health care department should be refurbished and there should be a dedicated toilet facility for boys. (2.83)

**Partially achieved**

Boys should have access to planned external health appointments. (2.84)

**Achieved**

Nurses should be called to and routinely attend any use of force/restraint. (2.85)

**Not achieved**

The inpatient facility should be closed. (2.86)

**Achieved**

There should be timely access to routine dental assessment and treatment. (2.93)

**Achieved**

All do-not-attends for mental health appointments should be followed up to identify why boys are not attending appointments and prioritise important clinical sessions. (2.102)

**Achieved**

Keppel staff should have access to dedicated training, supervision and day-to-day support from the mental health team to improve the care for the large number of boys with particularly complex needs. (2.103)

**Achieved**

All prison staff should receive regular mental health awareness training. (2.104)

**Not achieved** (Recommendation repeated, 2.81)

Boys should be able to eat in association for all meals. (2.111)

**Not achieved** (Recommendation repeated, 2.89)

Boys from across the establishment should have the opportunity to work in the kitchen to gain qualifications in catering. (2.112)

**Not achieved**

Procedures should be implemented to ensure that boys are not bullied into giving away their canteen. (2.117)

**Not achieved** (Recommendation repeated, 2.95)

## Purposeful activity

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

*At the last inspection in 2017, too many boys were locked up during the core day at Wetherby, although there had been significant improvements in this area on the Keppel unit. Education was still not given enough priority. Sufficient activities were provided to occupy every boy but attendance and punctuality were not managed effectively and not enough effort was made to get boys back to education following a behavioural incident. The quality of teaching was generally good and most boys behaved well in class. Achievement rates when boys attended classes were good. Access to the library was limited for boys on Wetherby. Boys had no opportunities to gain meaningful PE qualifications. **Outcomes for children and young people at Wetherby and Keppel were not sufficiently good against this healthy prison test.***

### Main recommendation

Boys on the standard regime level should be out of their cells for 10 hours each day, in accordance with a core day timetable driven by their needs. (S47)

**Not achieved**

## Recommendations

The core day should be revised to meet the needs of the young population at Wetherby and Keppel. (3.5)

**Achieved**

Boys should be given the opportunity to spend at least one hour in the open air every day. (3.6)

**Not achieved**

Prison and education managers should ensure that boys of compulsory school age punctually attend a range of appropriate education and training. Regime constraints should not result in interrupted learning. (3.20)

**Achieved**

The quality of all taught sessions should be of a consistently high standard. (3.29)

**Achieved**

Teachers should routinely set challenging personal development targets to promote change in boys' behaviour. (3.30)

**Achieved**

All boys should have access to appropriate personal protective footwear and hand or skin protection where necessary. (3.31)

**Achieved**

Arrangements for the delivery of commissioned outreach provision should meet boys' needs. (3.32)

**Not achieved**

The prison should provide appropriate 'cool down' areas for boys away from the classroom. (3.36)

**Achieved**

Teachers should ensure that more able boys are suitably challenged to succeed to their full potential. (3.40)

**Achieved**

The prison should improve the achievement rates for functional skills English at level 2 and for boys with an Irish heritage. (3.41)

**Achieved**

Managers should ensure that maintenance and repair of the Barista coffee-making machine is carried out so that relevant training can resume. (3.42)

**Achieved**

The prison should ensure that all boys have adequate access to the full range of library resources. (3.46)

**Not achieved** (Recommendation repeated, 3.41)

Comprehensive resources should be provided to support boys' careers education. (3.47)

**Achieved**

The range of prison-wide activities to promote literacy should be enhanced. (3.48)

**Achieved**

The ventilation in the shower room of the sports hall should be improved to control temperature and humidity. (3.55)

**Achieved**

There should be access to nationally recognised vocational PE related qualifications. (3.56)

**Achieved**

The prison should provide opportunities for boys to play against visiting teams. (3.57)

**Achieved**

## Resettlement

**Children and young people are effectively helped to prepare for their release back into the community and to reduce the likelihood of reoffending.**

*At the last inspection in 2017, the strategic management of resettlement was informed by an up-to-date needs analysis. Community partnerships were improving and there was more use of release on temporary licence (ROTL). Management of the training plan process was generally good but the quality of casework remained too variable and only half the boys knew that they had a training plan. Public protection work was good but management of MAPPAs (multi-agency public protection arrangements) needed further improvement. Looked-after children were supported well and there was dedicated case management of boys serving long sentences. Reintegration planning was sound and most of the pathway work was well managed. Intervention to help boys with sexually harmful behaviours was good. **Outcomes for children and young people at Wetherby and Keppel were reasonably good against this healthy prison test.***

## Recommendations

Appropriate data should be systematically collected to determine the resettlement and re-offending outcomes for boys who leave Wetherby and the Keppel unit. (4.8)

**Not achieved**

Staff from all relevant departments should be represented at training planning or remand management reviews or submit a detailed report if they cannot attend. (4.14)

**Not achieved**

Attendance at the monthly interdepartmental risk management board meeting should include representatives from all key departments. (4.17)

**Not achieved**

A robust and consistent management plan should be in place for all boys subject to MAPPAs. Case workers should work closely with YOTs to ensure that cases are identified and boys subject to MAPPAs level two or three should be monitored at the monthly IDRMs meeting. (4.18)

**Achieved**

All boys leaving custody should be provided with appropriate accommodation in good time for their release. (4.26)

**Not achieved**

All boys should have access to comprehensive advice and guidance on finance, benefit and debt irrespective of their location within the establishment. (4.35)

**Achieved**



## Appendix III: Establishment population profile

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

### Population breakdown by:

| Status                | Number of young people | %             |
|-----------------------|------------------------|---------------|
| Sentenced             | 183                    | 78.2          |
| Recall                | 1                      | 0.4           |
| Convicted unsentenced | 0                      | 0.0           |
| Remand                | 41                     | 17.5          |
| Detainees             | 0                      | 0.0           |
| Other                 | 9                      | 3.8           |
| <b>Total</b>          | <b>234</b>             | <b>100.0%</b> |

| Age          | Number of young people | %             |
|--------------|------------------------|---------------|
| 15 years     | 11                     | 4.7           |
| 16 years     | 51                     | 21.8          |
| 17 years     | 137                    | 58.5          |
| 18 years     | 35                     | 15.0          |
| <b>Total</b> | <b>234</b>             | <b>100.0%</b> |

| Nationality       | Number of young people | %           |
|-------------------|------------------------|-------------|
| British           | 216                    | 92.3        |
| Foreign nationals | 18                     | 7.7         |
| <b>Total</b>      | <b>234</b>             | <b>100%</b> |

| Ethnicity                 | Number of young people | %    |
|---------------------------|------------------------|------|
| White                     |                        |      |
| British                   | 136                    | 58.1 |
| Irish                     | 2                      | 0.9  |
| Gypsy/Irish Traveller     | 5                      | 2.1  |
| Other white               | 7                      | 3.0  |
| Mixed                     |                        |      |
| White and black Caribbean | 18                     | 7.7  |
| White and black African   | 2                      | 0.9  |
| White and Asian           | 1                      | 0.4  |
| Other mixed               | 4                      | 1.7  |
| Asian or Asian British    |                        |      |
| Indian                    | 0                      | 0.0  |
| Pakistani                 | 15                     | 6.4  |
| Bangladeshi               | 2                      | 0.9  |
| Chinese                   | 0                      | 0.0  |
| Other Asian               | 1                      | 0.4  |
| Black or black British    |                        |      |
| Caribbean                 | 19                     | 8.1  |
| African                   | 10                     | 4.3  |
| Other black               | 5                      | 2.1  |

|                    |            |               |
|--------------------|------------|---------------|
| Other ethnic group | 7          | 3.0           |
| Arab               | 0          | 0.0           |
| Other ethnic group | 0          | 0.0           |
|                    |            |               |
| Not stated         | 0          | 0.0           |
| <b>Total</b>       | <b>234</b> | <b>100.0%</b> |

| <b>Religion</b>               | <b>Number of young people</b> | <b>%</b>      |
|-------------------------------|-------------------------------|---------------|
| Baptist                       | 0                             | 0.0           |
| Church of England             | 4                             | 1.7           |
| Roman Catholic                | 27                            | 11.5          |
| Other Christian denominations | 41                            | 17.5          |
| Muslim                        | 32                            | 13.7          |
| Sikh                          | 0                             | 0.0           |
| Hindu                         | 0                             | 0.0           |
| Buddhist                      | 2                             | 0.9           |
| Jewish                        | 0                             | 0.0           |
| Other                         | 0                             | 0.0           |
| No religion                   | 128                           | 54.7          |
| <b>Total</b>                  | <b>234</b>                    | <b>100.0%</b> |

**Sentenced only – length of stay by age:**

| <b>Length of stay</b> | <b>&lt;1 mth</b> | <b>1–3 mths</b> | <b>3–6 mths</b> | <b>6–12 mths</b> | <b>1–2 yrs</b> | <b>2 yrs +</b> | <b>Total %</b> |
|-----------------------|------------------|-----------------|-----------------|------------------|----------------|----------------|----------------|
| <b>Age</b>            |                  |                 |                 |                  |                |                |                |
| 15 years              | 2                | 1               | 3               | 2                | 0              | 0              | 4.3            |
| 16 years              | 1                | 19              | 6               | 6                | 4              | 0              | 19.1           |
| 17 years              | 10               | 20              | 24              | 37               | 20             | 2              | 60.1           |
| 18 years              | 1                | 7               | 7               | 12               | 4              | 0              | 16.5           |
| <b>Total</b>          | <b>14</b>        | <b>47</b>       | <b>40</b>       | <b>57</b>        | <b>28</b>      | <b>2</b>       | <b>100.0%</b>  |

**Unsentenced only – length of stay by age:**

| <b>Length of stay</b> | <b>&lt;1 mth</b> | <b>1–3 mths</b> | <b>3–6 mths</b> | <b>6–12 mths</b> | <b>1–2 yrs</b> | <b>2 yrs+</b> | <b>Total</b>  |
|-----------------------|------------------|-----------------|-----------------|------------------|----------------|---------------|---------------|
| <b>Age</b>            |                  |                 |                 |                  |                |               |               |
| 15 years              | 2                | 1               | 3               | 2                | 0              | 0             | 4.3           |
| 16 years              | 1                | 19              | 6               | 6                | 4              | 0             | 19.1          |
| 17 years              | 10               | 20              | 24              | 37               | 20             | 2             | 60.1          |
| 18 years              | 1                | 7               | 7               | 7                | 12             | 4             | 16.5          |
| <b>Total</b>          | <b>14</b>        | <b>47</b>       | <b>40</b>       | <b>57</b>        | <b>28</b>      | <b>2</b>      | <b>100.0%</b> |

**Number of DTO's by age and full sentence length, including the time in the community:**

| Sentence     | 4 mths    | 6 mths    | 8 mths    | 10 mths  | 12 mths   | 18 mths   | 24 mths   | Recall | Total      |
|--------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|--------|------------|
| <b>Age</b>   |           |           |           |          |           |           |           |        |            |
| 15 years     | 2         |           | 1         |          |           | 4         |           |        | 7          |
| 16 years     | 1         | 4         | 3         | 1        | 5         | 3         | 4         |        | 21         |
| 17 years     | 5         | 7         | 3         | 3        | 14        | 10        | 14        |        | 56         |
| 18 years     | 2         | 1         | 3         |          | 6         | 5         | 5         |        | 22         |
| <b>Total</b> | <b>10</b> | <b>12</b> | <b>10</b> | <b>4</b> | <b>25</b> | <b>22</b> | <b>23</b> |        | <b>106</b> |

**Number of Section 91s, (determinate sentences only) by age and length of sentence:**

| Sentence     | Under 2 yrs | 2–3 yrs  | 3–4 yrs   | 4–5 yrs   | 5 yrs +   | Recall | Total     |
|--------------|-------------|----------|-----------|-----------|-----------|--------|-----------|
| <b>Age</b>   |             |          |           |           |           |        |           |
| 15 years     |             | 1        |           |           |           |        | 1         |
| 16 years     |             |          |           | 3         | 4         |        | 7         |
| 17 years     |             | 6        | 11        | 11        | 11        |        | 39        |
| 18 years     |             | 1        | 2         | 2         | 4         |        | 9         |
| <b>Total</b> |             | <b>8</b> | <b>13</b> | <b>16</b> | <b>19</b> |        | <b>56</b> |

**Number of Extended Determinate Sentences under Section 226B by age and full sentence length, including the time in the community:**

| Sentence     | Under 2 yrs | 2–3 yrs | 3–4 yrs | 4–5 yrs | 5 yrs +   | Recall | Total     |
|--------------|-------------|---------|---------|---------|-----------|--------|-----------|
| <b>Age</b>   |             |         |         |         |           |        |           |
| 15 years     |             |         |         |         |           |        |           |
| 16 years     |             |         |         |         | 1         |        | 1         |
| 17 years     |             |         |         |         | 12        |        | 12        |
| 18 years     |             |         |         |         | 3         |        | 3         |
| <b>Total</b> |             |         |         |         | <b>16</b> |        | <b>16</b> |

**Number of Life sentences under Section 90 by age and length of tariff:**

| Sentence     | Under 2 yrs | 2–5 yrs | 5–10 yrs | 10–15 yrs | 15–20 yrs | 20 yrs + | Total    |
|--------------|-------------|---------|----------|-----------|-----------|----------|----------|
| <b>Age</b>   |             |         |          |           |           |          |          |
| 15 years     |             |         |          |           |           |          |          |
| 16 years     |             |         |          | 3         | 1         |          | 4        |
| 17 years     |             |         |          | 3         |           |          | 3        |
| 18 years     |             |         |          |           | 1         |          | 1        |
| <b>Total</b> |             |         |          | <b>6</b>  | <b>2</b>  |          | <b>8</b> |



## Appendix IV: Summary of children and young people questionnaires and interviews

### Children and young people survey methodology

A voluntary, confidential and anonymous survey of the population of young people (15–18 years) was carried out by HM Inspectorate of Prisons.

### Distributing and collecting questionnaires

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

Interviews were offered to any young person who could not read or write in English, or who had literacy difficulties.

Respondents were not asked to put their names on their questionnaire, although their responses could be identified back to them in line with child protection requirements. In order to ensure confidentiality, respondents were asked to seal their completed questionnaire in the envelope provided and either hand it back to a member of the research team at a specified time or leave it in their room for collection.

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

### Survey response

At the time of the survey on 5 March 2018, the young person population at HMYOI Wetherby was 181. Questionnaires were offered to 179 young people.<sup>18</sup>

We received a total of 153 completed questionnaires, a response rate of 85%. This included four questionnaires completed via interview. Seven respondents refused to complete a questionnaire and 13 questionnaires were not returned.

| Wing/unit  | Number of completed survey returns |
|------------|------------------------------------|
| B          | 24                                 |
| C          | 43                                 |
| D          | 28                                 |
| E          | 26                                 |
| F          | 26                                 |
| Anson unit | 6                                  |

### Presentation of survey results and analyses

Over the following pages we present the survey results for HMYOI Wetherby.

First a full breakdown of responses is provided for each question. In this full breakdown all percentages, including those for filtered questions, refer to the full sample. Percentages have been rounded and therefore may not add up to 100%.

<sup>18</sup> Questionnaires were not distributed to two young people who were at court on the day of the survey.

We also present a number of comparative analyses. In all the comparative analyses that follow, statistically significant<sup>19</sup> differences are indicated by shading. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading. If the difference is not statistically significant there is no shading. Orange shading has been used to show a statistically significant difference in young people's background details.

Filtered questions are clearly indented and preceded by an explanation of how the filter has been applied. Percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the entire sample. All missing responses have been excluded from analyses.

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

The following comparative analyses are presented:

- The current survey responses from HMYOI Wetherby in 2018 compared with responses from young people surveyed in all other young offender institutions. This comparator is based on all responses from young people surveys carried out in five YOIs since April 2017.
- The current survey responses from HMYOI Wetherby in 2018 compared with the responses of young people surveyed at HMYOI Wetherby in 2017.
- A comparison within the 2018 survey between the responses of young people on the enhanced wing (C wing) and the rest of the establishment.
- A comparison within the 2018 survey between the responses of white young people and those from a black and minority ethnic group.
- A comparison within the 2018 survey between the responses of Muslim young people and non-Muslim young people.
- A comparison within the 2018 survey between the responses of young people who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2018 survey between the responses of young people who have been in local authority care and those who have not been in local authority care.

## Children and young people survey methodology Keppel

A voluntary, confidential and anonymous survey of the population of young people (15–18 years) was carried out by HM Inspectorate of Prisons.

### Distributing and collecting questionnaires

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

Interviews were offered to any young person who could not read or write in English, or who had literacy difficulties.

Respondents were not asked to put their names on their questionnaire, although their responses could be identified back to them in line with child protection requirements. In order to ensure

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<sup>19</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,  $p < 0.01$  was considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

confidentiality, respondents were asked to seal their completed questionnaire in the envelope provided and either hand it back to a member of the research team at a specified time or leave it in their room for collection.

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

## Survey response

At the time of the survey on 5 March 2018, the young person population at the Keppel unit was 47. Questionnaires were offered to 45 young people.<sup>20</sup>

We received a total of 39 completed questionnaires, a response rate of 87%. This included one questionnaire completed via interview. One respondent refused to complete a questionnaire and five questionnaires were not returned or were returned blank.

## Presentation of survey results and analyses

Over the following pages we present the survey results for the Keppel unit.

First a full breakdown of responses is provided for each question. In this full breakdown all percentages, including those for filtered questions, refer to the full sample. Percentages have been rounded and therefore may not add up to 100%.

We also present a number of comparative analyses. In all the comparative analyses that follow, statistically significant<sup>21</sup> differences are indicated by shading. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading. If the difference is not statistically significant there is no shading. Orange shading has been used to show a statistically significant difference in young people's background details.

Filtered questions are clearly indented and preceded by an explanation of how the filter has been applied. Percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the entire sample. All missing responses have been excluded from analyses.

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

The following comparative analyses are presented:

- The current survey responses from the Keppel unit 2018 compared with responses from young people surveyed in all other young offender institutions. This comparator is based on all responses from young people surveys carried out in five YOIs since April 2017.
- The current survey responses from the Keppel unit in 2018 compared with the responses of young people surveyed at the Keppel unit in 2017.
- The current survey responses from the Keppel unit in 2018 compared with the responses of young people surveyed at HMYOI Wetherby 2018.
- A comparison within the 2018 survey between the responses of young people who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2018 survey between the responses of young people who have been in local authority care and those who have not been in local authority care.

<sup>20</sup> Questionnaires were not distributed to two young people who were at court on the day of the survey.

<sup>21</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,  $p < 0.01$  was considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.



## Survey summary for Wetherby main site

### SECTION I: ABOUT YOU

|           |  |            |
|-----------|--|------------|
| <b>Q1</b> | <b>How old are you?</b>                      |            |
|           | 15 .....                                     | 7 (5%)     |
|           | 16 .....                                     | 34 (23%)   |
|           | 17 .....                                     | 88 (58%)   |
|           | 18 .....                                     | 22 (15%)   |
| <b>Q2</b> | <b>Are you a British citizen?</b>            |            |
|           | Yes .....                                    | 141 (94%)  |
|           | No .....                                     | 9 (6%)     |
| <b>Q3</b> | <b>Do you understand spoken English?</b>     |            |
|           | Yes .....                                    | 149 (100%) |
|           | No .....                                     | 0 (0%)     |
| <b>Q4</b> | <b>Do you understand written English?</b>    |            |
|           | Yes .....                                    | 146 (99%)  |
|           | No .....                                     | 2 (1%)     |
| <b>Q5</b> | <b>What is your ethnic origin?</b>           |            |
|           | White - British .....                        | 81 (54%)   |
|           | White - Irish .....                          | 2 (1%)     |
|           | White - Other .....                          | 7 (5%)     |
|           | Black or Black British - Caribbean .....     | 19 (13%)   |
|           | Black or Black British - African .....       | 11 (7%)    |
|           | Black or Black British - Other .....         | 0 (0%)     |
|           | Asian or Asian British - Indian .....        | 0 (0%)     |
|           | Asian or Asian British - Pakistani .....     | 11 (7%)    |
|           | Asian or Asian British - Bangladeshi .....   | 2 (1%)     |
|           | Asian or Asian British - Chinese .....       | 0 (0%)     |
|           | Asian or Asian British - Other .....         | 0 (0%)     |
|           | Mixed race - White and Black Caribbean ..... | 9 (6%)     |
|           | Mixed race - White and Black African .....   | 4 (3%)     |
|           | Mixed race - White and Asian .....           | 2 (1%)     |
|           | Mixed race - Other .....                     | 0 (0%)     |
|           | Arab .....                                   | 0 (0%)     |
|           | Other ethnic group .....                     | 3 (2%)     |
| <b>Q6</b> | <b>What is your religion?</b>                |            |
|           | None .....                                   | 64 (44%)   |
|           | Church of England .....                      | 16 (11%)   |
|           | Catholic .....                               | 21 (14%)   |
|           | Protestant .....                             | 1 (1%)     |
|           | Other Christian denomination .....           | 20 (14%)   |
|           | Buddhist .....                               | 0 (0%)     |
|           | Hindu .....                                  | 0 (0%)     |
|           | Jewish .....                                 | 0 (0%)     |
|           | Muslim .....                                 | 25 (17%)   |
|           | Sikh .....                                   | 0 (0%)     |

|            |   |           |
|------------|---|-----------|
| <b>Q7</b>  | <b>Do you consider yourself to be Gypsy/Romany/Traveller?</b>   |           |
|            | Yes .....   | 6 (4%)    |
|            | No.....   | 136 (94%) |
|            | Don't know .....  | 3 (2%)    |
| <b>Q8</b>  | <b>Do you have any children?</b>  |           |
|            | Yes .....   | 12 (8%)   |
|            | No.....   | 134 (92%) |
| <b>Q9</b>  | <b>Do you consider yourself to have a disability (i.e. do you need help with any long-term physical, mental or learning needs)?</b> |           |
|            | Yes .....   | 29 (20%)  |
|            | No.....   | 119 (80%) |
| <b>Q10</b> | <b>Have you ever been in local authority care?</b>  |           |
|            | Yes .....   | 45 (31%)  |
|            | No.....   | 98 (69%)  |

### SECTION 2: ABOUT YOUR SENTENCE

|           |   |           |
|-----------|---|-----------|
| <b>Q1</b> | <b>Are you sentenced?</b>   |           |
|           | Yes .....   | 127 (84%) |
|           | No - unsentenced/on remand .....  | 24 (16%)  |
| <b>Q2</b> | <b>How long is your sentence (the full DTO sentence)?</b>   |           |
|           | <b>Not sentenced</b> .....  | 24 (16%)  |
|           | Less than 6 months.....   | 18 (12%)  |
|           | 6 to 12 months.....   | 27 (18%)  |
|           | More than 12 months, up to 2 years.....   | 24 (16%)  |
|           | More than 2 years.....  | 55 (36%)  |
|           | Indeterminate sentence for public protection (IPP).....   | 3 (2%)    |
| <b>Q3</b> | <b>How long have you been in this establishment?</b>  |           |
|           | Less than 1 month.....  | 17 (11%)  |
|           | 1 to 6 months .....   | 73 (48%)  |
|           | More than 6 months, but less than 12 months.....  | 27 (18%)  |
|           | 12 months to 2 years.....   | 26 (17%)  |
|           | More than 2 years.....  | 9 (6%)    |
| <b>Q4</b> | <b>Is this your first time in custody in a YOI, secure children's home or secure training centre?</b> |           |
|           | Yes .....   | 103 (69%) |
|           | No.....   | 47 (31%)  |

### SECTION 3: COURTS, TRANSFERS AND ESCORTS

|           |   |           |
|-----------|---|-----------|
| <b>Q1</b> | <b>On your most recent journey here, did you feel safe?</b>   |           |
|           | Yes .....   | 127 (84%) |
|           | No.....   | 10 (7%)   |
|           | Don't remember .....  | 15 (10%)  |
| <b>Q2</b> | <b>On your most recent journey here, were there any adults (over 18) or a mix of males and females travelling with you?</b> |           |
|           | Yes .....   | 55 (37%)  |
|           | No.....   | 76 (51%)  |
|           | Don't remember .....  | 19 (13%)  |

|           |  |          |
|-----------|--|----------|
| <b>Q3</b> | <b>On your most recent journey here, how long did you spend in the van?</b>                          |          |
|           | <i>Less than 2 hours</i> .....   | 58 (38%) |
|           | <i>2 to 4 hours</i> .....  | 74 (49%) |
|           | <i>More than 4 hours</i> .....   | 14 (9%)  |
|           | <i>Don't remember</i> .....  | 6 (4%)   |
| <b>Q4</b> | <b>On your most recent journey here, were you offered a toilet break?</b>                            |          |
|           | <i>My journey was less than 2 hours</i> .....  | 58 (38%) |
|           | <i>Yes</i> .....   | 13 (9%)  |
|           | <i>No</i> .....  | 74 (49%) |
|           | <i>Don't remember</i> .....  | 7 (5%)   |
| <b>Q5</b> | <b>On your most recent journey here, were you offered anything to eat or drink?</b>                  |          |
|           | <i>My journey was less than 2 hours</i> .....  | 58 (38%) |
|           | <i>Yes</i> .....   | 46 (30%) |
|           | <i>No</i> .....  | 41 (27%) |
|           | <i>Don't remember</i> .....  | 6 (4%)   |
| <b>Q6</b> | <b>On your most recent journey here, how did you feel you were treated by the escort staff?</b>      |          |
|           | <i>Very well</i> .....   | 29 (19%) |
|           | <i>Well</i> .....  | 80 (54%) |
|           | <i>Neither</i> .....   | 21 (14%) |
|           | <i>Badly</i> .....   | 5 (3%)   |
|           | <i>Very badly</i> .....  | 3 (2%)   |
|           | <i>Don't remember</i> .....  | 11 (7%)  |
| <b>Q7</b> | <b>Before you arrived here, did you receive any information to help you prepare for coming here?</b> |          |
|           | <i>Yes - and it was helpful</i> .....  | 20 (14%) |
|           | <i>Yes - but it was not helpful</i> .....  | 19 (13%) |
|           | <i>No - I received no information</i> .....  | 77 (52%) |
|           | <i>Don't remember</i> .....  | 31 (21%) |

#### SECTION 4: FIRST DAYS

|           |  |           |
|-----------|--|-----------|
| <b>Q1</b> | <b>How long were you in reception?</b>                                   |           |
|           | <i>Less than 2 hours</i> .....   | 118 (79%) |
|           | <i>2 hours or longer</i> .....   | 15 (10%)  |
|           | <i>Don't remember</i> .....  | 17 (11%)  |
| <b>Q2</b> | <b>When you were searched, was this carried out in a respectful way?</b> |           |
|           | <i>Yes</i> .....   | 124 (83%) |
|           | <i>No</i> .....  | 17 (11%)  |
|           | <i>Don't remember/Not applicable</i> .....                               | 9 (6%)    |
| <b>Q3</b> | <b>How well did you feel you were treated in reception?</b>              |           |
|           | <i>Very well</i> .....   | 28 (19%)  |
|           | <i>Well</i> .....  | 78 (52%)  |
|           | <i>Neither</i> .....   | 20 (13%)  |
|           | <i>Badly</i> .....   | 5 (3%)    |
|           | <i>Very badly</i> .....  | 9 (6%)    |
|           | <i>Don't remember</i> .....  | 9 (6%)    |

- Q4 When you first arrived here, did staff ask if you needed help or support with any of the following things? (Please tick all that apply to you.)**
- |                               |          |   |          |
|-------------------------------|----------|---|----------|
| Not being able to smoke ..... | 93 (65%) | Money worries .....   | 40 (28%) |
| Loss of property .....        | 34 (24%) | Feeling worried/upset/need-<br>ing someone to talk to ..... | 59 (41%) |
| Feeling scared.....           | 49 (34%) | Health problems.....  | 83 (58%) |
| Gang problems.....            | 65 (45%) | Getting phone numbers.....                                  | 66 (46%) |
| Contacting family.....        | 78 (55%) | Staff did not ask me about any of<br>these                  | 21 (15%) |
- Q5 When you first arrived here, did you have any of the following problems? (Please tick all that apply to you.)**
- |                               |          |   |          |
|-------------------------------|----------|---|----------|
| Not being able to smoke ..... | 64 (45%) | Money worries .....   | 24 (17%) |
| Loss of property .....        | 19 (13%) | Feeling worried/upset/need-<br>ing someone to talk to ..... | 16 (11%) |
| Feeling scared.....           | 7 (5%)   | Health problems.....  | 18 (13%) |
| Gang problems.....            | 14 (10%) | Getting phone numbers.....                                  | 41 (29%) |
| Contacting family.....        | 37 (26%) | I did not have any problems .....                           | 37 (26%) |
- Q6 When you first arrived here, were you given any of the following? (Please tick all that apply to you.)**
- |  |           |
|--|-----------|
| Toiletries/basic items .....                 | 121 (81%) |
| The opportunity to have a shower .....       | 42 (28%)  |
| Something to eat.....                        | 118 (79%) |
| A free phone call to friends/family.....     | 109 (73%) |
| PIN phone credit.....                        | 92 (62%)  |
| Information about feeling worried/upset..... | 52 (35%)  |
| Don't remember .....                         | 9 (6%)    |
| I was not given any of these .....           | 3 (2%)    |
- Q7 Within your first 24 hours here, did you have access to the following people or services? (Please tick all that apply to you.)**
- |   |          |
|---|----------|
| Chaplain.....                               | 69 (46%) |
| Peer mentor.....                            | 17 (11%) |
| Childline/Samaritans.....                   | 20 (13%) |
| The prison shop/canteen.....                | 14 (9%)  |
| Don't remember .....                        | 34 (23%) |
| I did not have access to any of these ..... | 43 (29%) |
- Q8 Before you were locked up on your first night, were you seen by a doctor or nurse?**
- |                      |           |
|----------------------|-----------|
| Yes.....             | 103 (70%) |
| No.....              | 32 (22%)  |
| Don't remember ..... | 13 (9%)   |
- Q9 Did you feel safe on your first night here?**
- |                      |           |
|----------------------|-----------|
| Yes.....             | 109 (74%) |
| No.....              | 20 (14%)  |
| Don't remember ..... | 18 (12%)  |
- Q10 Did the induction course cover everything you needed to know about the establishment?**
- |   |          |
|---|----------|
| I have not been on an induction course..... | 29 (20%) |
| Yes.....                                    | 70 (48%) |
| No.....                                     | 29 (20%) |
| Don't remember .....                        | 17 (12%) |

## SECTION 5: DAILY LIFE AND RESPECT

|           |  |           |
|-----------|--|-----------|
| <b>Q1</b> | <b>Can you normally have a shower every day if you want to?</b>                              |           |
|           | Yes .....  | 112 (76%) |
|           | No .....   | 35 (24%)  |
|           | Don't know .....   | 0 (0%)    |
| <b>Q2</b> | <b>Is your cell call bell normally answered within five minutes?</b>                         |           |
|           | Yes .....  | 28 (19%)  |
|           | No.....  | 108 (73%) |
|           | Don't know .....   | 11 (7%)   |
| <b>Q3</b> | <b>What is the food like here?</b>   |           |
|           | Very good.....   | 0 (0%)    |
|           | Good.....  | 27 (18%)  |
|           | Neither .....  | 51 (34%)  |
|           | Bad .....  | 41 (28%)  |
|           | Very bad.....  | 30 (20%)  |
| <b>Q4</b> | <b>Does the shop/canteen sell a wide enough variety of products?</b>                         |           |
|           | I have not bought anything yet/Don't know.....   | 9 (6%)    |
|           | Yes .....  | 60 (40%)  |
|           | No.....  | 80 (54%)  |
| <b>Q5</b> | <b>How easy is it for you to attend religious services?</b>                                  |           |
|           | I don't want to attend religious services.....   | 31 (21%)  |
|           | Very easy.....   | 22 (15%)  |
|           | Easy.....  | 56 (38%)  |
|           | Neither .....  | 8 (5%)    |
|           | Difficult.....   | 10 (7%)   |
|           | Very difficult.....  | 7 (5%)    |
|           | Don't know .....   | 15 (10%)  |
| <b>Q6</b> | <b>Are you religious beliefs respected?</b>  |           |
|           | Yes .....  | 80 (54%)  |
|           | No.....  | 20 (14%)  |
|           | Don't know/Not applicable.....   | 48 (32%)  |
| <b>Q7</b> | <b>Can you speak to a Chaplain of your faith in private if you want to?</b>                  |           |
|           | Yes .....  | 96 (64%)  |
|           | No.....  | 5 (3%)    |
|           | Don't know/Not applicable.....   | 48 (32%)  |
| <b>Q8</b> | <b>Can you speak to a peer mentor when you need to?</b>                                      |           |
|           | Yes .....  | 59 (40%)  |
|           | No.....  | 20 (13%)  |
|           | Don't know .....   | 70 (47%)  |
| <b>Q9</b> | <b>Can you speak to a member of the IMB (Independent Monitoring Board) when you need to?</b> |           |
|           | Yes .....  | 30 (20%)  |
|           | No .....   | 25 (17%)  |
|           | Don't know .....   | 95 (63%)  |

|            |   |          |
|------------|---|----------|
| <b>Q10</b> | <b>Can you speak to an advocate (an outside person to help you) when you need to?</b> |          |
|            | Yes .....   | 54 (36%) |
|            | No.....   | 23 (15%) |
|            | Don't know .....  | 72 (48%) |

### SECTION 6: RELATIONSHIPS WITH STAFF

|           |  |          |
|-----------|--|----------|
| <b>Q1</b> | <b>Do most staff treat you with respect?</b> |          |
|           | Yes .....                                    | 89 (63%) |
|           | No.....                                      | 53 (37%) |

|           |  |          |
|-----------|--|----------|
| <b>Q2</b> | <b>If you had a problem, who would you turn to? (Please tick all that apply to you.)</b> |          |
|           | No-one .....   | 25 (17%) |
|           | Personal officer.....  | 32 (22%) |
|           | Wing Officer.....  | 33 (23%) |
|           | Teacher/education staff .....  | 6 (4%)   |
|           | Gym staff .....  | 3 (2%)   |
|           | Chaplain.....  | 19 (13%) |
|           | Independent Monitoring Board (IMB).....  | 3 (2%)   |
|           | YOT worker .....   | 33 (23%) |
|           | Social worker.....   | 21 (14%) |
|           | Health services staff.....   | 6 (4%)   |
|           | Peer mentor .....  | 2 (1%)   |
|           | Another young person here.....   | 23 (16%) |
|           | Case worker .....  | 49 (34%) |
|           | Advocate.....  | 6 (4%)   |
|           | Family/friends.....  | 80 (55%) |
|           | Childline/Samaritans .....   | 1 (1%)   |

|           |   |          |
|-----------|---|----------|
| <b>Q3</b> | <b>Have staff checked on you personally in the last week to see how you are getting on?</b> |          |
|           | Yes .....   | 64 (43%) |
|           | No.....   | 84 (57%) |

|           |   |          |
|-----------|---|----------|
| <b>Q4</b> | <b>When did you first meet your personal (named) officer?</b> |          |
|           | I still have not met him/her .....                            | 46 (31%) |
|           | In your first week.....                                       | 30 (20%) |
|           | After your first week.....                                    | 34 (23%) |
|           | Don't remember .....  | 38 (26%) |

|           |  |          |
|-----------|--|----------|
| <b>Q5</b> | <b>How often do you see your personal (named) officer?</b> |          |
|           | I still have not met him/her .....                         | 46 (34%) |
|           | At least once a week.....                                  | 58 (43%) |
|           | Less than once a week.....                                 | 32 (24%) |

|           |   |          |
|-----------|---|----------|
| <b>Q6</b> | <b>Do you feel your personal (named) officer tries to help you?</b> |          |
|           | I still have not met him/her .....                                  | 46 (33%) |
|           | Yes .....   | 63 (45%) |
|           | No.....   | 31 (22%) |

### SECTION 7: APPLICATIONS AND COMPLAINTS

|           |   |           |
|-----------|---|-----------|
| <b>Q1</b> | <b>Is it easy to make an application?</b> |           |
|           | Yes .....                                 | 101 (68%) |
|           | No.....                                   | 29 (19%)  |
|           | Don't know .....                          | 19 (13%)  |

|           |  |          |
|-----------|--|----------|
| <b>Q2</b> | <b>Are applications sorted out fairly?</b> |          |
|           | I have not made an application .....       | 19 (14%) |
|           | Yes .....                                  | 71 (53%) |
|           | No.....                                    | 43 (32%) |

|           |  |          |
|-----------|--|----------|
| <b>Q3</b> | <b>Are applications sorted out quickly (within 7 days)?</b>              |          |
|           | <i>I have not made an application</i> .....                              | 19 (14%) |
|           | Yes .....  | 62 (46%) |
|           | No .....   | 53 (40%) |
| <b>Q4</b> | <b>Is it easy to make a complaint?</b>                                   |          |
|           | Yes .....  | 81 (55%) |
|           | No .....   | 29 (20%) |
|           | Don't know .....   | 37 (25%) |
| <b>Q5</b> | <b>Are complaints sorted out fairly?</b>                                 |          |
|           | <i>I have not made a complaint</i> .....                                 | 37 (29%) |
|           | Yes .....  | 31 (24%) |
|           | No .....   | 59 (46%) |
| <b>Q6</b> | <b>Are complaints sorted out quickly (within 7 days)?</b>                |          |
|           | <i>I have not made a complaint</i> .....                                 | 37 (30%) |
|           | Yes .....  | 26 (21%) |
|           | No .....   | 60 (49%) |
| <b>Q7</b> | <b>Have you ever felt too scared or intimidated to make a complaint?</b> |          |
|           | Yes .....  | 12 (8%)  |
|           | No .....   | 89 (62%) |
|           | Never needed to make a complaint.....                                    | 42 (29%) |

## SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE

|           |  |           |
|-----------|--|-----------|
| <b>Q1</b> | <b>What level of the rewards and sanctions scheme are you on?</b>  |           |
|           | <i>Don't know what the rewards and sanctions scheme is</i> .....   | 5 (3%)    |
|           | Enhanced (top) .....   | 51 (35%)  |
|           | Standard (middle) .....  | 70 (48%)  |
|           | Basic (bottom) .....   | 11 (7%)   |
|           | Don't know .....   | 10 (7%)   |
| <b>Q2</b> | <b>Have you been treated fairly in your experience of the rewards and sanctions scheme?</b>                |           |
|           | <i>Don't know what the rewards and sanctions scheme is</i> .....   | 5 (4%)    |
|           | Yes .....  | 55 (39%)  |
|           | No .....   | 59 (42%)  |
|           | Don't know .....   | 22 (16%)  |
| <b>Q3</b> | <b>Do the different levels of the rewards and sanctions scheme encourage you to change your behaviour?</b> |           |
|           | <i>Don't know what the rewards and sanctions scheme is</i> .....   | 5 (4%)    |
|           | Yes .....  | 74 (54%)  |
|           | No .....   | 47 (35%)  |
|           | Don't know .....   | 10 (7%)   |
| <b>Q4</b> | <b>Have you had a minor report since you have been here?</b>   |           |
|           | Yes .....  | 101 (70%) |
|           | No .....   | 36 (25%)  |
|           | Don't know .....   | 7 (5%)    |
| <b>Q5</b> | <b>If you have had a minor report, was the process explained clearly to you?</b>                           |           |
|           | <i>I have not had a minor report</i> .....   | 43 (30%)  |
|           | Yes .....  | 60 (42%)  |
|           | No .....   | 39 (27%)  |

|           |  |           |
|-----------|--|-----------|
| <b>Q6</b> | <b>Have you had an adjudication ('nicking') since you have been here?</b>                              |           |
|           | Yes .....  | 103 (72%) |
|           | No.....  | 39 (27%)  |
|           | Don't know .....   | 2 (1%)    |
| <b>Q7</b> | <b>If you have had an adjudication ('nicking'), was the process explained clearly to you?</b>          |           |
|           | <i>I have not had an adjudication</i> .....  | 41 (29%)  |
|           | Yes .....  | 85 (60%)  |
|           | No.....  | 16 (11%)  |
| <b>Q8</b> | <b>Have you been physically restrained (C and R) since you have been here?</b>                         |           |
|           | Yes .....  | 75 (52%)  |
|           | No.....  | 65 (45%)  |
|           | Don't know .....   | 5 (3%)    |
| <b>Q9</b> | <b>If you have spent a night in the care and separation unit (CSU), how were you treated by staff?</b> |           |
|           | <i>I have not been to the care and separation unit</i> .....   | 100 (71%) |
|           | Very well.....   | 8 (6%)    |
|           | Well.....  | 13 (9%)   |
|           | Neither .....  | 11 (8%)   |
|           | Badly.....   | 3 (2%)    |
|           | Very badly .....   | 5 (4%)    |

### SECTION 9: SAFETY

|           |  |           |
|-----------|--|-----------|
| <b>Q1</b> | <b>Have you ever felt unsafe here?</b>   |           |
|           | Yes .....  | 46 (32%)  |
|           | No.....  | 99 (68%)  |
| <b>Q2</b> | <b>Do you feel unsafe now?</b>   |           |
|           | Yes .....  | 24 (17%)  |
|           | No.....  | 119 (83%) |
| <b>Q3</b> | <b>In which areas have you felt unsafe? (Please tick all that apply to you.)</b> |           |
|           | Never felt unsafe .....  | 99 (71%)  |
|           | Everywhere .....   | 16 (12%)  |
|           | Care and separation unit .....   | 4 (3%)    |
|           | Association areas .....  | 10 (7%)   |
|           | Reception area .....   | 2 (1%)    |
|           | At the gym .....   | 11 (8%)   |
|           | In an exercise yard .....  | 11 (8%)   |
|           | At work.....   | 2 (1%)    |
|           | At education .....   | 13 (9%)   |
|           | At religious services.....   | 2 (1%)    |
|           | At meal times .....  | 8 (6%)    |
|           | At healthcare .....  | 4 (3%)    |
|           | Visits area .....  | 10 (7%)   |
|           | In wing showers.....   | 3 (2%)    |
|           | In gym showers .....   | 4 (3%)    |
|           | In corridors/stairwells.....   | 5 (4%)    |
|           | On your landing/wing .....   | 6 (4%)    |
|           | During movement .....  | 12 (9%)   |
|           | In your cell .....   | 6 (4%)    |

|            |   |           |
|------------|---|-----------|
| <b>Q4</b>  | <b>Have you ever been victimised by another young person/group of young people here (e.g. insulted or assaulted you)?</b> |           |
|            | Yes .....   | 31 (22%)  |
|            | No.....   | 112 (78%) |
| <b>Q5</b>  | <b>If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you.)</b>                   |           |
|            | <i>Insulting remarks (about you, your family or friends)</i> .....  | 15 (10%)  |
|            | <i>Physical abuse (being hit, kicked or assaulted)</i> .....  | 16 (11%)  |
|            | <i>Sexual abuse</i> .....   | 1 (1%)    |
|            | <i>Feeling threatened or intimidated</i> .....  | 8 (6%)    |
|            | <i>Having your canteen/property taken</i> .....   | 5 (3%)    |
|            | <i>Medication</i> .....   | 2 (1%)    |
|            | <i>Debt</i> .....   | 2 (1%)    |
|            | <i>Drugs</i> .....  | 2 (1%)    |
|            | <i>Your race or ethnic origin</i> .....   | 2 (1%)    |
|            | <i>Your religion/religious beliefs</i> .....  | 2 (1%)    |
|            | <i>Your nationality</i> .....   | 3 (2%)    |
|            | <i>You are from a different part of the country to others</i> .....   | 2 (1%)    |
|            | <i>You are from a Traveller community</i> .....   | 1 (1%)    |
|            | <i>Your sexuality</i> .....   | 1 (1%)    |
|            | <i>Your age</i> .....   | 2 (1%)    |
|            | <i>You having a disability</i> .....  | 2 (1%)    |
|            | <i>You were new here</i> .....  | 6 (4%)    |
|            | <i>Your offence/crime</i> .....   | 6 (4%)    |
|            | <i>Gang related issues</i> .....  | 6 (4%)    |
| <b>Q7</b>  | <b>Have you ever been victimised by staff here (e.g. insulted or assaulted you)?</b>                                      |           |
|            | Yes .....   | 51 (37%)  |
|            | No.....   | 88 (63%)  |
| <b>Q8</b>  | <b>If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you.)</b>                   |           |
|            | <i>Insulting remarks (about you, your family or friends)</i> .....  | 28 (20%)  |
|            | <i>Physical abuse (being hit, kicked or assaulted)</i> .....  | 14 (10%)  |
|            | <i>Sexual abuse</i> .....   | 2 (1%)    |
|            | <i>Feeling threatened or intimidated</i> .....  | 15 (11%)  |
|            | <i>Having your canteen/property taken</i> .....   | 10 (7%)   |
|            | <i>Medication</i> .....   | 7 (5%)    |
|            | <i>Debt</i> .....   | 2 (1%)    |
|            | <i>Drugs</i> .....  | 2 (1%)    |
|            | <i>Your race or ethnic origin</i> .....   | 14 (10%)  |
|            | <i>Your religion/religious beliefs</i> .....  | 8 (6%)    |
|            | <i>Your nationality</i> .....   | 8 (6%)    |
|            | <i>You are from a different part of the country to others</i> .....   | 5 (4%)    |
|            | <i>You are from a Traveller community</i> .....   | 3 (2%)    |
|            | <i>Your sexuality</i> .....   | 1 (1%)    |
|            | <i>Your age</i> .....   | 3 (2%)    |
|            | <i>You having a disability</i> .....  | 3 (2%)    |
|            | <i>You were new here</i> .....  | 7 (5%)    |
|            | <i>Your offence/crime</i> .....   | 7 (5%)    |
|            | <i>Gang related issues</i> .....  | 5 (4%)    |
|            | <i>Because you made a complaint</i> .....   | 14 (10%)  |
| <b>Q10</b> | <b>If you were being victimised, would you tell a member of staff?</b>  |           |
|            | Yes .....   | 41 (31%)  |
|            | No.....   | 71 (54%)  |
|            | Don't know .....  | 19 (15%)  |

|            |   |    |       |
|------------|---|----|-------|
| <b>Q11</b> | <b>Do you think staff would take it seriously if you told them you had been victimised?</b> |    |       |
|            | Yes .....   | 45 | (32%) |
|            | No.....   | 57 | (40%) |
|            | Don't know .....  | 40 | (28%) |

|            |  |    |       |
|------------|--|----|-------|
| <b>Q12</b> | <b>Is shouting through the windows a problem here?</b> |    |       |
|            | Yes .....  | 53 | (37%) |
|            | No.....  | 75 | (52%) |
|            | Don't know .....                                       | 15 | (10%) |

### SECTION 10: HEALTH SERVICES

|           |   |           |          |            |
|-----------|---|-----------|----------|------------|
| <b>Q1</b> | <b>Is it easy to see the following people if you need to?</b> |           |          |            |
|           |   | Yes       | No       | Don't know |
|           | The doctor .....  | 85 (59%)  | 39 (27%) | 19 (13%)   |
|           | The nurse .....   | 101 (71%) | 29 (20%) | 13 (9%)    |
|           | The dentist .....   | 60 (42%)  | 62 (43%) | 21 (15%)   |

|           |  |    |       |
|-----------|--|----|-------|
| <b>Q2</b> | <b>What do you think of the overall quality of the health services here?</b> |    |       |
|           | <i>I have not been</i> .....   | 7  | (5%)  |
|           | <i>Very good</i> .....   | 26 | (18%) |
|           | <i>Good</i> .....  | 65 | (45%) |
|           | <i>Neither</i> .....   | 24 | (16%) |
|           | <i>Bad</i> .....   | 14 | (10%) |
|           | <i>Very bad</i> .....  | 10 | (7%)  |

|           |   |    |       |
|-----------|---|----|-------|
| <b>Q3</b> | <b>If you are taking medication, are you allowed to keep some/all of it in your room?</b> |    |       |
|           | <i>I am not taking any medication</i> .....   | 66 | (45%) |
|           | <i>Yes, all of my meds</i> .....  | 8  | (5%)  |
|           | <i>Yes, some of my meds</i> .....   | 22 | (15%) |
|           | <i>No</i> .....   | 50 | (34%) |

|           |   |    |       |
|-----------|---|----|-------|
| <b>Q4</b> | <b>Do you have any emotional or mental health problems?</b> |    |       |
|           | Yes .....   | 45 | (31%) |
|           | No.....   | 98 | (69%) |

|           |  |    |       |
|-----------|--|----|-------|
| <b>Q5</b> | <b>Are you being helped by anyone here with your emotional or mental health problems (e.g. a psychologist, doctor, counsellor, personal officer or another member of staff)?</b> |    |       |
|           | <i>I do not have any emotional or mental health problems</i> .....   | 98 | (69%) |
|           | Yes .....  | 27 | (19%) |
|           | No.....  | 17 | (12%) |

|           |  |     |       |
|-----------|--|-----|-------|
| <b>Q6</b> | <b>Did you have problems with alcohol when you first arrived here?</b> |     |       |
|           | Yes .....  | 13  | (9%)  |
|           | No.....  | 133 | (91%) |

|           |   |     |       |
|-----------|---|-----|-------|
| <b>Q7</b> | <b>Have you received any help with alcohol problems here?</b> |     |       |
|           | Yes .....   | 10  | (7%)  |
|           | No.....   | 135 | (93%) |

|           |  |    |       |
|-----------|--|----|-------|
| <b>Q8</b> | <b>Did you have problems with drugs when you first arrived here?</b> |    |       |
|           | Yes .....  | 51 | (36%) |
|           | No.....  | 92 | (64%) |

|            |   |           |
|------------|---|-----------|
| <b>Q9</b>  | <b>Do you have problems with drugs now?</b>                   |           |
|            | Yes .....   | 4 (3%)    |
|            | No.....   | 139 (97%) |
| <b>Q10</b> | <b>Have you received any help with drugs problems here?</b>   |           |
|            | Yes .....   | 34 (24%)  |
|            | No.....   | 109 (76%) |
| <b>Q11</b> | <b>How easy or difficult is it to get illegal drugs here?</b> |           |
|            | Very easy.....  | 15 (11%)  |
|            | Easy.....   | 14 (10%)  |
|            | Neither.....  | 6 (4%)    |
|            | Difficult.....  | 2 (1%)    |
|            | Very difficult.....   | 22 (16%)  |
|            | Don't know.....   | 82 (58%)  |

## SECTION II: ACTIVITIES

|           |  |                      |          |          |            |
|-----------|--|----------------------|----------|----------|------------|
| <b>Q1</b> | <b>How old were you when you were last at school?</b>  |                      |          |          |            |
|           | 14 or under .....  | 64 (45%)             |          |          |            |
|           | 15 or over.....  | 78 (55%)             |          |          |            |
| <b>Q2</b> | <b>Have you ever been excluded from school?</b>  |                      |          |          |            |
|           | Yes .....  | 132 (92%)            |          |          |            |
|           | No.....  | 7 (5%)               |          |          |            |
|           | Not applicable.....  | 4 (3%)               |          |          |            |
| <b>Q3</b> | <b>Did you ever skip school before you came into custody?</b>  |                      |          |          |            |
|           | Yes .....  | 110 (77%)            |          |          |            |
|           | No.....  | 26 (18%)             |          |          |            |
|           | Not applicable.....  | 6 (4%)               |          |          |            |
| <b>Q4</b> | <b>Do you CURRENTLY take part in any of the following activities?<br/>(Please tick all that apply to you.)</b>                   |                      |          |          |            |
|           | Education.....   | 116 (82%)            |          |          |            |
|           | A job in this establishment.....   | 22 (15%)             |          |          |            |
|           | Vocational or skills training.....   | 12 (8%)              |          |          |            |
|           | Offending behaviour programmes.....  | 22 (15%)             |          |          |            |
|           | I am not currently involved in any of these.....   | 16 (11%)             |          |          |            |
| <b>Q5</b> | <b>If you have been involved in any of the following activities here, do you think they will help you when you leave prison?</b> |                      |          |          |            |
|           |  | Not been<br>involved | Yes      | No       | Don't know |
|           | Education  | 3 (2%)               | 82 (62%) | 30 (23%) | 17 (13%)   |
|           | A job in this establishment  | 22 (24%)             | 29 (32%) | 25 (27%) | 15 (16%)   |
|           | Vocational or skills training  | 23 (28%)             | 23 (28%) | 19 (23%) | 18 (22%)   |
|           | Offending behaviour programmes   | 20 (22%)             | 30 (34%) | 22 (25%) | 17 (19%)   |
| <b>Q6</b> | <b>Do you usually have association every day?</b>  |                      |          |          |            |
|           | Yes .....  | 100 (72%)            |          |          |            |
|           | No.....  | 39 (28%)             |          |          |            |
| <b>Q7</b> | <b>Can you usually go outside for exercise every day?</b>  |                      |          |          |            |
|           | Don't want to go.....  | 10 (7%)              |          |          |            |
|           | Yes .....  | 62 (43%)             |          |          |            |
|           | No.....  | 71 (50%)             |          |          |            |

|           |   |          |
|-----------|---|----------|
| <b>Q8</b> | <b>How many times do you usually go to the gym each week?</b> |          |
|           | <i>Don't want to go</i> .....                                 | 4 (3%)   |
|           | <i>None</i> .....   | 16 (12%) |
|           | <i>One to two times</i> .....                                 | 68 (49%) |
|           | <i>Three to five times</i> .....                              | 49 (35%) |
|           | <i>More than five times</i> .....                             | 2 (1%)   |

### SECTION 12: FAMILY AND FRIENDS

|           |   |           |
|-----------|---|-----------|
| <b>Q1</b> | <b>Are you able to use the telephone every day, if you want to?</b> |           |
|           | <i>Yes</i> .....  | 100 (70%) |
|           | <i>No</i> .....   | 41 (29%)  |
|           | <i>Don't know</i> .....   | 1 (1%)    |

|           |   |          |
|-----------|---|----------|
| <b>Q2</b> | <b>Have you had any problems with sending or receiving mail (letters or parcels)?</b> |          |
|           | <i>Yes</i> .....  | 70 (50%) |
|           | <i>No</i> .....   | 68 (48%) |
|           | <i>Don't know</i> .....   | 3 (2%)   |

|           |   |          |
|-----------|---|----------|
| <b>Q3</b> | <b>How many visits do you usually have each week, from family or friends?</b> |          |
|           | <i>I don't get visits</i> .....   | 27 (19%) |
|           | <i>Less than one a week</i> .....   | 36 (26%) |
|           | <i>About one a week</i> .....   | 50 (36%) |
|           | <i>More than one a week</i> .....   | 5 (4%)   |
|           | <i>Don't know</i> .....   | 21 (15%) |

|           |  |          |
|-----------|--|----------|
| <b>Q4</b> | <b>How easy is it for your family and friends to visit you here?</b> |          |
|           | <i>I don't get visits</i> .....                                      | 27 (19%) |
|           | <i>Very easy</i> .....   | 14 (10%) |
|           | <i>Easy</i> .....  | 24 (17%) |
|           | <i>Neither</i> .....   | 19 (14%) |
|           | <i>Difficult</i> .....   | 31 (22%) |
|           | <i>Very difficult</i> .....  | 17 (12%) |
|           | <i>Don't know</i> .....  | 8 (6%)   |

|           |  |          |
|-----------|--|----------|
| <b>Q5</b> | <b>Do your visits usually start on time?</b> |          |
|           | <i>I don't get visits</i> .....              | 27 (19%) |
|           | <i>Yes</i> .....                             | 65 (47%) |
|           | <i>No</i> .....                              | 32 (23%) |
|           | <i>Don't know</i> .....                      | 15 (11%) |

### SECTION 13: PREPARATION FOR RELEASE

|           |   |          |
|-----------|---|----------|
| <b>Q1</b> | <b>Do you think you will have a problem with any of the following things, when you are released? (Please tick all that apply to you.)</b> |          |
|           | <i>Finding accommodation</i> .....  | 35 (26%) |
|           | <i>Getting into school or college</i> .....   | 28 (21%) |
|           | <i>Getting a job</i> .....  | 65 (48%) |
|           | <i>Money/finances</i> .....   | 42 (31%) |
|           | <i>Claiming benefits</i> .....  | 16 (12%) |
|           | <i>Continuing health services</i> .....   | 13 (10%) |
|           | <i>Opening a bank account</i> .....   | 23 (17%) |
|           | <i>Avoiding bad relationships</i> .....   | 21 (16%) |
|           | <i>I won't have any problems</i> .....  | 55 (41%) |

|           |  |           |
|-----------|--|-----------|
| <b>Q2</b> | <b>Do you have a training plan, sentence plan or remand plan (i.e. a plan that is discussed in your DTO/planning meetings, which sets out your targets)?</b> |           |
|           | Yes .....  | 69 (47%)  |
|           | No.....  | 36 (24%)  |
|           | Don't know .....   | 43 (29%)  |
| <b>Q3</b> | <b>Were you involved in the development of your plan?</b>  |           |
|           | <i>I don't have a plan/don't know if I have a plan</i> .....   | 79 (58%)  |
|           | Yes .....  | 46 (34%)  |
|           | No.....  | 11 (8%)   |
| <b>Q4</b> | <b>Do you understand the targets that have been set in your plan?</b>  |           |
|           | <i>I don't have a plan/don't know if I have a plan</i> .....   | 79 (57%)  |
|           | Yes .....  | 51 (37%)  |
|           | No.....  | 9 (6%)    |
| <b>Q5</b> | <b>Do you have a caseworker here?</b>  |           |
|           | Yes .....  | 136 (93%) |
|           | No.....  | 6 (4%)    |
|           | Don't know .....   | 4 (3%)    |
| <b>Q6</b> | <b>Has your caseworker helped to prepare you for release?</b>  |           |
|           | <i>I don't have a caseworker</i> .....   | 10 (7%)   |
|           | Yes .....  | 61 (42%)  |
|           | No.....  | 49 (34%)  |
|           | Don't know .....   | 24 (17%)  |
| <b>Q7</b> | <b>Has your social worker been to visit you since you have been here?</b>  |           |
|           | <i>I don't have a social worker</i> .....  | 42 (29%)  |
|           | Yes .....  | 71 (49%)  |
|           | No.....  | 32 (22%)  |
| <b>Q8</b> | <b>Have you had a say in what will happen to you when you are released?</b>  |           |
|           | Yes .....  | 58 (40%)  |
|           | No.....  | 66 (46%)  |
|           | Don't know .....   | 20 (14%)  |
| <b>Q9</b> | <b>Do you know who to contact for help with any of the following problems, before your release? (Please tick all that apply to you.)</b>                     |           |
|           | <i>Finding accommodation</i> .....   | 42 (33%)  |
|           | <i>Getting into school or college</i> .....  | 42 (33%)  |
|           | <i>Getting a job</i> .....   | 45 (35%)  |
|           | <i>Help with money/finances</i> .....  | 29 (23%)  |
|           | <i>Help with claiming benefits</i> .....   | 22 (17%)  |
|           | <i>Continuing health services</i> .....  | 25 (20%)  |
|           | <i>Opening a bank account</i> .....  | 28 (22%)  |
|           | <i>Avoiding bad relationships</i> .....  | 28 (22%)  |
|           | <i>I don't know who to contact</i> .....   | 64 (50%)  |

|            |  |          |  |           |
|------------|--|----------|--|-----------|
| <b>Q10</b> | <b>What is most likely to stop you offending in the future? (Please tick all that apply to you.)</b>                                   |          |  |           |
|            | <i>Not sentenced</i> .....   | 24 (17%) | <i>Having a mentor (someone you can ask for advice)</i> .....        | 12 (9%)   |
|            | <i>Nothing, it is up to me</i> .....   | 43 (31%) | <i>Having a YOT worker or social worker that I get on with</i> ..... | 16 (12%)  |
|            | <i>Making new friends outside</i> .....  | 25 (18%) | <i>Having children</i> .....   | 23 (17%)  |
|            | <i>Going back to live with my family</i> .....   | 31 (22%) | <i>Having something to do that isn't crime</i> .....                 | 34 (25%)  |
|            | <i>Getting a place of my own</i> .....   | 30 (22%) | <i>This sentence</i> .....   | 34 (25%)  |
|            | <i>Getting a job</i> .....   | 59 (43%) | <i>Getting into school/college</i> .....                             | 23 (17%)  |
|            | <i>Having a partner (girlfriend or boyfriend)</i> .....  | 39 (28%) | <i>Talking about my offending behaviour with staff</i> .....         | 7 (5%)    |
|            | <i>Staying off alcohol/drugs</i> .....   | 24 (17%) | <i>Anything else</i> .....   | 4 (3%)    |
| <b>Q11</b> | <b>Do you want to stop offending?</b>  |          |  |           |
|            | <i>Not sentenced</i> .....   |          |  | 24 (17%)  |
|            | <i>Yes</i> .....   |          |  | 104 (73%) |
|            | <i>No</i> .....  |          |  | 1 (1%)    |
|            | <i>Don't know</i> .....  |          |  | 13 (9%)   |
| <b>Q12</b> | <b>Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?</b> |          |  |           |
|            | <i>Not sentenced</i> .....   |          |  | 24 (17%)  |
|            | <i>Yes</i> .....   |          |  | 57 (40%)  |
|            | <i>No</i> .....  |          |  | 60 (43%)  |

## Survey summary for Keppel unit

### SECTION I: ABOUT YOU

|           |  |           |
|-----------|--|-----------|
| <b>Q1</b> | <b>How old are you?</b>                      |           |
|           | 15 .....                                     | 2 (5%)    |
|           | 16 .....                                     | 3 (8%)    |
|           | 17 .....                                     | 23 (59%)  |
|           | 18 .....                                     | 11 (28%)  |
| <b>Q2</b> | <b>Are you a British citizen?</b>            |           |
|           | Yes .....                                    | 38 (97%)  |
|           | No.....                                      | 1 (3%)    |
| <b>Q3</b> | <b>Do you understand spoken English?</b>     |           |
|           | Yes .....                                    | 39 (100%) |
|           | No.....                                      | 0 (0%)    |
| <b>Q4</b> | <b>Do you understand written English?</b>    |           |
|           | Yes .....                                    | 38 (100%) |
|           | No.....                                      | 0 (0%)    |
| <b>Q5</b> | <b>What is your ethnic origin?</b>           |           |
|           | White - British .....                        | 30 (77%)  |
|           | White - Irish .....                          | 1 (3%)    |
|           | White - Other.....                           | 0 (0%)    |
|           | Black or Black British - Caribbean .....     | 1 (3%)    |
|           | Black or Black British - African.....        | 0 (0%)    |
|           | Black or Black British - Other .....         | 0 (0%)    |
|           | Asian or Asian British - Indian .....        | 0 (0%)    |
|           | Asian or Asian British - Pakistani.....      | 0 (0%)    |
|           | Asian or Asian British - Bangladeshi.....    | 0 (0%)    |
|           | Asian or Asian British - Chinese.....        | 0 (0%)    |
|           | Asian or Asian British - Other .....         | 0 (0%)    |
|           | Mixed race - White and Black Caribbean ..... | 5 (13%)   |
|           | Mixed race - White and Black African.....    | 0 (0%)    |
|           | Mixed race - White and Asian .....           | 0 (0%)    |
|           | Mixed race - Other .....                     | 0 (0%)    |
|           | Arab.....                                    | 0 (0%)    |
|           | Other ethnic group .....                     | 2 (5%)    |
| <b>Q6</b> | <b>What is your religion?</b>                |           |
|           | None.....                                    | 26 (74%)  |
|           | Church of England .....                      | 2 (6%)    |
|           | Catholic .....                               | 4 (11%)   |
|           | Protestant.....                              | 0 (0%)    |
|           | Other Christian denomination .....           | 3 (9%)    |
|           | Buddhist .....                               | 0 (0%)    |
|           | Hindu .....                                  | 0 (0%)    |
|           | Jewish .....                                 | 0 (0%)    |
|           | Muslim .....                                 | 0 (0%)    |
|           | Sikh.....                                    | 0 (0%)    |

|            |   |          |
|------------|---|----------|
| <b>Q7</b>  | <b>Do you consider yourself to be Gypsy/Romany/Traveller?</b>   |          |
|            | Yes .....   | 2 (5%)   |
|            | No.....   | 35 (90%) |
|            | Don't know .....  | 2 (5%)   |
| <b>Q8</b>  | <b>Do you have any children?</b>  |          |
|            | Yes .....   | 4 (11%)  |
|            | No.....   | 34 (89%) |
| <b>Q9</b>  | <b>Do you consider yourself to have a disability (i.e. do you need help with any long-term physical, mental or learning needs)?</b> |          |
|            | Yes .....   | 11 (29%) |
|            | No.....   | 27 (71%) |
| <b>Q10</b> | <b>Have you ever been in local authority care?</b>  |          |
|            | Yes .....   | 22 (56%) |
|            | No.....   | 17 (44%) |

### SECTION 2: ABOUT YOUR SENTENCE

|           |   |          |
|-----------|---|----------|
| <b>Q1</b> | <b>Are you sentenced?</b>   |          |
|           | Yes .....   | 36 (92%) |
|           | No - unsentenced/on remand .....  | 3 (8%)   |
| <b>Q2</b> | <b>How long is your sentence (the full DTO sentence)?</b>   |          |
|           | Not sentenced.....  | 3 (8%)   |
|           | Less than 6 months.....   | 8 (21%)  |
|           | 6 to 12 months.....   | 7 (18%)  |
|           | More than 12 months, up to 2 years.....   | 10 (26%) |
|           | More than 2 years.....  | 9 (23%)  |
|           | Indeterminate sentence for public protection (IPP).....   | 2 (5%)   |
| <b>Q3</b> | <b>How long have you been in this establishment?</b>  |          |
|           | Less than 1 month.....  | 3 (8%)   |
|           | 1 to 6 months .....   | 19 (49%) |
|           | More than 6 months, but less than 12 months.....  | 7 (18%)  |
|           | 12 months to 2 years.....   | 10 (26%) |
|           | More than 2 years.....  | 0 (0%)   |
| <b>Q4</b> | <b>Is this your first time in custody in a YOI, secure children's home or secure training centre?</b> |          |
|           | Yes .....   | 26 (67%) |
|           | No.....   | 13 (33%) |

### SECTION 3: COURTS, TRANSFERS AND ESCORTS

|           |   |          |
|-----------|---|----------|
| <b>Q1</b> | <b>On your most recent journey here, did you feel safe?</b>   |          |
|           | Yes .....   | 23 (59%) |
|           | No.....   | 2 (5%)   |
|           | Don't remember .....  | 14 (36%) |
| <b>Q2</b> | <b>On your most recent journey here, were there any adults (over 18) or a mix of males and females travelling with you?</b> |          |
|           | Yes .....   | 12 (31%) |
|           | No.....   | 17 (44%) |
|           | Don't remember .....  | 10 (26%) |

|           |  |          |
|-----------|--|----------|
| <b>Q3</b> | <b>On your most recent journey here, how long did you spend in the van?</b>                          |          |
|           | <i>Less than 2 hours</i> .....   | 16 (41%) |
|           | <i>2 to 4 hours</i> .....  | 16 (41%) |
|           | <i>More than 4 hours</i> .....   | 6 (15%)  |
|           | <i>Don't remember</i> .....  | 1 (3%)   |
| <b>Q4</b> | <b>On your most recent journey here, were you offered a toilet break?</b>                            |          |
|           | <i>My journey was less than 2 hours</i> .....  | 16 (41%) |
|           | <i>Yes</i> .....   | 5 (13%)  |
|           | <i>No</i> .....  | 16 (41%) |
|           | <i>Don't remember</i> .....  | 2 (5%)   |
| <b>Q5</b> | <b>On your most recent journey here, were you offered anything to eat or drink?</b>                  |          |
|           | <i>My journey was less than 2 hours</i> .....  | 16 (41%) |
|           | <i>Yes</i> .....   | 9 (23%)  |
|           | <i>No</i> .....  | 13 (33%) |
|           | <i>Don't remember</i> .....  | 1 (3%)   |
| <b>Q6</b> | <b>On your most recent journey here, how did you feel you were treated by the escort staff?</b>      |          |
|           | <i>Very well</i> .....   | 8 (22%)  |
|           | <i>Well</i> .....  | 15 (41%) |
|           | <i>Neither</i> .....   | 6 (16%)  |
|           | <i>Badly</i> .....   | 2 (5%)   |
|           | <i>Very badly</i> .....  | 0 (0%)   |
|           | <i>Don't remember</i> .....  | 6 (16%)  |
| <b>Q7</b> | <b>Before you arrived here, did you receive any information to help you prepare for coming here?</b> |          |
|           | <i>Yes - and it was helpful</i> .....  | 8 (21%)  |
|           | <i>Yes - but it was not helpful</i> .....  | 8 (21%)  |
|           | <i>No - I received no information</i> .....  | 14 (37%) |
|           | <i>Don't remember</i> .....  | 8 (21%)  |

#### SECTION 4: FIRST DAYS

|           |  |          |
|-----------|--|----------|
| <b>Q1</b> | <b>How long were you in reception?</b>                                   |          |
|           | <i>Less than 2 hours</i> .....   | 25 (66%) |
|           | <i>2 hours or longer</i> .....   | 9 (24%)  |
|           | <i>Don't remember</i> .....  | 4 (11%)  |
| <b>Q2</b> | <b>When you were searched, was this carried out in a respectful way?</b> |          |
|           | <i>Yes</i> .....   | 33 (87%) |
|           | <i>No</i> .....  | 2 (5%)   |
|           | <i>Don't remember/Not applicable</i> .....                               | 3 (8%)   |
| <b>Q3</b> | <b>How well did you feel you were treated in reception?</b>              |          |
|           | <i>Very well</i> .....   | 11 (30%) |
|           | <i>Well</i> .....  | 17 (46%) |
|           | <i>Neither</i> .....   | 7 (19%)  |
|           | <i>Badly</i> .....   | 0 (0%)   |
|           | <i>Very badly</i> .....  | 0 (0%)   |
|           | <i>Don't remember</i> .....  | 2 (5%)   |

|            |   |          |   |          |
|------------|---|----------|---|----------|
| <b>Q4</b>  | <b>When you first arrived here, did staff ask if you needed help or support with any of the following things?</b> |          |   |          |
|            | Not being able to smoke .....   | 20 (56%) | Money worries.....  | 8 (22%)  |
|            | Loss of property .....  | 5 (14%)  | Feeling worried/upset/need-<br>ing someone to talk to ..... | 13 (36%) |
|            | Feeling scared.....   | 11 (31%) | Health problems.....  | 19 (53%) |
|            | Gang problems.....  | 5 (14%)  | Getting phone numbers .....                                 | 17 (47%) |
|            | Contacting family .....   | 19 (53%) | Staff did not ask me about any of<br>these.....             | 5 (14%)  |
| <b>Q5</b>  | <b>When you first arrived here, did you have any of the following problems?</b>                                   |          |   |          |
|            | Not being able to smoke .....   | 21 (60%) | Money worries.....  | 6 (17%)  |
|            | Loss of property .....  | 4 (11%)  | Feeling worried/upset/need-<br>ing someone to talk to ..... | 11 (31%) |
|            | Feeling scared.....   | 11 (31%) | Health problems.....  | 7 (20%)  |
|            | Gang problems.....  | 6 (17%)  | Getting phone numbers .....                                 | 8 (23%)  |
|            | Contacting family .....   | 7 (20%)  | I did not have any problems.....                            | 3 (9%)   |
| <b>Q6</b>  | <b>When you first arrived here, were you given any of the following?</b>  |          |   |          |
|            | Toiletries/basic items .....  | 29 (78%) |   |          |
|            | The opportunity to have a shower .....  | 18 (49%) |   |          |
|            | Something to eat.....   | 25 (68%) |   |          |
|            | A free phone call to friends/family.....  | 28 (76%) |   |          |
|            | PIN phone credit.....   | 20 (54%) |   |          |
|            | Information about feeling worried/upset.....  | 15 (41%) |   |          |
|            | Don't remember .....  | 1 (3%)   |   |          |
|            | I was not given any of these.....   | 2 (5%)   |   |          |
| <b>Q7</b>  | <b>Within your first 24 hours here, did you have access to the following people or services?</b>                  |          |   |          |
|            | Chaplain.....   | 17 (46%) |   |          |
|            | Peer mentor.....  | 2 (5%)   |   |          |
|            | Childline/Samaritans.....   | 4 (11%)  |   |          |
|            | The prison shop/canteen.....  | 8 (22%)  |   |          |
|            | Don't remember .....  | 9 (24%)  |   |          |
|            | I did not have access to any of these .....   | 10 (27%) |   |          |
| <b>Q8</b>  | <b>Before you were locked up on your first night, were you seen by a doctor or nurse?</b>                         |          |   |          |
|            | Yes .....   | 31 (84%) |   |          |
|            | No.....   | 3 (8%)   |   |          |
|            | Don't remember .....  | 3 (8%)   |   |          |
| <b>Q9</b>  | <b>Did you feel safe on your first night here?</b>  |          |   |          |
|            | Yes.....  | 21 (57%) |   |          |
|            | No.....   | 11 (30%) |   |          |
|            | Don't remember .....  | 5 (14%)  |   |          |
| <b>Q10</b> | <b>Did the induction course cover everything you needed to know about the establishment?</b>                      |          |   |          |
|            | I have not been on an induction course.....   | 10 (27%) |   |          |
|            | Yes.....  | 8 (22%)  |   |          |
|            | No.....   | 5 (14%)  |   |          |
|            | Don't remember .....  | 14 (38%) |   |          |

## SECTION 5: DAILY LIFE AND RESPECT

|           |  |          |
|-----------|--|----------|
| <b>Q1</b> | <b>Can you normally have a shower every day if you want to?</b>                              |          |
|           | Yes .....  | 37 (97%) |
|           | No .....   | 1 (3%)   |
|           | Don't know .....   | 0 (0%)   |
| <b>Q2</b> | <b>Is your cell call bell normally answered within five minutes?</b>                         |          |
|           | Yes .....  | 12 (32%) |
|           | No.....  | 23 (61%) |
|           | Don't know .....   | 3 (8%)   |
| <b>Q3</b> | <b>What is the food like here?</b>   |          |
|           | Very good.....   | 2 (5%)   |
|           | Good.....  | 9 (24%)  |
|           | Neither .....  | 10 (26%) |
|           | Bad .....  | 11 (29%) |
|           | Very bad.....  | 6 (16%)  |
| <b>Q4</b> | <b>Does the shop/canteen sell a wide enough variety of products?</b>                         |          |
|           | <i>I have not bought anything yet/Don't know</i> .....                                       | 0 (0%)   |
|           | Yes .....  | 24 (63%) |
|           | No.....  | 14 (37%) |
| <b>Q5</b> | <b>How easy is it for you to attend religious services?</b>                                  |          |
|           | <i>I don't want to attend religious services</i> .....                                       | 12 (32%) |
|           | Very easy.....   | 5 (13%)  |
|           | Easy .....   | 9 (24%)  |
|           | Neither .....  | 3 (8%)   |
|           | Difficult.....   | 2 (5%)   |
|           | Very difficult.....  | 2 (5%)   |
|           | Don't know .....   | 5 (13%)  |
| <b>Q6</b> | <b>Are your religious beliefs respected?</b>   |          |
|           | Yes .....  | 11 (31%) |
|           | No.....  | 7 (20%)  |
|           | Don't know/Not applicable.....   | 17 (49%) |
| <b>Q7</b> | <b>Can you speak to a Chaplain of your faith in private if you want to?</b>                  |          |
|           | Yes .....  | 18 (51%) |
|           | No.....  | 2 (6%)   |
|           | Don't know/Not applicable.....   | 15 (43%) |
| <b>Q8</b> | <b>Can you speak to a peer mentor when you need to?</b>                                      |          |
|           | Yes .....  | 16 (48%) |
|           | No.....  | 2 (6%)   |
|           | Don't know .....   | 15 (45%) |
| <b>Q9</b> | <b>Can you speak to a member of the IMB (Independent Monitoring Board) when you need to?</b> |          |
|           | Yes .....  | 9 (26%)  |
|           | No .....   | 5 (14%)  |
|           | Don't know .....   | 21 (60%) |

|            |   |          |
|------------|---|----------|
| <b>Q10</b> | <b>Can you speak to an advocate (an outside person to help you) when you need to?</b> |          |
|            | Yes .....   | 16 (44%) |
|            | No.....   | 2 (6%)   |
|            | Don't know .....  | 18 (50%) |

### SECTION 6: RELATIONSHIPS WITH STAFF

|           |  |          |
|-----------|--|----------|
| <b>Q1</b> | <b>Do most staff treat you with respect?</b> |          |
|           | Yes .....                                    | 31 (86%) |
|           | No.....                                      | 5 (14%)  |

|           |   |          |
|-----------|---|----------|
| <b>Q2</b> | <b>If you had a problem, who would you turn to?</b> |          |
|           | No-one .....  | 5 (14%)  |
|           | Personal officer.....                               | 18 (50%) |
|           | Wing Officer.....                                   | 18 (50%) |
|           | Teacher/education staff .....                       | 5 (14%)  |
|           | Gym staff .....                                     | 3 (8%)   |
|           | Chaplain.....                                       | 9 (25%)  |
|           | Independent Monitoring Board (IMB) .....            | 3 (8%)   |
|           | YOT worker .....                                    | 15 (42%) |
|           | Social worker.....                                  | 10 (28%) |
|           | Health services staff.....                          | 5 (14%)  |
|           | Peer mentor.....                                    | 2 (6%)   |
|           | Another young person here .....                     | 6 (17%)  |
|           | Case worker .....                                   | 22 (61%) |
|           | Advocate .....                                      | 2 (6%)   |
|           | Family/friends.....                                 | 20 (56%) |
|           | Childline/Samaritans.....                           | 2 (6%)   |

|           |   |          |
|-----------|---|----------|
| <b>Q3</b> | <b>Have staff checked on you personally in the last week to see how you are getting on?</b> |          |
|           | Yes .....   | 17 (49%) |
|           | No.....   | 18 (51%) |

|           |   |          |
|-----------|---|----------|
| <b>Q4</b> | <b>When did you first meet your personal (named) officer?</b> |          |
|           | I still have not met him/her .....                            | 2 (6%)   |
|           | In your first week.....                                       | 11 (31%) |
|           | After your first week.....                                    | 7 (19%)  |
|           | Don't remember .....  | 16 (44%) |

|           |  |          |
|-----------|--|----------|
| <b>Q5</b> | <b>How often do you see your personal (named) officer?</b> |          |
|           | I still have not met him/her .....                         | 2 (6%)   |
|           | At least once a week .....                                 | 21 (66%) |
|           | Less than once a week.....                                 | 9 (28%)  |

|           |   |          |
|-----------|---|----------|
| <b>Q6</b> | <b>Do you feel your personal (named) officer tries to help you?</b> |          |
|           | I still have not met him/her.....                                   | 2 (6%)   |
|           | Yes .....   | 19 (59%) |
|           | No.....   | 11 (34%) |

### SECTION 7: APPLICATIONS AND COMPLAINTS

|           |   |          |
|-----------|---|----------|
| <b>Q1</b> | <b>Is it easy to make an application?</b> |          |
|           | Yes .....                                 | 24 (67%) |
|           | No.....                                   | 4 (11%)  |
|           | Don't know .....                          | 8 (22%)  |

|           |  |          |
|-----------|--|----------|
| <b>Q2</b> | <b>Are applications sorted out fairly?</b> |          |
|           | I have not made an application .....       | 8 (29%)  |
|           | Yes .....                                  | 15 (54%) |
|           | No.....                                    | 5 (18%)  |

|           |  |          |
|-----------|--|----------|
| <b>Q3</b> | <b>Are applications sorted out quickly (within 7 days)?</b>              |          |
|           | <i>I have not made an application</i> .....                              | 8 (28%)  |
|           | Yes .....  | 14 (48%) |
|           | No.....  | 7 (24%)  |
| <b>Q4</b> | <b>Is it easy to make a complaint?</b>                                   |          |
|           | Yes .....  | 19 (51%) |
|           | No.....  | 6 (16%)  |
|           | <i>Don't know</i> .....  | 12 (32%) |
| <b>Q5</b> | <b>Are complaints sorted out fairly?</b>                                 |          |
|           | <i>I have not made a complaint</i> .....                                 | 12 (39%) |
|           | Yes .....  | 9 (29%)  |
|           | No.....  | 10 (32%) |
| <b>Q6</b> | <b>Are complaints sorted out quickly (within 7 days)?</b>                |          |
|           | <i>I have not made a complaint</i> .....                                 | 12 (39%) |
|           | Yes .....  | 7 (23%)  |
|           | No.....  | 12 (39%) |
| <b>Q7</b> | <b>Have you ever felt too scared or intimidated to make a complaint?</b> |          |
|           | Yes .....  | 1 (3%)   |
|           | No.....  | 20 (54%) |
|           | <i>Never needed to make a complaint</i> .....                            | 16 (43%) |

## SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE

|           |  |          |
|-----------|--|----------|
| <b>Q1</b> | <b>What level of the rewards and sanctions scheme are you on?</b>  |          |
|           | <i>Don't know what the rewards and sanctions scheme is</i> .....   | 1 (3%)   |
|           | <i>Enhanced (top)</i> .....  | 19 (51%) |
|           | <i>Standard (middle)</i> .....   | 14 (38%) |
|           | <i>Basic (bottom)</i> .....  | 2 (5%)   |
|           | <i>Don't know</i> .....  | 1 (3%)   |
| <b>Q2</b> | <b>Have you been treated fairly in your experience of the rewards and sanctions scheme?</b>                |          |
|           | <i>Don't know what the rewards and sanctions scheme is</i> .....   | 1 (3%)   |
|           | Yes .....  | 22 (59%) |
|           | No.....  | 9 (24%)  |
|           | <i>Don't know</i> .....  | 5 (14%)  |
| <b>Q3</b> | <b>Do the different levels of the rewards and sanctions scheme encourage you to change your behaviour?</b> |          |
|           | <i>Don't know what the rewards and sanctions scheme is</i> .....   | 1 (3%)   |
|           | Yes .....  | 19 (51%) |
|           | No.....  | 12 (32%) |
|           | <i>Don't know</i> .....  | 5 (14%)  |
| <b>Q4</b> | <b>Have you had a minor report since you have been here?</b>   |          |
|           | Yes .....  | 26 (68%) |
|           | No.....  | 11 (29%) |
|           | <i>Don't know</i> .....  | 1 (3%)   |
| <b>Q5</b> | <b>If you have had a minor report, was the process explained clearly to you?</b>                           |          |
|           | <i>I have not had a minor report</i> .....   | 12 (32%) |
|           | Yes .....  | 22 (58%) |
|           | No.....  | 4 (11%)  |

|           |  |          |
|-----------|--|----------|
| <b>Q6</b> | <b>Have you had an adjudication ('nicking') since you have been here?</b>                              |          |
|           | Yes .....  | 20 (53%) |
|           | No.....  | 17 (45%) |
|           | Don't know .....   | 1 (3%)   |
| <b>Q7</b> | <b>If you have had an adjudication ('nicking'), was the process explained clearly to you?</b>          |          |
|           | <i>I have not had an adjudication</i> .....  | 18 (47%) |
|           | Yes .....  | 16 (42%) |
|           | No.....  | 4 (11%)  |
| <b>Q8</b> | <b>Have you been physically restrained (C and R) since you have been here?</b>                         |          |
|           | Yes .....  | 17 (45%) |
|           | No.....  | 19 (50%) |
|           | Don't know .....   | 2 (5%)   |
| <b>Q9</b> | <b>If you have spent a night in the care and separation unit (CSU), how were you treated by staff?</b> |          |
|           | <i>I have not been to the care and separation unit</i> .....   | 32 (84%) |
|           | Very well.....   | 2 (5%)   |
|           | Well.....  | 1 (3%)   |
|           | Neither .....  | 2 (5%)   |
|           | Badly.....   | 1 (3%)   |
|           | Very badly .....   | 0 (0%)   |

## SECTION 9: SAFETY

|           |   |          |
|-----------|---|----------|
| <b>Q1</b> | <b>Have you ever felt unsafe here?</b>      |          |
|           | Yes .....                                   | 23 (61%) |
|           | No.....                                     | 15 (39%) |
| <b>Q2</b> | <b>Do you feel unsafe now?</b>              |          |
|           | Yes .....                                   | 2 (6%)   |
|           | No.....                                     | 34 (94%) |
| <b>Q3</b> | <b>In which areas have you felt unsafe?</b> |          |
|           | Never felt unsafe .....                     | 15 (43%) |
|           | Everywhere .....                            | 3 (9%)   |
|           | Care and separation unit .....              | 1 (3%)   |
|           | Association areas .....                     | 7 (20%)  |
|           | Reception area .....                        | 1 (3%)   |
|           | At the gym .....                            | 6 (17%)  |
|           | In an exercise yard .....                   | 7 (20%)  |
|           | At work.....                                | 0 (0%)   |
|           | At education .....                          | 4 (11%)  |
|           | At religious services .....                 | 2 (6%)   |
|           | At meal times .....                         | 5 (14%)  |
|           | At healthcare .....                         | 1 (3%)   |
|           | Visits area .....                           | 7 (20%)  |
|           | In wing showers.....                        | 0 (0%)   |
|           | In gym showers .....                        | 0 (0%)   |
|           | In corridors/stairwells.....                | 6 (17%)  |
|           | On your landing/wing .....                  | 6 (17%)  |
|           | During movement .....                       | 9 (26%)  |
|           | In your cell .....                          | 3 (9%)   |

|            |   |          |
|------------|---|----------|
| <b>Q4</b>  | <b>Have you ever been victimised by another young person/group of young people here (e.g. insulted or assaulted you)?</b> |          |
|            | Yes .....   | 22 (58%) |
|            | No.....   | 16 (42%) |
| <b>Q5</b>  | <b>If yes, what did the incident(s) involve/what was it about?</b>  |          |
|            | <i>Insulting remarks (about you, your family or friends)</i> .....  | 19 (50%) |
|            | <i>Physical abuse (being hit, kicked or assaulted)</i> .....  | 6 (16%)  |
|            | <i>Sexual abuse</i> .....   | 0 (0%)   |
|            | <i>Feeling threatened or intimidated</i> .....  | 9 (24%)  |
|            | <i>Having your canteen/property taken</i> .....   | 3 (8%)   |
|            | <i>Medication</i> .....   | 0 (0%)   |
|            | <i>Debt</i> .....   | 2 (5%)   |
|            | <i>Drugs</i> .....  | 2 (5%)   |
|            | <i>Your race or ethnic origin</i> .....   | 3 (8%)   |
|            | <i>Your religion/religious beliefs</i> .....  | 3 (8%)   |
|            | <i>Your nationality</i> .....   | 4 (11%)  |
|            | <i>You are from a different part of the country to others</i> .....   | 2 (5%)   |
|            | <i>You are from a Traveller community</i> .....   | 1 (3%)   |
|            | <i>Your sexuality</i> .....   | 3 (8%)   |
|            | <i>Your age</i> .....   | 0 (0%)   |
|            | <i>You having a disability</i> .....  | 1 (3%)   |
|            | <i>You were new here</i> .....  | 7 (18%)  |
|            | <i>Your offence/crime</i> .....   | 4 (11%)  |
|            | <i>Gang related issues</i> .....  | 2 (5%)   |
| <b>Q7</b>  | <b>Have you ever been victimised by staff here (e.g. insulted or assaulted you)?</b>                                      |          |
|            | Yes .....   | 10 (26%) |
|            | No.....   | 28 (74%) |
| <b>Q8</b>  | <b>If yes, what did the incident(s) involve/what was it about?</b>  |          |
|            | <i>Insulting remarks (about you, your family or friends)</i> .....  | 6 (16%)  |
|            | <i>Physical abuse (being hit, kicked or assaulted)</i> .....  | 2 (5%)   |
|            | <i>Sexual abuse</i> .....   | 1 (3%)   |
|            | <i>Feeling threatened or intimidated</i> .....  | 1 (3%)   |
|            | <i>Having your canteen/property taken</i> .....   | 0 (0%)   |
|            | <i>Medication</i> .....   | 0 (0%)   |
|            | <i>Debt</i> .....   | 0 (0%)   |
|            | <i>Drugs</i> .....  | 0 (0%)   |
|            | <i>Your race or ethnic origin</i> .....   | 0 (0%)   |
|            | <i>Your religion/religious beliefs</i> .....  | 1 (3%)   |
|            | <i>Your nationality</i> .....   | 0 (0%)   |
|            | <i>You are from a different part of the country to others</i> .....   | 0 (0%)   |
|            | <i>You are from a Traveller community</i> .....   | 1 (3%)   |
|            | <i>Your sexuality</i> .....   | 0 (0%)   |
|            | <i>Your age</i> .....   | 1 (3%)   |
|            | <i>You having a disability</i> .....  | 1 (3%)   |
|            | <i>You were new here</i> .....  | 0 (0%)   |
|            | <i>Your offence/crime</i> .....   | 0 (0%)   |
|            | <i>Gang related issues</i> .....  | 1 (3%)   |
|            | <i>Because you made a complaint</i> .....   | 1 (3%)   |
| <b>Q10</b> | <b>If you were being victimised, would you tell a member of staff?</b>  |          |
|            | Yes .....   | 18 (49%) |
|            | No.....   | 10 (27%) |
|            | Don't know .....  | 9 (24%)  |

|            |   |          |
|------------|---|----------|
| <b>Q11</b> | <b>Do you think staff would take it seriously if you told them you had been victimised?</b> |          |
|            | Yes .....   | 18 (50%) |
|            | No.....   | 10 (28%) |
|            | Don't know .....  | 8 (22%)  |

|            |  |          |
|------------|--|----------|
| <b>Q12</b> | <b>Is shouting through the windows a problem here?</b> |          |
|            | Yes .....  | 22 (59%) |
|            | No.....  | 10 (27%) |
|            | Don't know .....                                       | 5 (14%)  |

## SECTION 10: HEALTH SERVICES

|           |   |          |          |            |
|-----------|---|----------|----------|------------|
| <b>Q1</b> | <b>Is it easy to see the following people if you need to?</b> |          |          |            |
|           |   | Yes      | No       | Don't know |
|           | The doctor .....  | 24 (67%) | 6 (17%)  | 6 (17%)    |
|           | The nurse .....   | 30 (83%) | 2 (6%)   | 4 (11%)    |
|           | The dentist .....   | 17 (47%) | 10 (28%) | 9 (25%)    |

|           |  |          |
|-----------|--|----------|
| <b>Q2</b> | <b>What do you think of the overall quality of the health services here?</b> |          |
|           | <i>I have not been</i> .....   | 1 (3%)   |
|           | <i>Very good</i> .....   | 8 (22%)  |
|           | <i>Good</i> .....  | 20 (54%) |
|           | <i>Neither</i> .....   | 4 (11%)  |
|           | <i>Bad</i> .....   | 3 (8%)   |
|           | <i>Very bad</i> .....  | 1 (3%)   |

|           |   |          |
|-----------|---|----------|
| <b>Q3</b> | <b>If you are taking medication, are you allowed to keep some/all of it in your room?</b> |          |
|           | <i>I am not taking any medication</i> .....   | 15 (42%) |
|           | <i>Yes, all of my meds</i> .....  | 0 (0%)   |
|           | <i>Yes, some of my meds</i> .....   | 2 (6%)   |
|           | <i>No</i> .....   | 19 (53%) |

|           |   |          |
|-----------|---|----------|
| <b>Q4</b> | <b>Do you have any emotional or mental health problems?</b> |          |
|           | Yes .....   | 22 (63%) |
|           | No.....   | 13 (37%) |

|           |  |          |
|-----------|--|----------|
| <b>Q5</b> | <b>Are you being helped by anyone here with your emotional or mental health problems (e.g. a psychologist, doctor, counsellor, personal officer or another member of staff)?</b> |          |
|           | <i>I do not have any emotional or mental health problems</i> .....   | 13 (37%) |
|           | Yes .....  | 14 (40%) |
|           | No.....  | 8 (23%)  |

|           |  |          |
|-----------|--|----------|
| <b>Q6</b> | <b>Did you have problems with alcohol when you first arrived here?</b> |          |
|           | Yes .....  | 2 (5%)   |
|           | No.....  | 36 (95%) |

|           |   |           |
|-----------|---|-----------|
| <b>Q7</b> | <b>Have you received any help with alcohol problems here?</b> |           |
|           | Yes .....   | 0 (0%)    |
|           | No.....   | 38 (100%) |

|           |  |          |
|-----------|--|----------|
| <b>Q8</b> | <b>Did you have problems with drugs when you first arrived here?</b> |          |
|           | Yes .....  | 19 (50%) |
|           | No.....  | 19 (50%) |

|            |   |          |
|------------|---|----------|
| <b>Q9</b>  | <b>Do you have problems with drugs now?</b>                   |          |
|            | Yes .....   | 5 (13%)  |
|            | No.....   | 33 (87%) |
| <b>Q10</b> | <b>Have you received any help with drugs problems here?</b>   |          |
|            | Yes .....   | 13 (34%) |
|            | No.....   | 25 (66%) |
| <b>Q11</b> | <b>How easy or difficult is it to get illegal drugs here?</b> |          |
|            | Very easy.....  | 4 (11%)  |
|            | Easy.....   | 8 (21%)  |
|            | Neither.....  | 0 (0%)   |
|            | Difficult.....  | 3 (8%)   |
|            | Very difficult.....   | 2 (5%)   |
|            | Don't know.....   | 21 (55%) |

## SECTION II: ACTIVITIES

|           |  |                      |          |         |            |
|-----------|--|----------------------|----------|---------|------------|
| <b>Q1</b> | <b>How old were you when you were last at school?</b>  |                      |          |         |            |
|           | 14 or under .....  | 17 (45%)             |          |         |            |
|           | 15 or over.....  | 21 (55%)             |          |         |            |
| <b>Q2</b> | <b>Have you ever been excluded from school?</b>  |                      |          |         |            |
|           | Yes .....  | 33 (87%)             |          |         |            |
|           | No.....  | 5 (13%)              |          |         |            |
|           | Not applicable.....  | 0 (0%)               |          |         |            |
| <b>Q3</b> | <b>Did you ever skip school before you came into custody?</b>  |                      |          |         |            |
|           | Yes .....  | 29 (76%)             |          |         |            |
|           | No.....  | 7 (18%)              |          |         |            |
|           | Not applicable.....  | 2 (5%)               |          |         |            |
| <b>Q4</b> | <b>Do you CURRENTLY take part in any of the following activities?</b>  |                      |          |         |            |
|           | Education.....   | 31 (84%)             |          |         |            |
|           | A job in this establishment.....   | 6 (16%)              |          |         |            |
|           | Vocational or skills training.....   | 3 (8%)               |          |         |            |
|           | Offending behaviour programmes.....  | 14 (38%)             |          |         |            |
|           | I am not currently involved in any of these.....   | 3 (8%)               |          |         |            |
| <b>Q5</b> | <b>If you have been involved in any of the following activities here, do you think they will help you when you leave prison?</b> |                      |          |         |            |
|           |  | Not been<br>involved | Yes      | No      | Don't know |
|           | Education  | 1 (3%)               | 20 (56%) | 7 (19%) | 8 (22%)    |
|           | A job in this establishment  | 9 (38%)              | 8 (33%)  | 2 (8%)  | 5 (21%)    |
|           | Vocational or skills training  | 10 (50%)             | 4 (20%)  | 3 (15%) | 3 (15%)    |
|           | Offending behaviour programmes   | 8 (29%)              | 15 (54%) | 3 (11%) | 2 (7%)     |
| <b>Q6</b> | <b>Do you usually have association every day?</b>  |                      |          |         |            |
|           | Yes .....  | 34 (92%)             |          |         |            |
|           | No.....  | 3 (8%)               |          |         |            |
| <b>Q7</b> | <b>Can you usually go outside for exercise every day?</b>  |                      |          |         |            |
|           | Don't want to go.....  | 9 (24%)              |          |         |            |
|           | Yes .....  | 23 (61%)             |          |         |            |
|           | No.....  | 6 (16%)              |          |         |            |

|           |   |          |
|-----------|---|----------|
| <b>Q8</b> | <b>How many times do you usually go to the gym each week?</b> |          |
|           | <i>Don't want to go</i> .....                                 | 6 (16%)  |
|           | <i>None</i> .....   | 1 (3%)   |
|           | <i>One to two times</i> .....                                 | 18 (47%) |
|           | <i>Three to five times</i> .....                              | 12 (32%) |
|           | <i>More than five times</i> .....                             | 1 (3%)   |

### SECTION 12: FAMILY AND FRIENDS

|           |   |          |
|-----------|---|----------|
| <b>Q1</b> | <b>Are you able to use the telephone every day, if you want to?</b> |          |
|           | <i>Yes</i> .....  | 31 (82%) |
|           | <i>No</i> .....   | 7 (18%)  |
|           | <i>Don't know</i> .....   | 0 (0%)   |

|           |   |          |
|-----------|---|----------|
| <b>Q2</b> | <b>Have you had any problems with sending or receiving mail (letters or parcels)?</b> |          |
|           | <i>Yes</i> .....  | 15 (39%) |
|           | <i>No</i> .....   | 22 (58%) |
|           | <i>Don't know</i> .....   | 1 (3%)   |

|           |   |          |
|-----------|---|----------|
| <b>Q3</b> | <b>How many visits do you usually have each week, from family or friends?</b> |          |
|           | <i>I don't get visits</i> .....   | 8 (21%)  |
|           | <i>Less than one a week</i> .....   | 18 (47%) |
|           | <i>About one a week</i> .....   | 6 (16%)  |
|           | <i>More than one a week</i> .....   | 1 (3%)   |
|           | <i>Don't know</i> .....   | 5 (13%)  |

|           |  |          |
|-----------|--|----------|
| <b>Q4</b> | <b>How easy is it for your family and friends to visit you here?</b> |          |
|           | <i>I don't get visits</i> .....                                      | 8 (22%)  |
|           | <i>Very easy</i> .....   | 2 (5%)   |
|           | <i>Easy</i> .....  | 11 (30%) |
|           | <i>Neither</i> .....   | 4 (11%)  |
|           | <i>Difficult</i> .....   | 6 (16%)  |
|           | <i>Very difficult</i> .....  | 4 (11%)  |
|           | <i>Don't know</i> .....  | 2 (5%)   |

|           |  |          |
|-----------|--|----------|
| <b>Q5</b> | <b>Do your visits usually start on time?</b> |          |
|           | <i>I don't get visits</i> .....              | 8 (22%)  |
|           | <i>Yes</i> .....                             | 16 (43%) |
|           | <i>No</i> .....                              | 7 (19%)  |
|           | <i>Don't know</i> .....                      | 6 (16%)  |

### SECTION 13: PREPARATION FOR RELEASE

|           |  |          |
|-----------|--|----------|
| <b>Q1</b> | <b>Do you think you will have a problem with any of the following things, when you are released?</b> |          |
|           | <i>Finding accommodation</i> .....   | 10 (27%) |
|           | <i>Getting into school or college</i> .....  | 5 (14%)  |
|           | <i>Getting a job</i> .....   | 16 (43%) |
|           | <i>Money/finances</i> .....  | 13 (35%) |
|           | <i>Claiming benefits</i> .....   | 6 (16%)  |
|           | <i>Continuing health services</i> .....  | 3 (8%)   |
|           | <i>Opening a bank account</i> .....  | 6 (16%)  |
|           | <i>Avoiding bad relationships</i> .....  | 8 (22%)  |
|           | <i>I won't have any problems</i> .....   | 13 (35%) |

|           |  |          |
|-----------|--|----------|
| <b>Q2</b> | <b>Do you have a training plan, sentence plan or remand plan? (i.e. a plan that is discussed in your DTO/planning meetings, which sets out your targets)</b> |          |
|           | Yes .....  | 29 (76%) |
|           | No.....  | 2 (5%)   |
|           | Don't know .....   | 7 (18%)  |
| <b>Q3</b> | <b>Were you involved in the development of your plan?</b>  |          |
|           | <i>I don't have a plan/don't know if I have a plan</i> .....   | 9 (25%)  |
|           | Yes .....  | 24 (67%) |
|           | No.....  | 3 (8%)   |
| <b>Q4</b> | <b>Do you understand the targets that have been set in your plan?</b>  |          |
|           | <i>I don't have a plan/don't know if I have a plan</i> .....   | 9 (24%)  |
|           | Yes .....  | 27 (71%) |
|           | No.....  | 2 (5%)   |
| <b>Q5</b> | <b>Do you have a caseworker here?</b>  |          |
|           | Yes .....  | 37 (97%) |
|           | No.....  | 1 (3%)   |
|           | Don't know .....   | 0 (0%)   |
| <b>Q6</b> | <b>Has your caseworker helped to prepare you for release?</b>  |          |
|           | <i>I don't have a caseworker</i> .....   | 1 (3%)   |
|           | Yes .....  | 25 (68%) |
|           | No.....  | 6 (16%)  |
|           | Don't know .....   | 5 (14%)  |
| <b>Q7</b> | <b>Has your social worker been to visit you since you have been here?</b>  |          |
|           | <i>I don't have a social worker</i> .....  | 9 (24%)  |
|           | Yes .....  | 23 (61%) |
|           | No.....  | 6 (16%)  |
| <b>Q8</b> | <b>Have you had a say in what will happen to you when you are released?</b>  |          |
|           | Yes .....  | 25 (68%) |
|           | No.....  | 10 (27%) |
|           | Don't know .....   | 2 (5%)   |
| <b>Q9</b> | <b>Do you know who to contact for help with any of the following problems, before your release?</b>  |          |
|           | <i>Finding accommodation</i> .....   | 8 (28%)  |
|           | <i>Getting into school or college</i> .....  | 8 (28%)  |
|           | <i>Getting a job</i> .....   | 11 (38%) |
|           | <i>Help with money/finances</i> .....  | 9 (31%)  |
|           | <i>Help with claiming benefits</i> .....   | 7 (24%)  |
|           | <i>Continuing health services</i> .....  | 8 (28%)  |
|           | <i>Opening a bank account</i> .....  | 9 (31%)  |
|           | <i>Avoiding bad relationships</i> .....  | 8 (28%)  |
|           | <i>I don't know who to contact</i> .....   | 14 (48%) |

|            |  |  |
|------------|--|--|
| <b>Q10</b> | <b>What is most likely to stop you offending in the future?)</b>   |  |
|            | <i>Not sentenced</i> .....   | 3 (8%) <i>Having a mentor (someone you can ask for advice)</i> .....         |
|            | <i>Nothing, it is up to me</i> .....   | 7 (19%) <i>Having a YOT worker or social worker that I get on with</i> ..... |
|            | <i>Making new friends outside</i> .....  | 9 (25%) <i>Having children</i> .....   |
|            | <i>Going back to live with my family</i> .....   | 17 (47%) <i>Having something to do that isn't crime</i> .....                |
|            | <i>Getting a place of my own</i> .....   | 14 (39%) <i>This sentence</i> .....  |
|            | <i>Getting a job</i> .....   | 22 (61%) <i>Getting into school/college</i> .....                            |
|            | <i>Having a partner (girlfriend or boyfriend)</i> .....  | 18 (50%) <i>Talking about my offending behaviour with staff</i> .....        |
|            | <i>Staying off alcohol/drugs</i> .....   | 12 (33%) <i>Anything else</i> .....  |
|            |  | 5 (14%)  |
|            |  | 15 (42%)   |
|            |  | 8 (22%)  |
|            |  | 16 (44%)   |
|            |  | 12 (33%)   |
|            |  | 11 (31%)   |
|            |  | 6 (17%)  |
|            |  | 3 (8%)   |
| <b>Q11</b> | <b>Do you want to stop offending?</b>  |  |
|            | <i>Not sentenced</i> .....   | 3 (8%)   |
|            | <i>Yes</i> .....   | 26 (72%)   |
|            | <i>No</i> .....  | 3 (8%)   |
|            | <i>Don't know</i> .....  | 4 (11%)  |
| <b>Q12</b> | <b>Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?</b> |  |
|            | <i>Not sentenced</i> .....   | 3 (9%)   |
|            | <i>Yes</i> .....   | 17 (50%)   |
|            | <i>No</i> .....  | 14 (41%)   |

## Comparison with young people's comparator and previous survey results.



### Survey responses from children and young people: HMYOI Wetherby 2018

**Survey responses** (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance. NB: This document shows a comparison between the responses from all young people surveyed in this establishment with all young people surveyed for the comparator.

#### Key to tables

|  |  | HMYOI Wetherby 2018 | All other children's establishments | HMYOI Wetherby 2018 | HMYOI Wetherby 2017 |
|--|--|---------------------|-------------------------------------|---------------------|---------------------|
|  | Any percentage highlighted in green is significantly better  |                     |                                     |                     |                     |
|  | Any percentage highlighted in blue is significantly worse  |                     |                                     |                     |                     |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details                         |                     |                                     |                     |                     |
|  | Percentages which are not highlighted show there is no significant difference  |                     |                                     |                     |                     |
| <b>Number of completed questionnaires returned</b>     |  | <b>153</b>          | <b>402</b>                          | <b>153</b>          | <b>188</b>          |
| <b>SECTION 1: ABOUT YOU</b>                            |  |                     |                                     |                     |                     |
| 1.1  | Are you 18 years of age?   | 15%                 | 13%                                 | 15%                 | 14%                 |
| 1.2  | Are you a foreign national?  | 6%                  | 7%                                  | 6%                  | 7%                  |
| 1.3  | Do you understand spoken English?  | 100%                | 100%                                | 100%                | 98%                 |
| 1.4  | Do you understand written English?   | 99%                 | 98%                                 | 99%                 | 99%                 |
| 1.5  | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category.) | 40%                 | 55%                                 | 40%                 | 37%                 |
| 1.6  | Are you Muslim?  | 17%                 | 25%                                 | 17%                 | 16%                 |
| 1.7  | Do you consider yourself to be Gypsy/Romany/Traveller?   | 4%                  | 6%                                  | 4%                  | 7%                  |
| 1.8  | Do you have any children?  | 8%                  | 7%                                  | 8%                  | 13%                 |
| 1.9  | Do you consider yourself to have a disability?   | 20%                 | 19%                                 | 20%                 | 18%                 |
| 1.10   | Have you ever been in local authority care?  | 32%                 | 42%                                 | 32%                 | 40%                 |
| <b>SECTION 2: ABOUT YOUR SENTENCE</b>                  |  |                     |                                     |                     |                     |
| 2.1  | Are you sentenced?   | 84%                 | 72%                                 | 84%                 | 82%                 |
| 2.2  | Is your sentence 12 months or less?  | 30%                 | 26%                                 | 30%                 | 26%                 |
| 2.3  | Have you been in this establishment for one month or less?   | 11%                 | 18%                                 | 11%                 | 13%                 |
| 2.4  | Is this your first time in custody in a YOI, secure children's home or secure training centre?                                   | 69%                 | 59%                                 | 69%                 | 56%                 |
| <b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>        |  |                     |                                     |                     |                     |
| On your most recent journey here:                      |  |                     |                                     |                     |                     |
| 3.1  | Did you feel safe?   | 84%                 | 75%                                 | 84%                 | 83%                 |
| 3.2  | Did you travel with any adults (over 18) or a mix of males and females?  | 37%                 | 30%                                 | 37%                 | 32%                 |
| 3.3  | Did you spend more than 4 hours in the van?  | 9%                  | 6%                                  | 9%                  | 7%                  |
| For those who spent 2 or more hours in the escort van: |  |                     |                                     |                     |                     |
| 3.4  | Were you offered a toilet break if you needed it?  | 14%                 | 12%                                 | 14%                 | 14%                 |
| 3.5  | Were you offered anything to eat or drink?   | 50%                 | 43%                                 | 50%                 | 49%                 |
| 3.6  | Were you treated well/very well by the escort staff?   | 73%                 | 58%                                 | 73%                 | 57%                 |
| 3.7  | Before you arrived, did you receive any helpful information to help you prepare for coming here?                                 | 14%                 | 14%                                 | 14%                 | 12%                 |

## Comparison with young people's comparator and previous survey results.

### Key to tables

|  |  | HMYOI Wetherby 2018 | All other childrens establishments | HMYOI Wetherby 2018 | HMYOI Wetherby 2017 |
|--|--|---------------------|------------------------------------|---------------------|---------------------|
|  | Any percentage highlighted in green is significantly better  |                     |                                    |                     |                     |
|  | Any percentage highlighted in blue is significantly worse  |                     |                                    |                     |                     |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details |                     |                                    |                     |                     |
|  | Percentages which are not highlighted show there is no significant difference                            |                     |                                    |                     |                     |
| <b>Number of completed questionnaires returned</b>   |  | <b>153</b>          | <b>402</b>                         | <b>153</b>          | <b>188</b>          |
| <b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>   |  |                     |                                    |                     |                     |
| <b>4.1</b>   | Were you in reception for less than 2 hours?   | <b>79%</b>          | <b>80%</b>                         | <b>79%</b>          | <b>79%</b>          |
| <b>4.2</b>   | When you were searched, was this carried out in a respectful way?  | <b>83%</b>          | <b>79%</b>                         | <b>83%</b>          | <b>84%</b>          |
| <b>4.3</b>   | Were you treated well/very well in reception?  | <b>71%</b>          | <b>67%</b>                         | <b>71%</b>          | <b>70%</b>          |
| When you first arrived, did staff ask if you needed help or support with any of the following: |  |                     |                                    |                     |                     |
| <b>4.4a</b>  | Not being able to smoke?   | <b>65%</b>          | <b>47%</b>                         | <b>65%</b>          | <b>68%</b>          |
| <b>4.4b</b>  | Loss of property?  | <b>24%</b>          | <b>17%</b>                         | <b>24%</b>          | <b>23%</b>          |
| <b>4.4c</b>  | Feeling scared?  | <b>34%</b>          | <b>23%</b>                         | <b>34%</b>          | <b>30%</b>          |
| <b>4.4d</b>  | Gang problems?   | <b>46%</b>          | <b>51%</b>                         | <b>46%</b>          | <b>37%</b>          |
| <b>4.4e</b>  | Contacting family?   | <b>55%</b>          | <b>52%</b>                         | <b>55%</b>          | <b>55%</b>          |
| <b>4.4f</b>  | Money worries?   | <b>28%</b>          | <b>15%</b>                         | <b>28%</b>          | <b>23%</b>          |
| <b>4.4g</b>  | Feeling worried/upset/needing someone to talk to?  | <b>41%</b>          | <b>29%</b>                         | <b>41%</b>          | <b>35%</b>          |
| <b>4.4h</b>  | Health problems?   | <b>58%</b>          | <b>56%</b>                         | <b>58%</b>          | <b>58%</b>          |
| <b>4.4i</b>  | Getting phone numbers?   | <b>46%</b>          | <b>45%</b>                         | <b>46%</b>          | <b>45%</b>          |
| <b>4.5</b>   | Did you have any problems when you first arrived?  | <b>74%</b>          | <b>75%</b>                         | <b>74%</b>          | <b>79%</b>          |
| When you first arrived, did you have problems with any of the following:                       |  |                     |                                    |                     |                     |
| <b>4.5a</b>  | Not being able to smoke?   | <b>45%</b>          | <b>39%</b>                         | <b>45%</b>          | <b>51%</b>          |
| <b>4.5b</b>  | Loss of property?  | <b>14%</b>          | <b>12%</b>                         | <b>14%</b>          | <b>8%</b>           |
| <b>4.5c</b>  | Feeling scared?  | <b>5%</b>           | <b>12%</b>                         | <b>5%</b>           | <b>14%</b>          |
| <b>4.5d</b>  | Gang problems?   | <b>10%</b>          | <b>18%</b>                         | <b>10%</b>          | <b>11%</b>          |
| <b>4.5e</b>  | Contacting family?   | <b>26%</b>          | <b>33%</b>                         | <b>26%</b>          | <b>31%</b>          |
| <b>4.5f</b>  | Money worries?   | <b>17%</b>          | <b>17%</b>                         | <b>17%</b>          | <b>16%</b>          |
| <b>4.5g</b>  | Feeling worried/upset/needing someone to talk to?  | <b>11%</b>          | <b>13%</b>                         | <b>11%</b>          | <b>17%</b>          |
| <b>4.5h</b>  | Health problems?   | <b>13%</b>          | <b>15%</b>                         | <b>13%</b>          | <b>17%</b>          |
| <b>4.5i</b>  | Getting phone numbers?   | <b>29%</b>          | <b>34%</b>                         | <b>29%</b>          | <b>34%</b>          |
| When you first arrived, were you given any of the following:                                   |  |                     |                                    |                     |                     |
| <b>4.6a</b>  | Toiletries/basic items?  | <b>81%</b>          | <b>82%</b>                         | <b>81%</b>          | <b>87%</b>          |
| <b>4.6b</b>  | The opportunity to have a shower?  | <b>28%</b>          | <b>64%</b>                         | <b>28%</b>          | <b>21%</b>          |
| <b>4.6c</b>  | Something to eat?  | <b>79%</b>          | <b>78%</b>                         | <b>79%</b>          | <b>82%</b>          |
| <b>4.6d</b>  | A free phone call to friends/family?   | <b>73%</b>          | <b>78%</b>                         | <b>73%</b>          | <b>81%</b>          |
| <b>4.6e</b>  | PIN phone credit?  | <b>62%</b>          | <b>47%</b>                         | <b>62%</b>          | <b>59%</b>          |
| <b>4.6f</b>  | Information about feeling worried/upset?   | <b>35%</b>          | <b>33%</b>                         | <b>35%</b>          | <b>32%</b>          |

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| <b>Number of completed questionnaires returned</b>                                   |   | <b>153</b>          | <b>402</b>                         | <b>153</b>          | <b>188</b>          |
| Within your first 24 hours, did you have access to the following people or services: |   |                     |                                    |                     |                     |
| <b>4.7a</b>  | A chaplain?   | <b>46%</b>          | <b>36%</b>                         | <b>46%</b>          | <b>48%</b>          |
| <b>4.7b</b>  | A peer mentor?  | <b>11%</b>          | <b>9%</b>                          | <b>11%</b>          | <b>11%</b>          |
| <b>4.7c</b>  | Childline/Samaritans  | <b>13%</b>          | <b>14%</b>                         | <b>13%</b>          | <b>16%</b>          |
| <b>4.7d</b>  | The prison shop/canteen?  | <b>9%</b>           | <b>13%</b>                         | <b>9%</b>           | <b>13%</b>          |
| <b>4.8</b>   | Before you were locked up on your first night, were you seen by a doctor or nurse?                                  | <b>70%</b>          | <b>72%</b>                         | <b>70%</b>          | <b>77%</b>          |
| <b>4.9</b>   | Did you feel safe on your first night here?   | <b>74%</b>          | <b>73%</b>                         | <b>74%</b>          | <b>74%</b>          |
| <b>4.10</b>  | For those who have been on an induction course: did it cover everything you needed to know about the establishment? | <b>60%</b>          | <b>52%</b>                         | <b>60%</b>          | <b>47%</b>          |
| <b>SECTION 5: DAILY LIFE AND RESPECT</b>   |   |                     |                                    |                     |                     |
| <b>5.1</b>   | Can you normally have a shower every day if you want to?  | <b>76%</b>          | <b>75%</b>                         | <b>76%</b>          | <b>62%</b>          |
| <b>5.2</b>   | Is your cell call bell normally answered within five minutes?   | <b>19%</b>          | <b>29%</b>                         | <b>19%</b>          | <b>12%</b>          |
| <b>5.3</b>   | Do you find the food here good/very good?   | <b>18%</b>          | <b>17%</b>                         | <b>18%</b>          | <b>14%</b>          |
| <b>5.4</b>   | Does the shop/canteen sell a wide enough variety of products?   | <b>40%</b>          | <b>41%</b>                         | <b>40%</b>          | <b>52%</b>          |
| <b>5.5</b>   | Is it easy/very easy for you to attend religious services?  | <b>52%</b>          | <b>41%</b>                         | <b>52%</b>          | <b>53%</b>          |
| <b>5.6</b>   | Do you feel your religious beliefs are respected?   | <b>54%</b>          | <b>53%</b>                         | <b>54%</b>          | <b>49%</b>          |
| Can you speak to:  |   |                     |                                    |                     |                     |
| <b>5.7</b>   | A chaplain of your faith in private?  | <b>64%</b>          | <b>55%</b>                         | <b>64%</b>          | <b>67%</b>          |
| <b>5.8</b>   | A peer mentor?  | <b>40%</b>          | <b>27%</b>                         | <b>40%</b>          | <b>25%</b>          |
| <b>5.9</b>   | A member of the IMB (Independent Monitoring Board)?   | <b>20%</b>          | <b>18%</b>                         | <b>20%</b>          | <b>14%</b>          |
| <b>5.10</b>  | An advocate (an outside person to help you)?  | <b>36%</b>          | <b>35%</b>                         | <b>36%</b>          | <b>34%</b>          |
| <b>SECTION 6: RELATIONSHIPS WITH STAFF</b>   |   |                     |                                    |                     |                     |
| <b>6.1</b>   | Do most staff treat you with respect?   | <b>63%</b>          | <b>64%</b>                         | <b>63%</b>          | <b>74%</b>          |
| <b>6.2</b>   | If you had a problem, would you have no-one to turn to?   | <b>17%</b>          | <b>23%</b>                         | <b>17%</b>          | <b>24%</b>          |
| <b>6.3</b>   | Have staff checked on you personally in the last week to see how you are getting on?                                | <b>43%</b>          | <b>38%</b>                         | <b>43%</b>          | <b>34%</b>          |
| For those who have met their personal officer:                                       |   |                     |                                    |                     |                     |
| <b>6.4</b>   | Did you meet your personal (named) officer within the first week?   | <b>29%</b>          | <b>33%</b>                         | <b>29%</b>          | <b>31%</b>          |
| <b>6.5</b>   | Do you see your personal (named) officer at least once a week?  | <b>64%</b>          | <b>53%</b>                         | <b>64%</b>          | <b>49%</b>          |
| <b>6.6</b>   | Do you feel your personal (named) officer tries to help you?  | <b>67%</b>          | <b>61%</b>                         | <b>67%</b>          | <b>66%</b>          |

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| <b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>           |  |                     |                                    |                     |                     |
| <b>7.1</b>  | Is it easy to make an application?   | <b>68%</b>          | <b>62%</b>                         | <b>68%</b>          | <b>71%</b>          |
| For those who have made an application:                 |  |                     |                                    |                     |                     |
| <b>7.2</b>  | Do you feel applications are sorted out fairly?  | <b>62%</b>          | <b>55%</b>                         | <b>62%</b>          | <b>64%</b>          |
| <b>7.3</b>  | Do you feel applications are sorted out quickly (within 7 days)?   | <b>54%</b>          | <b>37%</b>                         | <b>54%</b>          | <b>48%</b>          |
| <b>7.4</b>  | Is it easy to make a complaint?  | <b>55%</b>          | <b>53%</b>                         | <b>55%</b>          | <b>51%</b>          |
| For those who have made a complaint:                    |  |                     |                                    |                     |                     |
| <b>7.5</b>  | Do you feel complaints are sorted out fairly?  | <b>34%</b>          | <b>31%</b>                         | <b>34%</b>          | <b>28%</b>          |
| <b>7.6</b>  | Do you feel complaints are sorted out quickly (within 7 days)?   | <b>30%</b>          | <b>23%</b>                         | <b>30%</b>          | <b>18%</b>          |
| <b>7.7</b>  | Have you ever felt too scared or intimidated to make a complaint?  | <b>8%</b>           | <b>13%</b>                         | <b>8%</b>           | <b>11%</b>          |
| <b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b> |  |                     |                                    |                     |                     |
| <b>8.1</b>  | Are you on the enhanced (top) level of the reward scheme?  | <b>35%</b>          | <b>31%</b>                         | <b>35%</b>          | <b>31%</b>          |
| <b>8.2</b>  | Have you been treated fairly in your experience of the reward scheme?                                    | <b>39%</b>          | <b>40%</b>                         | <b>39%</b>          | <b>44%</b>          |
| <b>8.3</b>  | Do the different levels make you change your behaviour?  | <b>54%</b>          | <b>47%</b>                         | <b>54%</b>          | <b>45%</b>          |
| <b>8.4</b>  | Have you had a minor report since you have been here?  | <b>70%</b>          | <b>42%</b>                         | <b>70%</b>          | <b>53%</b>          |
| For those who have had a minor report:                  |  |                     |                                    |                     |                     |
| <b>8.5</b>  | Was the process explained clearly to you?  | <b>61%</b>          | <b>72%</b>                         | <b>61%</b>          | <b>59%</b>          |
| <b>8.6</b>  | Have you had an adjudication ('nicking') since you have been here?                                       | <b>72%</b>          | <b>69%</b>                         | <b>72%</b>          | <b>59%</b>          |
| For those who have had an adjudication ('nicking'):     |  |                     |                                    |                     |                     |
| <b>8.7</b>  | Was the process explained clearly to you?  | <b>84%</b>          | <b>84%</b>                         | <b>84%</b>          | <b>87%</b>          |
| <b>8.8</b>  | Have you been physically restrained (Cand R) since you have been here?                                   | <b>52%</b>          | <b>49%</b>                         | <b>52%</b>          | <b>41%</b>          |
| <b>8.9</b>  | For those who had spent a night in the care and separation unit: did the staff treat you well/very well? | <b>53%</b>          | <b>33%</b>                         | <b>53%</b>          | <b>53%</b>          |
| <b>SECTION 9: SAFETY</b>                                |  |                     |                                    |                     |                     |
| <b>9.1</b>  | Have you ever felt unsafe here?  | <b>32%</b>          | <b>43%</b>                         | <b>32%</b>          | <b>39%</b>          |
| <b>9.2</b>  | Do you feel unsafe now?  | <b>17%</b>          | <b>16%</b>                         | <b>17%</b>          | <b>18%</b>          |

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| <b>9.4</b>   | Have you ever been victimised by other young people here?  | <b>22%</b>          | <b>36%</b>                         | <b>22%</b>          | <b>32%</b>          |
| Since you have been here, have other young people: |  |                     |                                    |                     |                     |
| <b>9.5a</b>  | Made insulting remarks about you, your family or friends?  | 11%                 | 19%                                | 11%                 | 22%                 |
| <b>9.5b</b>  | Hit, kicked or assaulted you?  | 11%                 | 17%                                | 11%                 | 10%                 |
| <b>9.5c</b>  | Sexually abused you?   | 1%                  | 1%                                 | 1%                  | 1%                  |
| <b>9.5d</b>  | Threatened or intimidated you?   | 6%                  | 13%                                | 6%                  | 12%                 |
| <b>9.5e</b>  | Taken your canteen/property?   | 4%                  | 4%                                 | 4%                  | 8%                  |
| <b>9.5f</b>  | Victimised you because of medication?  | 1%                  | 1%                                 | 1%                  | 0%                  |
| <b>9.5g</b>  | Victimised you because of debt?  | 1%                  | 1%                                 | 1%                  | 3%                  |
| <b>9.5h</b>  | Victimised you because of drugs?   | 1%                  | 1%                                 | 1%                  | 2%                  |
| <b>9.5i</b>  | Victimised you because of your race or ethnic origin?  | 1%                  | 3%                                 | 1%                  | 6%                  |
| <b>9.5j</b>  | Victimised you because of your religion/religious beliefs?   | 1%                  | 2%                                 | 1%                  | 5%                  |
| <b>9.5k</b>  | Victimised you because of your nationality?  | 2%                  | 3%                                 | 2%                  | 2%                  |
| <b>9.5l</b>  | Victimised you because you were from a different part of the country?                                    | 1%                  | 3%                                 | 1%                  | 3%                  |
| <b>9.5m</b>  | Victimised you because you are from a Traveller community?   | 1%                  | 1%                                 | 1%                  | 1%                  |
| <b>9.5n</b>  | Victimised you because of your sexual orientation?   | 1%                  | 1%                                 | 1%                  | 1%                  |
| <b>9.5o</b>  | Victimised you because of your age?  | 1%                  | 1%                                 | 1%                  | 0%                  |
| <b>9.5p</b>  | Victimised you because you have a disability?  | 1%                  | 1%                                 | 1%                  | 0%                  |
| <b>9.5q</b>  | Victimised you because you were new here?  | 4%                  | 7%                                 | 4%                  | 10%                 |
| <b>9.5r</b>  | Victimised you because of your offence/crime?  | 4%                  | 3%                                 | 4%                  | 3%                  |
| <b>9.5s</b>  | Victimised you because of gang related issues?   | 4%                  | 6%                                 | 4%                  | 7%                  |

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| <b>9.7</b>   | Have you ever been victimised by a member of staff here?   | <b>37%</b>          | <b>27%</b>                          | <b>37%</b>          | <b>31%</b>          |
| Since you have been here, have staff:              |  |                     |                                     |                     |                     |
| <b>9.8a</b>  | Made insulting remarks about you, your family or friends?  | <b>20%</b>          | <b>15%</b>                          | <b>20%</b>          | <b>16%</b>          |
| <b>9.8b</b>  | Hit, kicked or assaulted you?  | <b>10%</b>          | <b>6%</b>                           | <b>10%</b>          | <b>9%</b>           |
| <b>9.8c</b>  | Sexually abused you?   | <b>1%</b>           | <b>2%</b>                           | <b>1%</b>           | <b>1%</b>           |
| <b>9.8d</b>  | Threatened or intimidated you?   | <b>11%</b>          | <b>7%</b>                           | <b>11%</b>          | <b>7%</b>           |
| <b>9.8e</b>  | Taken your canteen/property?   | <b>7%</b>           | <b>3%</b>                           | <b>7%</b>           | <b>1%</b>           |
| <b>9.8f</b>  | Victimised you because of medication?  | <b>5%</b>           | <b>0%</b>                           | <b>5%</b>           | <b>1%</b>           |
| <b>9.8g</b>  | Victimised you because of debt?  | <b>1%</b>           | <b>0%</b>                           | <b>1%</b>           | <b>1%</b>           |
| <b>9.8h</b>  | Victimised you because of drugs?   | <b>1%</b>           | <b>1%</b>                           | <b>1%</b>           | <b>2%</b>           |
| <b>9.8i</b>  | Victimised you because of your race or ethnic origin?  | <b>10%</b>          | <b>3%</b>                           | <b>10%</b>          | <b>5%</b>           |
| <b>9.8j</b>  | Victimised you because of your religion/religious beliefs?   | <b>6%</b>           | <b>2%</b>                           | <b>6%</b>           | <b>3%</b>           |
| <b>9.8k</b>  | Victimised you because of your nationality?  | <b>6%</b>           | <b>1%</b>                           | <b>6%</b>           | <b>1%</b>           |
| <b>9.8k</b>  | Victimised you because you were from a different part of the country?                                    | <b>4%</b>           | <b>2%</b>                           | <b>4%</b>           | <b>1%</b>           |
| <b>9.8m</b>  | Victimised you because you are from a Traveller community?   | <b>2%</b>           | <b>1%</b>                           | <b>2%</b>           | <b>1%</b>           |
| <b>9.8n</b>  | Victimised you because of your sexual orientation?   | <b>1%</b>           | <b>0%</b>                           | <b>1%</b>           | <b>0%</b>           |
| <b>9.8o</b>  | Victimised you because of your age?  | <b>2%</b>           | <b>1%</b>                           | <b>2%</b>           | <b>1%</b>           |
| <b>9.8p</b>  | Victimised you because you have a disability?  | <b>2%</b>           | <b>1%</b>                           | <b>2%</b>           | <b>1%</b>           |
| <b>9.8q</b>  | Victimised you because you were new here?  | <b>5%</b>           | <b>2%</b>                           | <b>5%</b>           | <b>2%</b>           |
| <b>9.8r</b>  | Victimised you because of your offence/crime?  | <b>5%</b>           | <b>1%</b>                           | <b>5%</b>           | <b>2%</b>           |
| <b>9.8s</b>  | Victimised you because of gang related issues?   | <b>4%</b>           | <b>1%</b>                           | <b>4%</b>           | <b>0%</b>           |
| <b>9.8t</b>  | Victimised you because you made a complaint?   | <b>10%</b>          | <b>5%</b>                           | <b>10%</b>          | <b>5%</b>           |
| <b>9.10</b>  | If you were being victimised, would you tell a member of staff?  | <b>31%</b>          | <b>32%</b>                          | <b>31%</b>          | <b>21%</b>          |
| <b>9.11</b>  | Do you think staff would take it seriously if you told them you had been victimised?                     | <b>32%</b>          | <b>29%</b>                          | <b>32%</b>          | <b>24%</b>          |
| <b>9.12</b>  | Is shouting through the windows a problem here?  | <b>37%</b>          | <b>40%</b>                          | <b>37%</b>          | <b>49%</b>          |

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| <b>SECTION 10: HEALTH SERVICES</b>                  |  |                     |                                    |                     |                     |
| <b>10.1a</b>  | Is it easy for you to see the doctor?  | <b>59%</b>          | <b>54%</b>                         | <b>59%</b>          | <b>58%</b>          |
| <b>10.1b</b>  | Is it easy for you to see the nurse?   | <b>71%</b>          | <b>66%</b>                         | <b>71%</b>          | <b>72%</b>          |
| <b>10.1c</b>  | Is it easy for you to see the dentist?   | <b>42%</b>          | <b>38%</b>                         | <b>42%</b>          | <b>31%</b>          |
| <b>10.2</b>   | For those who have been to health services: Do you think the overall quality is good/very good?          | <b>66%</b>          | <b>55%</b>                         | <b>66%</b>          | <b>48%</b>          |
| <b>10.3</b>   | If you are taking medication, are you allowed to keep some/all of it in your cell?                       | <b>38%</b>          | <b>37%</b>                         | <b>38%</b>          | <b>46%</b>          |
| <b>10.4</b>   | Do you have any emotional or mental health problems?   | <b>32%</b>          | <b>32%</b>                         | <b>32%</b>          | <b>28%</b>          |
| <b>10.5</b>   | If you have emotional or mental health problems, are you being helped by anyone here?                    | <b>61%</b>          | <b>58%</b>                         | <b>61%</b>          | <b>55%</b>          |
| <b>10.6</b>   | Did you have any problems with alcohol when you first arrived?   | <b>9%</b>           | <b>7%</b>                          | <b>9%</b>           | <b>7%</b>           |
| <b>10.7</b>   | Have you received any help with any alcohol problems here?   | <b>7%</b>           | <b>4%</b>                          | <b>7%</b>           | <b>4%</b>           |
| <b>10.8</b>   | Did you have any problems with drugs when you first arrived?   | <b>36%</b>          | <b>30%</b>                         | <b>36%</b>          | <b>38%</b>          |
| <b>10.9</b>   | Do you have a problem with drugs now?  | <b>3%</b>           | <b>7%</b>                          | <b>3%</b>           | <b>9%</b>           |
| <b>10.10</b>  | Have you received any help with any drug problems here?  | <b>24%</b>          | <b>21%</b>                         | <b>24%</b>          | <b>24%</b>          |
| <b>10.11</b>  | Is it easy/very easy to get illegal drugs here?  | <b>21%</b>          | <b>19%</b>                         | <b>21%</b>          | <b>32%</b>          |
| <b>SECTION 11: ACTIVITIES</b>                       |  |                     |                                    |                     |                     |
| <b>11.1</b>   | Were you 14 or younger when you were last at school?   | <b>45%</b>          | <b>40%</b>                         | <b>45%</b>          | <b>43%</b>          |
| <b>11.2</b>   | Have you ever been excluded from school?   | <b>92%</b>          | <b>87%</b>                         | <b>92%</b>          | <b>93%</b>          |
| <b>11.3</b>   | Did you ever skip school before you came into custody?   | <b>78%</b>          | <b>71%</b>                         | <b>78%</b>          | <b>77%</b>          |
| Do you currently take part in any of the following: |  |                     |                                    |                     |                     |
| <b>11.4a</b>  | Education?   | <b>82%</b>          | <b>78%</b>                         | <b>82%</b>          | <b>74%</b>          |
| <b>11.4b</b>  | A job in this establishment?   | <b>16%</b>          | <b>13%</b>                         | <b>16%</b>          | <b>13%</b>          |
| <b>11.4c</b>  | Vocational or skills training?   | <b>9%</b>           | <b>9%</b>                          | <b>9%</b>           | <b>6%</b>           |
| <b>11.4d</b>  | Offending behaviour programmes?  | <b>16%</b>          | <b>22%</b>                         | <b>16%</b>          | <b>27%</b>          |
| <b>11.4e</b>  | Nothing  | <b>11%</b>          | <b>17%</b>                         | <b>11%</b>          | <b>20%</b>          |

## Comparison with young people's comparator and previous survey results.

### Key to tables

|  |  | HMYOI Wetherby 2018 | All other childrens establishments | HMYOI Wetherby 2018 | HMYOI Wetherby 2017 |
|--|--|---------------------|------------------------------------|---------------------|---------------------|
|  | Any percentage highlighted in green is significantly better  |                     |                                    |                     |                     |
|  | Any percentage highlighted in blue is significantly worse  |                     |                                    |                     |                     |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details |                     |                                    |                     |                     |
|  | Percentages which are not highlighted show there is no significant difference                            |                     |                                    |                     |                     |
| <b>Number of completed questionnaires returned</b>   |  | <b>153</b>          | <b>402</b>                         | <b>153</b>          | <b>188</b>          |
| For those who have taken part in the following activities while in this establishment, do you think that they will help you when you leave prison: |  |                     |                                    |                     |                     |
| <b>11.5a</b>   | Education?   | <b>64%</b>          | <b>65%</b>                         | <b>64%</b>          | <b>62%</b>          |
| <b>11.5b</b>   | A job in this establishment?   | <b>42%</b>          | <b>49%</b>                         | <b>42%</b>          | <b>41%</b>          |
| <b>11.5c</b>   | Vocational or skills training?   | <b>38%</b>          | <b>49%</b>                         | <b>38%</b>          | <b>43%</b>          |
| <b>11.5d</b>   | Offending behaviour programmes?  | <b>44%</b>          | <b>58%</b>                         | <b>44%</b>          | <b>54%</b>          |
| <b>11.6</b>  | Do you usually have association every day?   | <b>72%</b>          | <b>48%</b>                         | <b>72%</b>          | <b>48%</b>          |
| <b>11.7</b>  | Can you usually go outside for exercise every day?   | <b>43%</b>          | <b>68%</b>                         | <b>43%</b>          | <b>71%</b>          |
| <b>11.8</b>  | Do you go to the gym more than five times each week?   | <b>1%</b>           | <b>3%</b>                          | <b>1%</b>           | <b>1%</b>           |
| <b>SECTION 12: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>  |  |                     |                                    |                     |                     |
| <b>12.1</b>  | Are you able to use the telephone every day?   | <b>70%</b>          | <b>73%</b>                         | <b>70%</b>          | <b>54%</b>          |
| <b>12.2</b>  | Have you had any problems with sending or receiving letters or parcels?                                  | <b>50%</b>          | <b>44%</b>                         | <b>50%</b>          | <b>48%</b>          |
| <b>12.3</b>  | Do you usually have one or more visits per week from family and friends?                                 | <b>40%</b>          | <b>39%</b>                         | <b>40%</b>          | <b>32%</b>          |
| <b>12.4</b>  | Is it easy/very easy for your family and friends to visit you here?                                      | <b>27%</b>          | <b>32%</b>                         | <b>27%</b>          | <b>28%</b>          |
| <b>12.5</b>  | Do your visits start on time?  | <b>47%</b>          | <b>38%</b>                         | <b>47%</b>          | <b>46%</b>          |
| <b>SECTION 13: PREPARATION FOR RELEASE</b>   |  |                     |                                    |                     |                     |
| Do you think you will have a problem with the following, when you are released:  |  |                     |                                    |                     |                     |
| <b>13.1a</b>   | Finding accommodation?   | <b>26%</b>          | <b>23%</b>                         | <b>26%</b>          | <b>23%</b>          |
| <b>13.1b</b>   | Getting into school or college?  | <b>21%</b>          | <b>31%</b>                         | <b>21%</b>          | <b>25%</b>          |
| <b>13.1c</b>   | Getting a job?   | <b>48%</b>          | <b>47%</b>                         | <b>48%</b>          | <b>43%</b>          |
| <b>13.1d</b>   | Money/finances?  | <b>31%</b>          | <b>27%</b>                         | <b>31%</b>          | <b>34%</b>          |
| <b>13.1e</b>   | Claiming benefits?   | <b>12%</b>          | <b>9%</b>                          | <b>12%</b>          | <b>18%</b>          |
| <b>13.1f</b>   | Continuing health services?  | <b>10%</b>          | <b>5%</b>                          | <b>10%</b>          | <b>7%</b>           |
| <b>13.1g</b>   | Opening a bank account?  | <b>17%</b>          | <b>13%</b>                         | <b>17%</b>          | <b>12%</b>          |
| <b>13.1h</b>   | Avoiding bad relationships?  | <b>16%</b>          | <b>15%</b>                         | <b>16%</b>          | <b>17%</b>          |
| <b>13.2</b>  | Do you have a training plan, sentence plan or remand plan?   | <b>47%</b>          | <b>49%</b>                         | <b>47%</b>          | <b>45%</b>          |
| For those with a training plan, sentence plan or remand plan:  |  |                     |                                    |                     |                     |
| <b>13.3</b>  | Were you involved in the development of your plan?   | <b>81%</b>          | <b>85%</b>                         | <b>81%</b>          | <b>83%</b>          |
| <b>13.4</b>  | Do you understand the targets set in your plan?  | <b>85%</b>          | <b>94%</b>                         | <b>85%</b>          | <b>90%</b>          |
| <b>13.5</b>  | Do you have a caseworker here?   | <b>93%</b>          | <b>94%</b>                         | <b>93%</b>          | <b>98%</b>          |
| <b>13.6</b>  | Has your caseworker helped to prepare you for release?   | <b>46%</b>          | <b>46%</b>                         | <b>46%</b>          | <b>49%</b>          |
| For those with a social worker:  |  |                     |                                    |                     |                     |
| <b>13.7</b>  | Has your social worker been to visit you since you have been here?                                       | <b>69%</b>          | <b>73%</b>                         | <b>69%</b>          | <b>72%</b>          |
| <b>13.8</b>  | Have you had a say in what will happen to you when you are released?                                     | <b>40%</b>          | <b>46%</b>                         | <b>40%</b>          | <b>39%</b>          |

Comparison with young people's comparator and previous survey results.

**Key to tables**

|  |   |                     |                                    |                     |                     |
|--|---|---------------------|------------------------------------|---------------------|---------------------|
|  | Any percentage highlighted in green is significantly better   | HMYOI Wetherby 2018 | All other childrens establishments | HMYOI Wetherby 2018 | HMYOI Wetherby 2017 |
|  | Any percentage highlighted in blue is significantly worse   |                     |                                    |                     |                     |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details                      |                     |                                    |                     |                     |
|  | Percentages which are not highlighted show there is no significant difference   |                     |                                    |                     |                     |
| <b>Number of completed questionnaires returned</b>               |   | <b>153</b>          | <b>402</b>                         | <b>153</b>          | <b>188</b>          |
| Do you know who to contact for help with the following problems? |   |                     |                                    |                     |                     |
| <b>13.9a</b>   | Finding accommodation   | <b>33%</b>          | <b>31%</b>                         | <b>33%</b>          | <b>31%</b>          |
| <b>13.9b</b>   | Getting into school or college  | <b>33%</b>          | <b>32%</b>                         | <b>33%</b>          | <b>26%</b>          |
| <b>13.9c</b>   | Getting a job   | <b>35%</b>          | <b>36%</b>                         | <b>35%</b>          | <b>34%</b>          |
| <b>13.9d</b>   | Help with money/finances  | <b>23%</b>          | <b>25%</b>                         | <b>23%</b>          | <b>26%</b>          |
| <b>13.9e</b>   | Help with claiming benefits   | <b>17%</b>          | <b>17%</b>                         | <b>17%</b>          | <b>24%</b>          |
| <b>13.9f</b>   | Continuing health services  | <b>20%</b>          | <b>18%</b>                         | <b>20%</b>          | <b>22%</b>          |
| <b>13.9g</b>   | Opening a bank account  | <b>22%</b>          | <b>26%</b>                         | <b>22%</b>          | <b>27%</b>          |
| <b>13.9h</b>   | Avoiding bad relationships  | <b>22%</b>          | <b>20%</b>                         | <b>22%</b>          | <b>21%</b>          |
| For those who were sentenced:                                    |   |                     |                                    |                     |                     |
| <b>13.11</b>   | Do you want to stop offending?  | <b>88%</b>          | <b>86%</b>                         | <b>88%</b>          | <b>91%</b>          |
| <b>13.12</b>   | Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future? | <b>49%</b>          | <b>53%</b>                         | <b>49%</b>          | <b>47%</b>          |

## Diversity analysis



### Key question responses (ethnicity and religion) HMYOI Wetherby 2018

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

#### Key to tables

|  |  | Black and minority ethnic young people | White young people | Muslim young people | Non-Muslim young people |
|--|--|--|--------------------|---------------------|-------------------------|
|  | Any percentage highlighted in green is significantly better  |  |                    |                     |                         |
|  | Any percentage highlighted in blue is significantly worse  |  |                    |                     |                         |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details                           |  |                    |                     |                         |
|  | Percentages which are not highlighted show there is no significant difference  |  |                    |                     |                         |
| <b>Number of completed questionnaires returned</b> |  | <b>61</b>                              | <b>90</b>          | <b>25</b>           | <b>122</b>              |
| 1.2  | Are you a foreign national?  | 10%                                    | 3%                 | 4%                  | 6%                      |
| 1.3  | Do you understand spoken English?  | 100%                                   | 100%               | 100%                | 100%                    |
| 1.4  | Do you understand written English?   | 100%                                   | 98%                | 100%                | 98%                     |
| 1.5  | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.) |  |                    | 92%                 | 28%                     |
| 1.6  | Are you Muslim?  | 40%                                    | 2%                 |                     |                         |
| 1.5  | Do you consider yourself to be Gypsy/ Romany/ Traveller?   | 2%                                     | 6%                 | 0%                  | 5%                      |
| 1.9  | Do you consider yourself to have a disability?   | 19%                                    | 19%                | 17%                 | 21%                     |
| 1.10   | Have you ever been in local authority care?  | 12%                                    | 44%                | 17%                 | 35%                     |
| 2.1  | Are you sentenced?   | 77%                                    | 89%                | 88%                 | 84%                     |
| 2.4  | Is this your first time in custody in a YOI, secure children's home or secure training centre?                                     | 74%                                    | 65%                | 72%                 | 67%                     |
| 3.2  | Did you travel with any adults (over 18) or a mix of males and females?  | 40%                                    | 34%                | 52%                 | 33%                     |
| 3.6  | Were you treated well/very well by the escort staff?   | 70%                                    | 76%                | 58%                 | 78%                     |
| 3.7  | Before you arrived, did you receive any helpful information to help you prepare for coming here?                                   | 17%                                    | 12%                | 21%                 | 11%                     |
| 4.2  | When you were searched, was this carried out in a respectful way?  | 82%                                    | 84%                | 83%                 | 83%                     |
| 4.3  | Were you treated well/very well in reception?  | 72%                                    | 72%                | 67%                 | 73%                     |
| 4.8  | Before you were locked up on your first night, were you seen by a doctor or nurse?   | 67%                                    | 71%                | 79%                 | 67%                     |
| 4.9  | Did you feel safe on your first night here?  | 70%                                    | 78%                | 58%                 | 77%                     |
| 5.1  | Can you normally have a shower every day if you want to?   | 71%                                    | 79%                | 71%                 | 77%                     |
| 5.2  | Is your cell call bell normally answered within five minutes?  | 18%                                    | 20%                | 33%                 | 17%                     |
| 5.3  | Do you find the food here good/very good?  | 12%                                    | 23%                | 13%                 | 20%                     |
| 5.4  | Does the shop/canteen sell a wide enough variety of products?  | 28%                                    | 48%                | 25%                 | 44%                     |
| 5.6  | Do you feel your religious beliefs are respected?  | 71%                                    | 43%                | 83%                 | 49%                     |
| Can you speak to:                                  |  |  |                    |                     |                         |
| 5.7  | A chaplain of your faith in private?   | 68%                                    | 63%                | 88%                 | 61%                     |
| 5.8  | A peer mentor?   | 33%                                    | 44%                | 38%                 | 41%                     |
| 5.9  | A member of the IMB (Independent Monitoring Board)?  | 18%                                    | 21%                | 8%                  | 22%                     |
| 5.10   | An advocate (an outside person to help you)?   | 35%                                    | 36%                | 42%                 | 35%                     |

## Diversity analysis

### Key to tables

|  |  | Black and minority ethnic young people | White young people | Muslim young people | Non-Muslim young people |
|--|--|--|--------------------|---------------------|-------------------------|
|  | Any percentage highlighted in green is significantly better  |  |                    |                     |                         |
|  | Any percentage highlighted in blue is significantly worse  |  |                    |                     |                         |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details |  |                    |                     |                         |
|  | Percentages which are not highlighted show there is no significant difference                            |  |                    |                     |                         |
| <b>Number of completed questionnaires returned</b> |  | <b>61</b>                              | <b>90</b>          | <b>25</b>           | <b>122</b>              |
| <b>6.1</b>   | Do most staff treat you with respect?  | 58%                                    | 67%                | 46%                 | 66%                     |
| <b>6.2</b>   | If you had a problem, would you have no-one to turn to?  | 15%                                    | 19%                | 17%                 | 16%                     |
| <b>7.1</b>   | Is it easy to make an application?   | 57%                                    | 76%                | 54%                 | 72%                     |
| <b>7.4</b>   | Is it easy to make a complaint?  | 48%                                    | 61%                | 42%                 | 58%                     |
| <b>8.1</b>   | Are you on the enhanced (top) level of the reward scheme?  | 30%                                    | 37%                | 33%                 | 35%                     |
| <b>8.2</b>   | Have you been treated fairly in your experience of the reward scheme?                                    | 32%                                    | 44%                | 30%                 | 43%                     |
| <b>8.3</b>   | Do the different levels make you change your behaviour?  | 56%                                    | 53%                | 46%                 | 58%                     |
| <b>8.4</b>   | Have you had a minor report since you have been here?  | 72%                                    | 69%                | 75%                 | 69%                     |
| <b>8.6</b>   | Have you had an adjudication ('nicking') since you have been here?                                       | 80%                                    | 65%                | 71%                 | 71%                     |
| <b>8.8</b>   | Have you been physically restrained (C and R) since you have been here?                                  | 55%                                    | 49%                | 58%                 | 49%                     |
| <b>9.1</b>   | Have you ever felt unsafe here?  | 38%                                    | 27%                | 46%                 | 28%                     |
| <b>9.2</b>   | Do you feel unsafe now?  | 22%                                    | 13%                | 21%                 | 17%                     |
| <b>9.4</b>   | Have you been victimised by other young people here?   | 16%                                    | 24%                | 25%                 | 21%                     |
| Since you have been here, have other young people: |  |  |                    |                     |                         |
| <b>9.5d</b>  | Threatened or intimidated you?   | 0%                                     | 10%                | 4%                  | 6%                      |
| <b>9.5i</b>  | Victimised you because of your race or ethnic origin?  | 2%                                     | 1%                 | 0%                  | 2%                      |
| <b>9.5j</b>  | Victimised you because of your religion/religious beliefs?   | 2%                                     | 1%                 | 4%                  | 1%                      |
| <b>9.5k</b>  | Victimised you because of your nationality?  | 0%                                     | 2%                 | 0%                  | 2%                      |
| <b>9.5p</b>  | Victimised you because you have a disability?  | 0%                                     | 1%                 | 0%                  | 1%                      |
| <b>9.7</b>   | Have you been victimised by staff here?  | 40%                                    | 34%                | 39%                 | 33%                     |
| Since you have been here, have staff:              |  |  |                    |                     |                         |
| <b>9.8d</b>  | Threatened or intimidated you?   | 12%                                    | 9%                 | 17%                 | 10%                     |
| <b>9.8i</b>  | Victimised you because of your race or ethnic origin?  | 22%                                    | 1%                 | 13%                 | 9%                      |
| <b>9.8j</b>  | Victimised you because of your religion/religious beliefs?   | 10%                                    | 3%                 | 22%                 | 3%                      |
| <b>9.8k</b>  | Victimised you because of your nationality?  | 9%                                     | 4%                 | 9%                  | 5%                      |
| <b>9.8p</b>  | Victimised you because you have a disability?  | 2%                                     | 1%                 | 0%                  | 3%                      |
| <b>9.10</b>  | If you were being victimised, would you tell a member of staff?  | 29%                                    | 34%                | 46%                 | 30%                     |
| <b>9.11</b>  | Do you think staff would take it seriously if you told them you had been victimised?                     | 25%                                    | 37%                | 21%                 | 35%                     |

## Diversity analysis

### Key to tables

|   |  | Black and minority ethnic young people | White young people | Muslim young people | Non-Muslim young people |
|---|--|--|--------------------|---------------------|-------------------------|
|   | Any percentage highlighted in green is significantly better  |  |                    |                     |                         |
|   | Any percentage highlighted in blue is significantly worse  |  |                    |                     |                         |
|   | Any percentage highlighted in orange shows a significant difference in young people's background details |  |                    |                     |                         |
|   | Percentages which are not highlighted show there is no significant difference                            |  |                    |                     |                         |
| <b>Number of completed questionnaires returned</b>  |  | <b>61</b>                              | <b>90</b>          | <b>25</b>           | <b>122</b>              |
| <b>10.1a</b>  | Is it easy/very easy for you to see the doctor?  | 62%                                    | 58%                | 52%                 | 61%                     |
| <b>10.1b</b>  | Is it easy/very easy for you to see the nurse?   | 70%                                    | 72%                | 57%                 | 75%                     |
| <b>10.4</b>   | Do you feel you have any emotional or mental health problems?  | 20%                                    | 39%                | 22%                 | 34%                     |
| Do you currently take part in any of the following: |  |  |                    |                     |                         |
| <b>11.4a</b>  | Education?   | 88%                                    | 78%                | 92%                 | 80%                     |
| <b>11.4b</b>  | A job in this establishment?   | 9%                                     | 20%                | 8%                  | 17%                     |
| <b>11.4c</b>  | Vocational or skills training?   | 5%                                     | 11%                | 8%                  | 9%                      |
| <b>11.4d</b>  | Offending behaviour programmes?  | 10%                                    | 19%                | 8%                  | 18%                     |
| <b>11.4e</b>  | Nothing?   | 9%                                     | 14%                | 0%                  | 14%                     |
| <b>11.6</b>   | Do you usually have association every day?   | 69%                                    | 75%                | 71%                 | 73%                     |
| <b>11.7</b>   | Can you usually go outside for exercise every day?   | 39%                                    | 48%                | 33%                 | 45%                     |
| <b>11.8</b>   | Do you go to the gym more than five times each week?   | 0%                                     | 1%                 | 0%                  | 2%                      |
| <b>12.1</b>   | Are you able to use the telephone every day?   | 71%                                    | 70%                | 75%                 | 71%                     |
| <b>12.2</b>   | Have you had any problems with sending or receiving letters or parcels?                                  | 55%                                    | 44%                | 54%                 | 48%                     |
| <b>12.3</b>   | Do you usually have one or more visits per week from family and friends?                                 | 36%                                    | 41%                | 38%                 | 40%                     |
| <b>13.2</b>   | Do you have a training plan, sentence plan or remand plan?   | 38%                                    | 51%                | 28%                 | 50%                     |
| <b>13.8</b>   | Have you had a say in what will happen to you when you are released?                                     | 37%                                    | 41%                | 38%                 | 42%                     |

Diversity analysis - disability



Key question responses (disability analysis) HMYOI Wetherby 2018

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

Key to tables

|  |  |  |   |
|--|--|--|---|
|  | Any percentage highlighted in green is significantly better  | Consider themselves to have a disability | Do not consider themselves to have a disability |
|  | Any percentage highlighted in blue is significantly worse  |  |   |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details                           |  |   |
|  | Percentages which are not highlighted show there is no significant difference  |  |   |
| <b>Number of completed questionnaires returned</b> |  | <b>29</b>                                | <b>119</b>                                      |
| 1.2  | Are you a foreign national?  | 4%                                       | 7%  |
| 1.3  | Do you understand spoken English?  | 100%                                     | 100%  |
| 1.4  | Do you understand written English?   | 96%                                      | 99%   |
| 1.5  | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.) | 39%                                      | 40%   |
| 1.6  | Are you Muslim?  | 14%                                      | 17%   |
| 1.5  | Do you consider yourself to be Gypsy/ Romany/ Traveller?   | 14%                                      | 2%  |
| 1.10   | Have you ever been in local authority care?  | 41%                                      | 29%   |
| 2.1  | Are you sentenced?   | 90%                                      | 82%   |
| 2.4  | Is this your first time in custody in a YOI, secure children's home or secure training centre?                                     | 69%                                      | 68%   |
| 3.2  | Did you travel with any adults (over 18) or a mix of males and females?  | 43%                                      | 35%   |
| 3.6  | Were you treated well/very well by the escort staff?   | 76%                                      | 72%   |
| 3.7  | Before you arrived, did you receive any helpful information to help you prepare for coming here?                                   | 10%                                      | 14%   |
| 4.2  | When you were searched, was this carried out in a respectful way?  | 72%                                      | 85%   |
| 4.3  | Were you treated well/very well in reception?  | 66%                                      | 73%   |
| 4.8  | Before you were locked up on your first night, were you seen by a doctor or nurse?   | 76%                                      | 69%   |
| 4.9  | Did you feel safe on your first night here?  | 62%                                      | 76%   |
| 5.1  | Can you normally have a shower every day if you want to?   | 59%                                      | 81%   |
| 5.2  | Is your cell call bell normally answered within five minutes?  | 14%                                      | 21%   |
| 5.3  | Do you find the food here good/very good?  | 10%                                      | 19%   |
| 5.4  | Does the shop/canteen sell a wide enough variety of products?  | 31%                                      | 43%   |
| 5.6  | Do you feel your religious beliefs are respected?  | 68%                                      | 51%   |
| Can you speak to:                                  |  |  |   |
| 5.7  | A chaplain of your faith in private?   | 72%                                      | 62%   |
| 5.8  | A peer mentor?   | 24%                                      | 45%   |
| 5.9  | A member of the IMB (Independent Monitoring Board)?  | 24%                                      | 20%   |
| 5.10   | An advocate (an outside person to help you)?   | 45%                                      | 35%   |

Diversity analysis - disability

Key to tables

|  |  |  |   |
|--|--|--|---|
|  | Any percentage highlighted in green is significantly better  | Consider themselves to have a disability | Do not consider themselves to have a disability |
|  | Any percentage highlighted in blue is significantly worse  |  |   |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details |  |   |
|  | Percentages which are not highlighted show there is no significant difference                            |  |   |
| 6.1  | Do most staff treat you with respect?  | 41%                                      | 68%   |
| 6.2  | If you had a problem, would you have no-one to turn to?  | 7%                                       | 20%   |
| 7.1  | Is it easy to make an application?   | 62%                                      | 69%   |
| 7.4  | Is it easy to make a complaint?  | 48%                                      | 57%   |
| 8.1  | Are you on the enhanced (top) level of the reward scheme?  | 29%                                      | 35%   |
| 8.2  | Have you been treated fairly in your experience of the reward scheme?                                    | 39%                                      | 40%   |
| 8.3  | Do the different levels make you change your behaviour?  | 50%                                      | 56%   |
| 8.4  | Have you had a minor report since you have been here?  | 85%                                      | 66%   |
| 8.6  | Have you had an adjudication ('nicking') since you have been here?                                       | 74%                                      | 71%   |
| 8.8  | Have you been physically restrained (C and R) since you have been here?                                  | 71%                                      | 46%   |
| 9.1  | Have you ever felt unsafe here?  | 39%                                      | 31%   |
| 9.2  | Do you feel unsafe now?  | 19%                                      | 17%   |
| 9.4  | Have you been victimised by other young people here?   | 21%                                      | 22%   |
| Since you have been here, have other young people: |  |  |   |
| 9.5d   | Threatened or intimidated you?   | 7%                                       | 6%  |
| 9.5i   | Victimised you because of your race or ethnic origin?  | 3%                                       | 1%  |
| 9.5j   | Victimised you because of your religion/religious beliefs?   | 0%                                       | 2%  |
| 9.5k   | Victimised you because of your nationality?  | 0%                                       | 2%  |
| 9.5p   | Victimised you because you have a disability?  | 0%                                       | 1%  |
| 9.7  | Have you been victimised by staff here?  | 50%                                      | 33%   |
| Since you have been here, have staff:              |  |  |   |
| 9.8d   | Threatened or intimidated you?   | 11%                                      | 11%   |
| 9.8i   | Victimised you because of your race or ethnic origin?  | 11%                                      | 10%   |
| 9.8j   | Victimised you because of your religion/religious beliefs?   | 4%                                       | 7%  |
| 9.8k   | Victimised you because of your nationality?  | 0%                                       | 7%  |
| 9.8p   | Victimised you because you have a disability?  | 4%                                       | 2%  |
| 9.10   | If you were being victimised, would you tell a member of staff?  | 32%                                      | 33%   |
| 9.11   | Do you think staff would take it seriously if you told them you had been victimised?                     | 25%                                      | 34%   |

## Diversity analysis - disability

### Key to tables

|   |  |  |   |
|---|--|--|---|
|   | Any percentage highlighted in green is significantly better  | Consider themselves to have a disability | Do not consider themselves to have a disability |
|   | Any percentage highlighted in blue is significantly worse  |  |   |
|   | Any percentage highlighted in orange shows a significant difference in young people's background details |  |   |
|   | Percentages which are not highlighted show there is no significant difference                            |  |   |
| 10.1a   | Is it easy/very easy for you to see the doctor?  | 59%                                      | 60%   |
| 10.1b   | Is it easy/very easy for you to see the nurse?   | 64%                                      | 72%   |
| 10.4  | Do you feel you have any emotional or mental health problems?  | 71%                                      | 23%   |
| Do you currently take part in any of the following: |  |  |   |
| 11.4a   | Education?   | 76%                                      | 84%   |
| 11.4b   | A job in this establishment?   | 7%                                       | 17%   |
| 11.4c   | Vocational or skills training?   | 14%                                      | 7%  |
| 11.4d   | Offending behaviour programmes?  | 24%                                      | 14%   |
| 11.4e   | Nothing?   | 17%                                      | 10%   |
| 11.6  | Do you usually have association every day?   | 59%                                      | 76%   |
| 11.7  | Can you usually go outside for exercise every day?   | 35%                                      | 45%   |
| 11.8  | Do you go to the gym more than five times each week?   | 4%                                       | 1%  |
| 12.1  | Are you able to use the telephone every day?   | 52%                                      | 76%   |
| 12.2  | Have you had any problems with sending or receiving letters or parcels?                                  | 52%                                      | 48%   |
| 12.3  | Do you usually have one or more visits per week from family and friends?                                 | 48%                                      | 36%   |
| 13.2  | Do you have a training plan, sentence plan or remand plan?   | 55%                                      | 45%   |
| 13.8  | Have you had a say in what will happen to you when you are released?                                     | 50%                                      | 39%   |

## Diversity analysis



### Key question responses (local authority care analysis) HMYOI Wetherby 2018

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

#### Key to tables

|  |  |  |  |
|--|--|--|--|
|  | Any percentage highlighted in green is significantly better  | Young people who have been in local authority care | Young people who have not been in local authority care |
|  | Any percentage highlighted in blue is significantly worse  |  |  |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details                           |  |  |
|  | Percentages which are not highlighted show there is no significant difference  |  |  |
| <b>Number of completed questionnaires returned</b> |  | <b>45</b>  | <b>98</b>  |
| 1.2  | Are you a foreign national?  | 0%   | 9%   |
| 1.3  | Do you understand spoken English?  | 100%   | 100%   |
| 1.4  | Do you understand written English?   | 100%   | 98%  |
| 1.5  | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.) | 16%  | 51%  |
| 1.6  | Are you Muslim?  | 9%   | 21%  |
| 1.5  | Do you consider yourself to be Gypsy/ Romany/ Traveller?   | 4%   | 4%   |
| 1.9  | Do you consider yourself to have a disability?   | 27%  | 18%  |
| 2.1  | Are you sentenced?   | 93%  | 80%  |
| 2.4  | Is this your first time in custody in a YOI, secure children's home or secure training centre?                                     | 51%  | 77%  |
| 3.2  | Did you travel with any adults (over 18) or a mix of males and females?  | 35%  | 37%  |
| 3.6  | Were you treated well/very well by the escort staff?   | 73%  | 73%  |
| 3.7  | Before you arrived, did you receive any helpful information to help you prepare for coming here?                                   | 11%  | 15%  |
| 4.2  | When you were searched, was this carried out in a respectful way?  | 80%  | 83%  |
| 4.3  | Were you treated well/very well in reception?  | 71%  | 72%  |
| 4.8  | Before you were locked up on your first night, were you seen by a doctor or nurse?   | 73%  | 68%  |
| 4.9  | Did you feel safe on your first night here?  | 75%  | 73%  |
| 5.1  | Can you normally have a shower every day if you want to?   | 76%  | 78%  |
| 5.2  | Is your cell call bell normally answered within five minutes?  | 7%   | 26%  |
| 5.3  | Do you find the food here good/very good?  | 16%  | 20%  |
| 5.4  | Does the shop/canteen sell a wide enough variety of products?  | 41%  | 41%  |
| 5.6  | Do you feel your religious beliefs are respected?  | 55%  | 55%  |
| Can you speak to:                                  |  |  |  |
| 5.7  | A chaplain of your faith in private?   | 69%  | 64%  |
| 5.8  | A peer mentor?   | 40%  | 41%  |
| 5.9  | A member of the IMB (Independent Monitoring Board)?  | 27%  | 19%  |
| 5.10   | An advocate (an outside person to help you)?   | 47%  | 31%  |

## Diversity analysis

### Key to tables

|  |  |  |  |
|--|--|--|--|
|  | Any percentage highlighted in green is significantly better  | Young people who have been in local authority care | Young people who have not been in local authority care |
|  | Any percentage highlighted in blue is significantly worse  |  |  |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details |  |  |
|  | Percentages which are not highlighted show there is no significant difference                            |  |  |
| 6.1  | Do most staff treat you with respect?  | 57%  | 65%  |
| 6.2  | If you had a problem, would you have no-one to turn to?  | 18%  | 15%  |
| 7.1  | Is it easy to make an application?   | 71%  | 66%  |
| 7.4  | Is it easy to make a complaint?  | 49%  | 58%  |
| 8.1  | Are you on the enhanced (top) level of the reward scheme?  | 27%  | 39%  |
| 8.2  | Have you been treated fairly in your experience of the reward scheme?                                    | 41%  | 41%  |
| 8.3  | Do the different levels make you change your behaviour?  | 43%  | 62%  |
| 8.4  | Have you had a minor report since you have been here?  | 71%  | 69%  |
| 8.6  | Have you had an adjudication ('nicking') since you have been here?                                       | 71%  | 70%  |
| 8.8  | Have you been physically restrained (C and R) since you have been here?                                  | 57%  | 47%  |
| 9.1  | Have you ever felt unsafe here?  | 36%  | 32%  |
| 9.2  | Do you feel unsafe now?  | 18%  | 18%  |
| 9.4  | Have you been victimised by other young people here?   | 31%  | 18%  |
| Since you have been here, have other young people: |  |  |  |
| 9.5d   | Threatened or intimidated you?   | 11%  | 3%   |
| 9.5i   | Victimised you because of your race or ethnic origin?  | 0%   | 2%   |
| 9.5j   | Victimised you because of your religion/religious beliefs?   | 0%   | 2%   |
| 9.5k   | Victimised you because of your nationality?  | 2%   | 1%   |
| 9.5p   | Victimised you because you have a disability?  | 0%   | 1%   |
| 9.7  | Have you been victimised by staff here?  | 44%  | 33%  |
| Since you have been here, have staff:              |  |  |  |
| 9.8d   | Threatened or intimidated you?   | 16%  | 8%   |
| 9.8i   | Victimised you because of your race or ethnic origin?  | 2%   | 14%  |
| 9.8j   | Victimised you because of your religion/religious beliefs?   | 5%   | 7%   |
| 9.8k   | Victimised you because of your nationality?  | 2%   | 7%   |
| 9.8p   | Victimised you because you have a disability?  | 2%   | 2%   |
| 9.10   | If you were being victimised, would you tell a member of staff?  | 36%  | 31%  |
| 9.11   | Do you think staff would take it seriously if you told them you had been victimised?                     | 32%  | 34%  |

## Diversity analysis

### Key to tables

|   |  |  |  |
|---|--|--|--|
|   | Any percentage highlighted in green is significantly better  | Young people who have been in local authority care | Young people who have not been in local authority care |
|   | Any percentage highlighted in blue is significantly worse  |  |  |
|   | Any percentage highlighted in orange shows a significant difference in young people's background details |  |  |
|   | Percentages which are not highlighted show there is no significant difference                            |  |  |
| <b>10.1a</b>  | Is it easy/very easy for you to see the doctor?  | 51%  | 65%  |
| <b>10.1b</b>  | Is it easy/very easy for you to see the nurse?   | 73%  | 70%  |
| <b>10.4</b>   | Do you feel you have any emotional or mental health problems?  | 50%  | 23%  |
| Do you currently take part in any of the following: |  |  |  |
| <b>11.4a</b>  | Education?   | 80%  | 84%  |
| <b>11.4b</b>  | A job in this establishment?   | 16%  | 13%  |
| <b>11.4c</b>  | Vocational or skills training?   | 7%   | 9%   |
| <b>11.4d</b>  | Offending behaviour programmes?  | 22%  | 13%  |
| <b>11.4e</b>  | Nothing?   | 13%  | 10%  |
| <b>11.6</b>   | Do you usually have association every day?   | 71%  | 75%  |
| <b>11.7</b>   | Can you usually go outside for exercise every day?   | 40%  | 46%  |
| <b>11.8</b>   | Do you go to the gym more than five times each week?   | 2%   | 1%   |
| <b>12.1</b>   | Are you able to use the telephone every day?   | 64%  | 77%  |
| <b>12.2</b>   | Have you had any problems with sending or receiving letters or parcels?                                  | 46%  | 51%  |
| <b>12.3</b>   | Do you usually have one or more visits per week from family and friends?                                 | 34%  | 45%  |
| <b>13.2</b>   | Do you have a training plan, sentence plan or remand plan?   | 49%  | 45%  |
| <b>13.8</b>   | Have you had a say in what will happen to you when you are released?                                     | 41%  | 42%  |

## Wing comparator



### Survey responses from children and young people: HMYOI Wetherby 2018

**Survey responses** (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance. NB: This document shows a comparison between the responses from all young people surveyed in this establishment with all young people surveyed for the comparator.

#### Key to tables

|  | Any percentage highlighted in green is significantly better  | Young people on C wing (enhanced) | Young people on B, D, E & F wings |
|--|--|-----------------------------------|-----------------------------------|
|  | Any percentage highlighted in blue is significantly worse  |                                   |                                   |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details                         |                                   |                                   |
|  | Percentages which are not highlighted show there is no significant difference  |                                   |                                   |
| <b>Number of completed questionnaires returned</b> |  | <b>43</b>                         | <b>104</b>                        |
| <b>SECTION 1: ABOUT YOU</b>                        |  |                                   |                                   |
| 1.1  | Are you 18 years of age?   | 5%                                | 16%                               |
| 1.2  | Are you a foreign national?  | 10%                               | 5%                                |
| 1.3  | Do you understand spoken English?  | 100%                              | 100%                              |
| 1.4  | Do you understand written English?   | 100%                              | 98%                               |
| 1.5  | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category.) | 37%                               | 42%                               |
| 1.6  | Are you Muslim?  | 18%                               | 17%                               |
| 1.7  | Do you consider yourself to be Gypsy/Romany/Traveller?   | 3%                                | 5%                                |
| 1.8  | Do you have any children?  | 10%                               | 8%                                |
| 1.9  | Do you consider yourself to have a disability?   | 13%                               | 24%                               |
| 1.10   | Have you ever been in local authority care?  | 28%                               | 35%                               |
| <b>SECTION 2: ABOUT YOUR SENTENCE</b>              |  |                                   |                                   |
| 2.1  | Are you sentenced?   | 85%                               | 85%                               |
| 2.2  | Is your sentence 12 months or less?  | 34%                               | 29%                               |
| 2.3  | Have you been in this establishment for one month or less?   | 7%                                | 13%                               |
| 2.4  | Is this your first time in custody in a YOI, secure children's home or secure training centre?                                   | 80%                               | 65%                               |
| <b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>    |  |                                   |                                   |
| On your most recent journey here:                  |  |                                   |                                   |
| 3.1  | Did you feel safe?   | 91%                               | 81%                               |
| 3.2  | Did you travel with any adults (over 18) or a mix of males and females?  | 38%                               | 36%                               |
| 3.3  | Did you spend more than 4 hours in the van?  | 5%                                | 12%                               |
| 3.6  | Were you treated well/very well by the escort staff?   | 76%                               | 72%                               |
| 3.7  | Before you arrived, did you receive any helpful information to help you prepare for coming here?                                 | 21%                               | 9%                                |

## Wing comparator

### Key to tables

|  |  |                                   |                                   |
|--|--|-----------------------------------|-----------------------------------|
|  | Any percentage highlighted in green is significantly better  | Young people on C wing (enhanced) | Young people on B, D, E & F wings |
|  | Any percentage highlighted in blue is significantly worse  |                                   |                                   |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details |                                   |                                   |
|  | Percentages which are not highlighted show there is no significant difference                            |                                   |                                   |
| <b>Number of completed questionnaires returned</b>   |  | <b>43</b>                         | <b>104</b>                        |
| <b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>   |  |                                   |                                   |
| <b>4.1</b>   | Were you in reception for less than 2 hours?   | <b>81%</b>                        | <b>78%</b>                        |
| <b>4.2</b>   | When you were searched, was this carried out in a respectful way?  | <b>86%</b>                        | <b>81%</b>                        |
| <b>4.3</b>   | Were you treated well/very well in reception?  | <b>79%</b>                        | <b>67%</b>                        |
| When you first arrived, did staff ask if you needed help or support with any of the following: |  |                                   |                                   |
| <b>4.4a</b>  | Not being able to smoke?   | <b>66%</b>                        | <b>64%</b>                        |
| <b>4.4b</b>  | Loss of property?  | <b>37%</b>                        | <b>20%</b>                        |
| <b>4.4c</b>  | Feeling scared?  | <b>47%</b>                        | <b>30%</b>                        |
| <b>4.4d</b>  | Gang problems?   | <b>53%</b>                        | <b>43%</b>                        |
| <b>4.4e</b>  | Contacting family?   | <b>71%</b>                        | <b>51%</b>                        |
| <b>4.4f</b>  | Money worries?   | <b>45%</b>                        | <b>23%</b>                        |
| <b>4.4g</b>  | Feeling worried/upset/needing someone to talk to?  | <b>55%</b>                        | <b>35%</b>                        |
| <b>4.4h</b>  | Health problems?   | <b>61%</b>                        | <b>56%</b>                        |
| <b>4.4i</b>  | Getting phone numbers?   | <b>55%</b>                        | <b>43%</b>                        |
| <b>4.5</b>   | Did you have any problems when you first arrived?  | <b>68%</b>                        | <b>76%</b>                        |
| When you first arrived, did you have problems with any of the following:                       |  |                                   |                                   |
| <b>4.5a</b>  | Not being able to smoke?   | <b>38%</b>                        | <b>48%</b>                        |
| <b>4.5b</b>  | Loss of property?  | <b>10%</b>                        | <b>15%</b>                        |
| <b>4.5c</b>  | Feeling Scared?  | <b>5%</b>                         | <b>5%</b>                         |
| <b>4.5d</b>  | Gang Problems?   | <b>3%</b>                         | <b>13%</b>                        |
| <b>4.5e</b>  | Contacting Family?   | <b>15%</b>                        | <b>33%</b>                        |
| <b>4.5f</b>  | Money worries?   | <b>13%</b>                        | <b>20%</b>                        |
| <b>4.5g</b>  | Feeling worried/upset/needing someone to talk to?  | <b>20%</b>                        | <b>8%</b>                         |
| <b>4.5h</b>  | Health problems?   | <b>5%</b>                         | <b>15%</b>                        |
| <b>4.5i</b>  | Getting phone numbers?   | <b>18%</b>                        | <b>33%</b>                        |
| When you first arrived, were you given any of the following:                                   |  |                                   |                                   |
| <b>4.6a</b>  | Toiletries/basic items?  | <b>79%</b>                        | <b>82%</b>                        |
| <b>4.6b</b>  | The opportunity to have a shower?  | <b>33%</b>                        | <b>27%</b>                        |
| <b>4.6c</b>  | Something to eat?  | <b>79%</b>                        | <b>79%</b>                        |
| <b>4.6d</b>  | A free phone call to friends/family?   | <b>86%</b>                        | <b>68%</b>                        |
| <b>4.6e</b>  | PIN phone credit?  | <b>60%</b>                        | <b>62%</b>                        |
| <b>4.6f</b>  | Information about feeling worried/upset?   | <b>50%</b>                        | <b>30%</b>                        |

## Wing comparator

### Key to tables

|  |  |                                   |                                   |
|--|--|-----------------------------------|-----------------------------------|
|  | Any percentage highlighted in green is significantly better  | Young people on C wing (enhanced) | Young people on B, D, E & F wings |
|  | Any percentage highlighted in blue is significantly worse  |                                   |                                   |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details |                                   |                                   |
|  | Percentages which are not highlighted show there is no significant difference                            |                                   |                                   |
| <b>Number of completed questionnaires returned</b>                                   |  | <b>43</b>                         | <b>104</b>                        |
| Within your first 24 hours, did you have access to the following people or services: |  |                                   |                                   |
| <b>4.7a</b>  | A chaplain?  | <b>48%</b>                        | <b>46%</b>                        |
| <b>4.7b</b>  | A peer mentor?   | <b>19%</b>                        | <b>9%</b>                         |
| <b>4.7c</b>  | Childline/Samaritans   | <b>19%</b>                        | <b>11%</b>                        |
| <b>4.7d</b>  | The prison shop/canteen?   | <b>7%</b>                         | <b>11%</b>                        |
| <b>4.8</b>   | Before you were locked up on your first night, were you seen by a doctor or nurse?                       | <b>74%</b>                        | <b>68%</b>                        |
| <b>4.9</b>   | Did you feel safe on your first night here?  | <b>71%</b>                        | <b>74%</b>                        |
| <b>SECTION 5: DAILY LIFE AND RESPECT</b>   |  |                                   |                                   |
| <b>5.1</b>   | Can you normally have a shower every day if you want to?   | <b>98%</b>                        | <b>69%</b>                        |
| <b>5.2</b>   | Is your cell call bell normally answered within five minutes?  | <b>38%</b>                        | <b>12%</b>                        |
| <b>5.3</b>   | Do you find the food here good/very good?  | <b>36%</b>                        | <b>10%</b>                        |
| <b>5.4</b>   | Does the shop/canteen sell a wide enough variety of products?  | <b>60%</b>                        | <b>31%</b>                        |
| <b>5.5</b>   | Is it easy/very easy for you to attend religious services?   | <b>64%</b>                        | <b>49%</b>                        |
| <b>5.6</b>   | Do you feel your religious beliefs are respected?  | <b>52%</b>                        | <b>57%</b>                        |
| Can you speak to:  |  |                                   |                                   |
| <b>5.7</b>   | A Chaplain of your faith in private?   | <b>62%</b>                        | <b>67%</b>                        |
| <b>5.8</b>   | A peer mentor?   | <b>45%</b>                        | <b>38%</b>                        |
| <b>5.9</b>   | A member of the IMB (Independent Monitoring Board)?  | <b>26%</b>                        | <b>18%</b>                        |
| <b>5.10</b>  | An advocate (an outside person to help you)?   | <b>50%</b>                        | <b>30%</b>                        |
| <b>SECTION 6: RELATIONSHIPS WITH STAFF</b>   |  |                                   |                                   |
| <b>6.1</b>   | Do most staff treat you with respect?  | <b>83%</b>                        | <b>54%</b>                        |
| <b>6.2</b>   | If you had a problem, would you have no-one to turn to?  | <b>13%</b>                        | <b>19%</b>                        |
| <b>6.3</b>   | Have staff checked on you personally in the last week to see how you are getting on?                     | <b>71%</b>                        | <b>33%</b>                        |
| <b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>  |  |                                   |                                   |
| <b>7.1</b>   | Is it easy to make an application?   | <b>83%</b>                        | <b>62%</b>                        |
| <b>7.4</b>   | Is it easy to make a complaint?  | <b>59%</b>                        | <b>55%</b>                        |
| <b>7.7</b>   | Have you ever felt too scared or intimidated to make a complaint?  | <b>5%</b>                         | <b>9%</b>                         |

## Wing comparator

### Key to tables

|   |  |                                   |                                   |
|---|--|-----------------------------------|-----------------------------------|
|   | Any percentage highlighted in green is significantly better  | Young people on C wing (enhanced) | Young people on B, D, E & F wings |
|   | Any percentage highlighted in blue is significantly worse  |                                   |                                   |
|   | Any percentage highlighted in orange shows a significant difference in young people's background details |                                   |                                   |
|   | Percentages which are not highlighted show there is no significant difference                            |                                   |                                   |
| <b>Number of completed questionnaires returned</b>      |  | <b>43</b>                         | <b>104</b>                        |
| <b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b> |  |                                   |                                   |
| <b>8.1</b>  | Are you on the enhanced (top) level of the reward scheme?  | <b>88%</b>                        | <b>14%</b>                        |
| <b>8.2</b>  | Have you been treated fairly in your experience of the reward scheme?                                    | <b>68%</b>                        | <b>29%</b>                        |
| <b>8.3</b>  | Do the different levels make you change your behaviour?  | <b>68%</b>                        | <b>48%</b>                        |
| <b>8.4</b>  | Have you had a minor report since you have been here?  | <b>58%</b>                        | <b>77%</b>                        |
| <b>8.6</b>  | Have you had an adjudication ('nicking') since you have been here?                                       | <b>46%</b>                        | <b>81%</b>                        |
| <b>8.8</b>  | Have you been physically restrained (Cand R) since you have been here?                                   | <b>33%</b>                        | <b>60%</b>                        |
| <b>SECTION 9: SAFETY</b>                                |  |                                   |                                   |
| <b>9.1</b>  | Have you ever felt unsafe here?  | <b>20%</b>                        | <b>37%</b>                        |
| <b>9.2</b>  | Do you feel unsafe now?  | <b>10%</b>                        | <b>21%</b>                        |
| <b>9.4</b>  | Have you ever been victimised by other young people here?  | <b>22%</b>                        | <b>23%</b>                        |
| Since you have been here, have other young people:      |  |                                   |                                   |
| <b>9.5a</b>   | Made insulting remarks about you, your family or friends?  | <b>12%</b>                        | <b>10%</b>                        |
| <b>9.5b</b>   | Hit, kicked or assaulted you?  | <b>12%</b>                        | <b>12%</b>                        |
| <b>9.5c</b>   | Sexually abused you?   | <b>0%</b>                         | <b>1%</b>                         |
| <b>9.5d</b>   | Threatened or intimidated you?   | <b>2%</b>                         | <b>7%</b>                         |
| <b>9.5e</b>   | Taken your canteen/property?   | <b>2%</b>                         | <b>4%</b>                         |
| <b>9.5f</b>   | Victimised you because of medication?  | <b>0%</b>                         | <b>2%</b>                         |
| <b>9.5g</b>   | Victimised you because of debt?  | <b>0%</b>                         | <b>2%</b>                         |
| <b>9.5h</b>   | Victimised you because of drugs?   | <b>0%</b>                         | <b>2%</b>                         |
| <b>9.5i</b>   | Victimised you because of your race or ethnic origin?  | <b>0%</b>                         | <b>2%</b>                         |
| <b>9.5j</b>   | Victimised you because of your religion/religious beliefs?   | <b>2%</b>                         | <b>1%</b>                         |
| <b>9.5k</b>   | Victimised you because of your nationality?  | <b>2%</b>                         | <b>2%</b>                         |
| <b>9.5l</b>   | Victimised you because you were from a different part of the country?                                    | <b>0%</b>                         | <b>2%</b>                         |
| <b>9.5m</b>   | Victimised you because you are from a Traveller community?   | <b>0%</b>                         | <b>1%</b>                         |
| <b>9.5n</b>   | Victimised you because of your sexual orientation?   | <b>0%</b>                         | <b>1%</b>                         |
| <b>9.5o</b>   | Victimised you because of your age?  | <b>2%</b>                         | <b>1%</b>                         |
| <b>9.5p</b>   | Victimised you because you have a disability?  | <b>2%</b>                         | <b>1%</b>                         |
| <b>9.5q</b>   | Victimised you because you were new here?  | <b>7%</b>                         | <b>3%</b>                         |
| <b>9.5r</b>   | Victimised you because of your offence/crime?  | <b>5%</b>                         | <b>4%</b>                         |
| <b>9.5s</b>   | Victimised you because of gang related issues?   | <b>0%</b>                         | <b>6%</b>                         |

## Wing comparator

### Key to tables

|  |  |                                   |                                   |
|--|--|-----------------------------------|-----------------------------------|
|  | Any percentage highlighted in green is significantly better  | Young people on C wing (enhanced) | Young people on B, D, E & F wings |
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|  | Any percentage highlighted in orange shows a significant difference in young people's background details |                                   |                                   |
|  | Percentages which are not highlighted show there is no significant difference                            |                                   |                                   |
| <b>Number of completed questionnaires returned</b> |  | <b>43</b>                         | <b>104</b>                        |
| <b>9.7</b>   | Have you ever been victimised by a member of staff here?   | <b>18%</b>                        | <b>45%</b>                        |
| Since you have been here, have staff:              |  |                                   |                                   |
| <b>9.8a</b>  | Made insulting remarks about you, your family or friends?  | <b>10%</b>                        | <b>24%</b>                        |
| <b>9.8b</b>  | Hit, kicked or assaulted you?  | <b>3%</b>                         | <b>14%</b>                        |
| <b>9.8c</b>  | Sexually abused you?   | <b>0%</b>                         | <b>2%</b>                         |
| <b>9.8d</b>  | Threatened or intimidated you?   | <b>3%</b>                         | <b>14%</b>                        |
| <b>9.8e</b>  | Taken your canteen/property?   | <b>0%</b>                         | <b>10%</b>                        |
| <b>9.8f</b>  | Victimised you because of medication?  | <b>0%</b>                         | <b>8%</b>                         |
| <b>9.8g</b>  | Victimised you because of debt?  | <b>0%</b>                         | <b>2%</b>                         |
| <b>9.8h</b>  | Victimised you because of drugs?   | <b>0%</b>                         | <b>2%</b>                         |
| <b>9.8i</b>  | Victimised you because of your race or ethnic origin?  | <b>0%</b>                         | <b>14%</b>                        |
| <b>9.8j</b>  | Victimised you because of your religion/religious beliefs?   | <b>0%</b>                         | <b>8%</b>                         |
| <b>9.8k</b>  | Victimised you because of your nationality?  | <b>3%</b>                         | <b>7%</b>                         |
| <b>9.8k</b>  | Victimised you because you were from a different part of the country?                                    | <b>3%</b>                         | <b>4%</b>                         |
| <b>9.8m</b>  | Victimised you because you are from a Traveller community?   | <b>0%</b>                         | <b>3%</b>                         |
| <b>9.8n</b>  | Victimised you because of your sexual orientation?   | <b>0%</b>                         | <b>1%</b>                         |
| <b>9.8o</b>  | Victimised you because of your age?  | <b>0%</b>                         | <b>3%</b>                         |
| <b>9.8p</b>  | Victimised you because you have a disability?  | <b>3%</b>                         | <b>2%</b>                         |
| <b>9.8q</b>  | Victimised you because you were new here?  | <b>0%</b>                         | <b>8%</b>                         |
| <b>9.8r</b>  | Victimised you because of your offence/crime?  | <b>0%</b>                         | <b>7%</b>                         |
| <b>9.8s</b>  | Victimised you because of gang related issues?   | <b>3%</b>                         | <b>4%</b>                         |
| <b>9.8t</b>  | Victimised you because you made a complaint?   | <b>5%</b>                         | <b>12%</b>                        |
| <b>9.10</b>  | If you were being victimised, would you tell a member of staff?  | <b>34%</b>                        | <b>32%</b>                        |
| <b>9.11</b>  | Do you think staff would take it seriously if you told them you had been victimised?                     | <b>51%</b>                        | <b>23%</b>                        |
| <b>9.12</b>  | Is shouting through the windows a problem here?  | <b>34%</b>                        | <b>39%</b>                        |
| <b>SECTION 10: HEALTH SERVICES</b>                 |  |                                   |                                   |
| <b>10.1a</b>                                       | Is it easy for you to see the doctor?  | <b>68%</b>                        | <b>57%</b>                        |
| <b>10.1b</b>                                       | Is it easy for you to see the nurse?   | <b>76%</b>                        | <b>71%</b>                        |
| <b>10.1c</b>                                       | Is it easy for you to see the dentist?   | <b>48%</b>                        | <b>40%</b>                        |
| <b>10.4</b>  | Do you have any emotional or mental health problems?   | <b>28%</b>                        | <b>33%</b>                        |
| <b>10.6</b>  | Did you have any problems with alcohol when you first arrived?   | <b>12%</b>                        | <b>8%</b>                         |
| <b>10.7</b>  | Have you received any help with any alcohol problems here?   | <b>12%</b>                        | <b>5%</b>                         |
| <b>10.8</b>  | Did you have any problems with drugs when you first arrived?   | <b>35%</b>                        | <b>36%</b>                        |
| <b>10.9</b>  | Do you have a problem with drugs now?  | <b>0%</b>                         | <b>4%</b>                         |
| <b>10.10</b>                                       | Have you received any help with any drug problems here?  | <b>33%</b>                        | <b>20%</b>                        |
| <b>10.11</b>                                       | Is it easy/very easy to get illegal drugs here?  | <b>15%</b>                        | <b>22%</b>                        |

## Wing comparator

### Key to tables

|   |  |                                   |                                   |
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|   | Any percentage highlighted in orange shows a significant difference in young people's background details |                                   |                                   |
|   | Percentages which are not highlighted show there is no significant difference                            |                                   |                                   |
| <b>Number of completed questionnaires returned</b>                              |  | <b>43</b>                         | <b>104</b>                        |
| <b>SECTION 11: ACTIVITIES</b>   |  |                                   |                                   |
| 11.1  | Were you 14 or younger when you were last at school?   | 49%                               | 43%                               |
| 11.2  | Have you ever been excluded from school?   | 93%                               | 92%                               |
| 11.3  | Did you ever skip school before you came into custody?   | 79%                               | 77%                               |
| Do you currently take part in any of the following:                             |  |                                   |                                   |
| 11.4a   | Education?   | 87%                               | 80%                               |
| 11.4b   | A job in this establishment?   | 23%                               | 12%                               |
| 11.4c   | Vocational or skills training?   | 8%                                | 8%                                |
| 11.4d   | Offending behaviour programmes?  | 15%                               | 17%                               |
| 11.4e   | Nothing  | 3%                                | 13%                               |
| 11.6  | Do you usually have association every day?   | 97%                               | 63%                               |
| 11.7  | Can you usually go outside for exercise every day?   | 54%                               | 40%                               |
| 11.8  | Do you go to the gym more than five times each week?   | 3%                                | 1%                                |
| <b>SECTION 12: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>                     |  |                                   |                                   |
| 12.1  | Are you able to use the telephone every day?   | 95%                               | 62%                               |
| 12.2  | Have you had any problems with sending or receiving letters or parcels?                                  | 49%                               | 49%                               |
| 12.3  | Do you usually have one or more visits per week from family and friends?                                 | 53%                               | 35%                               |
| 12.4  | Is it easy/very easy for your family and friends to visit you here?                                      | 29%                               | 26%                               |
| 12.5  | Do your visits start on time?  | 47%                               | 45%                               |
| <b>SECTION 13: PREPARATION FOR RELEASE</b>                                      |  |                                   |                                   |
| Do you think you will have a problem with the following, when you are released: |  |                                   |                                   |
| 13.1a   | Finding accommodation?   | 18%                               | 28%                               |
| 13.1b   | Getting into school or college?  | 13%                               | 24%                               |
| 13.1c   | Getting a job?   | 47%                               | 48%                               |
| 13.1d   | Money/finances?  | 34%                               | 30%                               |
| 13.1e   | Claiming benefits?   | 16%                               | 9%                                |
| 13.1f   | Continuing health services?  | 8%                                | 10%                               |
| 13.1g   | Opening a bank account?  | 8%                                | 20%                               |
| 13.1h   | Avoiding bad relationships?  | 21%                               | 12%                               |
| 13.2  | Do you have a training plan, sentence plan or remand plan?   | 59%                               | 42%                               |
| 13.5  | Do you have a caseworker here?   | 98%                               | 91%                               |
| 13.8  | Have you had a say in what will happen to you when you are released?                                     | 56%                               | 34%                               |

## Comparison with young people's comparator and previous survey results.



### Survey responses from children and young people: Keppel Unit 2018

**Survey responses** (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance. NB: This document shows a comparison between the responses from all young people surveyed in this establishment with all young people surveyed for the comparator.

#### Key to tables

|  |  | Keppel Unit 2018 | All other CYP establishments | Keppel Unit 2018 | Keppel Unit 2017 |
|--|--|------------------|------------------------------|------------------|------------------|
|  | Any percentage highlighted in green is significantly better  |                  |                              |                  |                  |
|  | Any percentage highlighted in blue is significantly worse  |                  |                              |                  |                  |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details                         |                  |                              |                  |                  |
|  | Percentages which are not highlighted show there is no significant difference  |                  |                              |                  |                  |
| <b>Number of completed questionnaires returned</b>     |  | <b>39</b>        | <b>516</b>                   | <b>39</b>        | <b>37</b>        |
| <b>SECTION 1: ABOUT YOU</b>                            |  |                  |                              |                  |                  |
| 1.1  | Are you 18 years of age?   | 28%              | 13%                          | 28%              | 16%              |
| 1.2  | Are you a foreign national?  | 3%               | 7%                           | 3%               | 5%               |
| 1.3  | Do you understand spoken English?  | 100%             | 100%                         | 100%             | 100%             |
| 1.4  | Do you understand written English?   | 100%             | 98%                          | 100%             | 100%             |
| 1.5  | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category.) | 21%              | 53%                          | 21%              | 14%              |
| 1.6  | Are you Muslim?  | 0%               | 24%                          | 0%               | 3%               |
| 1.7  | Do you consider yourself to be Gypsy/Romany/Traveller?   | 5%               | 6%                           | 5%               | 6%               |
| 1.8  | Do you have any children?  | 11%              | 7%                           | 11%              | 17%              |
| 1.9  | Do you consider yourself to have a disability?   | 29%              | 19%                          | 29%              | 60%              |
| 1.10   | Have you ever been in local authority care?  | 56%              | 38%                          | 56%              | 53%              |
| <b>SECTION 2: ABOUT YOUR SENTENCE</b>                  |  |                  |                              |                  |                  |
| 2.1  | Are you sentenced?   | 92%              | 74%                          | 92%              | 81%              |
| 2.2  | Is your sentence 12 months or less?  | 39%              | 27%                          | 39%              | 30%              |
| 2.3  | Have you been in this establishment for one month or less?   | 8%               | 17%                          | 8%               | 16%              |
| 2.4  | Is this your first time in custody in a YOI, secure children's home or secure training centre?                                   | 67%              | 61%                          | 67%              | 58%              |
| <b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>        |  |                  |                              |                  |                  |
| On your most recent journey here:                      |  |                  |                              |                  |                  |
| 3.1  | Did you feel safe?   | 59%              | 79%                          | 59%              | 76%              |
| 3.2  | Did you travel with any adults (over 18) or a mix of males and females?  | 31%              | 32%                          | 31%              | 51%              |
| 3.3  | Did you spend more than 4 hours in the van?  | 15%              | 6%                           | 15%              | 17%              |
| For those who spent 2 or more hours in the escort van: |  |                  |                              |                  |                  |
| 3.4  | Were you offered a toilet break if you needed it?  | 22%              | 12%                          | 22%              | 32%              |
| 3.5  | Were you offered anything to eat or drink?   | 39%              | 45%                          | 39%              | 69%              |
| 3.6  | Were you treated well/very well by the escort staff?   | 62%              | 62%                          | 62%              | 62%              |
| 3.7  | Before you arrived, did you receive any helpful information to help you prepare for coming here?                                 | 21%              | 13%                          | 21%              | 24%              |

## Comparison with young people's comparator and previous survey results.

### Key to tables

|  | Any percentage highlighted in green is significantly better  | Keppel Unit 2018 | All other CYP establishments | Keppel Unit 2018 | Keppel Unit 2017 |
|--|--|------------------|------------------------------|------------------|------------------|
|  | Any percentage highlighted in blue is significantly worse  |                  |                              |                  |                  |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details |                  |                              |                  |                  |
|  | Percentages which are not highlighted show there is no significant difference                            |                  |                              |                  |                  |
| <b>Number of completed questionnaires returned</b>   |  | <b>39</b>        | <b>516</b>                   | <b>39</b>        | <b>37</b>        |
| <b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>   |  |                  |                              |                  |                  |
| <b>4.1</b>   | Were you in reception for less than 2 hours?   | <b>66%</b>       | <b>81%</b>                   | <b>66%</b>       | <b>70%</b>       |
| <b>4.2</b>   | When you were searched, was this carried out in a respectful way?  | <b>87%</b>       | <b>79%</b>                   | <b>87%</b>       | <b>84%</b>       |
| <b>4.3</b>   | Were you treated well/very well in reception?  | <b>76%</b>       | <b>67%</b>                   | <b>76%</b>       | <b>65%</b>       |
| When you first arrived, did staff ask if you needed help or support with any of the following: |  |                  |                              |                  |                  |
| <b>4.4a</b>  | Not being able to smoke?   | <b>56%</b>       | <b>52%</b>                   | <b>56%</b>       | <b>41%</b>       |
| <b>4.4b</b>  | Loss of property?  | <b>14%</b>       | <b>19%</b>                   | <b>14%</b>       | <b>16%</b>       |
| <b>4.4c</b>  | Feeling scared?  | <b>31%</b>       | <b>26%</b>                   | <b>31%</b>       | <b>38%</b>       |
| <b>4.4d</b>  | Gang problems?   | <b>14%</b>       | <b>52%</b>                   | <b>14%</b>       | <b>27%</b>       |
| <b>4.4e</b>  | Contacting family?   | <b>53%</b>       | <b>53%</b>                   | <b>53%</b>       | <b>60%</b>       |
| <b>4.4f</b>  | Money worries?   | <b>22%</b>       | <b>18%</b>                   | <b>22%</b>       | <b>24%</b>       |
| <b>4.4g</b>  | Feeling worried/upset/needling someone to talk to?   | <b>36%</b>       | <b>32%</b>                   | <b>36%</b>       | <b>49%</b>       |
| <b>4.4h</b>  | Health problems?   | <b>53%</b>       | <b>57%</b>                   | <b>53%</b>       | <b>46%</b>       |
| <b>4.4i</b>  | Getting phone numbers?   | <b>47%</b>       | <b>45%</b>                   | <b>47%</b>       | <b>49%</b>       |
| <b>4.5</b>   | Did you have any problems when you first arrived?  | <b>91%</b>       | <b>73%</b>                   | <b>91%</b>       | <b>83%</b>       |
| When you first arrived, did you have problems with any of the following:                       |  |                  |                              |                  |                  |
| <b>4.5a</b>  | Not being able to smoke?   | <b>60%</b>       | <b>39%</b>                   | <b>60%</b>       | <b>49%</b>       |
| <b>4.5b</b>  | Loss of property?  | <b>11%</b>       | <b>12%</b>                   | <b>11%</b>       | <b>3%</b>        |
| <b>4.5c</b>  | Feeling scared?  | <b>31%</b>       | <b>9%</b>                    | <b>31%</b>       | <b>37%</b>       |
| <b>4.5d</b>  | Gang problems?   | <b>17%</b>       | <b>16%</b>                   | <b>17%</b>       | <b>14%</b>       |
| <b>4.5e</b>  | Contacting family?   | <b>20%</b>       | <b>32%</b>                   | <b>20%</b>       | <b>34%</b>       |
| <b>4.5f</b>  | Money worries?   | <b>17%</b>       | <b>17%</b>                   | <b>17%</b>       | <b>14%</b>       |
| <b>4.5g</b>  | Feeling worried/upset/needling someone to talk to?   | <b>31%</b>       | <b>11%</b>                   | <b>31%</b>       | <b>43%</b>       |
| <b>4.5h</b>  | Health problems?   | <b>20%</b>       | <b>14%</b>                   | <b>20%</b>       | <b>23%</b>       |
| <b>4.5i</b>  | Getting phone numbers?   | <b>23%</b>       | <b>33%</b>                   | <b>23%</b>       | <b>37%</b>       |
| When you first arrived, were you given any of the following:                                   |  |                  |                              |                  |                  |
| <b>4.6a</b>  | Toiletries/basic items?  | <b>78%</b>       | <b>82%</b>                   | <b>78%</b>       | <b>83%</b>       |
| <b>4.6b</b>  | The opportunity to have a shower?  | <b>49%</b>       | <b>54%</b>                   | <b>49%</b>       | <b>58%</b>       |
| <b>4.6c</b>  | Something to eat?  | <b>68%</b>       | <b>79%</b>                   | <b>68%</b>       | <b>81%</b>       |
| <b>4.6d</b>  | A free phone call to friends/family?   | <b>76%</b>       | <b>77%</b>                   | <b>76%</b>       | <b>81%</b>       |
| <b>4.6e</b>  | PIN phone credit?  | <b>54%</b>       | <b>51%</b>                   | <b>54%</b>       | <b>61%</b>       |
| <b>4.6f</b>  | Information about feeling worried/upset?   | <b>41%</b>       | <b>33%</b>                   | <b>41%</b>       | <b>42%</b>       |

## Comparison with young people's comparator and previous survey results.

### Key to tables

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|  | Any percentage highlighted in orange shows a significant difference in young people's background details            |                  |                              |                  |                  |
|  | Percentages which are not highlighted show there is no significant difference                                       |                  |                              |                  |                  |
| <b>Number of completed questionnaires returned</b>                                   |   | <b>39</b>        | <b>516</b>                   | <b>39</b>        | <b>37</b>        |
| Within your first 24 hours, did you have access to the following people or services: |   |                  |                              |                  |                  |
| <b>4.7a</b>  | A chaplain?   | <b>46%</b>       | <b>38%</b>                   | <b>46%</b>       | <b>44%</b>       |
| <b>4.7b</b>  | A peer mentor?  | <b>5%</b>        | <b>10%</b>                   | <b>5%</b>        | <b>9%</b>        |
| <b>4.7c</b>  | Childline/Samaritans  | <b>11%</b>       | <b>14%</b>                   | <b>11%</b>       | <b>15%</b>       |
| <b>4.7d</b>  | The prison shop/canteen?  | <b>22%</b>       | <b>11%</b>                   | <b>22%</b>       | <b>9%</b>        |
| <b>4.8</b>   | Before you were locked up on your first night, were you seen by a doctor or nurse?                                  | <b>84%</b>       | <b>70%</b>                   | <b>84%</b>       | <b>70%</b>       |
| <b>4.9</b>   | Did you feel safe on your first night here?   | <b>57%</b>       | <b>74%</b>                   | <b>57%</b>       | <b>60%</b>       |
| <b>4.10</b>  | For those who have been on an induction course: did it cover everything you needed to know about the establishment? | <b>30%</b>       | <b>55%</b>                   | <b>30%</b>       | <b>58%</b>       |
| <b>SECTION 5: DAILY LIFE AND RESPECT</b>   |   |                  |                              |                  |                  |
| <b>5.1</b>   | Can you normally have a shower every day if you want to?  | <b>97%</b>       | <b>74%</b>                   | <b>97%</b>       | <b>97%</b>       |
| <b>5.2</b>   | Is your cell call bell normally answered within five minutes?   | <b>32%</b>       | <b>26%</b>                   | <b>32%</b>       | <b>27%</b>       |
| <b>5.3</b>   | Do you find the food here good/very good?   | <b>29%</b>       | <b>16%</b>                   | <b>29%</b>       | <b>24%</b>       |
| <b>5.4</b>   | Does the shop/canteen sell a wide enough variety of products?   | <b>63%</b>       | <b>39%</b>                   | <b>63%</b>       | <b>49%</b>       |
| <b>5.5</b>   | Is it easy/very easy for you to attend religious services?  | <b>37%</b>       | <b>45%</b>                   | <b>37%</b>       | <b>38%</b>       |
| <b>5.6</b>   | Do you feel your religious beliefs are respected?   | <b>31%</b>       | <b>55%</b>                   | <b>31%</b>       | <b>49%</b>       |
| Can you speak to:  |   |                  |                              |                  |                  |
| <b>5.7</b>   | A chaplain of your faith in private?  | <b>51%</b>       | <b>58%</b>                   | <b>51%</b>       | <b>68%</b>       |
| <b>5.8</b>   | A peer mentor?  | <b>49%</b>       | <b>29%</b>                   | <b>49%</b>       | <b>37%</b>       |
| <b>5.9</b>   | A member of the IMB (Independent Monitoring Board)?   | <b>26%</b>       | <b>18%</b>                   | <b>26%</b>       | <b>36%</b>       |
| <b>5.10</b>  | An advocate (an outside person to help you)?  | <b>44%</b>       | <b>34%</b>                   | <b>44%</b>       | <b>56%</b>       |
| <b>SECTION 6: RELATIONSHIPS WITH STAFF</b>   |   |                  |                              |                  |                  |
| <b>6.1</b>   | Do most staff treat you with respect?   | <b>86%</b>       | <b>62%</b>                   | <b>86%</b>       | <b>83%</b>       |
| <b>6.2</b>   | If you had a problem, would you have no-one to turn to?   | <b>14%</b>       | <b>22%</b>                   | <b>14%</b>       | <b>8%</b>        |
| <b>6.3</b>   | Have staff checked on you personally in the last week to see how you are getting on?                                | <b>49%</b>       | <b>39%</b>                   | <b>49%</b>       | <b>68%</b>       |
| For those who have met their personal officer:                                       |   |                  |                              |                  |                  |
| <b>6.4</b>   | Did you meet your personal (named) officer within the first week?   | <b>32%</b>       | <b>32%</b>                   | <b>32%</b>       | <b>55%</b>       |
| <b>6.5</b>   | Do you see your personal (named) officer at least once a week?  | <b>70%</b>       | <b>55%</b>                   | <b>70%</b>       | <b>83%</b>       |
| <b>6.6</b>   | Do you feel your personal (named) officer tries to help you?  | <b>63%</b>       | <b>62%</b>                   | <b>63%</b>       | <b>86%</b>       |

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| <b>Number of completed questionnaires returned</b>      |  | <b>39</b>        | <b>516</b>                   | <b>39</b>        | <b>37</b>        |
| <b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>           |  |                  |                              |                  |                  |
| <b>7.1</b>  | Is it easy to make an application?   | <b>67%</b>       | <b>63%</b>                   | <b>67%</b>       | <b>63%</b>       |
| For those who have made an application:                 |  |                  |                              |                  |                  |
| <b>7.2</b>  | Do you feel applications are sorted out fairly?  | <b>75%</b>       | <b>56%</b>                   | <b>75%</b>       | <b>75%</b>       |
| <b>7.3</b>  | Do you feel applications are sorted out quickly (within 7 days)?   | <b>67%</b>       | <b>41%</b>                   | <b>67%</b>       | <b>48%</b>       |
| <b>7.4</b>  | Is it easy to make a complaint?  | <b>51%</b>       | <b>54%</b>                   | <b>51%</b>       | <b>51%</b>       |
| For those who have made a complaint:                    |  |                  |                              |                  |                  |
| <b>7.5</b>  | Do you feel complaints are sorted out fairly?  | <b>47%</b>       | <b>31%</b>                   | <b>47%</b>       | <b>31%</b>       |
| <b>7.6</b>  | Do you feel complaints are sorted out quickly (within 7 days)?   | <b>37%</b>       | <b>24%</b>                   | <b>37%</b>       | <b>18%</b>       |
| <b>7.7</b>  | Have you ever felt too scared or intimidated to make a complaint?  | <b>3%</b>        | <b>12%</b>                   | <b>3%</b>        | <b>14%</b>       |
| <b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b> |  |                  |                              |                  |                  |
| <b>8.1</b>  | Are you on the enhanced (top) level of the reward scheme?  | <b>51%</b>       | <b>31%</b>                   | <b>51%</b>       | <b>25%</b>       |
| <b>8.2</b>  | Have you been treated fairly in your experience of the reward scheme?                                    | <b>60%</b>       | <b>38%</b>                   | <b>60%</b>       | <b>58%</b>       |
| <b>8.3</b>  | Do the different levels make you change your behaviour?  | <b>51%</b>       | <b>49%</b>                   | <b>51%</b>       | <b>50%</b>       |
| <b>8.4</b>  | Have you had a minor report since you have been here?  | <b>68%</b>       | <b>48%</b>                   | <b>68%</b>       | <b>50%</b>       |
| For those who have had a minor report:                  |  |                  |                              |                  |                  |
| <b>8.5</b>  | Was the process explained clearly to you?  | <b>85%</b>       | <b>66%</b>                   | <b>85%</b>       | <b>77%</b>       |
| <b>8.6</b>  | Have you had an adjudication ('nicking') since you have been here?                                       | <b>53%</b>       | <b>71%</b>                   | <b>53%</b>       | <b>43%</b>       |
| For those who have had an adjudication ('nicking'):     |  |                  |                              |                  |                  |
| <b>8.7</b>  | Was the process explained clearly to you?  | <b>80%</b>       | <b>84%</b>                   | <b>80%</b>       | <b>93%</b>       |
| <b>8.8</b>  | Have you been physically restrained (Cand R) since you have been here?                                   | <b>45%</b>       | <b>50%</b>                   | <b>45%</b>       | <b>31%</b>       |
| <b>8.9</b>  | For those who had spent a night in the care and separation unit: did the staff treat you well/very well? | <b>50%</b>       | <b>37%</b>                   | <b>50%</b>       | <b>38%</b>       |
| <b>SECTION 9: SAFETY</b>                                |  |                  |                              |                  |                  |
| <b>9.1</b>  | Have you ever felt unsafe here?  | <b>61%</b>       | <b>38%</b>                   | <b>61%</b>       | <b>58%</b>       |
| <b>9.2</b>  | Do you feel unsafe now?  | <b>6%</b>        | <b>17%</b>                   | <b>6%</b>        | <b>29%</b>       |

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| <b>Number of completed questionnaires returned</b> |  | <b>39</b>        | <b>516</b>                   | <b>39</b>        | <b>37</b>        |
| <b>9.4</b>   | Have you ever been victimised by other young people here?  | <b>58%</b>       | <b>30%</b>                   | <b>58%</b>       | <b>37%</b>       |
| Since you have been here, have other young people: |  |                  |                              |                  |                  |
| <b>9.5a</b>  | Made insulting remarks about you, your family or friends?  | <b>50%</b>       | <b>14%</b>                   | <b>50%</b>       | <b>23%</b>       |
| <b>9.5b</b>  | Hit, kicked or assaulted you?  | <b>16%</b>       | <b>15%</b>                   | <b>16%</b>       | <b>11%</b>       |
| <b>9.5c</b>  | Sexually abused you?   | <b>0%</b>        | <b>1%</b>                    | <b>0%</b>        | <b>0%</b>        |
| <b>9.5d</b>  | Threatened or intimidated you?   | <b>24%</b>       | <b>10%</b>                   | <b>24%</b>       | <b>17%</b>       |
| <b>9.5e</b>  | Taken your canteen/property?   | <b>8%</b>        | <b>3%</b>                    | <b>8%</b>        | <b>9%</b>        |
| <b>9.5f</b>  | Victimised you because of medication?  | <b>0%</b>        | <b>1%</b>                    | <b>0%</b>        | <b>0%</b>        |
| <b>9.5g</b>  | Victimised you because of debt?  | <b>5%</b>        | <b>1%</b>                    | <b>5%</b>        | <b>3%</b>        |
| <b>9.5h</b>  | Victimised you because of drugs?   | <b>5%</b>        | <b>1%</b>                    | <b>5%</b>        | <b>0%</b>        |
| <b>9.5i</b>  | Victimised you because of your race or ethnic origin?  | <b>8%</b>        | <b>2%</b>                    | <b>8%</b>        | <b>6%</b>        |
| <b>9.5j</b>  | Victimised you because of your religion/religious beliefs?   | <b>8%</b>        | <b>2%</b>                    | <b>8%</b>        | <b>6%</b>        |
| <b>9.5k</b>  | Victimised you because of your nationality?  | <b>11%</b>       | <b>2%</b>                    | <b>11%</b>       | <b>3%</b>        |
| <b>9.5l</b>  | Victimised you because you were from a different part of the country?                                    | <b>5%</b>        | <b>3%</b>                    | <b>5%</b>        | <b>9%</b>        |
| <b>9.5m</b>  | Victimised you because you are from a Traveller community?   | <b>3%</b>        | <b>1%</b>                    | <b>3%</b>        | <b>0%</b>        |
| <b>9.5n</b>  | Victimised you because of your sexual orientation?   | <b>8%</b>        | <b>0%</b>                    | <b>8%</b>        | <b>3%</b>        |
| <b>9.5o</b>  | Victimised you because of your age?  | <b>0%</b>        | <b>1%</b>                    | <b>0%</b>        | <b>0%</b>        |
| <b>9.5p</b>  | Victimised you because you have a disability?  | <b>3%</b>        | <b>1%</b>                    | <b>3%</b>        | <b>0%</b>        |
| <b>9.5q</b>  | Victimised you because you were new here?  | <b>18%</b>       | <b>6%</b>                    | <b>18%</b>       | <b>14%</b>       |
| <b>9.5r</b>  | Victimised you because of your offence/crime?  | <b>11%</b>       | <b>3%</b>                    | <b>11%</b>       | <b>9%</b>        |
| <b>9.5s</b>  | Victimised you because of gang related issues?   | <b>5%</b>        | <b>6%</b>                    | <b>5%</b>        | <b>3%</b>        |

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| <b>9.7</b>   | Have you ever been victimised by a member of staff here?   | <b>26%</b>              | <b>30%</b>                          | <b>26%</b>              | <b>23%</b>              |
| Since you have been here, have staff:              |  |                         |                                     |                         |                         |
| <b>9.8a</b>  | Made insulting remarks about you, your family or friends?  | <b>16%</b>              | <b>16%</b>                          | <b>16%</b>              | <b>9%</b>               |
| <b>9.8b</b>  | Hit, kicked or assaulted you?  | <b>5%</b>               | <b>7%</b>                           | <b>5%</b>               | <b>6%</b>               |
| <b>9.8c</b>  | Sexually abused you?   | <b>3%</b>               | <b>2%</b>                           | <b>3%</b>               | <b>0%</b>               |
| <b>9.8d</b>  | Threatened or intimidated you?   | <b>3%</b>               | <b>8%</b>                           | <b>3%</b>               | <b>6%</b>               |
| <b>9.8e</b>  | Taken your canteen/property?   | <b>0%</b>               | <b>5%</b>                           | <b>0%</b>               | <b>0%</b>               |
| <b>9.8f</b>  | Victimised you because of medication?  | <b>0%</b>               | <b>2%</b>                           | <b>0%</b>               | <b>0%</b>               |
| <b>9.8g</b>  | Victimised you because of debt?  | <b>0%</b>               | <b>1%</b>                           | <b>0%</b>               | <b>0%</b>               |
| <b>9.8h</b>  | Victimised you because of drugs?   | <b>0%</b>               | <b>1%</b>                           | <b>0%</b>               | <b>0%</b>               |
| <b>9.8i</b>  | Victimised you because of your race or ethnic origin?  | <b>0%</b>               | <b>6%</b>                           | <b>0%</b>               | <b>0%</b>               |
| <b>9.8j</b>  | Victimised you because of your religion/religious beliefs?   | <b>3%</b>               | <b>3%</b>                           | <b>3%</b>               | <b>0%</b>               |
| <b>9.8k</b>  | Victimised you because of your nationality?  | <b>0%</b>               | <b>3%</b>                           | <b>0%</b>               | <b>0%</b>               |
| <b>9.8k</b>  | Victimised you because you were from a different part of the country?                                    | <b>0%</b>               | <b>3%</b>                           | <b>0%</b>               | <b>0%</b>               |
| <b>9.8m</b>  | Victimised you because you are from a Traveller community?   | <b>3%</b>               | <b>1%</b>                           | <b>3%</b>               | <b>0%</b>               |
| <b>9.8n</b>  | Victimised you because of your sexual orientation?   | <b>0%</b>               | <b>0%</b>                           | <b>0%</b>               | <b>3%</b>               |
| <b>9.8o</b>  | Victimised you because of your age?  | <b>3%</b>               | <b>2%</b>                           | <b>3%</b>               | <b>0%</b>               |
| <b>9.8p</b>  | Victimised you because you have a disability?  | <b>3%</b>               | <b>1%</b>                           | <b>3%</b>               | <b>3%</b>               |
| <b>9.8q</b>  | Victimised you because you were new here?  | <b>0%</b>               | <b>3%</b>                           | <b>0%</b>               | <b>6%</b>               |
| <b>9.8r</b>  | Victimised you because of your offence/crime?  | <b>0%</b>               | <b>3%</b>                           | <b>0%</b>               | <b>0%</b>               |
| <b>9.8s</b>  | Victimised you because of gang related issues?   | <b>3%</b>               | <b>1%</b>                           | <b>3%</b>               | <b>3%</b>               |
| <b>9.8t</b>  | Victimised you because you made a complaint?   | <b>3%</b>               | <b>7%</b>                           | <b>3%</b>               | <b>0%</b>               |
| <b>9.10</b>  | If you were being victimised, would you tell a member of staff?  | <b>49%</b>              | <b>30%</b>                          | <b>49%</b>              | <b>59%</b>              |
| <b>9.11</b>  | Do you think staff would take it seriously if you told them you had been victimised?                     | <b>50%</b>              | <b>28%</b>                          | <b>50%</b>              | <b>50%</b>              |
| <b>9.12</b>  | Is shouting through the windows a problem here?  | <b>60%</b>              | <b>38%</b>                          | <b>60%</b>              | <b>58%</b>              |

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|   | Percentages which are not highlighted show there is no significant difference                            |                  |                              |                  |                  |
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| <b>SECTION 10: HEALTH SERVICES</b>                  |  |                  |                              |                  |                  |
| <b>10.1a</b>  | Is it easy for you to see the doctor?  | <b>67%</b>       | <b>55%</b>                   | <b>67%</b>       | <b>64%</b>       |
| <b>10.1b</b>  | Is it easy for you to see the nurse?   | <b>83%</b>       | <b>66%</b>                   | <b>83%</b>       | <b>77%</b>       |
| <b>10.1c</b>  | Is it easy for you to see the dentist?   | <b>47%</b>       | <b>38%</b>                   | <b>47%</b>       | <b>50%</b>       |
| <b>10.2</b>   | For those who have been to health services: Do you think the overall quality is good/very good?          | <b>78%</b>       | <b>56%</b>                   | <b>78%</b>       | <b>72%</b>       |
| <b>10.3</b>   | If you are taking medication, are you allowed to keep some/all of it in your cell?                       | <b>10%</b>       | <b>39%</b>                   | <b>10%</b>       | <b>27%</b>       |
| <b>10.4</b>   | Do you have any emotional or mental health problems?   | <b>63%</b>       | <b>30%</b>                   | <b>63%</b>       | <b>57%</b>       |
| <b>10.5</b>   | If you have emotional or mental health problems, are you being helped by anyone here?                    | <b>64%</b>       | <b>58%</b>                   | <b>64%</b>       | <b>63%</b>       |
| <b>10.6</b>   | Did you have any problems with alcohol when you first arrived?   | <b>5%</b>        | <b>8%</b>                    | <b>5%</b>        | <b>19%</b>       |
| <b>10.7</b>   | Have you received any help with any alcohol problems here?   | <b>0%</b>        | <b>5%</b>                    | <b>0%</b>        | <b>14%</b>       |
| <b>10.8</b>   | Did you have any problems with drugs when you first arrived?   | <b>50%</b>       | <b>30%</b>                   | <b>50%</b>       | <b>46%</b>       |
| <b>10.9</b>   | Do you have a problem with drugs now?  | <b>13%</b>       | <b>5%</b>                    | <b>13%</b>       | <b>6%</b>        |
| <b>10.10</b>  | Have you received any help with any drug problems here?  | <b>34%</b>       | <b>21%</b>                   | <b>34%</b>       | <b>37%</b>       |
| <b>10.11</b>  | Is it easy/very easy to get illegal drugs here?  | <b>32%</b>       | <b>19%</b>                   | <b>32%</b>       | <b>32%</b>       |
| <b>SECTION 11: ACTIVITIES</b>                       |  |                  |                              |                  |                  |
| <b>11.1</b>   | Were you 14 or younger when you were last at school?   | <b>45%</b>       | <b>41%</b>                   | <b>45%</b>       | <b>43%</b>       |
| <b>11.2</b>   | Have you ever been excluded from school?   | <b>87%</b>       | <b>89%</b>                   | <b>87%</b>       | <b>92%</b>       |
| <b>11.3</b>   | Did you ever skip school before you came into custody?   | <b>76%</b>       | <b>72%</b>                   | <b>76%</b>       | <b>81%</b>       |
| Do you currently take part in any of the following: |  |                  |                              |                  |                  |
| <b>11.4a</b>  | Education?   | <b>84%</b>       | <b>78%</b>                   | <b>84%</b>       | <b>75%</b>       |
| <b>11.4b</b>  | A job in this establishment?   | <b>16%</b>       | <b>14%</b>                   | <b>16%</b>       | <b>6%</b>        |
| <b>11.4c</b>  | Vocational or skills training?   | <b>8%</b>        | <b>9%</b>                    | <b>8%</b>        | <b>14%</b>       |
| <b>11.4d</b>  | Offending behaviour programmes?  | <b>38%</b>       | <b>19%</b>                   | <b>38%</b>       | <b>36%</b>       |
| <b>11.4e</b>  | Nothing  | <b>8%</b>        | <b>16%</b>                   | <b>8%</b>        | <b>19%</b>       |

## Comparison with young people's comparator and previous survey results.

### Key to tables

|  |  | Keppel Unit 2018 | All other CYP establishments | Keppel Unit 2018 | Keppel Unit 2017 |
|--|--|------------------|------------------------------|------------------|------------------|
|  | Any percentage highlighted in green is significantly better  |                  |                              |                  |                  |
|  | Any percentage highlighted in blue is significantly worse  |                  |                              |                  |                  |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details |                  |                              |                  |                  |
|  | Percentages which are not highlighted show there is no significant difference                            |                  |                              |                  |                  |
| <b>Number of completed questionnaires returned</b>   |  | <b>39</b>        | <b>516</b>                   | <b>39</b>        | <b>37</b>        |
| For those who have taken part in the following activities while in this establishment, do you think that they will help you when you leave prison: |  |                  |                              |                  |                  |
| <b>11.5a</b>   | Education?   | <b>57%</b>       | <b>65%</b>                   | <b>57%</b>       | <b>67%</b>       |
| <b>11.5b</b>   | A job in this establishment?   | <b>53%</b>       | <b>46%</b>                   | <b>53%</b>       | <b>39%</b>       |
| <b>11.5c</b>   | Vocational or skills training?   | <b>40%</b>       | <b>46%</b>                   | <b>40%</b>       | <b>50%</b>       |
| <b>11.5d</b>   | Offending behaviour programmes?  | <b>75%</b>       | <b>52%</b>                   | <b>75%</b>       | <b>65%</b>       |
| <b>11.6</b>  | Do you usually have association every day?   | <b>92%</b>       | <b>52%</b>                   | <b>92%</b>       | <b>77%</b>       |
| <b>11.7</b>  | Can you usually go outside for exercise every day?   | <b>61%</b>       | <b>61%</b>                   | <b>61%</b>       | <b>71%</b>       |
| <b>11.8</b>  | Do you go to the gym more than five times each week?   | <b>3%</b>        | <b>2%</b>                    | <b>3%</b>        | <b>0%</b>        |
| <b>SECTION 12: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>  |  |                  |                              |                  |                  |
| <b>12.1</b>  | Are you able to use the telephone every day?   | <b>82%</b>       | <b>72%</b>                   | <b>82%</b>       | <b>91%</b>       |
| <b>12.2</b>  | Have you had any problems with sending or receiving letters or parcels?                                  | <b>40%</b>       | <b>46%</b>                   | <b>40%</b>       | <b>28%</b>       |
| <b>12.3</b>  | Do you usually have one or more visits per week from family and friends?                                 | <b>18%</b>       | <b>41%</b>                   | <b>18%</b>       | <b>29%</b>       |
| <b>12.4</b>  | Is it easy/very easy for your family and friends to visit you here?                                      | <b>35%</b>       | <b>31%</b>                   | <b>35%</b>       | <b>31%</b>       |
| <b>12.5</b>  | Do your visits start on time?  | <b>43%</b>       | <b>40%</b>                   | <b>43%</b>       | <b>34%</b>       |
| <b>SECTION 13: PREPARATION FOR RELEASE</b>   |  |                  |                              |                  |                  |
| Do you think you will have a problem with the following, when you are released:  |  |                  |                              |                  |                  |
| <b>13.1a</b>   | Finding accommodation?   | <b>27%</b>       | <b>24%</b>                   | <b>27%</b>       | <b>26%</b>       |
| <b>13.1b</b>   | Getting into school or college?  | <b>14%</b>       | <b>30%</b>                   | <b>14%</b>       | <b>31%</b>       |
| <b>13.1c</b>   | Getting a job?   | <b>43%</b>       | <b>47%</b>                   | <b>43%</b>       | <b>54%</b>       |
| <b>13.1d</b>   | Money/finances?  | <b>35%</b>       | <b>28%</b>                   | <b>35%</b>       | <b>40%</b>       |
| <b>13.1e</b>   | Claiming benefits?   | <b>16%</b>       | <b>9%</b>                    | <b>16%</b>       | <b>31%</b>       |
| <b>13.1f</b>   | Continuing health services?  | <b>8%</b>        | <b>6%</b>                    | <b>8%</b>        | <b>23%</b>       |
| <b>13.1g</b>   | Opening a bank account?  | <b>16%</b>       | <b>14%</b>                   | <b>16%</b>       | <b>23%</b>       |
| <b>13.1h</b>   | Avoiding bad relationships?  | <b>22%</b>       | <b>15%</b>                   | <b>22%</b>       | <b>34%</b>       |
| <b>13.2</b>  | Do you have a training plan, sentence plan or remand plan?   | <b>76%</b>       | <b>46%</b>                   | <b>76%</b>       | <b>46%</b>       |
| For those with a training plan, sentence plan or remand plan:  |  |                  |                              |                  |                  |
| <b>13.3</b>  | Were you involved in the development of your plan?   | <b>89%</b>       | <b>83%</b>                   | <b>89%</b>       | <b>93%</b>       |
| <b>13.4</b>  | Do you understand the targets set in your plan?  | <b>93%</b>       | <b>91%</b>                   | <b>93%</b>       | <b>93%</b>       |
| <b>13.5</b>  | Do you have a caseworker here?   | <b>97%</b>       | <b>93%</b>                   | <b>97%</b>       | <b>100%</b>      |
| <b>13.6</b>  | Has your caseworker helped to prepare you for release?   | <b>69%</b>       | <b>44%</b>                   | <b>69%</b>       | <b>60%</b>       |
| For those with a social worker:  |  |                  |                              |                  |                  |
| <b>13.7</b>  | Has your social worker been to visit you since you have been here?                                       | <b>79%</b>       | <b>71%</b>                   | <b>79%</b>       | <b>64%</b>       |
| <b>13.8</b>  | Have you had a say in what will happen to you when you are released?                                     | <b>68%</b>       | <b>43%</b>                   | <b>68%</b>       | <b>41%</b>       |

Comparison with young people's comparator and previous survey results.

**Key to tables**

|  |   |                         |                                     |                         |                         |
|--|---|-------------------------|-------------------------------------|-------------------------|-------------------------|
|  | Any percentage highlighted in green is significantly better   | <b>Keppel Unit 2018</b> | <b>All other CYP establishments</b> | <b>Keppel Unit 2018</b> | <b>Keppel Unit 2017</b> |
|  | Any percentage highlighted in blue is significantly worse   |                         |                                     |                         |                         |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details                      |                         |                                     |                         |                         |
|  | Percentages which are not highlighted show there is no significant difference   |                         |                                     |                         |                         |
| <b>Number of completed questionnaires returned</b>               |   | <b>39</b>               | <b>516</b>                          | <b>39</b>               | <b>37</b>               |
| Do you know who to contact for help with the following problems? |   |                         |                                     |                         |                         |
| <b>13.9a</b>   | Finding accommodation   | <b>28%</b>              | <b>32%</b>                          | <b>28%</b>              | <b>34%</b>              |
| <b>13.9b</b>   | Getting into school or college  | <b>28%</b>              | <b>33%</b>                          | <b>28%</b>              | <b>31%</b>              |
| <b>13.9c</b>   | Getting a job   | <b>38%</b>              | <b>36%</b>                          | <b>38%</b>              | <b>44%</b>              |
| <b>13.9d</b>   | Help with money/finances  | <b>31%</b>              | <b>24%</b>                          | <b>31%</b>              | <b>31%</b>              |
| <b>13.9e</b>   | Help with claiming benefits   | <b>24%</b>              | <b>16%</b>                          | <b>24%</b>              | <b>22%</b>              |
| <b>13.9f</b>   | Continuing health services  | <b>28%</b>              | <b>18%</b>                          | <b>28%</b>              | <b>28%</b>              |
| <b>13.9g</b>   | Opening a bank account  | <b>31%</b>              | <b>25%</b>                          | <b>31%</b>              | <b>44%</b>              |
| <b>13.9h</b>   | Avoiding bad relationships  | <b>28%</b>              | <b>20%</b>                          | <b>28%</b>              | <b>31%</b>              |
| For those who were sentenced:                                    |   |                         |                                     |                         |                         |
| <b>13.11</b>   | Do you want to stop offending?  | <b>79%</b>              | <b>87%</b>                          | <b>79%</b>              | <b>93%</b>              |
| <b>13.12</b>   | Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future? | <b>55%</b>              | <b>51%</b>                          | <b>55%</b>              | <b>69%</b>              |

Diversity analysis - disability



**Key question responses (disability analysis)  
Keppel Unit 2018**

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

**Key to tables**

|  |  |  |   |
|--|--|--|---|
|  | Any percentage highlighted in green is significantly better  | Consider themselves to have a disability | Do not consider themselves to have a disability |
|  | Any percentage highlighted in blue is significantly worse  |  |   |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details                           |  |   |
|  | Percentages which are not highlighted show there is no significant difference  |  |   |
| <b>Number of completed questionnaires returned</b> |  | <b>11</b>                                | <b>27</b>                                       |
| 1.2  | Are you a foreign national?  | 0%                                       | 4%  |
| 1.3  | Do you understand spoken English?  | 100%                                     | 100%  |
| 1.4  | Do you understand written English?   | 100%                                     | 100%  |
| 1.5  | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.) | 9%                                       | 22%   |
| 1.6  | Are you Muslim?  | 0%                                       | 0%  |
| 1.5  | Do you consider yourself to be Gypsy/ Romany/ Traveller?   | 9%                                       | 4%  |
| 1.10   | Have you ever been in local authority care?  | 55%                                      | 59%   |
| 2.1  | Are you sentenced?   | 91%                                      | 93%   |
| 2.4  | Is this your first time in custody in a YOI, secure children's home or secure training centre?                                     | 82%                                      | 63%   |
| 3.2  | Did you travel with any adults (over 18) or a mix of males and females?  | 18%                                      | 33%   |
| 3.6  | Were you treated well/very well by the escort staff?   | 55%                                      | 68%   |
| 3.7  | Before you arrived, did you receive any helpful information to help you prepare for coming here?                                   | 9%                                       | 27%   |
| 4.2  | When you were searched, was this carried out in a respectful way?  | 91%                                      | 85%   |
| 4.3  | Were you treated well/very well in reception?  | 82%                                      | 76%   |
| 4.8  | Before you were locked up on your first night, were you seen by a doctor or nurse?   | 91%                                      | 80%   |
| 4.9  | Did you feel safe on your first night here?  | 18%                                      | 72%   |
| 5.1  | Can you normally have a shower every day if you want to?   | 91%                                      | 100%  |
| 5.2  | Is your cell call bell normally answered within five minutes?  | 0%                                       | 46%   |
| 5.3  | Do you find the food here good/very good?  | 0%                                       | 42%   |
| 5.4  | Does the shop/canteen sell a wide enough variety of products?  | 46%                                      | 69%   |
| 5.6  | Do you feel your religious beliefs are respected?  | 20%                                      | 33%   |
| Can you speak to:                                  |  |  |   |
| 5.7  | A chaplain of your faith in private?   | 50%                                      | 50%   |
| 5.8  | A peer mentor?   | 56%                                      | 44%   |
| 5.9  | A member of the IMB (Independent Monitoring Board)?  | 0%                                       | 38%   |
| 5.10   | An advocate (an outside person to help you)?   | 40%                                      | 44%   |

## Diversity analysis - disability

### Key to tables

|  |  |  |   |
|--|--|--|---|
|  | Any percentage highlighted in green is significantly better  | Consider themselves to have a disability | Do not consider themselves to have a disability |
|  | Any percentage highlighted in blue is significantly worse  |  |   |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details |  |   |
|  | Percentages which are not highlighted show there is no significant difference                            |  |   |
| 6.1  | Do most staff treat you with respect?  | 60%                                      | 96%   |
| 6.2  | If you had a problem, would you have no-one to turn to?  | 10%                                      | 16%   |
| 7.1  | Is it easy to make an application?   | 55%                                      | 71%   |
| 7.4  | Is it easy to make a complaint?  | 36%                                      | 56%   |
| 8.1  | Are you on the enhanced (top) level of the reward scheme?  | 55%                                      | 52%   |
| 8.2  | Have you been treated fairly in your experience of the reward scheme?                                    | 36%                                      | 72%   |
| 8.3  | Do the different levels make you change your behaviour?  | 73%                                      | 44%   |
| 8.4  | Have you had a minor report since you have been here?  | 82%                                      | 62%   |
| 8.6  | Have you had an adjudication ('nicking') since you have been here?                                       | 46%                                      | 54%   |
| 8.8  | Have you been physically restrained (C and R) since you have been here?                                  | 46%                                      | 42%   |
| 9.1  | Have you ever felt unsafe here?  | 73%                                      | 54%   |
| 9.2  | Do you feel unsafe now?  | 0%                                       | 8%  |
| 9.4  | Have you been victimised by other young people here?   | 64%                                      | 54%   |
| Since you have been here, have other young people: |  |  |   |
| 9.5d   | Threatened or intimidated you?   | 36%                                      | 19%   |
| 9.5i   | Victimised you because of your race or ethnic origin?  | 9%                                       | 4%  |
| 9.5j   | Victimised you because of your religion/religious beliefs?   | 9%                                       | 4%  |
| 9.5k   | Victimised you because of your nationality?  | 18%                                      | 4%  |
| 9.5p   | Victimised you because you have a disability?  | 9%                                       | 0%  |
| 9.7  | Have you been victimised by staff here?  | 18%                                      | 27%   |
| Since you have been here, have staff:              |  |  |   |
| 9.8d   | Threatened or intimidated you?   | 9%                                       | 0%  |
| 9.8i   | Victimised you because of your race or ethnic origin?  | 0%                                       | 0%  |
| 9.8j   | Victimised you because of your religion/religious beliefs?   | 9%                                       | 0%  |
| 9.8k   | Victimised you because of your nationality?  | 0%                                       | 0%  |
| 9.8p   | Victimised you because you have a disability?  | 9%                                       | 0%  |
| 9.10   | If you were being victimised, would you tell a member of staff?  | 64%                                      | 40%   |
| 9.11   | Do you think staff would take it seriously if you told them you had been victimised?                     | 40%                                      | 56%   |

## Diversity analysis - disability

### Key to tables

|   |  |  |   |
|---|--|--|---|
|   | Any percentage highlighted in green is significantly better  | Consider themselves to have a disability | Do not consider themselves to have a disability |
|   | Any percentage highlighted in blue is significantly worse  |  |   |
|   | Any percentage highlighted in orange shows a significant difference in young people's background details |  |   |
|   | Percentages which are not highlighted show there is no significant difference                            |  |   |
| <b>10.1a</b>  | Is it easy/very easy for you to see the doctor?  | <b>80%</b>                               | <b>60%</b>                                      |
| <b>10.1b</b>  | Is it easy/very easy for you to see the nurse?   | <b>90%</b>                               | <b>80%</b>                                      |
| <b>10.4</b>   | Do you feel you have any emotional or mental health problems?  | <b>90%</b>                               | <b>52%</b>                                      |
| Do you currently take part in any of the following: |  |  |   |
| <b>11.4a</b>  | Education?   | <b>91%</b>                               | <b>84%</b>                                      |
| <b>11.4b</b>  | A job in this establishment?   | <b>18%</b>                               | <b>16%</b>                                      |
| <b>11.4c</b>  | Vocational or skills training?   | <b>9%</b>                                | <b>8%</b>                                       |
| <b>11.4d</b>  | Offending behaviour programmes?  | <b>18%</b>                               | <b>48%</b>                                      |
| <b>11.4e</b>  | Nothing?   | <b>0%</b>                                | <b>8%</b>                                       |
| <b>11.6</b>   | Do you usually have association every day?   | <b>90%</b>                               | <b>92%</b>                                      |
| <b>11.7</b>   | Can you usually go outside for exercise every day?   | <b>46%</b>                               | <b>69%</b>                                      |
| <b>11.8</b>   | Do you go to the gym more than five times each week?   | <b>0%</b>                                | <b>4%</b>                                       |
| <b>12.1</b>   | Are you able to use the telephone every day?   | <b>82%</b>                               | <b>81%</b>                                      |
| <b>12.2</b>   | Have you had any problems with sending or receiving letters or parcels?                                  | <b>27%</b>                               | <b>42%</b>                                      |
| <b>12.3</b>   | Do you usually have one or more visits per week from family and friends?                                 | <b>9%</b>                                | <b>23%</b>                                      |
| <b>13.2</b>   | Do you have a training plan, sentence plan or remand plan?   | <b>91%</b>                               | <b>69%</b>                                      |
| <b>13.8</b>   | Have you had a say in what will happen to you when you are released?                                     | <b>73%</b>                               | <b>64%</b>                                      |

## Diversity analysis



### Key question responses (local authority care analysis) Keppel Unit 2018

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

#### Key to tables

|  |  |  |  |
|--|--|--|--|
|  | Any percentage highlighted in green is significantly better  | Young people who have been in local authority care | Young people who have not been in local authority care |
|  | Any percentage highlighted in blue is significantly worse  |  |  |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details                           |  |  |
|  | Percentages which are not highlighted show there is no significant difference  |  |  |
| <b>Number of completed questionnaires returned</b> |  | <b>22</b>  | <b>17</b>  |
| 1.2  | Are you a foreign national?  | 0%   | 6%   |
| 1.3  | Do you understand spoken English?  | 100%   | 100%   |
| 1.4  | Do you understand written English?   | 100%   | 100%   |
| 1.5  | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.) | 18%  | 24%  |
| 1.6  | Are you Muslim?  | 0%   | 0%   |
| 1.5  | Do you consider yourself to be Gypsy/ Romany/ Traveller?   | 9%   | 0%   |
| 1.9  | Do you consider yourself to have a disability?   | 27%  | 31%  |
| 2.1  | Are you sentenced?   | 96%  | 88%  |
| 2.4  | Is this your first time in custody in a YOI, secure children's home or secure training centre?                                     | 50%  | 88%  |
| 3.2  | Did you travel with any adults (over 18) or a mix of males and females?  | 27%  | 35%  |
| 3.6  | Were you treated well/very well by the escort staff?   | 71%  | 50%  |
| 3.7  | Before you arrived, did you receive any helpful information to help you prepare for coming here?                                   | 24%  | 18%  |
| 4.2  | When you were searched, was this carried out in a respectful way?  | 86%  | 88%  |
| 4.3  | Were you treated well/very well in reception?  | 76%  | 75%  |
| 4.8  | Before you were locked up on your first night, were you seen by a doctor or nurse?   | 86%  | 81%  |
| 4.9  | Did you feel safe on your first night here?  | 71%  | 38%  |
| 5.1  | Can you normally have a shower every day if you want to?   | 100%   | 94%  |
| 5.2  | Is your cell call bell normally answered within five minutes?  | 33%  | 29%  |
| 5.3  | Do you find the food here good/very good?  | 29%  | 29%  |
| 5.4  | Does the shop/canteen sell a wide enough variety of products?  | 71%  | 53%  |
| 5.6  | Do you feel your religious beliefs are respected?  | 24%  | 43%  |
| Can you speak to:                                  |  |  |  |
| 5.7  | A chaplain of your faith in private?   | 48%  | 57%  |
| 5.8  | A peer mentor?   | 52%  | 42%  |
| 5.9  | A member of the IMB (Independent Monitoring Board)?  | 33%  | 14%  |
| 5.10   | An advocate (an outside person to help you)?   | 43%  | 47%  |

## Diversity analysis

### Key to tables

|  |  |  |  |
|--|--|--|--|
|  | Any percentage highlighted in green is significantly better  | Young people who have been in local authority care | Young people who have not been in local authority care |
|  | Any percentage highlighted in blue is significantly worse  |  |  |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details |  |  |
|  | Percentages which are not highlighted show there is no significant difference                            |  |  |
| 6.1  | Do most staff treat you with respect?  | 85%  | 88%  |
| 6.2  | If you had a problem, would you have no-one to turn to?  | 15%  | 13%  |
| 7.1  | Is it easy to make an application?   | 60%  | 75%  |
| 7.4  | Is it easy to make a complaint?  | 70%  | 29%  |
| 8.1  | Are you on the enhanced (top) level of the reward scheme?  | 40%  | 65%  |
| 8.2  | Have you been treated fairly in your experience of the reward scheme?                                    | 60%  | 59%  |
| 8.3  | Do the different levels make you change your behaviour?  | 57%  | 44%  |
| 8.4  | Have you had a minor report since you have been here?  | 71%  | 65%  |
| 8.6  | Have you had an adjudication ('nicking') since you have been here?                                       | 62%  | 41%  |
| 8.8  | Have you been physically restrained (C and R) since you have been here?                                  | 62%  | 24%  |
| 9.1  | Have you ever felt unsafe here?  | 52%  | 71%  |
| 9.2  | Do you feel unsafe now?  | 0%   | 13%  |
| 9.4  | Have you been victimised by other young people here?   | 57%  | 59%  |
| Since you have been here, have other young people: |  |  |  |
| 9.5d   | Threatened or intimidated you?   | 19%  | 29%  |
| 9.5i   | Victimised you because of your race or ethnic origin?  | 10%  | 6%   |
| 9.5j   | Victimised you because of your religion/religious beliefs?   | 5%   | 12%  |
| 9.5k   | Victimised you because of your nationality?  | 10%  | 12%  |
| 9.5p   | Victimised you because you have a disability?  | 0%   | 6%   |
| 9.7  | Have you been victimised by staff here?  | 29%  | 24%  |
| Since you have been here, have staff:              |  |  |  |
| 9.8d   | Threatened or intimidated you?   | 0%   | 6%   |
| 9.8i   | Victimised you because of your race or ethnic origin?  | 0%   | 0%   |
| 9.8j   | Victimised you because of your religion/religious beliefs?   | 5%   | 0%   |
| 9.8k   | Victimised you because of your nationality?  | 0%   | 0%   |
| 9.8p   | Victimised you because you have a disability?  | 0%   | 6%   |
| 9.10   | If you were being victimised, would you tell a member of staff?  | 50%  | 47%  |
| 9.11   | Do you think staff would take it seriously if you told them you had been victimised?                     | 53%  | 47%  |

## Diversity analysis

### Key to tables

|   |  |  |  |
|---|--|--|--|
|   | Any percentage highlighted in green is significantly better  | Young people who have been in local authority care | Young people who have not been in local authority care |
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|   | Percentages which are not highlighted show there is no significant difference                            |  |  |
| <b>10.1a</b>  | Is it easy/very easy for you to see the doctor?  | 74%  | 59%  |
| <b>10.1b</b>  | Is it easy/very easy for you to see the nurse?   | 90%  | 77%  |
| <b>10.4</b>   | Do you feel you have any emotional or mental health problems?  | 58%  | 69%  |
| Do you currently take part in any of the following: |  |  |  |
| <b>11.4a</b>  | Education?   | 81%  | 88%  |
| <b>11.4b</b>  | A job in this establishment?   | 10%  | 25%  |
| <b>11.4c</b>  | Vocational or skills training?   | 5%   | 13%  |
| <b>11.4d</b>  | Offending behaviour programmes?  | 43%  | 31%  |
| <b>11.4e</b>  | Nothing?   | 10%  | 6%   |
| <b>11.6</b>   | Do you usually have association every day?   | 91%  | 94%  |
| <b>11.7</b>   | Can you usually go outside for exercise every day?   | 67%  | 53%  |
| <b>11.8</b>   | Do you go to the gym more than five times each week?   | 5%   | 0%   |
| <b>12.1</b>   | Are you able to use the telephone every day?   | 86%  | 77%  |
| <b>12.2</b>   | Have you had any problems with sending or receiving letters or parcels?                                  | 43%  | 35%  |
| <b>12.3</b>   | Do you usually have one or more visits per week from family and friends?                                 | 14%  | 24%  |
| <b>13.2</b>   | Do you have a training plan, sentence plan or remand plan?   | 81%  | 71%  |
| <b>13.8</b>   | Have you had a say in what will happen to you when you are released?                                     | 62%  | 75%  |

## Comparison with young people's comparator and previous survey results.



### Survey responses from children and young people: Keppel Unit 2018 and HMYOI Wetherby 2018

**Survey responses** (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance. NB: This document shows a comparison between the responses from all young people surveyed in this establishment with all young people surveyed for the comparator.

#### Key to tables

|  |  | Keppel Unit 2018 | HMYOI Wetherby 2018 |
|--|--|------------------|---------------------|
|  | Any percentage highlighted in green is significantly better  |                  |                     |
|  | Any percentage highlighted in blue is significantly worse  |                  |                     |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details                         |                  |                     |
|  | Percentages which are not highlighted show there is no significant difference  |                  |                     |
| <b>Number of completed questionnaires returned</b>     |  | <b>39</b>        | <b>153</b>          |
| <b>SECTION 1: ABOUT YOU</b>                            |  |                  |                     |
| 1.1  | Are you 18 years of age?   | 28%              | 15%                 |
| 1.2  | Are you a foreign national?  | 3%               | 6%                  |
| 1.3  | Do you understand spoken English?  | 100%             | 100%                |
| 1.4  | Do you understand written English?   | 100%             | 99%                 |
| 1.5  | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category.) | 21%              | 40%                 |
| 1.6  | Are you Muslim?  | 0%               | 17%                 |
| 1.7  | Do you consider yourself to be Gypsy/Romany/Traveller?   | 5%               | 4%                  |
| 1.8  | Do you have any children?  | 11%              | 8%                  |
| 1.9  | Do you consider yourself to have a disability?   | 29%              | 20%                 |
| 1.10   | Have you ever been in local authority care?  | 56%              | 32%                 |
| <b>SECTION 2: ABOUT YOUR SENTENCE</b>                  |  |                  |                     |
| 2.1  | Are you sentenced?   | 92%              | 84%                 |
| 2.2  | Is your sentence 12 months or less?  | 39%              | 30%                 |
| 2.3  | Have you been in this establishment for one month or less?   | 8%               | 11%                 |
| 2.4  | Is this your first time in custody in a YOI, secure children's home or secure training centre?                                   | 67%              | 69%                 |
| <b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>        |  |                  |                     |
| On your most recent journey here:                      |  |                  |                     |
| 3.1  | Did you feel safe?   | 59%              | 84%                 |
| 3.2  | Did you travel with any adults (over 18) or a mix of males and females?  | 31%              | 37%                 |
| 3.3  | Did you spend more than 4 hours in the van?  | 15%              | 9%                  |
| For those who spent 2 or more hours in the escort van: |  |                  |                     |
| 3.4  | Were you offered a toilet break if you needed it?  | 22%              | 14%                 |
| 3.5  | Were you offered anything to eat or drink?   | 39%              | 50%                 |
| 3.6  | Were you treated well/very well by the escort staff?   | 62%              | 73%                 |
| 3.7  | Before you arrived, did you receive any helpful information to help you prepare for coming here?                                 | 21%              | 14%                 |

## Comparison with young people's comparator and previous survey results.

### Key to tables

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|  | Percentages which are not highlighted show there is no significant difference                            |                  |                     |
| <b>Number of completed questionnaires returned</b>   |  | <b>39</b>        | <b>153</b>          |
| <b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>   |  |                  |                     |
| <b>4.1</b>   | Were you in reception for less than 2 hours?   | <b>66%</b>       | <b>79%</b>          |
| <b>4.2</b>   | When you were searched, was this carried out in a respectful way?  | <b>87%</b>       | <b>83%</b>          |
| <b>4.3</b>   | Were you treated well/very well in reception?  | <b>76%</b>       | <b>71%</b>          |
| When you first arrived, did staff ask if you needed help or support with any of the following: |  |                  |                     |
| <b>4.4a</b>  | Not being able to smoke?   | <b>56%</b>       | <b>65%</b>          |
| <b>4.4b</b>  | Loss of property?  | <b>14%</b>       | <b>24%</b>          |
| <b>4.4c</b>  | Feeling scared?  | <b>31%</b>       | <b>34%</b>          |
| <b>4.4d</b>  | Gang problems?   | <b>14%</b>       | <b>46%</b>          |
| <b>4.4e</b>  | Contacting family?   | <b>53%</b>       | <b>55%</b>          |
| <b>4.4f</b>  | Money worries?   | <b>22%</b>       | <b>28%</b>          |
| <b>4.4g</b>  | Feeling worried/upset/needing someone to talk to?  | <b>36%</b>       | <b>41%</b>          |
| <b>4.4h</b>  | Health problems?   | <b>53%</b>       | <b>58%</b>          |
| <b>4.4i</b>  | Getting phone numbers?   | <b>47%</b>       | <b>46%</b>          |
| <b>4.5</b>   | Did you have any problems when you first arrived?  | <b>91%</b>       | <b>74%</b>          |
| When you first arrived, did you have problems with any of the following:                       |  |                  |                     |
| <b>4.5a</b>  | Not being able to smoke?   | <b>60%</b>       | <b>45%</b>          |
| <b>4.5b</b>  | Loss of property?  | <b>11%</b>       | <b>14%</b>          |
| <b>4.5c</b>  | Feeling scared?  | <b>31%</b>       | <b>5%</b>           |
| <b>4.5d</b>  | Gang problems?   | <b>17%</b>       | <b>10%</b>          |
| <b>4.5e</b>  | Contacting family?   | <b>20%</b>       | <b>26%</b>          |
| <b>4.5f</b>  | Money worries?   | <b>17%</b>       | <b>17%</b>          |
| <b>4.5g</b>  | Feeling worried/upset/needing someone to talk to?  | <b>31%</b>       | <b>11%</b>          |
| <b>4.5h</b>  | Health problems?   | <b>20%</b>       | <b>13%</b>          |
| <b>4.5i</b>  | Getting phone numbers?   | <b>23%</b>       | <b>29%</b>          |
| When you first arrived, were you given any of the following:                                   |  |                  |                     |
| <b>4.6a</b>  | Toiletries/basic items?  | <b>78%</b>       | <b>81%</b>          |
| <b>4.6b</b>  | The opportunity to have a shower?  | <b>49%</b>       | <b>28%</b>          |
| <b>4.6c</b>  | Something to eat?  | <b>68%</b>       | <b>79%</b>          |
| <b>4.6d</b>  | A free phone call to friends/family?   | <b>76%</b>       | <b>73%</b>          |
| <b>4.6e</b>  | PIN phone credit?  | <b>54%</b>       | <b>62%</b>          |
| <b>4.6f</b>  | Information about feeling worried/upset?   | <b>41%</b>       | <b>35%</b>          |

## Comparison with young people's comparator and previous survey results.

### Key to tables

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|  | Any percentage highlighted in orange shows a significant difference in young people's background details            |                  |                     |
|  | Percentages which are not highlighted show there is no significant difference                                       |                  |                     |
| <b>Number of completed questionnaires returned</b>                                   |   | <b>39</b>        | <b>153</b>          |
| Within your first 24 hours, did you have access to the following people or services: |   |                  |                     |
| <b>4.7a</b>  | A chaplain?   | <b>46%</b>       | <b>46%</b>          |
| <b>4.7b</b>  | A peer mentor?  | <b>5%</b>        | <b>11%</b>          |
| <b>4.7c</b>  | Childline/Samaritans  | <b>11%</b>       | <b>13%</b>          |
| <b>4.7d</b>  | The prison shop/canteen?  | <b>22%</b>       | <b>9%</b>           |
| <b>4.8</b>   | Before you were locked up on your first night, were you seen by a doctor or nurse?                                  | <b>84%</b>       | <b>70%</b>          |
| <b>4.9</b>   | Did you feel safe on your first night here?   | <b>57%</b>       | <b>74%</b>          |
| <b>4.10</b>  | For those who have been on an induction course: did it cover everything you needed to know about the establishment? | <b>30%</b>       | <b>60%</b>          |
| <b>SECTION 5: DAILY LIFE AND RESPECT</b>   |   |                  |                     |
| <b>5.1</b>   | Can you normally have a shower every day if you want to?  | <b>97%</b>       | <b>76%</b>          |
| <b>5.2</b>   | Is your cell call bell normally answered within five minutes?   | <b>32%</b>       | <b>19%</b>          |
| <b>5.3</b>   | Do you find the food here good/very good?   | <b>29%</b>       | <b>18%</b>          |
| <b>5.4</b>   | Does the shop/canteen sell a wide enough variety of products?   | <b>63%</b>       | <b>40%</b>          |
| <b>5.5</b>   | Is it easy/very easy for you to attend religious services?  | <b>37%</b>       | <b>52%</b>          |
| <b>5.6</b>   | Do you feel your religious beliefs are respected?   | <b>31%</b>       | <b>54%</b>          |
| Can you speak to:  |   |                  |                     |
| <b>5.7</b>   | A chaplain of your faith in private?  | <b>51%</b>       | <b>64%</b>          |
| <b>5.8</b>   | A peer mentor?  | <b>49%</b>       | <b>40%</b>          |
| <b>5.9</b>   | A member of the IMB (Independent Monitoring Board)?   | <b>26%</b>       | <b>20%</b>          |
| <b>5.10</b>  | An advocate (an outside person to help you)?  | <b>44%</b>       | <b>36%</b>          |
| <b>SECTION 6: RELATIONSHIPS WITH STAFF</b>   |   |                  |                     |
| <b>6.1</b>   | Do most staff treat you with respect?   | <b>86%</b>       | <b>63%</b>          |
| <b>6.2</b>   | If you had a problem, would you have no-one to turn to?   | <b>14%</b>       | <b>17%</b>          |
| <b>6.3</b>   | Have staff checked on you personally in the last week to see how you are getting on?                                | <b>49%</b>       | <b>43%</b>          |
| For those who have met their personal officer:                                       |   |                  |                     |
| <b>6.4</b>   | Did you meet your personal (named) officer within the first week?   | <b>32%</b>       | <b>29%</b>          |
| <b>6.5</b>   | Do you see your personal (named) officer at least once a week?  | <b>70%</b>       | <b>64%</b>          |
| <b>6.6</b>   | Do you feel your personal (named) officer tries to help you?  | <b>63%</b>       | <b>67%</b>          |

## Comparison with young people's comparator and previous survey results.

### Key to tables

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|   | Percentages which are not highlighted show there is no significant difference                            |                  |                     |
| <b>Number of completed questionnaires returned</b>      |  | <b>39</b>        | <b>153</b>          |
| <b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>           |  |                  |                     |
| <b>7.1</b>  | Is it easy to make an application?   | <b>67%</b>       | <b>68%</b>          |
| For those who have made an application:                 |  |                  |                     |
| <b>7.2</b>  | Do you feel applications are sorted out fairly?  | <b>75%</b>       | <b>62%</b>          |
| <b>7.3</b>  | Do you feel applications are sorted out quickly (within 7 days)?   | <b>67%</b>       | <b>54%</b>          |
| <b>7.4</b>  | Is it easy to make a complaint?  | <b>51%</b>       | <b>55%</b>          |
| For those who have made a complaint:                    |  |                  |                     |
| <b>7.5</b>  | Do you feel complaints are sorted out fairly?  | <b>47%</b>       | <b>34%</b>          |
| <b>7.6</b>  | Do you feel complaints are sorted out quickly (within 7 days)?   | <b>37%</b>       | <b>30%</b>          |
| <b>7.7</b>  | Have you ever felt too scared or intimidated to make a complaint?  | <b>3%</b>        | <b>8%</b>           |
| <b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b> |  |                  |                     |
| <b>8.1</b>  | Are you on the enhanced (top) level of the reward scheme?  | <b>51%</b>       | <b>35%</b>          |
| <b>8.2</b>  | Have you been treated fairly in your experience of the reward scheme?                                    | <b>60%</b>       | <b>39%</b>          |
| <b>8.3</b>  | Do the different levels make you change your behaviour?  | <b>51%</b>       | <b>54%</b>          |
| <b>8.4</b>  | Have you had a minor report since you have been here?  | <b>68%</b>       | <b>70%</b>          |
| For those who have had a minor report:                  |  |                  |                     |
| <b>8.5</b>  | Was the process explained clearly to you?  | <b>85%</b>       | <b>61%</b>          |
| <b>8.6</b>  | Have you had an adjudication ('nicking') since you have been here?                                       | <b>53%</b>       | <b>72%</b>          |
| For those who have had an adjudication ('nicking'):     |  |                  |                     |
| <b>8.7</b>  | Was the process explained clearly to you?  | <b>80%</b>       | <b>84%</b>          |
| <b>8.8</b>  | Have you been physically restrained (Cand R) since you have been here?                                   | <b>45%</b>       | <b>52%</b>          |
| <b>8.9</b>  | For those who had spent a night in the care and separation unit: did the staff treat you well/very well? | <b>50%</b>       | <b>53%</b>          |
| <b>SECTION 9: SAFETY</b>                                |  |                  |                     |
| <b>9.1</b>  | Have you ever felt unsafe here?  | <b>61%</b>       | <b>32%</b>          |
| <b>9.2</b>  | Do you feel unsafe now?  | <b>6%</b>        | <b>17%</b>          |

Comparison with young people's comparator and previous survey results.

**Key to tables**

|  |  | Keppel Unit 2018 | HMYOI Wetherby 2018 |
|--|--|------------------|---------------------|
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|  | Any percentage highlighted in orange shows a significant difference in young people's background details |                  |                     |
|  | Percentages which are not highlighted show there is no significant difference                            |                  |                     |
| <b>Number of completed questionnaires returned</b> |  | <b>39</b>        | <b>153</b>          |
| <b>9.4</b>   | Have you ever been victimised by other young people here?  | <b>58%</b>       | <b>22%</b>          |
| Since you have been here, have other young people: |  |                  |                     |
| <b>9.5a</b>  | Made insulting remarks about you, your family or friends?  | <b>50%</b>       | <b>11%</b>          |
| <b>9.5b</b>  | Hit, kicked or assaulted you?  | <b>16%</b>       | <b>11%</b>          |
| <b>9.5c</b>  | Sexually abused you?   | <b>0%</b>        | <b>1%</b>           |
| <b>9.5d</b>  | Threatened or intimidated you?   | <b>24%</b>       | <b>6%</b>           |
| <b>9.5e</b>  | Taken your canteen/property?   | <b>8%</b>        | <b>4%</b>           |
| <b>9.5f</b>  | Victimised you because of medication?  | <b>0%</b>        | <b>1%</b>           |
| <b>9.5g</b>  | Victimised you because of debt?  | <b>5%</b>        | <b>1%</b>           |
| <b>9.5h</b>  | Victimised you because of drugs?   | <b>5%</b>        | <b>1%</b>           |
| <b>9.5i</b>  | Victimised you because of your race or ethnic origin?  | <b>8%</b>        | <b>1%</b>           |
| <b>9.5j</b>  | Victimised you because of your religion/religious beliefs?   | <b>8%</b>        | <b>1%</b>           |
| <b>9.5k</b>  | Victimised you because of your nationality?  | <b>11%</b>       | <b>2%</b>           |
| <b>9.5l</b>  | Victimised you because you were from a different part of the country?                                    | <b>5%</b>        | <b>1%</b>           |
| <b>9.5m</b>  | Victimised you because you are from a Traveller community?   | <b>3%</b>        | <b>1%</b>           |
| <b>9.5n</b>  | Victimised you because of your sexual orientation?   | <b>8%</b>        | <b>1%</b>           |
| <b>9.5o</b>  | Victimised you because of your age?  | <b>0%</b>        | <b>1%</b>           |
| <b>9.5p</b>  | Victimised you because you have a disability?  | <b>3%</b>        | <b>1%</b>           |
| <b>9.5q</b>  | Victimised you because you were new here?  | <b>18%</b>       | <b>4%</b>           |
| <b>9.5r</b>  | Victimised you because of your offence/crime?  | <b>11%</b>       | <b>4%</b>           |
| <b>9.5s</b>  | Victimised you because of gang related issues?   | <b>5%</b>        | <b>4%</b>           |

Comparison with young people's comparator and previous survey results.

**Key to tables**

|  |  |                         |                            |
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|  | Any percentage highlighted in blue is significantly worse  |                         |                            |
|  | Any percentage highlighted in orange shows a significant difference in young people's background details |                         |                            |
|  | Percentages which are not highlighted show there is no significant difference                            |                         |                            |
| <b>Number of completed questionnaires returned</b> |  | <b>39</b>               | <b>153</b>                 |
| <b>9.7</b>   | Have you ever been victimised by a member of staff here?   | <b>26%</b>              | <b>37%</b>                 |
| Since you have been here, have staff:              |  |                         |                            |
| <b>9.8a</b>  | Made insulting remarks about you, your family or friends?  | <b>16%</b>              | <b>20%</b>                 |
| <b>9.8b</b>  | Hit, kicked or assaulted you?  | <b>5%</b>               | <b>10%</b>                 |
| <b>9.8c</b>  | Sexually abused you?   | <b>3%</b>               | <b>1%</b>                  |
| <b>9.8d</b>  | Threatened or intimidated you?   | <b>3%</b>               | <b>11%</b>                 |
| <b>9.8e</b>  | Taken your canteen/property?   | <b>0%</b>               | <b>7%</b>                  |
| <b>9.8f</b>  | Victimised you because of medication?  | <b>0%</b>               | <b>5%</b>                  |
| <b>9.8g</b>  | Victimised you because of debt?  | <b>0%</b>               | <b>1%</b>                  |
| <b>9.8h</b>  | Victimised you because of drugs?   | <b>0%</b>               | <b>1%</b>                  |
| <b>9.8i</b>  | Victimised you because of your race or ethnic origin?  | <b>0%</b>               | <b>10%</b>                 |
| <b>9.8j</b>  | Victimised you because of your religion/religious beliefs?   | <b>3%</b>               | <b>6%</b>                  |
| <b>9.8k</b>  | Victimised you because of your nationality?  | <b>0%</b>               | <b>6%</b>                  |
| <b>9.8k</b>  | Victimised you because you were from a different part of the country?                                    | <b>0%</b>               | <b>4%</b>                  |
| <b>9.8m</b>  | Victimised you because you are from a Traveller community?   | <b>3%</b>               | <b>2%</b>                  |
| <b>9.8n</b>  | Victimised you because of your sexual orientation?   | <b>0%</b>               | <b>1%</b>                  |
| <b>9.8o</b>  | Victimised you because of your age?  | <b>3%</b>               | <b>2%</b>                  |
| <b>9.8p</b>  | Victimised you because you have a disability?  | <b>3%</b>               | <b>2%</b>                  |
| <b>9.8q</b>  | Victimised you because you were new here?  | <b>0%</b>               | <b>5%</b>                  |
| <b>9.8r</b>  | Victimised you because of your offence/crime?  | <b>0%</b>               | <b>5%</b>                  |
| <b>9.8s</b>  | Victimised you because of gang related issues?   | <b>3%</b>               | <b>4%</b>                  |
| <b>9.8t</b>  | Victimised you because you made a complaint?   | <b>3%</b>               | <b>10%</b>                 |
| <b>9.10</b>  | If you were being victimised, would you tell a member of staff?  | <b>49%</b>              | <b>31%</b>                 |
| <b>9.11</b>  | Do you think staff would take it seriously if you told them you had been victimised?                     | <b>50%</b>              | <b>32%</b>                 |
| <b>9.12</b>  | Is shouting through the windows a problem here?  | <b>60%</b>              | <b>37%</b>                 |

## Comparison with young people's comparator and previous survey results.

### Key to tables

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| <b>Number of completed questionnaires returned</b>  |  | <b>39</b>        | <b>153</b>          |
| <b>SECTION 10: HEALTH SERVICES</b>                  |  |                  |                     |
| <b>10.1a</b>  | Is it easy for you to see the doctor?  | <b>67%</b>       | <b>59%</b>          |
| <b>10.1b</b>  | Is it easy for you to see the nurse?   | <b>83%</b>       | <b>71%</b>          |
| <b>10.1c</b>  | Is it easy for you to see the dentist?   | <b>47%</b>       | <b>42%</b>          |
| <b>10.2</b>   | For those who have been to health services: Do you think the overall quality is good/very good?          | <b>78%</b>       | <b>66%</b>          |
| <b>10.3</b>   | If you are taking medication, are you allowed to keep some/all of it in your cell?                       | <b>10%</b>       | <b>38%</b>          |
| <b>10.4</b>   | Do you have any emotional or mental health problems?   | <b>63%</b>       | <b>32%</b>          |
| <b>10.5</b>   | If you have emotional or mental health problems, are you being helped by anyone here?                    | <b>64%</b>       | <b>61%</b>          |
| <b>10.6</b>   | Did you have any problems with alcohol when you first arrived?   | <b>5%</b>        | <b>9%</b>           |
| <b>10.7</b>   | Have you received any help with any alcohol problems here?   | <b>0%</b>        | <b>7%</b>           |
| <b>10.8</b>   | Did you have any problems with drugs when you first arrived?   | <b>50%</b>       | <b>36%</b>          |
| <b>10.9</b>   | Do you have a problem with drugs now?  | <b>13%</b>       | <b>3%</b>           |
| <b>10.10</b>  | Have you received any help with any drug problems here?  | <b>34%</b>       | <b>24%</b>          |
| <b>10.11</b>  | Is it easy/very easy to get illegal drugs here?  | <b>32%</b>       | <b>21%</b>          |
| <b>SECTION 11: ACTIVITIES</b>                       |  |                  |                     |
| <b>11.1</b>   | Were you 14 or younger when you were last at school?   | <b>45%</b>       | <b>45%</b>          |
| <b>11.2</b>   | Have you ever been excluded from school?   | <b>87%</b>       | <b>92%</b>          |
| <b>11.3</b>   | Did you ever skip school before you came into custody?   | <b>76%</b>       | <b>78%</b>          |
| Do you currently take part in any of the following: |  |                  |                     |
| <b>11.4a</b>  | Education?   | <b>84%</b>       | <b>82%</b>          |
| <b>11.4b</b>  | A job in this establishment?   | <b>16%</b>       | <b>16%</b>          |
| <b>11.4c</b>  | Vocational or skills training?   | <b>8%</b>        | <b>9%</b>           |
| <b>11.4d</b>  | Offending behaviour programmes?  | <b>38%</b>       | <b>16%</b>          |
| <b>11.4e</b>  | Nothing  | <b>8%</b>        | <b>11%</b>          |

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| <b>Number of completed questionnaires returned</b>   |  | <b>39</b>        | <b>153</b>          |
| For those who have taken part in the following activities while in this establishment, do you think that they will help you when you leave prison: |  |                  |                     |
| <b>11.5a</b>   | Education?   | <b>57%</b>       | <b>64%</b>          |
| <b>11.5b</b>   | A job in this establishment?   | <b>53%</b>       | <b>42%</b>          |
| <b>11.5c</b>   | Vocational or skills training?   | <b>40%</b>       | <b>38%</b>          |
| <b>11.5d</b>   | Offending behaviour programmes?  | <b>75%</b>       | <b>44%</b>          |
| <b>11.6</b>  | Do you usually have association every day?   | <b>92%</b>       | <b>72%</b>          |
| <b>11.7</b>  | Can you usually go outside for exercise every day?   | <b>61%</b>       | <b>43%</b>          |
| <b>11.8</b>  | Do you go to the gym more than five times each week?   | <b>3%</b>        | <b>1%</b>           |
| <b>SECTION 12: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>  |  |                  |                     |
| <b>12.1</b>  | Are you able to use the telephone every day?   | <b>82%</b>       | <b>70%</b>          |
| <b>12.2</b>  | Have you had any problems with sending or receiving letters or parcels?                                  | <b>40%</b>       | <b>50%</b>          |
| <b>12.3</b>  | Do you usually have one or more visits per week from family and friends?                                 | <b>18%</b>       | <b>40%</b>          |
| <b>12.4</b>  | Is it easy/very easy for your family and friends to visit you here?                                      | <b>35%</b>       | <b>27%</b>          |
| <b>12.5</b>  | Do your visits start on time?  | <b>43%</b>       | <b>47%</b>          |
| <b>SECTION 13: PREPARATION FOR RELEASE</b>   |  |                  |                     |
| Do you think you will have a problem with the following, when you are released:  |  |                  |                     |
| <b>13.1a</b>   | Finding accommodation?   | <b>27%</b>       | <b>26%</b>          |
| <b>13.1b</b>   | Getting into school or college?  | <b>14%</b>       | <b>21%</b>          |
| <b>13.1c</b>   | Getting a job?   | <b>43%</b>       | <b>48%</b>          |
| <b>13.1d</b>   | Money/finances?  | <b>35%</b>       | <b>31%</b>          |
| <b>13.1e</b>   | Claiming benefits?   | <b>16%</b>       | <b>12%</b>          |
| <b>13.1f</b>   | Continuing health services?  | <b>8%</b>        | <b>10%</b>          |
| <b>13.1g</b>   | Opening a bank account?  | <b>16%</b>       | <b>17%</b>          |
| <b>13.1h</b>   | Avoiding bad relationships?  | <b>22%</b>       | <b>16%</b>          |
| <b>13.2</b>  | Do you have a training plan, sentence plan or remand plan?   | <b>76%</b>       | <b>47%</b>          |
| For those with a training plan, sentence plan or remand plan:  |  |                  |                     |
| <b>13.3</b>  | Were you involved in the development of your plan?   | <b>89%</b>       | <b>81%</b>          |
| <b>13.4</b>  | Do you understand the targets set in your plan?  | <b>93%</b>       | <b>85%</b>          |
| <b>13.5</b>  | Do you have a caseworker here?   | <b>97%</b>       | <b>93%</b>          |
| <b>13.6</b>  | Has your caseworker helped to prepare you for release?   | <b>69%</b>       | <b>46%</b>          |
| For those with a social worker:  |  |                  |                     |
| <b>13.7</b>  | Has your social worker been to visit you since you have been here?                                       | <b>79%</b>       | <b>69%</b>          |
| <b>13.8</b>  | Have you had a say in what will happen to you when you are released?                                     | <b>68%</b>       | <b>40%</b>          |

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| <b>Number of completed questionnaires returned</b>               |   | <b>39</b>        | <b>153</b>          |
| Do you know who to contact for help with the following problems? |   |                  |                     |
| <b>13.9a</b>   | Finding accommodation   | <b>28%</b>       | <b>33%</b>          |
| <b>13.9b</b>   | Getting into school or college  | <b>28%</b>       | <b>33%</b>          |
| <b>13.9c</b>   | Getting a job   | <b>38%</b>       | <b>35%</b>          |
| <b>13.9d</b>   | Help with money/finances  | <b>31%</b>       | <b>23%</b>          |
| <b>13.9e</b>   | Help with claiming benefits   | <b>24%</b>       | <b>17%</b>          |
| <b>13.9f</b>   | Continuing health services  | <b>28%</b>       | <b>20%</b>          |
| <b>13.9g</b>   | Opening a bank account  | <b>31%</b>       | <b>22%</b>          |
| <b>13.9h</b>   | Avoiding bad relationships  | <b>28%</b>       | <b>22%</b>          |
| For those who were sentenced:                                    |   |                  |                     |
| <b>13.11</b>   | Do you want to stop offending?  | <b>79%</b>       | <b>88%</b>          |
| <b>13.12</b>   | Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future? | <b>55%</b>       | <b>49%</b>          |