

Report on an unannounced inspection of

HMYOI Deerbolt

by HM Chief Inspector of Prisons

16–27 April 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 Deerbolt is a young offender institution (YOI) and category C adult training prison situated in County Durham. At the time of this inspection it held slightly over 400 men aged between 18 and 24. Three-quarters were aged under 21. The last inspection was carried out in December 2014.

This inspection found that the establishment had maintained its 'reasonably good' performance in the areas of safety and respect which, in the broader context of prison performance across the country in recent times, was a creditable performance overall, although there were some clear areas of concern in both of these categories of performance. There had, however, been a decline to 'not sufficiently good' in the areas of purposeful activity and rehabilitation and release planning.

So far as safety was concerned, the amount of violence had gone up, but by the time of this inspection had levelled off; overall, it was not at high levels compared to other similar establishments. There were few prisoners who felt the need to isolate themselves because of fears for their own safety, but more needed to be done to support victims of violence. There were also clear indications that more attention needed to be paid to the governance of the use of force by staff. Body-worn video cameras were not consistently used, and footage was not reviewed as often as it should be. Where force had been used, there were too many missing staff reports. Documentary and video evidence reviewed during the inspection did not always show that de-escalation techniques had been used appropriately.

The presence and use of illicit drugs in the prison was becoming an increasing problem. While there was a drug supply reduction strategy in place, and a number of initiatives were being taken to tackle the problem, there needed to be more analysis and evaluation of what worked. Only then would it be possible to make an informed judgement as to which measures would be effective or proportionate as part of the overall strategy. Demonstrable effectiveness in terms of the disruption to drug supply, together with clear evidence of the harm caused by drugs, will help to build a powerful argument in any discussion as to the proportionality or otherwise of measures that are being taken. In our survey, 16% of prisoners told us that they had acquired a drug habit since being in Deerbolt, which showed the importance of addressing this issue. A notable initiative was that the prison had acquired its own drone as an added security measure.

In terms of purposeful activity for prisoners, it was disappointing to find that some 35% of men were locked in their cells during the working day, which was simply not good enough for a training prison. This figure had risen from 25% at the time of the last inspection. In addition to this, some 33% told us that they were out of their cells for less than two hours per day which, given the age of the population, was unsatisfactory. At the time of the last inspection there were enough activity places, but that was no longer the case. Our colleagues from Ofsted found that the leadership and management of education, skills and work was good, and that there was a clear strategy to raise prisoners' aspirations. There should therefore be a reasonable prospect that the provision in this area, so vital in a training prison holding young men, will return to its previous standards.

There was a mixed picture in terms of what was being done to prepare prisoners for their release. There was some good individual support, and the work of Nepacs, a charity, is particularly worthy of note. However, in 2017 nearly 180 prisoners were released from Deerbolt, which is not a designated resettlement prison. Despite efforts by the prison, too few men were moved to other prisons where they could take up resettlement opportunities or undertake work to address their offending behaviour prior to their release. It was also of concern that there were a small number of sex offenders placed at Deerbolt, which could not provide appropriate support for this group. Some community rehabilitation company (CRC) provision had been purchased to fill some of these gaps, but it was far from clear that this was effective, and offender supervisors and the CRC needed to work together far more closely to prepare prisoners for release.

There was much that was very positive about HMYOI Deerbolt, and I hope that this report makes that clear. The issues that have been identified where some improvement is needed, particularly in those areas where there has been a decline since the last inspection, are actually amenable to management intervention. Much can be done within the establishment, but some matters will require support from regional or national management, and I hope very much that this will be forthcoming as it was clear that the management and staff wanted to build on the generally good relationships between prisoners and themselves, and to do their best for the young men in their care.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

July 2018

Fact page

Task of the establishment

A young offender institution and category C adult training prison holding convicted men aged 18 to 24.

Certified normal accommodation and operational capacity

Prisoners held at the time of inspection: 408

Baseline certified normal capacity: 513

In-use certified normal capacity: 453

Operational capacity: 513

Notable features from this inspection

A third of the population at Deerbolt was over 100 miles away from home.

Only 9% of prisoners were from the Durham and Tees Valley area.

Over half the population (57%) was serving a long sentence of over four years and more than half was assessed as posing a high risk of harm to others.

Despite releasing about 13 young adults a month, Deerbolt was not a designated resettlement prison.

Prison status

Public

Physical health provider: G4S and Spectrum Healthcare Community Interest Company (CIC)

Mental health provider: Tees, Esk and Wear Valley NHS Foundation Trust

Substance misuse provider: G4S and Change Grow Live

Learning and skills provider: Novus

Community rehabilitation company (CRC): Durham Tees Valley CRC

Escort contractor: GEOAmev

Prison group

Tees and Wear group

Brief history

The prison opened in 1973 on the site of a former military camp and was originally a borstal. Located in the historic market town of Barnard Castle, County Durham, HMYOI Deerbolt has an established history of managing young adult men between the ages of 18 and 21. In January 2018, Deerbolt began taking some adult men up to the age of 24. Deerbolt holds convicted young men from all over England and Wales who have at least six months left to serve.

Short description of residential units

Deerbolt is made up of nine residential wings and one segregation unit. They are:

I wing: the induction and first night wing, consisting of 60 cells.

A, B, and C wings: 60 cells

D, E and F wings: 66 cells

G wing: 36 cells

J wing: 38 cells

Segregation unit: 13 cells and two special accommodation cells.

Name of governor and date in post

Pete Walker – 26 March 2018

Independent Monitoring Board chair

Carole Charlton

Date of last inspection

1–12 December 2014

About this inspection and report

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

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

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

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

Respect Prisoners are treated with respect for their human dignity.

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

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

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

- **Outcomes for prisoners are good.**

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

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

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

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

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

- **Outcomes for prisoners are poor.**

There is evidence that the outcomes for prisoners are seriously affected by current

practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

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

This report

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

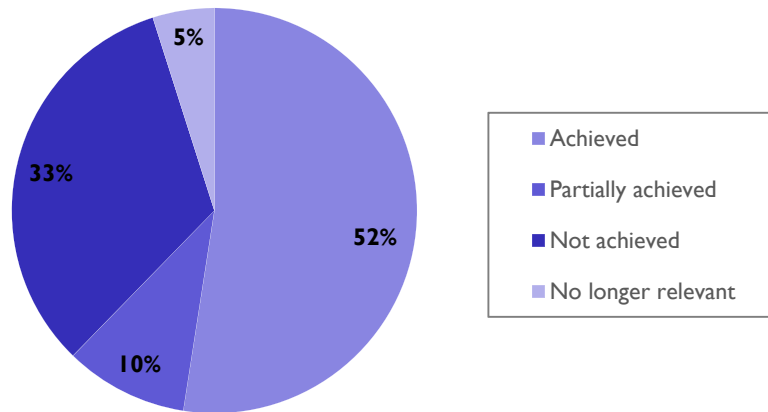
¹ <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

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

Summary

- S1 We last inspected HMYOI Deerbolt in 2014 and made 61 recommendations overall. The prison fully accepted 43 of the recommendations and partially (or subject to resources) accepted 13. It rejected five of the recommendations.
- S2 At this follow up inspection we found that the prison had achieved 32 of those recommendations, partially achieved six recommendations and not achieved 20 recommendations. Three recommendations were no longer relevant.

Figure 1: HMYOI Deerbolt progress on recommendations from last inspection (n=61)



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

Figure 2: HMYOI Deerbolt healthy prison outcomes 2014 and 2018³



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

Safety

S4 Prisoners' experience during their early days was reasonably good. Levels of violence remained relatively low. The prison's approach to managing behaviour focused on sanctions and offered prisoners whose behaviour was good few incentives. While adjudications, force and segregation were used less frequently than elsewhere, governance was poor. Prisoners had concerns about the excessive use of force and there were three ongoing investigations. Security was generally proportionate, but the prison did not monitor the effectiveness of measures for combating drug trafficking. The number of incidents of self-harm was relatively low and care for prisoners on assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm was reasonably good. **Outcomes for prisoners were reasonably good against this healthy prison test.**

S5 At the last inspection in 2014 we found that outcomes for prisoners in Deerbolt were reasonably good against this healthy prison test. We made 12 recommendations in the area of safety.⁴ At this inspection we found that three of the recommendations had been achieved, seven had not been achieved and two were no longer relevant.

S6 Most prisoners continued to have relatively short journeys to the prison. The reception environment was reasonably good, staff were welcoming and processes were swift. New arrivals had private interviews with staff and health care workers before being locked up on their first night. First night cells were equipped with essential items and information about the prison. Ongoing efforts were made to keep them in a decent condition. The safety of the prison's first night accommodation was potentially compromised because it held several long-term prisoners who had issues that made them difficult to accommodate elsewhere. Peer mentors' involvement in the induction process was positive, but new arrivals sometimes spent too much time locked in their cells.

S7 The standard prison service incentives and earned privileges scheme was not used effectively to promote good behaviour and the basic level was used extensively without sufficient planning to address poor behaviour. Although levels of violence between prisoners had increased since the previous inspection, they were relatively low. Nevertheless, in our survey, 21% of prisoners said they felt unsafe at the time of inspection and only 23% said they would report any form of bullying or victimisation. A proactive safer custody team had introduced several positive initiatives for identifying and dealing with perpetrators of violence. They included using a drone to monitor key areas of the prison and staggering movement to activities by wing to avoid conflict after violent hotspots were identified. However, staff did not do enough to address perpetrators' behaviour or to support victims of violence.

S8 All disciplinary procedures were poorly governed. Adjudications that we examined did not demonstrate that all the facts had been explored before a conclusion had been reached. In our survey, 37% of prisoners said they had been restrained, which was higher than at the previous inspection. There had been a small increase in the number of incidents involving force, but overall levels remained relatively low. During the inspection, several prisoners said staff were too quick to use force. In our survey, 45% of prisoners said staff had threatened or victimised them, 26% of whom reported having been physically assaulted. Three ongoing investigations into the excessive use of force were taking place during the inspection and one incident during our visit had resulted in a prisoner being injured, which also required investigation. We were not confident that de-escalation techniques were used consistently

⁴ This included recommendations about substance misuse treatment, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison area of respect.

and body-worn video cameras were not always activated. It was a significant concern that oversight remained too poor for managers to be confident that force was always used appropriately. CCTV footage of incidents involving force was not routinely reviewed. Stays in the segregation unit were normally short. Living conditions were adequate and prisoners had access to a basic regime. The interactions we observed between staff and prisoners in the unit were generally good.

- S9 There had been some instability in the leadership of security, but the department now had a permanent lead staff member. The north-east regional intelligence hub processed intelligence and the establishment ensured that action was taken promptly. Prison managers had plans to improve the prison's assessment of intelligence so that key threats could be identified and security objectives informed. The rate of mandatory drug testing, including for Spice⁵, was high for this type of prison. Although senior managers were aware of the impact of illicit drug use within the establishment, staff did not adhere to the prison's drug strategy or supply reduction action plan. Managers had not monitored or evaluated its decision to photocopy all prisoners' incoming mail and restrict items of property because of an increase in the use of synthetic cannabinoids⁶. This meant they could not establish if the measures were successful or an appropriate use of resources.
- S10 There had been one self-inflicted death since the previous inspection. The prison had implemented the Prisons and Probation Ombudsman's one recommendation that followed as a result of its investigation. The number of self-harm incidents was lower than at the last inspection, while the number of ACCT documents established was similar to the last inspection. Initial assessments and care plans were mostly thorough, the care provided through ACCT case management was reasonably good and health care staff provided good input. Complex cases were assigned to senior case managers. Nearly three quarters of prisoners subject to the ACCT process said they had felt cared for by staff. Staff generally knew prisoners on ACCT documents well. Prisoners' access to the team of Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) was appropriate, and Listeners were represented at monthly safer custody meetings.

⁵ Spice is a synthetic drug that mimics the effects of cannabis but is much stronger, with no discernible odour and unpredictable effects.

⁶ Man-made mind-altering chemicals that are either sprayed on dried, shredded plant material or paper so they can be smoked or sold as liquids to be vaporized and inhaled in e-cigarettes and other devices.

Respect

- S11** We observed good, respectful interactions between most staff and prisoners. The prison was not overcrowded and living conditions remained reasonably good despite a significant backlog of maintenance work. The food met dietary requirements but appeared unappetising. The range of items sold by the prison shop had increased and now included fresh fruit. Applications and complaints were not managed well and prisoners experienced problems accessing legal advice. Work to support equality and diversity was reasonably good and covered most groups. Prisoners had good access to an appropriate range of health care services that met their needs. **Outcomes for prisoners were reasonably good against this healthy prison test.**
- S12** At the last inspection in 2014 we found that outcomes for prisoners in Deerbolt were reasonably good against this healthy prison test. We made 26 recommendations in the area of respect. At this inspection we found that 16 of the recommendations had been achieved, three had been partially achieved and seven had not been achieved.
- S13** Sixty-two per cent of prisoners in our survey said staff treated them with respect. Most staff treated prisoners well and interactions we observed were respectful, although some staff were dismissive of prisoners' concerns. There were peer workers, but their role was underdeveloped as were training arrangements for them.
- S14** Accommodation on most wings was shabby and needed redecorating. The flooring in several communal areas was dirty and some was dilapidated. Association areas were spacious and well-equipped. External areas were pleasant and well maintained. The prison's decency programme was being hindered by the external contractor, who was taking too long to carry out works. Most cells were adequately furnished and now had curtains. Many toilets remained unscreened. Almost all prisoners had their own cell, which went a long way to offset deficiencies. Prisoners had better access to showers, clean clothes and bedding than we often see. Only 10% of prisoners said they could obtain their stored property if they needed it. They complained about not being allowed to keep the clothes their family had sent to the prison. Food met the dietary needs of the population although it appeared unappetising. The range of items sold by the prison shop had increased and now included fresh fruit.
- S15** Arrangements for consulting prisoners were reasonable. Otherwise systems of support and redress were poor. Prisoners did not believe application responses were prompt or fair and the process was not monitored or quality assured. Thirteen per cent of complaints received a late response in the previous six months, while 18% did not receive a response at all. Prisoners' access to legal support was also poor. There were not enough legal visit sessions and the delays in the prison delivering legal mail were unacceptable.
- S16** Equality and diversity was managed by the diversity and equality management team. It had regular meetings and had put an action plan in place. Senior management team members took responsibility for individual protected characteristics. The prison monitored prisoners' access to the regime across the protected characteristics and areas that were out of range areas were investigated. Prisoner focus groups had been delivered for categories that had large numbers, providing prisoners with a useful forum for raising concerns. Additional support was offered through prisoner equality representatives. The number of discrimination incident reporting forms received was lower than at the last inspection. While investigations were sound, responses were often late.
- S17** Managers needed to do more to ensure they understood why black and minority ethnic prisoners in our survey were more negative about how staff treated them and whether their

religion was respected. The foreign national officer was often diverted to other duties, which meant foreign national prisoners experienced delays in having specific applications, such as for phone calls to a non-UK number, processed. Regular surgeries were held with immigration staff, but this was no substitute for independent legal advice. The small chaplaincy was well integrated into prison life and provided prisoners with good pastoral support. All faiths were represented, although security vetting delays hindered the recruitment of permanent staff.

- S18 Overall, health care services were good. Contracting arrangements were complex, but effective clinical governance and positive working relationships between organisations promoted good patient outcomes. Prisoners were complimentary about health services. There was an age-appropriate range of services, which met prisoners' needs. Waiting lists were short and non-attendance rates were low. The prison provided prisoners with several ways of booking an appointment. Most used the health care phone line.
- S19 An integrated mental health team delivered an appropriate range of well-coordinated, accessible and responsive services, but prisoners waited too long for counselling support. Prisoners who needed treatment in hospital under the Mental Health Act waited too long to be transferred. The drug and alcohol recovery team provided a good range of psychosocial interventions that included individual one-to-one work sessions and some group programmes. There was little demand for substance misuse clinical support, but arrangements were sound and delivered flexible patient-centred outcomes. Medicines were managed reasonably well, but some areas needed attention, particularly the availability of emergency medication. Access to a qualified pharmacist remained limited and prisoners did not receive supervised medication in a confidential setting. A wide range of dental services were in place and we were particularly impressed with the provision of oral health education.

Purposeful activity

- S20** *The prison did not have enough activity spaces to occupy the population and we found a third of prisoners locked in their cells during the working day. This was a concern, given the establishment's role as a training prison for young men. The library and gym provided prisoners with a good service. Managers focused on improving the activities and had plans in place to achieve this. The new Skills Academy showed promise. Teaching was variable and many prisoners did not make the progress they were capable of. Attendance and punctuality were reasonably good and most prisoners behaved well in education, training and work activities. The use of prisoner mentors had developed well. Too many learners did not achieve qualifications particularly those studying English and maths.*
Outcomes for prisoners were not sufficiently good against this healthy prison test.
- S21 *At the last inspection in 2014 we found that outcomes for prisoners in Deerbolt were reasonably good against this healthy prison test. We made 16 recommendations in the area of purposeful activity. At this inspection we found that 10 of the recommendations had been achieved, three had been partially achieved and three had not been achieved.*

- S22 We found 35% of prisoners were locked in their cells during the working day, which was a concern given the prison's role as a training prison and the age group held. Most prisoners who worked full time had adequate time out of their cells, but those who were unemployed did not. However, the restricted regime was predictable and further curtailments were rare.
- S23 Most prisoners had reasonable access to the library and staff monitored usage well. The library contained an adequate range of books and resources. Literacy was supported through

several initiatives, such as Storybook Dads (in which prisoners record stories for their children), a reading group and a history project. All prisoners could have at least two recreational sessions in the gym per week. Classes were varied and gym staff had provided smoking cessation support when the prison went smoke-free.

- S24 Prison leaders had a clear strategy for learning and skills and an ambition to raise prisoners' aspirations. Since the previous inspection, they had committed to significant improvements to buildings, as part of their Skills Academy approach. The strategy provided more practical learning opportunities and enabled prisoners to develop relevant vocational experience, while advancing their English and maths skills. It had improved prisoners' behaviour and attendance and reinvigorated staff but had yet to prove itself. The proportion of prisoners who started qualifications but failed to complete them was too high. Novus managers' self-assessment of the provision had correctly identified most areas requiring improvement. However, managers did not analyse data well enough, which meant they were unable to identify underperforming courses and take action accordingly. There were too few activity spaces to ensure all prisoners were employed. Resettlement support did not meet prisoners' future employment needs well enough and a lack of specialist careers information and advice made planning for prisoners' release difficult.
- S25 Prisoners developed relevant practical skills. However, the slow pace of some sessions prevented learners from making the progress they were capable of. Too often, men working on theory-based activities made slower than expected progress because tutors did not challenge them sufficiently. Attempts to embed English and maths in practical workshops were not always effective. In a large minority of instances, men used their portfolios well to record and reflect on their achievements, progress and successes. There was scope for tutors to build on this by encouraging prisoners to make greater use of portfolios. Following assessment, teachers had access to information about prisoners' individual learning support needs, which they addressed in the classroom. Those with additional needs performed as well as their peers.
- S26 Most prisoners understood how the work they were doing could lead to a more positive future. In workshops, many took pride in what they were doing. Attendance and punctuality were generally good. However, activities were not always sequenced to give prisoners the time and space to achieve the qualifications that would have been the most useful for them. Most prisoners behaved well in sessions and around the prison. However, staff did not address or challenge bad language. Peer mentors were used effectively in education and work.
- S27 The proportion of prisoners achieving qualifications if they remained on a programme was good. However, too many did not complete their programme. This was an issue in functional skills English and maths, and for prisoners in joinery, painting and decorating and IT, progress was too slow. The allocation process did not ensure all prisoners had equal access to education and training. Achievement rates for prisoners from some ethnic groups were comparatively low. Industries and workshops did not offer sufficient accreditation.

Rehabilitation and release planning

- S28** *Support to help prisoners maintain or re-establish family ties was good, but the distance of the prison from many prisoners' homes prevented family and friends from visiting regularly. The strategic management of resettlement had deteriorated and little support was in place for prisoners who were released from Deerbolt. Offender management work in high risk cases was generally good, but too variable in many other cases. Few prisoners could move to another prison to undertake offending behaviour programmes and were therefore released without having addressed their offending. Pre-release risk management planning needed to be more consistent. The community rehabilitation company (CRC) did not appear to be meeting the needs of the population and release planning or outcomes were not recorded. Offending behaviour courses were unavailable during the inspection. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***
- S29** *At the last inspection in 2014 we found that outcomes for prisoners in Deerbolt were reasonably good against this healthy prison test. We made seven recommendations in the area of resettlement.⁷ At this inspection we found that three of the recommendations had been achieved, three had not been achieved and one was no longer relevant.*
- S30** Nepacs, a charity based in the north-east, provided good individual support to help prisoners maintain or re-establish family relationships. In our survey, few prisoners said they received weekly visits. The visits provision was adequate, although 30-minute visits for young men on the basic level was overly punitive. Facilities were maintained well and hot food and a play area for children were available. Prisoners appreciated the family day provision and there was scope for it to be extended to more than four times a year. Prisoners had reasonably good access to phones, but 80% in our survey reported problems with their mail. The prison was a substantial distance from many prisoners' homes and the prison was starting to investigate alternatives to visits, such as contact through Skype.
- S31** The prison's strategic oversight of work to reduce reoffending had deteriorated. It had no strategy or needs analysis and the scope of the reducing reoffending committee was limited. Despite releasing 178 young adults in 2017, Deerbolt was not a designated resettlement prison. To bridge this gap a local CRC had been commissioned to provide some basic provision but it was not monitored well enough for us to be convinced about its added value. We were concerned about sexual offenders being placed at Deerbolt where there were no offending behaviour programmes or support for this group.
- S32** Over half the population was serving long custodial sentences. More than half of prisoners also presented high or very high risks of harm to others. Over the previous year, a quarter of all prisoners arrived without an initial offender assessment system (OASys) report, but the offender management unit worked hard to address the problem. However, too few OASys reviews were completed during prisoners' custodial phase to inform progression or prompt a response to risks. Offender management work carried out by prison-based probation officers was good, but in other cases it was variable. Home detention curfew processes were appropriately managed. The proportion of cases being approved had increased significantly, but some had their release delayed because of a lack of hostel places.
- S33** The application and management of contact restrictions was appropriate. The inter-departmental risk management team was not effective and meetings were poorly attended. It did not oversee risk management release planning for all high risk cases. Staff made efforts to

⁷ This included recommendations about reintegration planning for drugs and alcohol and reintegration issues for education, skills and work, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison areas of respect and purposeful activity respectively.

confirm prisoners' multi-agency public protection arrangement (MAPPA) level prior to release. Prisoners had a pre-release meeting with the offender manager, but it was not offered consistently.

- S34 Despite considerable case administrators' efforts, too few prisoners were moved to other prisons to take up resettlement or sentence progression opportunities. Some high risk of harm prisoners were released from Deerbolt without having had the opportunity to undertake work to address their offending.
- S35 The Thinking Skills Programme and Resolve initiative (which tackles violence and aggression) were no longer offered owing to staff shortages and it was unclear when or if they would start again. Staff did not monitor the suitability or sustainability of the accommodation secured for prisoners on their release. Prisoners received limited support for housing and finance problems.
- S36 The CRC provision did not deliver an effective service or achieve the desired outcomes. For example, it was not clear if all relevant resettlement plans were reviewed three months before a prisoners' release or if all their resettlement needs were met. Not enough was being done to ensure offender supervisors and CRC staff worked together when preparing prisoners for release.

Main concerns and recommendations

- S37 Concern: All disciplinary procedures, including use of force, were poorly governed. Although the number of incidents involving force was relatively low, documentation was not completed promptly enough. CCTV recording incidents involving force was not routinely reviewed and body-worn video cameras were not always activated to ensure any concerns could be identified or lessons learned. Staff's statements and CCTV footage did not assure us that force was used as a last resort or that de-escalation techniques were used routinely.

Recommendation: Managers should ensure that all aspects of discipline are effectively monitored on a regular basis. They should also ensure CCTV footage of incidents involving force is reviewed regularly and staff statements are submitted promptly to confirm that force is used proportionately and is warranted.

- S38 Concern: There were insufficient activity places to occupy the population and too many prisoners were under-employed or unemployed.

Recommendation: Prison managers should increase the number and broaden the range of activity places to meet the needs of the prison population.

- S39 Concern: Managers did not plan well enough to ensure there were enough staff to deliver accredited offending behaviour programmes. This had an impact on the ability of prisoners to complete work to change their attitudes or behaviour and demonstrate a reduction in their risks prior to parole board hearings or release.

Recommendation: HM Prison and Probation Service should work with the prison to overcome staff shortages and either reinstate the delivery of accredited offending behaviour programmes or agree a strategy so prisoners can move to other prisons to participate in them.

Section 1. Safety

Prisoners, particularly the most vulnerable, are held safely.

Early days in custody

Expected outcomes:

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

- I.1 The prison received an average of 12 new arrivals each week. Prisoners were transferred from other prisons and, while the final journey to Deerbolt was generally short because journeys were split over several days, many prisoners were held a long distance from home. It was rare for prisoners to arrive later than 5pm, which was when reception closed. The prison had no video link facilities and prisoners required at court (an average of nine per month) were transferred to another prison to attend court or appear via video link.
- I.2 The reception area was clean and suitable. Staff were welcoming and processes were efficient. Prisoners did not spend lengthy periods there. Holding rooms had bench seating, some information about the prison and other reading material and prisoners had access to a toilet. Prisoners were not routinely strip-searched if they had been transferred from another prison.
- I.3 There were no private interview rooms and prisoners spoke to officers at the open counter in the reception area, which meant other prisoners were prevented from using comfortable seating nearby to preserve confidentiality. Reception staff had a first night and induction checklist that recorded any identified risks and that first night centre staff used to manage the prisoner's first few days at Deerbolt and their progress through induction. Cell-sharing risk assessments were updated. While in reception, prisoners could buy a reception pack (grocery packs which usually contain basic food and drink items such as tea, milk, sugar and biscuits) or a vape pack (containing an electronic cigarette device, charger and refill pack) as well as phone credit. Payments could be spread over several weeks if prisoners had limited funds. They also received bedding, clothing, trainers, a tracksuit and slippers.
- I.4 More prisoners than at the previous inspection said they had problems when they arrived at Deerbolt, mainly relating to lost or delayed property and being unable to access phone numbers. There were also restrictions on the number of letters, books and clothing they could have when they first arrived (see paragraph I.50).
- I.5 Prisoners moved to the first night centre on I wing as soon as reception processes had been completed. Each had a private health screening on the wing with a nurse and a private interview with an induction officer. They also met the unit's prisoner information desk (PID) worker before being taken to their cell. All cells were single occupancy. They were adequately equipped and had an information pack about the prison. There was evidence that the cells were cleaned and graffiti was painted over between occupants. Prisoners signed a checklist detailing the cell's contents and their condition as well as any graffiti on furniture, before being locked in the cell. The first night landing also accommodated prisoners with complex needs and those who were being reintegrated from the segregation unit, which undermined the safe environment the prison sought to provide for new arrivals (see paragraphs I.18 and I.38).

- 1.6** Most prisoners arrived in time to have their evening meal at the unit servery and to mix with other prisoners, if evening association was available. Prisoners could have a shower and make a free phone call. Additional first night checks on the well-being of prisoners were introduced shortly before the inspection, but we were not confident new arrivals were monitored regularly during their first night at Deerbolt. There were no specific arrangements to support young men making the transition from the juvenile estate other than an information booklet, which was being prepared.
- 1.7** In our survey, nearly all prisoners (97%) said they had had an induction, but only 60% of them said it told them everything they needed to know. Induction followed a set programme that prisoners joined the day after their arrival. It included a specific session on the prison delivered by a PID worker and an induction officer, interviews with a substance misuse worker and a chaplain, a gym induction and an education assessment. Some days were busier than others and prisoners could spend long periods locked up during the induction period. Most prisoners moved to a residential unit a few days after their arrival.

Recommendations

- 1.8** **The prison should have onsite video link facilities so prisoners do not have to make unnecessary visits to court and can contact legal and professional visitors about ongoing court cases and preparations for release.**
- 1.9** **There should be specific arrangements to support the transition of young people from the juvenile estate into the prison.** (Repeated recommendation 1.13)
- 1.10** **A review of the induction programme should be undertaken with prisoners' involvement to ensure it meets their needs and keeps new arrivals fully occupied.**

Managing behaviour

Expected outcomes:

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

Encouraging positive behaviour

- 1.11** The local incentives and earned privileges (IEP) policy had not been reviewed since 2015. The prison used the standard HM Prison and Probation Service (HMPPS) IEP policy to manage behaviour. Staff focused heavily on punitive measures and too little on promoting good behaviour and in our survey only 34% of respondents said the scheme encouraged them to behave well.
- 1.12** About 13% of prisoners were on the basic regime during the inspection, most following an incident of violence. Those involved in violence were placed on the 'violence reduction' (VR) basic level (see paragraph 4.3). Prisoners were also placed on the basic level for a single serious incident (for example if they were found with an unauthorised item) and following a regular review of their behaviour. Those who refused to do something, such as attend activities, were placed on a lower incentive level for one week instead of being subject to a formal review.

- I.13** Oversight of the scheme was reasonable and residential managers maintained records to ensure reviews were conducted on time. Targets for those on the basic level were rudimentary, however, and prisoners often remained on the regime for three to four weeks regardless of whether their behaviour had improved.
- I.14** Those on the basic level could still attend activities, have a shower and make phone calls every day, but association remained limited. The prison only stopped using closed visits for those on the VR basic level shortly before the inspection (see paragraph 4.3).
- I.15** Levels of violence between prisoners had increased since the previous inspection – 87 assaults and 51 fights were recorded between October 2017 and March 2018. Violence towards staff had not increased and despite the increase in prisoner violence since 2014, very few incidents were serious. Overall, we found that Deerbolt was safer than similar prisons. Despite this, 21% of prisoners in our survey said they felt unsafe during the inspection, only 23% said they would report victimisation by their peer group and 37% would report victimisation by staff.
- I.16** Much of the violence stemmed from gang-related issues, often triggered following the transfer of prisoners from other establishments, the use of unauthorised drugs such as Spice⁸ (see paragraph 1.49) or verbal abuse between prisoner groups.
- I.17** During the inspection, the prison operated a formal three stage anti-bullying scheme. Prisoners suspected of being involved in bullying were monitored at stage 1 and challenged if there was sufficient evidence to move them to stage 2, where they were subject to more formal monitoring and had targets set. We found that staff did not adequately monitor those on the anti-bullying scheme or the VR basic level – and comments in prisoners’ files were mainly about their access to the regime. Targets set by residential managers were superficial, added little value to the management of violent prisoners and were rarely linked to the behaviour that had led to the concern in the first place.
- I.18** Support for victims of bullying or violence was also unsatisfactory. During the inspection, we found several prisoners who had been victimised unable to access key elements of the regime, which meant they spent long periods in their cells. Victims of violence had also been placed in accommodation used for new arrivals’ first night, which limited their regime further. It was a concern that the safer custody team, which was proactive, was not always notified of these prisoners (see paragraph 1.5). Nevertheless, the team was aware of some of these shortfalls – it was reviewing current policy and intended to introduce the HMPPS ‘challenge, support and intervention plan’ for managing violence.
- I.19** When the safer custody team was informed of concerns about perpetrators or victims of violence, several steps would be taken. If required, a follow up investigation identified lessons to be learnt and made recommendations that included measures, such as mediation, improvements in supervision or changes to elements of the regime.
- I.20** The safer custody meeting, which was the primary forum for discussing violence reduction, met monthly. When issues were identified, a tasking meeting would be held with staff from other key departments, such as security. This meeting established what action was required. The team produced several reports to ensure other departments were aware of concerns.
- I.21** The tasking meetings had led to several measures to further reduce levels of violence. For example, an unmanned aerial vehicle (drone) was used to monitor key areas, such as

⁸ Spice is a synthetic drug that mimics the effects of cannabis but is much stronger, with no discernible odour and unpredictable effects.

prisoners' movement to activities and the external perimeter. The drone had led to several proven adjudications and was a useful deterrent. (See also paragraph I.45.)

Recommendations

- I.22** The IEP scheme should be meaningful and provide achievable rewards that encourage positive behaviour.
- I.23** The prison should investigate and address the reasons for prisoners' reluctance to report victimisation by other prisoners and staff.
- I.24** Prisoners involved in bullying should be challenged about their behaviour and set realistic targets, appropriately linked to their behaviour, which should be reviewed to measure any improvements. (Repeated recommendation I.22)

Good practice

- I.25** *The use of an unmanned aerial vehicle to monitor hotspots and movement to activity assisted staff in the identification of prisoners involved in acts of violence and provided useful evidence for disciplinary procedures.*

Adjudications

- I.26** All disciplinary procedures (adjudications, use of force and segregation) were poorly governed. The prison held a quarterly segregation management and review group (SMARG) meeting, which discussed the use of adjudications, force and segregation. The meeting was chaired by the head of safer custody and attendance was variable. For example, at the most recent meeting in January 2018, only six people attended, including the chair and minute taker. A member of the Independent Monitoring Board (IMB) was the only person who attended who was not from the safer custody team. The SMARG highlighted data and headline figures from disciplinary procedures, but no recorded analysis of data took place. This meant trends and concerns could not be identified to inform adjudications or the use of force and segregation.
- I.27** There had been 1338 adjudications in the six months prior to our inspection, which was relatively low. During the inspection, 117 cases had been adjourned while they waited for a reporting officer to be present, CCTV to be viewed as evidence or for further investigation. The prison no longer used the minor report system, where prisoners were placed on report for minor offences, which were then dealt with by junior managers.
- I.28** A senior manager was responsible for quality assuring completed adjudications and reported to the SMARG. Adjudication records we examined did not always demonstrate that a sufficient exploration of the facts had taken place and recorded decision-making was poor. One case was brought to the governor's attention – a prisoner who had been removed from a hearing was found guilty of a serious charge of assault without having been able to present his case.
- I.29** In the three months prior to our inspection, an average of 13 cases per month were referred to the independent adjudicator. They involved serious incidents of violence, mandatory drug testing (MDT) failures or possession of unauthorised items. Following these referrals, prisoners were sanctioned by having a total of 621 days added to their prison tariff.

Recommendation

- I.30** An adjudication standardisation meeting should be introduced to improve how adjudications are governed. It should carry out effective quality assurance to ensure all aspects, including a prisoner's defence, are explored appropriately and effectively.

Use of force

- I.31** In our survey, 37% of prisoners said they had been restrained by staff in the previous six months, which was more than at the last inspection (23%). The number of incidents involving force had increased since the previous inspection but remained lower than comparable prisons.
- I.32** During the inspection, several prisoners told us staff were too quick to use force. In our survey, 45% of prisoners said they had experienced threats or victimisation from staff and 26% reported that staff had physically assaulted them. Three ongoing investigations were taking place into alleged excessive use of force and a further incident that took place during the inspection, which had resulted in minor injuries to the prisoner, had been referred to the governor so a managerial enquiry could be conducted.
- I.33** Staff did not always complete use of force paperwork promptly and during the inspection, 109 reports had not been completed since October 2017. Statements following an incident involving force did not always fully reflect the events that led to it or what the officers did during the incident. In the samples we reviewed, documentation and video evidence did not always show that de-escalation techniques were appropriately applied and despite approximately 60 body-worn video cameras being deployed to staff each day, they were not consistently used when incidents took place.
- I.34** Staff drew batons on 14 occasions in the six months prior to the inspection and used them on six occasions. A senior manager reviewed the use of batons appropriately and a member of the IMB provided additional scrutiny. Special accommodation had been used rarely for short periods and we were satisfied that its deployment was appropriate.
- I.35** Apart from where batons were concerned, managers did not routinely review CCTV footage or paperwork and the lack of oversight and ineffective SMARG meeting (see paragraph I.26) meant we were not confident that force was always used appropriately. (See main recommendation S37.)

Segregation

- I.36** One hundred and twenty-one prisoners had been segregated in the six months prior to the inspection, which was about the same number over a similar period as at the previous inspection. The overall use of segregation remained lower than at similar prisons. Local data indicated that most of those segregated had an adjudication pending, but a small number were segregated for good order offences, such as the continued use of violence.
- I.37** Prisoners segregated for good order offences had a review within the required timescales, but staff from several prison departments did not consistently attend review boards. In the samples of good order paperwork that we examined, targets were often superficial and did not always relate to the reasons for a prisoner's segregation. Documentation covering first night observations in segregation was rarely completed. Governance of segregation took place through the SMARG meeting (see paragraph I.26).

- I.38** Although most stays were relatively short, during the inspection, two prisoners had been segregated for over 42 days. Reintegration plans were in place, although they did not always include sufficient detail. It was not appropriate to reintegrate prisoners through the first night centre (see paragraphs I.5 and I.18).
- I.39** Living conditions in the segregation unit were adequate. The showers had been refurbished and cells had been redecorated as part of a painting programme. Most cells had in-cell electricity, but prisoners were limited in what facilities, such as TVs, they were permitted, so few benefited. Prisoners had access to in-cell activities, such as in puzzles and painting sets, and could have small radios in their cells. They could shower, make phone calls, use a small unit library and exercise every day. However, the exercise yard was stark and they could only use it for 30 minutes. There was also a room with an exercise bicycle, which physical education (PE) staff attended every week. Take-up of PE activities was limited in the segregation unit, but staff had not explored why.
- I.40** The interactions we observed between staff and prisoners in the unit were generally good and prisoners were reasonably positive about staff during the inspection.

Recommendations

- I.41** **Reintegration plans should be detailed enough for both staff and prisoners to understand.**
- I.42** **Prisoners should not be moved from the segregation unit to the first night centre unless there are exceptional circumstances.**

Security

Expected outcomes:

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

- I.43** Key elements of security such as positive staff-prisoner relationships (see paragraph 2.2) remained in place and following a protracted period with no permanent head of security, the establishment was beginning to benefit from a recent appointment to the role to provide stability and direction.
- I.44** The small security team had received 1,500 intelligence reports in the six months prior to inspection. Intelligence reports were analysed by the HMPPS north-east regional intelligence hub (RIH). The RIH then produced an intelligence report which prison managers had plans to utilise further to assist in the identification of key threats and development of security objectives. The report was disseminated to relevant departments at the monthly security meeting, although some key functions such as residential, safer custody and chaplaincy were not always represented.
- I.45** The security team had identified weaknesses in the prison's physical and procedural security, particularly relating to violence and the supply of drugs. Prison managers had attempted to address these weaknesses by a variety of methods, for example, the introduction of a drone that monitored key areas, which allowed prisoners to move freely to activities despite some previous violent incidents (see paragraph I.21). Perimeter patrols also took place more often and more secure cell windows were installed to prevent illicit items from being passed

through them. The establishment had also benefitted from additional funding for a brief period in early 2018 that provided additional staff resource to respond promptly to intelligence and conduct cell and area searching. This approach had resulted in successful finds of illicit items such as drugs, mobile phones and improvised weapons.

- I.46** Security staff and key departments managed prisoners who expressed extremist views by communicating with each other effectively. Staff discussed prisoners they were concerned about at regular meetings and a lead staff member from Prevent (the government's anti-radicalisation programme) provided appropriate support.
- I.47** Illicit substances were an increasing problem. In our survey, 35% of respondents said it was easy to obtain drugs and 16% said they had developed a drug problem at the prison, both of which were higher than the comparator. The MDT positive rate between October 2017 and February 2018 was 6.1% and above the target of 5%. However, when the use of synthetic cannabinoids or Spice was included, the positive rate was 15.3%. For the use of synthetic cannabinoids alone, HMPPS data indicated that Deerbolt had the highest rate – 10.2% – compared with similar prisons over the same period.
- I.48** The prison continued its regular testing programme, supported by suspicion testing. Staff had conducted 35 suspicion tests between October 2017 and February 2018, which had resulted in a 37% positive rate. Positive tests showed that cannabis and synthetic cannabinoids were the most commonly used drugs. Prisoners who tested positive were referred to the drug and alcohol recovery team (see paragraph 2.82) for additional support.
- I.49** Although senior managers were aware of the rising problem of synthetic cannabinoid use, managers responsible did not adhere to the drug strategy. For example, there had been no drug strategy meeting in the six months prior to the inspection, there was no supply reduction action plan and managers told us that the HMPPS area drug detection dogs were only occasionally deployed at the prison.
- I.50** The prison was addressing the rising use of synthetic cannabinoids by photocopying all personal mail and contacting legal firms to confirm the legitimacy of legal mail before delivering it to prisoners. (see paragraphs 2.28 and 4.4) Restrictions were also placed on the items prisoners could bring into the prison on reception, such as letters, books and clothing. However, in the absence of an evidence-based drug strategy, it was not possible to establish if these robust measures were adequately monitored or evaluated. It was inappropriate that closed visits were imposed for reasons not directly related to visits.

Recommendations

- I.51** **Drug strategy meetings should be take place regularly and a prison-wide action plan should be established and monitored.**
- I.52** **Robust procedural security measures, such as photocopying mail, should be supported by an evidence-based strategy, which should ensure they are monitored and evaluated.**
- I.53** **Closed visits should only be imposed for reasons directly relating to visits.**
(Repeated recommendation I.38)

Safeguarding

Expected outcomes:

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

Suicide and self-harm prevention

- I.54** There had been one self-inflicted death since the last inspection. The Prisons and Probation Ombudsman had made one recommendation following its investigation, which the prison had implemented. The prison's safer custody team was proactive and received support from the regional team, which carried out regular quality assurance visits and assisted with training. A safer custody committee met every month. A Listener (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) attended the meetings, but some areas of the prison were not consistently represented.
- I.55** Incidents of self-harm averaged six each month, which was lower than at the previous inspection. Most involved men cutting themselves. A manager investigated serious incidents. First aid equipment was kept in the units and 60 staff had completed first aid training. Staff training days prioritised suicide and self-harm training, which included a module on mental health.
- I.56** On average 16 assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm were established each month, similar to the last inspection. Men subject to ACCT management received reasonably good care. Assessment interviews were prompt and often detailed. The prison ensured case management was consistent and had improved care maps and reviews. Case managers received best practice examples and one-to-one training, and complex cases were assigned to senior case managers. Health care staff were involved in reviews, and documentation demonstrated that useful discussions had taken place and that prisoners' care maps had been updated. A review for a prisoner due to be released involved a community-based social worker.
- I.57** In our survey, 72% of men who had been subject to ACCT management said they felt cared for by staff. Managers checked documentation and lessons learned were disseminated among staff. Staff generally knew the men well and entries in the documents showed they interacted with them, although not all interactions were meaningful. In some cases, staff attempted to encourage prisoners to participate in activities, but in others they were left in their cells with little to distract them.
- I.58** Managers told us anti-ligature clothing was not used and there was no evidence of its use in the documents reviewed. Nine prisoners had been subject to constant observations in the previous six months. Over the same period, five prisoners subject to ACCT management had been held in the segregation unit, after a governor's authorisation had been obtained. In other cases, the health care department had advised against the prisoner being located in the segregation unit and other accommodation was used.
- I.59** Eight Listeners provided men in crisis with assistance. They did not report any problems getting access to prisoners. A Listener suite was available but had not been used for some time. Prisoners could contact the Samaritans directly using portable phones.

Recommendation

- 1.60 Prisoners subject to ACCT management should have access to a full daily regime including, where appropriate, access to in-cell work.**

Protection of adults at risk⁹

- 1.61** The prison had a safeguarding policy, which was an improvement since the last inspection, as well as links with the local authority and the adult safeguarding board. In general, an area lead staff member for the Tees Valley Prison Group (see fact page) represented the prison at relevant meetings, and fed back information via the safer custody manager.

⁹ Safeguarding duties apply to an adult who:

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

Section 2. Respect

Prisoners are treated with respect for their human dignity.

Staff-prisoner relationships

Expected outcomes:

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

- 2.1 In our survey, prisoners' responses to most questions on staff-prisoner relationships were similar to comparable prisons and 62% said most staff treated them with respect. Our survey also suggested that staff appropriately focused on more vulnerable prisoners, such as those with mental health problems, who were disabled or who were on an assessment, care in custody and teamwork (ACCT) case management document for prisoners at risk of suicide or self-harm.
- 2.2 Most prisoners we spoke to said staff treated them well. We witnessed good, respectful interactions between staff and prisoners. Although prisoners commented on deficiencies in the application and complaints processes, they did not appear to affect relationships. We did, however, see some staff being dismissive of prisoners' concerns. A small number of prisoners said staff were too quick to use force and some results on victimisation in our survey were a concern (see paragraph 1.15).
- 2.3 Staff from across the prison made entries in prisoners' case history notes. In most records we looked at, wing officer entries appeared regularly and we saw more comments about positive behaviour than usual. Personal officer entries could have been improved, but they made them more regularly than we normally see and showed a good, balanced assessment of prisoners' behaviour.
- 2.4 Staff had a good presence in units, which generally appeared calm and controlled. Prisoner peer workers provided some support, but on most wings, their role and training arrangements for them were underdeveloped.

Daily life

Expected outcomes:

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

Living conditions

- 2.5 Communal accommodation on most wings was shabby and in need of repair and redecoration. The flooring in some areas was dirty and some was dilapidated. Only 56% of prisoners in our survey said the communal or shared areas of their wing were normally very or quite clean. Association rooms, however, were spacious and well-equipped. External areas were pleasant and gardens well kept.

- 2.6** A decency programme was improving conditions, for example, new furniture and curtains were provided. However, the external contractor took too long to carry out the improvements, which meant the prison struggled to provide all prisoners with good conditions.
- 2.7** Cell conditions were mixed. Most were adequately furnished and now had curtains. Although generally clean, many toilets remained unscreened. Prisoner painting teams were helping to improve conditions. However, we still saw cells that were not sufficiently clean, needed redecoration, and flooring that was in a poor state. Some cells still had broken windows, despite an ongoing replacement programme. Many cells had graffiti, although the offensive displays policy was enforced well.
- 2.8** The prison was not overcrowded and almost all prisoners had a single cell, which prisoners appreciated – it went a long way to offset the deficiencies in living conditions. In addition, all prisoners, except those on the basic level of the incentives and earned privileges (IEP) scheme could now wear their own clothes.
- 2.9** Part of the decency programme included a shower improvement plan. Most showers gave prisoners enough privacy and were adequate, although refurbishment work had not been completed. Showers on F wing were not working effectively because of low water pressure and it took too long to address the problem. In our survey, 96% of prisoners said they could shower every day, compared with 56% of prisoners in similar prisons. Prisoners also had better access to cleaning materials, clean clothes and bedding than usual.
- 2.10** Only 54% of prisoners said it was normally quiet enough for them to relax or sleep at night and we heard prisoners shouting during our night visit. Only 10% of prisoners said they could obtain their stored property if they needed it, lower than the comparator. Many complained that they were not allowed to keep clothes sent in by their families (see paragraph 1.50).
- 2.11** Access to the laundry was reasonable, but some prisoners still washed their underwear in their sinks because prisoners were concerned it would go missing in the prison laundry.

Recommendation

- 2.12** **The prison and HM Prison and Probation Service should ensure that all outstanding work and redecoration are completed without further delay.**

Residential services

- 2.13** In our survey, only 35% of prisoners said the food was very or quite good. Consultation arrangements were poor. There was no catering committee and the prison had not carried out a recent food survey. We could not find comments books at some serveries and there were few comments in those we did find.
- 2.14** The food was adequate and met dietary requirements, although when it was served it appeared bland and unappetising. All diets were catered for. Lunch consisted of a cold meal and was served at the prisoner's door. Evening meals were hot, but were delivered to serveries up to an hour before prisoners collected them. The kitchen did not make fruit available at weekends.
- 2.15** Breakfast packs were issued every week. Some prisoners liked them because they contained a wider range of food than we often see. However, others said they were not sufficient to

last the week. Only 35% of prisoners said they always or mostly got enough to eat at meal times. Staff supervised the evening meal, but focused too much on managing the queue and did not check the portion sizes being served.

- 2.16** Prisoners had no access to self-catering facilities on the wings. They continued to eat all meals in their cell, even though some in-cell toilets were poorly screened.
- 2.17** The kitchen was reasonably clean, although some flooring was becoming dilapidated. Kitchen workers wore overalls, but not hats. The catering manager did not know if prisoners working in the kitchen and serveries had had a health screening and could not provide evidence to show that they had received statutory food hygiene training. We were also concerned to find boxes of meat defrosting overnight in a dry goods room, rather than the defrosting fridge. Prisoners working in the main kitchen could not work towards formal catering qualifications.
- 2.18** In our survey, 74% of prisoners said the shop sold what they needed compared with 40% in similar prisons. The range of items available in the shop had increased since the last inspection and it now offered fresh fruit.
- 2.19** New prisoners could buy a reception pack (grocery packs which usually contain basic food and drink items, such as tea, milk, sugar and biscuits) and those without money were offered an advance. However, they could then wait for up to 11 days before they received their first full order, depending on the day they arrived. Prisoners could shop from a greater range of catalogues than previously. Prisoners had to pay a 50p handling charge for catalogue orders, which was inappropriate.

Recommendations

- 2.20** **Prisoners should be consulted regularly about the food, and their dissatisfaction should be investigated and addressed.**
- 2.21** **All statutory food hygiene requirements should be met.**
- 2.22** **Prisoners should not be charged a handling fee for catalogue orders.** (Repeated recommendation 2.93)

Prisoner consultation, applications and redress

- 2.23** Arrangements for consulting prisoners were reasonable. There were monthly prisoner consultation meetings that prisoner representatives attended regularly. Minutes showed that progress in resolving some matters was slow, particularly in maintenance and repairs.
- 2.24** Other systems of support and redress were poor. Only 43% of prisoners said applications are usually dealt with fairly and only 16% said they were usually dealt with within seven days. The applications process was not quality assured. Responses were not logged, so it was not possible to tell if they had all received a response – prisoners said they often did not.
- 2.25** There had been 469 complaints in the previous six months – 18% of complaints had not had a response at all and 13% had received a late response. The prison had taken too long to address the problem, although the timeliness of responses had improved in recent weeks.
- 2.26** Only 24% of prisoners in our survey said complaints were usually dealt with fairly. Complaint responses from senior managers were generally good, although some took too long to reply.

Too many responses from other staff were poor. Many were curt, did not respond adequately to the issues raised or offer apologies when they were due. Complaint responses, were subject to limited monitoring. The prison did not monitor complaint responses by prisoners' protected characteristics or examine the outcome of complaints.

- 2.27** Access to legal support was poor. Offender supervisors maintained a list of local solicitors, but there was no dedicated support to help prisoners with their legal problems. A very limited range of legal text books was available in the library, but there were no texts on immigration law.
- 2.28** Delays before legal visits could be booked and in delivering legal mail were unacceptable. Legal visits were only available on one afternoon a week and there were only two private legal visits rooms. During the inspection, there was a three-week waiting list to book a visit. (See also paragraph 1.50)
- 2.29** Prison staff phoned solicitors who were sending privileged mail to a prisoner to check it was genuine. Even when the solicitor confirmed that it was, there was a further delay before mail was delivered while it was checked by a sniffer dog. We found solicitors' correspondence waiting for up to three weeks to be delivered to prisoners.
- 2.30** The prison's records suggested that seven privileged letters had been opened in error – three other letters had been opened when it had been confirmed they were not genuine solicitors' letters. This did not explain our survey results, in which 75% of prisoners who had received privileged legal correspondence said it had been opened while they were not present.

Recommendations

- 2.31** The applications process should be monitored and quality assured. Responses to applications and complaints should be timely and polite and replies to complaints should provide a full answer.
- 2.32** Solicitors should be able to book legal visits promptly and legal correspondence should be delivered without delay. Privileged legal mail should only be opened in the presence of the prisoner, prisoners' perceptions in our survey relating to privileged mail should be investigated.

Equality, diversity and faith

Expected outcomes:

There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with particular protected characteristics¹⁰ and any other minority characteristics are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.

Strategic management

- 2.33** Equality and diversity was managed through regular diversity and equality management team meetings, chaired by a senior manager. Attendance was reasonable and the meeting considered a good range of data across the protected characteristics. A senior manager took the lead on each of the protected characteristics and the prison had identified and explored concerns to ensure there were no discriminatory practices. For example, the prison monitored access to the regime under each of the protected characteristics and areas that were out of range were appropriately investigated. An ongoing and relevant action plan had led to improvements.
- 2.34** Seven prisoner equality representatives provided prisoners with a point of contact on equality and diversity issues. They worked with equality staff and attended the monthly meetings. Prisoner equality representatives understood the needs of those with protected characteristics, the importance of inclusion and respect and had regular meetings with the equality officer.
- 2.35** The prison had organised events to celebrate diversity and had displayed diversity information around the prison. Some groups with protected characteristics were small. Prisoner focus groups, where prisoners could raise their concerns, had been delivered for larger groups.
- 2.36** In the six months before our inspection, 10 discrimination incident reporting forms (DIRFs) had been submitted, fewer than at our previous inspection. The equality team had sent prisoners information on making a complaint to raise awareness of the process. Investigations were good and responses to complainants detailed and polite. A senior manager and the Independent Monitoring Board quality assured the DIRF process. They had identified that some responses were not timely enough, which confirmed our own views. This meant issues were not dealt with promptly. Prisoners convicted of racially aggravated offences and those who committed such offences while in custody had now been identified and all staff had access to information about them.
- 2.37** Representatives from several external organisations had visited the prison to offer staff and distinct groups of prisoners advice and information, including on LGBT awareness.

Recommendation

- 2.38** **Discrimination incidents should be investigated within the prescribed timescales.**

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

Protected characteristics

- 2.39** In our survey, black and minority ethnic prisoners (26% of the population) were more negative than white prisoners about how staff treated them and respect for their religion. They had regular forums with staff. We found no evidence of discrimination and the reasons for their perceptions needed further investigation. Gypsy, Roma and Traveller (GRT) prisoners also participated in a forum with staff and had received visits from representatives from several external organisations, including one focusing on health promotion.
- 2.40** About 5% of men were foreign nationals. None of the prisoners were held under immigration powers during the inspection. They received reasonable support and Home Office immigration staff attended the prison regularly, although there was no independent legal advice service. The foreign national officer was too often deployed on other duties, which meant he took too long to deal with foreign national prisoners' specific applications, such as for a monthly phone call to a non-UK number. Telephone interpreting services were available, but had rarely been used because they had not been required. Foreign national prisoners could have a free five-minute phone call each month and receive air mail letters in exchange for visiting orders and unused weekly letters.
- 2.41** In our survey, 24% of prisoners reported on induction or during their sentence that they had a disability, many of which related to mental health and learning and educational needs. Only one prisoner required a personal emergency evacuation plan (PEEP) and he was positive about the care he received. Staff were aware of his needs and the PEEP.
- 2.42** Although 2% of prisoners in our survey reported they were gay, bisexual or another sexual orientation, only one had identified himself as such to prison staff. The establishment had provided staff and prisoners with a significant amount of information about sexuality, and prisoners could be part of a support group at an external organisation. There were no transgender prisoners, but the prison offered individual support should it have been required.

Recommendations

- 2.43** **Prison managers should explore the reasons for black and minority ethnic prisoners' negative perceptions in our survey.**
- 2.44** **The foreign national officer should be given sufficient time to carry out their duties.**

Faith and religion

- 2.45** All faiths were represented either by appointed staff or volunteers. The appointment of permanent staff was being hindered because security vetting checks took a long time. Faith facilities were generally good, but there were still no suitable washing facilities for Muslim prisoners. All faith groups had time and space allocated for worship. A programme of festivals was celebrated, but festive meals were not always provided.
- 2.46** In our main survey, around three quarters of men were satisfied with the religious support they received and 91% said they could attend religious services if they wanted to. However, only 52% of black and minority prisoners said their religious beliefs were respected (see paragraph 2.39 and recommendation 2.43). Most prisoners could attend religious services on time and the faith centre was accessible to all. Muslim prisoners on the basic regime had to choose between Friday prayers and their association period on alternate weeks, which

meant they could miss out on having a shower and making a phone call if they attended their service.

- 2.47** The chaplaincy was well integrated into the prison regime and attended relevant meetings. Chaplains were involved in ACCT case management reviews. They visited all new arrivals and prisoners in segregation, in line with their statutory responsibilities. Good pastoral support was offered especially during times of bereavement.
- 2.48** The chaplaincy worked closely with two external organisations – one provided pastoral care to prisoners who had transferred to Deerbolt from HMYOI Wetherby and the other offered mentoring and post-release support.

Recommendations

- 2.49** **Washing facilities should be provided for Muslim worshippers.** (Repeated recommendation 2.36)
- 2.50** **Prisoners on the basic regime should not have to choose between attending religious services and association.**

Health, well-being and social care

Expected outcomes:

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

- 2.51** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)¹¹ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies.

Strategy, clinical governance and partnerships

- 2.52** Several organisations provided a range of health care services. Good integrated governance arrangements locally and regionally, coupled with effective partnership working with the rest of the prison, helped to ensure the service met prisoners' needs and achieved good outcomes.
- 2.53** There were no health-related prisoner forums, but health care was a standing agenda item at the prisoner council meeting, which a health care manager routinely attended. Monthly figures from the Friends and Family Test (an NHS process for obtaining patient feedback) were analysed and discussed at appropriate management meetings. Results were also displayed in the waiting room.
- 2.54** Some staff used an electronic incident reporting system, while others used alternative reporting systems. However, excellent communication between service providers ensured information was shared and investigations instigated appropriately. Only 10 incidents had

¹¹ 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>.

been reported in the three months prior to our inspection. Three reports on the documentation of controlled drugs had influenced service development.

- 2.55** The interactions we observed between health care staff and prisoners were professional, and staff knew the men well. Prisoners we spoke to were complimentary about health care staff and the service.
- 2.56** Staffing levels were adequate and good professional development opportunities were provided. Staff we spoke with told us they felt well supported. Although regular clinical supervision was not yet available, a robust development project had recently begun to support its implementation. The standard of electronic record keeping was good and records were comprehensive and updated regularly.
- 2.57** Services were provided from the health care centre and a health care room on each wing. All wing treatment rooms were being refurbished during the inspection and progress was good. Handwashing facilities were now more widely available, and refurbished rooms had been designed to allow for more wing-based clinical activities. Clinical rooms in the health care centre were clean and well-equipped. A single waiting room was in good decorative order and prison officers managed prisoners well and were always present.
- 2.58** There was a published schedule of audits. While some were overdue, they were in the process of being arranged.
- 2.59** Staff were trained to manage medical emergencies, but we had concerns that the emergency bag was too heavy, and about health care staff's lack of immediate access to emergency drugs. This could cause unnecessary delay in the event of an emergency.
- 2.60** A confidential health care complaints system had been introduced since our last inspection, but many prisoners used the prison system. There had only been 17 complaints in the nine months prior to our inspection, all of which were managed by health care managers. Those we sampled had received a timely response and most answers were polite and easy to understand. Responses were returned to the prisoner in a sealed envelope, regardless of which system they had used to make the complaint. Managers analysed trends and themes, and reported findings at governance meetings. The analysis was used to support service developments and any lessons learned were shared.
- 2.61** The CQC found there were no breaches of the relevant regulations.

Recommendations

- 2.62** **Health care practitioners should receive regular, documented clinical supervision.**
- 2.63** **Emergency equipment, including appropriate medication, should be readily accessible to those responding to medical emergencies.**

Promoting health and well-being

- 2.64** A good range of health promotion material, based on national campaigns and tailored to the population, was available. However, there was no prison-wide approach to general health promotion, although the health care team worked with gym staff to promote exercise and a healthy lifestyle and to support the smoke-free prison initiative. Health care peer workers were no longer available, and there were no plans to introduce them.

- 2.65** Immunisation and vaccination, blood-borne virus and smoking cessation programmes were in place. Sexual health services were provided, and condoms were available but not well advertised.

Recommendation

- 2.66** **There should be an integrated, prison-wide, strategic approach to promoting health and well-being, including well-advertised condom provision.**

Primary care and inpatient services

- 2.67** Registered nurses carried out an initial health screening for all prisoners on the induction wing on the day of their arrival and ensured they had swift access to specialist follow-up services. Secondary health assessments took place within seven days of arrival.
- 2.68** Primary care services were available seven days a week between 7.30am and 8.15pm. They reflected the population and age demographic of the prison and the level of need was not high. An appropriate range of services was available, including optometry and physiotherapy. Waiting times for all primary care services were short.
- 2.69** Few prisoners had complex needs or long-term health conditions. An appropriately trained nurse managed a small caseload of prisoners with diabetes. Others with long-term conditions were managed well by nurses who liaised with GPs and referred prisoners for specialist support when it was required. Prisoners with long-term conditions were involved in creating their own individual care plans. Care plans were good, supported continuity of care and were based on national clinical guidance.
- 2.70** The waiting time for a routine GP appointment was only two days, and urgent appointments were arranged on the same day, according to clinical need. Out-of-hours' GP cover was provided to the same level as in the community.
- 2.71** The health care phone line appointment system was good. It enabled prisoners to book an appointment over the phone as they might in the community, ask a member of the health care team for an appointment or submit a health care application. An effective team of health care support workers ensured the complex daily schedule of clinical appointments ran smoothly. Non-attendance rates for health appointments were low.
- 2.72** Referrals to external hospital appointments occurred promptly and the process was well managed. Two patients could attend hospital appointments every day and they were rarely cancelled. The health services team contributed to prisoners' individual risk assessments, helping to ensure that security measures were proportionate.
- 2.73** Prisoners received an appropriate pre-release assessment on discharge. All patients needing medication on release were given seven days' supply or a prescription for controlled drugs, if appropriate.

Social care

- 2.74** The provider had established links with Durham County Council, so that arrangements for social care assessments could be made. A social care screening tool was used to identify prisoners' needs on arrival at the prison. None of the prisoners had been assessed as having a social care need. There was no current formal agreement between the two agencies

because it was being rewritten to better reflect the service offered. Health staff were aware of their safeguarding responsibilities and had received appropriate safeguarding training. Consent to share medical information was sought routinely.

Mental health care

- 2.75** Mental health services were provided between 8am and 6pm, five days a week with on-call support available. The team comprised a mental health lead who was an independent prescriber, two clinical leads, one of whom was a learning disability nurse, and other registered nurses. In addition, an associate practitioner delivered group work and counselling support was available through Stockton Mind. Rethink was subcontracted to provide well-being support, which included resettlement work. An assistant psychologist was due to take up post and a psychiatrist attended for a full day once a fortnight.
- 2.76** An integrated stepped care approach (mental health services that address low level anxiety and depression through to severe and enduring needs) provided effective support for 91 prisoners on the caseload. Few prisoners experienced severe and enduring mental ill-health, and only two men were subject to the enhanced care programme approach (mental health services for individuals diagnosed with a mental illness). The workforce was stable and registered nurses had caseloads of about 24 to 26, which was reasonable. Training opportunities were good and clinical supervision arrangements well embedded.
- 2.77** The team received referrals from any source and there were no exclusion criteria. Reception screening identified potential needs and prisoners could phone for an appointment. Routine referrals were seen within four days and the duty nurse carried out urgent assessments. A range of psychosocial and specialist therapeutic interventions were offered, including some impressive group work. The team also supported prisoners who self-harmed, including attending ACCT reviews. Sessions to support those who had experienced trauma were scheduled to start, and although the number of counselling services had increased since our last inspection, prisoners still waited too long to access this type of support. A range of clinical expertise was at hand, including input from learning disability and addictions consultants and prisoners could also benefit from attention deficit hyperactivity disorder and autism specialist pathways.
- 2.78** Care records indicated regular, qualitative contact between mental health staff and prisoners. Care plans were good and based on evidence. Prisoners signed copies of the care plans, which were scanned into SystemOne (the electronic clinical information system). Close working relationships had been established with the substance misuse team and the physical health care provider through informal networks and regular joint meetings. Prisoners valued the support they received but there were no consultation arrangements and information about mental health services, including how to make a complaint, was limited.
- 2.79** Pre-releasing planning was generally good, but none of the prisoners requiring treatment in hospital were transferred within NHS guidelines on timescales.

Recommendations

- 2.80** Prisoners should have prompt access to counselling services.
- 2.81** Prisoners requiring treatment in hospital under the Mental Health Act should be transferred in line with the NHS's guidelines on timescales.

Substance misuse treatment¹²

- 2.82** A prison drug strategy had been produced, but most stakeholders were not aware of it, there was no supply reduction action plan and the drug strategy team had not met. Nevertheless, the Change Grow Live (CGL) team providing psychosocial support to prisoners with substance misuse needs, worked collaboratively with the prison. Relevant information, security intelligence and direct referrals following mandatory drug testing (MDT) were forwarded to the team, but a prison-wide action plan had not been established and no monitoring was in place. (See paragraph I.49 and recommendation I.51.)
- 2.83** Prisoners held in segregation or subject to adjudications because of illicit substances were brought to the attention of CGL. Staff undertook voluntary compact swab testing, and all practitioners had been trained to carry out saliva tests. The provider liaised well with prisoners' families, and prisoners often asked for certificates declaring them to be clear of drugs to be forwarded to them. Comprehensive induction slots were delivered twice a week through an interactive group session for all new arrivals and confidential follow-up meetings also took place.
- 2.84** A new service model had been adopted and there had been some changes to the staffing profile. CGL currently supported 174 prisoners (over 38% of the population). Prisoners had good access to an extensive range of interventions and modular activities, largely delivered through one-to-one sessions. Some community group support was provided through co-facilitated groups, but peer mentors were rarely used. Key workers were allocated for the duration of interventions, which provided consistency.
- 2.85** Caseloads were large and the health service needed to monitor them, but overall, we found a well-led, motivated and skilled team delivering good outcomes for prisoners.
- 2.86** Three prisoners were prescribed opiate substitution therapy. Methadone administration was well supervised. Flexible patient-centred approaches to treatment were adopted, although staff encouraged prisoners to adopt a reducing regime. All cases had been adequately reviewed and new clinical leadership increased the service's non-medical prescribing capacity.
- 2.87** Prior to release, lead staff members for naloxone (a drug to manage a substance misuse overdose) provided clients with harm reduction advice, which was positive. Relationships with the offender management unit were effective and links to community services ensured prisoners' support continued post-release.

Recommendation

- 2.88** **The service should integrate peer mentors and incorporate more support from community groups.**

Medicines optimisation and pharmacy services

- 2.89** A local pharmacy provided named patient medications. Medicines were delivered every day and robust processes were in place to ensure they were transported around the prison safely.

¹² In the previous report substance misuse treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

- 2.90** A suitable well-managed supply of stock medication was available. We were concerned that emergency medication was not readily available to health care staff in a medical emergency (see paragraph 2.59 and recommendation 2.63).
- 2.91** Prisoners did not have direct access to pharmacy staff as none attended on a regular basis. The last pharmacy-led clinic took place six months before our inspection. The problem was being addressed and a monthly visit from a pharmacist was planned so medicine use review clinics could be provided and medicine governance overseen.
- 2.92** A well-attended monthly regional medicines management meeting discussed an appropriate range of areas, including medication incidents and prescribing trends.
- 2.93** Prisoners' adherence to their medication regime was particularly well monitored and we saw frequent entries in prisoners' records documenting that health care staff had undertaken compliance checks. All staff we spoke to understood the official process for managing missed medication and prescribers reviewed prisoners' cases promptly when necessary.
- 2.94** A medicines management code, signed by staff to confirm they had read it, covered all appropriate policies. In-possession risk assessments were completed when prisoners arrived and reviewed when new medications were prescribed or circumstances changed.
- 2.95** Medication was administered twice a day between 7.45am and 8.15am and between 6.30pm and 8.15pm from wing-based treatment rooms. Controlled drugs were administered every day from the health care centre. Prison officers supervised the administration of medication well on some wings. However, on others, we observed supervision was not always effective and we saw prisoners crowding around the gate through which medication was being administered. This lack of confidentiality was a concern, particularly as prisoners often used medication times to talk to the nurse about health care or ad hoc treatment and support.
- 2.96** Health care staff could administer an appropriate range of medication for minor ailments without a prescription, and a limited range of therapeutic products was available in the prison shop, including indigestion and cold remedies.

Recommendation

- 2.97** **Officers should supervise the administration of medicines to reduce the risk of bullying and diversion and ensure prisoners can communicate with health care staff in confidence.**

Dental services and oral health

- 2.98** Dental services were flexible and effective. A full range of NHS dental treatments was available, including excellent oral health education. Waiting times had been reduced to less than three weeks during the inspection, and urgent referrals were seen promptly.
- 2.99** The dentist triaged men following an initial assessment. Prisoners then saw either an oral health educator, a dental therapist or the dentist depending on their clinical need. Non-attendance rates were low. Out-of-hours' provision was available.
- 2.100** The dental room met current infection control standards. Dental equipment was maintained and serviced regularly.

Section 3. Purposeful activity

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

Time out of cell

Expected outcomes:

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

- 3.1 During our roll checks, we found 35% of the population locked in their cell during the working day, which was a concern considering Deerbolt's training prison role and the age group held.
- 3.2 All activity places were full time, but there were not enough for the population. Employed prisoners could expect to receive over eight hours' time out of their cell during week days. Others could expect far less and 33% in our survey said they usually spent less than two hours out of their cell on a typical week day.
- 3.3 Most wings had a restricted regime, which meant prisoners received two rather than four periods of evening association a week. The restriction was designed to make the regime more predictable during a period of staff shortages. It was rare for the regime to be further curtailed, and most prisoners told us it was reasonably predictable. Nonetheless many told us activities sometimes did not start on time, so that exercise scheduled for one hour, often only lasted for 45 minutes. This was a particular issue at weekends, when 69% of prisoners in our survey said they usually spent less than two hours out of their cell.
- 3.4 Prisoners on G wing did not have outdoor exercise on week days. We were told they had chosen to carry out domestic activities instead. However, prisoners had not recently been consulted about this, and some told us they would have preferred outside exercise. Prisoners exercised in small yards that were stark and had no seating or recreational equipment.
- 3.5 Most prisoners had reasonable access to the library and prison data suggested that 63% of prisoners used the facility. Library staff monitored library use well and an induction took place twice a week. All prisoners had at least one session a week allocated. Evening hours had been trialled to provide additional access, but take-up was low. Prisoners in the segregation unit benefited from an outreach service.
- 3.6 The stock was well presented and in our survey more prisoners than in comparator prisons said the library had a wide enough range of material to meet their needs. A good selection of books was available, including easy readers and legal texts. Prisoners could also request books. Prisoners had access to two computers and a range of DVDs, enabling them to learn new skills.
- 3.7 Literacy was promoted through a reading group run in conjunction with the mental health team. Prisoners could also participate in Storybook Dads (in which prisoners record a story for their children) as well as a history project. There were visits from popular authors and the Six Book Challenge reading programme was well promoted.

- 3.8** A well-equipped weights gym, sports hall and an artificial turf pitch were available. They were well maintained. In our survey, 40% of the population said they used the gym at least twice a week and the prison's statistics showed that 59% had used the gym every month. PE classes were varied and prisoners could attend at least two recreational gym sessions per week. Vocational qualifications were available in areas such as exercise and fitness, and first aid training was delivered up to level 3.
- 3.9** Gym staff ran courses on healthy living, which were promoted well. They ran a 12-week course for all prisoners when the prison went smoke-free and it continued to be available for new arrivals who needed support. The gym had working links with the drug and alcohol recovery team and health care staff so that exercise referral classes could be organised for those who required a specialised approach to fitness.
- 3.10** A range of other activities was available, including music production, lyric writing and performance, card-making and drum workshops.

Recommendations

- 3.11 All prisoners should have access to four evening association sessions a week.** (Repeated recommendation 3.4)
- 3.12 Exercise periods should last for one hour, and exercise yards should contain benches or recreational equipment.** (Repeated recommendation 3.5)

Good practice

- 3.13** *The reading group run by the librarians and the mental health team provided prisoners with a safe, decent environment in which to enhance their literacy skills and engage in a constructive activity.*

Education, skills and work activities (Ofsted)¹³

Expected outcomes:

All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The education, skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.¹⁴

3.14 *Ofsted made the following assessments about the education, skills and work provision:*

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

Management of education, skills and work

- 3.15** Prison leaders had a clear strategy for learning, skills and work and an ambition to raise prisoners' aspirations. Managers and staff from the prison and Novus, the learning and skills provider, shared the aims of the strategy. Since the previous inspection, leaders had committed to significantly improving the buildings, as part of their Skills Academy approach. The approach had introduced more practical learning opportunities, for example, the Construction Academy, launched in February 2016, offered vocational activities, including bricklaying, joinery and plastering, and ran in parallel with a programme of functional skills English and maths. The Enterprise Academy, which opened during the inspection, was aimed at the most challenging prisoners, who were less likely to attend education, training or work. Small classroom areas in each academy were dedicated to functional skills or vocational learning and prisoners no longer needed to move around the prison to attend their lessons.
- 3.16** The new strategy had yet to prove itself but had been managed appropriately to ensure that it was sustainable. During the inspection, the reforms had improved behaviour and attendance and reinvigorated staff. After a period without secure leadership, new experienced managers were in place, but they had yet to consolidate the improvements.
- 3.17** Pay rates for prisoners attending learning and skills were now the same as for those in work. Managers, in conjunction with the governor, had taken steps to improve attendance monitoring. They supported teachers to enhance their teaching skills and dealt with underperformance.

¹³ This part of the inspection is conducted by Ofsted inspectors using Ofsted's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

¹⁴ In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

- 3.18** Following induction, prisoners were allocated to learning and skills activities swiftly but less promptly to work. Managers placed a strong emphasis on prisoners' safety and ensured that the men were on courses and in work that was appropriate for them. There were, however, not enough activity places for the population. This meant too many prisoners were under-employed or unemployed.
- 3.19** Managers' self-assessment of the provision had correctly identified most areas requiring improvement, including achievement rates in functional skills and teaching, learning and assessment. However, the self-assessment process did not focus sufficiently on impact. Novus managers did not analyse data well enough, which meant they were unable to identify areas for improvement, such as minority ethnic groups' achievements or course completion rates.
- 3.20** Novus managers and inspectors broadly agreed with inspectors about the quality of teaching and learning after they had carried out joint lesson observations. Overall, however, the quality of the education and vocational training provision provided by Novus required improvement.
- 3.21** Resources to support progression and rehabilitation were being used as effectively as possible, including through outreach work. However, prisoners had insufficient access to specialist careers information and advice, which prevented them from planning for their resettlement. As part of the Skills Academy initiative, prison and Novus managers had developed links with construction companies and other partners to provide employment opportunities for prisoners. While positive, they were at an early stage of development.

Recommendations

- 3.22** **Novus managers should scrutinise performance data more effectively to pinpoint precise areas for improvement and take action accordingly.**
- 3.23** **Prison leaders should improve prisoners' resettlement arrangements in conjunction with external partners.**

Quality of provision

- 3.24** Prisoners developed good vocational skills. They worked independently and completed work to a high standard. In joinery, they produced good quality tables and in the training kitchen, they gained the knowledge and skills to produce high quality food and deal competently with customers. In horticulture, prisoners followed instructions well in tending seedlings. The high level of skills development and attitudes to work evident within the laundry contrasted with the waste management area, where prisoners and staff showed little enthusiasm.
- 3.25** Prisoners working on theory-based activities made slower than expected progress as tutors did not challenge them sufficiently. The pace of sessions was slow in too many instances and the more capable prisoners lost interest and became bored, preventing them from making the progress of which they were capable. Too often, teachers did not take sufficient notice of prisoners' existing skills and knowledge when they planned lessons or sessions.
- 3.26** Teachers attempted to embed English and maths in practical workshops, but with varying degrees of success. In the better examples, they helped prisoners understand the relevance of these skills to their work but, too often, teachers had not integrated English and maths into the session well enough.

- 3.27** Staff had appropriate skills, experience and qualifications in the areas they were assigned. In around a third of cases, prisoners used their portfolios well to record their progress and achievements. Overall, however, too few prisoners used portfolios
- 3.28** Prisoners capable of learning at higher levels could take A levels or a degree level course through distance learning. A small number of prisoners following courses in subjects such as business, plumbing or personal fitness made good progress.
- 3.29** Prisoners' individual learning support needs were appropriately assessed and teachers made good use of assessment information in the classroom or workshop.

Recommendations

- 3.30 Leaders and managers should integrate English and maths into sessions effectively.**
- 3.31 More prisoners should use portfolios to record and celebrate their progress.**

Personal development and behaviour

- 3.32** Most prisoners understood how their work and the courses they were following could lead to a more positive future. They displayed a sense of purpose in workshops and many took pride in what they were doing. Prisoners could describe the progress they had made and understood the work-related expectations of the outside world. Attendance and punctuality at sessions was generally good.
- 3.33** Most prisoners behaved well in sessions and in the prison. A minority of teaching staff failed to manage occasional instances of poor behaviour and some prisoners had to be removed from activities. In too many instances, staff did not address or challenge swearing or disrespectful language.
- 3.34** Managers did not always sequence activities so that prisoners had enough time to achieve the qualifications that would be most useful for them.
- 3.35** Managers had selected a group of prisoners to plan, design and decorate the new academy buildings. Prisoners developed their 'work-readiness' skills and were pleased to be involved in the project. Many developed effective communication skills in education, training and work activities, enabling them to relate well to staff, inspectors and their peers.
- 3.36** Staff ensured tools were handled safely and focused on prisoners' health and safety. As a result, prisoners took care, wore appropriate personal protective equipment and used tools appropriately.
- 3.37** More mature and experienced prisoners acted as peer mentors, in, for example, information technology (IT) lessons and the laundry. Mentors supervised others while they completed work tasks, gaining confidence and learning new skills as a result. The approach adopted was productive.

Recommendation

- 3.38 Teachers should receive support to help them manage poor behaviour in class.**

Outcomes and achievements

- 3.39** The proportion of prisoners who achieved qualifications, if they remained on their course, was good, particularly in vocational subjects. However, the proportion who started qualifications but failed to complete them was too high and had increased in 2017–2018. This was a particular problem in functional skills English and maths where the progress prisoners made was too slow. Progress was also too slow in joinery, painting and decorating and IT.
- 3.40** Achievement rates for prisoners from some minority ethnic groups were comparatively low, while those with additional learning support needs had performed as well as their peers. The allocation process did not ensure that all prisoners had equal access to education, training and work.
- 3.41** Too few qualifications were being offered in work activities and workshops and prisoners could not acquire relevant accreditation prior to release or transfer.

Recommendations

- 3.42 A greater range of accreditation opportunities and qualifications should be available for work activities.**
- 3.43 Managers should improve course completion and retention rates to ensure prisoners achieve the qualifications they are capable of, particularly in functional skills.**

Section 4. Rehabilitation and release planning

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

Children and families and contact with the outside world

Expected outcomes:

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

- 4.1 A family support worker from Nepacs, a charity based in the north-east, continued to help prisoners maintain or re-establish family relationships. Referrals were made by staff and prisoners referred themselves. The level of need was high. In our survey, few prisoners (16%) said they had weekly visits and, according to prison data, over 40% were more than 100 miles from home. Support included assistance with legal cases relating to prisoners' children, special visits for new fathers and final visits with their children, as well as contact with family members dealing with significant ill-health.
- 4.2 Family days were held four times a year, which up to 25 prisoners attended. Prisoners appreciated the days and there was scope to extend the provision. The library ran the Storybook Dads programme (see paragraph 3.7) and the chaplaincy coordinated a volunteer visitors' scheme.
- 4.3 Social visits took place on Thursday, Saturday and Sunday afternoons and were adequate except for prisoners on the basic level of the incentives and earned privileges scheme (IEP) who had 30-minute visits, which was overly punitive. Until just prior to the inspection, those on the violence reduction basic level were subject to closed visits (see paragraphs 1.12 and 1.14). The visitors' centre, run by Nepacs, was welcoming – it had a play area, a coffee bar, information and support for anyone who needed it, as well as toilets and baby change facilities. The visits hall had been refurbished since the last inspection and was in good condition. It had a snack bar with hot food and drinks and a staffed play area for visiting children.
- 4.4 Prisoners had adequate access to phones, but in our survey, 80% said there were problems with their mail and were negative about how the prison handled letters (see paragraph 1.50). Given the distance some prisoners were from home, mail or photographs offered prisoners a positive way of maintaining family ties. Prisoners and staff told us that accumulated visits (where prisoners temporarily transfer to a prison nearer home to have visits) could take months to arrange and men were unsure about how their requests were progressing. The prison was starting to explore the possibility of using technology, such as Skype, to promote family contact.

Recommendations

- 4.5 Sanctions against those on the basic IEP level should not include restrictions on the meaningful time they can spend with family, carers and friends.**
- 4.6 Managers should investigate and resolve prisoners' dissatisfaction with the mail service.**
- 4.7 The prison should develop its approach to maintaining family ties to take account of the distance of the prison from many prisoners' homes.**

Reducing risk, rehabilitation and progression

Expected outcomes:

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

- 4.8** The strategic oversight of work to reduce reoffending had deteriorated since our last inspection. The last reducing reoffending strategy had expired in 2015, coinciding with Deerbolt losing its status as a designated resettlement prison. A new strategy, based on a regional approach, was being developed, but had not been completed.
- 4.9** There was no up-to-date analysis of the work prisoners needed to do to address their offending, the last one having been undertaken in 2013, which predated our last inspection. This was a concern as the population had changed significantly over the previous few years – Deerbolt now held mainly long-term prisoners, including a small number of indeterminate sentence prisoners and a number of young adults convicted of sexual offences.
- 4.10** A reducing reoffending committee had been established, but it did not always meet as regularly as intended, and attendance was limited. Its scope was also limited and it mainly focused on purposeful activity, rather than other resettlement pathways or offender management.
- 4.11** Deerbolt released 178 young adults in 2017, but as it was not a designated resettlement prison, it did not receive resources specifically to fund pre-release resettlement work. To bridge the gap, the previous governor had used the prison's existing funding to commission services from local community rehabilitation company (CRC) Durham, Tees Valley CRC. However, Deerbolt was still poorly served (see section on interventions and release planning). Managers did not sufficiently monitor the effectiveness of the CRC's work to demonstrate it was adding extra value.
- 4.12** A small number of prisoners (16) convicted of sexual offences had been placed at Deerbolt. However, we were concerned that there was no national strategy for addressing the needs of young adults convicted of sex offences at Deerbolt and no offending behaviour programmes were offered or one-to-one work undertaken. This failure to address their offending was compounded by difficulties in moving them on to other, more suitable, establishments (see section on categorisation) prior to their release. (See main recommendation S39.)
- 4.13** Over half the population was serving long custodial sentences and presented high or very high risks of harm to others. Most were multi-agency public protection arrangement (MAPPA) cases (see section on public protection) and were managed throughout their custodial sentence and on release by the National Probation Service.

- 4.14** Over the previous year, a quarter of prisoners had arrived at Deerbolt without an offender assessment system (OASys) report. The offender management unit (OMU) attempted to address this by completing assessments that should have been undertaken in other prisons, and during the inspection only seven prison and 24 probation service assessments were late, which was a lower number than we normally see.
- 4.15** However, OASys reports were not being used to demonstrate a prisoner's progress or assess a change in their risk of harm. Few prisoners had their assessment or sentence plan updated and many we looked at, including risk management plans, were out of date. In a couple of cases, OASys reports had not been updated for over two years despite the prisoners having been due for release.
- 4.16** Three probation officers based in the OMU managed many of the high risk cases, which was appropriate. Given the large number of high risk cases, some were also managed by prison officer offender supervisors. We looked at several of these cases and found prison-based probation officers had regular and meaningful contact with prisoners. However, contact between prison officer offender supervisors and prisoners was variable, both in frequency and in the interactions involved. In cases assessed as low or medium risk of harm, prison officer offender supervisor contact was far too limited and did not identify if the prisoner presented any increased risks or had any unmet needs. They also failed to focus on progression.
- 4.17** New home detention curfew (HDC) processes had been implemented well and were appropriately managed. About 80% of cases had been approved during the inspection, a significant increase since January 2018, when the new processes had been introduced. In some cases, a prisoner had their release rejected when risks were too high. Most prisoners were released on their eligibility date. However, some were released late because they had to wait for a place in a Bail Accommodation Support Service (BASS) hostel or approved premises and in two cases we looked at, the prisoner was still in custody many weeks after he had been approved for release.

Recommendations

- 4.18** **The strategic management of reducing reoffending work should be improved. The prison should develop a strategy and action plan that is specific to the needs of its population, and a well-attended committee should oversee progress.**
- 4.19** **All prisoners should have regular and meaningful contact with their offender supervisor. Contact should focus on identifying prisoners' risks and unmet needs and supporting them to progress.**
- 4.20** **The number of places in BASS accommodation and approved premises should be increased to meet the rising demand created by the larger number of HDC releases.**

Public protection

- 4.21** All new arrivals were appropriately screened to identify if contact restrictions were required. The head of the OMU authorised mail and telephone monitoring. The inter-department risk management team (IDRMT) monitored the restrictions, which were removed when intelligence suggested it was safe to do so.

- 4.22** The IDRMT was not effective enough and staff from other prison departments did not understand the purpose of the IDRMT meeting, which led to poor attendance. The meeting reviewed prisoners who were subject to mail and telephone monitoring and discussed MAPPA level 2 and 3 cases (prisoners requiring the active involvement of one or more agency and those on the highest risk level), but it did not oversee all high risk/MAPPA cases due for release in the following six months. The IDRMT did not support good risk management planning in the months leading up to release, even for cases involving prisoners presenting a high risk or on MAPPA level 1 (prisoners on the lowest risk level).
- 4.23** In some cases, a pre-release meeting between the offender manager, the offender supervisor and the prisoner was held. It promoted better risk management planning for release and meant resettlement problems could be explored and addressed. However, despite offender supervisors' efforts to convene these meetings with the community-based offender manager, it did not always take place.
- 4.24** Case administrators made efforts to confirm prisoners' MAPPA management level prior to their release by writing to and calling the probation service. While this often led to their MAPPA level being confirmed, it did not mean a robust risk management plan was developed in all cases. In the cases, we reviewed we found release planning undertaken by the probation service was delayed, despite OMU efforts. The IDRMT could have overseen these cases and promoted better pre-release risk management planning by both the prison and the probation service offender manager.
- 4.25** Reports submitted by prison offender supervisors to MAPPA level 2 and 3 meetings were generally good, providing detailed information on prisoners' progress, including their conduct and behaviour, associates and any offending behaviour work they had completed, which could have been used to inform the risk management plan for release.

Recommendation

- 4.26** **The IDRMT should provide detailed oversight for all high risk of harm, including MAPPA level 1, cases in the last six months in custody to ensure robust risk management planning is undertaken and implemented.**

Good practice

- 4.27** *A three-way meeting between the prisoner, the offender supervisor and the community-based offender manager a few months before release meant the prisoner could be involved in the development of a robust risk management plan for his release and plan the management of his own risks in the community.*

Categorisation

- 4.28** Offender supervisors completed categorisation reviews and decisions to move a prisoner to open conditions were justifiable. Case administration staff arranged transfers to other prisons. Most prisoners were moved to an adult prison once they had reached a suitable age. Many other moves proved hard to achieve because of a lack of places nationally. For example, not all of those who should have moved back to their home area to be released locally were able to, which meant they were released from Deerbolt. It was also difficult to arrange progressive moves for others, for example, few were moved to other prisons to complete accredited programmes, which was particularly problematic for those convicted of a sexual offence or serving an indeterminate sentence. This meant some high risk of harm

prisoners were released from Deerbolt without having undertaken any work to address their offending behaviour (see also paragraph 4.30 and main recommendation S39).

Interventions

Expected outcomes:

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

- 4.29** In the previous few years, the prison had delivered the Thinking Skills Programme and the Resolve initiative (which tackles violence and aggression), but at the time of the inspection staff shortages within the programme team meant that both programmes no longer ran and it was unclear if or when the programmes would restart. One hundred young adults were waiting to attend the programmes, and it was likely that the list would grow over the coming months. Deerbolt did not receive sufficient support at regional or national level that could have enabled them to resume the delivery of the programmes.
- 4.30** The lack of accredited programmes was compounded by the lack of any other specific offending behaviour work. This meant that those being released from Deerbolt over the coming months were unlikely to have undertaken any specific work to change their attitudes to offending. Several prisoners would also have been unable to demonstrate that they had reduced their risk level when they faced the parole board and would probably have been unable to progress to a lower security prison as a result. The small number of sexual offenders were also unable to undertake offending behaviour work at Deerbolt. (See main recommendation S39.)
- 4.31** Prisoners received some support with accommodation problems prior to their release through a CRC contractor. However, in the previous four months, only four prisoners had been referred for help and the support they received appeared limited (see section on release planning). Prison managers told us that the number of young adults being released from Deerbolt without suitable, sustainable accommodation was not monitored so it was not possible to determine how many had been released without a fixed address.
- 4.32** Support with debt problems was limited (see section on release planning). Only three prisoners had received help with financial problems over the previous four months – for basic repayment plans for fines and other debts. Prison managers told us that no bank accounts had been opened over the previous year. However, a money management course delivered by the education department had been well attended.

Recommendation

- 4.33** **The proportion of prisoners released from Deerbolt without sustainable and suitable accommodation should be monitored and the results should inform the accommodation service provided.**

Release planning

Expected outcomes:

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

- 4.34** A CRC worker was on site one day a week and a member of staff from a CRC contractor was at the prison for another day a week. All prisoners had an offender supervisor and low and medium risk prisoners also had a CRC worker during their last few months in custody.
- 4.35** The offender supervisor and community-based offender manager addressed the resettlement support needs of high risk of harm prisoners. The CRC worker was responsible for interviewing all low and medium risk of harm prisoners within 12 weeks of their release to review their resettlement plan and make referrals. Interviews and resettlement plan reviews were not formally recorded on P-Nomis (the Prison Service IT system) or in OASys reports, so we were unable to find out if all prisoners had been seen, the extent of referrals or what the outcomes had been. The issues were raised with CRC managers but the situation did not improve during the inspection and it was difficult to evaluate the effectiveness of the service. Offender supervisors and CRC staff did not communicate information about prisoners' release plans well enough to avoid duplication or misunderstandings.

Recommendation

- 4.36** The CRC should monitor delivery of the contract at Deerbolt more closely and report its findings to the prison so managers can determine how effective the provision is and whether the work is being completed as intended and adds value.

Section 5. Summary of recommendations and good practice

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

Main recommendations

To the governor

- 5.1 Managers should ensure that all aspects of discipline are effectively monitored on a regular basis. They should also ensure CCTV footage of incidents involving force is reviewed regularly and staff statements are submitted promptly to confirm that force is used proportionately and is warranted. (S37)
- 5.2 Prison managers should increase the number and broaden the range of activity places to meet the needs of the prison population. (S38)

Main recommendation

To HM Prison and Probation Service (HMPPS)

- 5.3 HM Prison and Probation Service should work with the prison to overcome staff shortages and either reinstate the delivery of accredited offending behaviour programmes or agree a strategy so prisoners can move to other prisons to participate in them. (S39)

Recommendation

To the governor and HMPPS

Daily life

- 5.4 The prison and HM Prison and Probation Service should ensure that all outstanding work and redecoration are completed without further delay. (2.12)

Recommendations

To HMPPS

Early days in custody

- 5.5 The prison should have onsite video link facilities so prisoners do not have to make unnecessary visits to court and can contact legal and professional visitors about ongoing court cases and preparations for release. (1.8)

Reducing risk, rehabilitation and progression

- 5.6 The number of places in BASS accommodation and approved premises should be increased to meet the rising demand created by the larger number of HDC releases. (4.20)

Recommendations

Early days in custody

- 5.7** There should be specific arrangements to support the transition of young people from the juvenile estate into the prison. (1.9, repeated recommendation 1.13)
- 5.8** A review of the induction programme should be undertaken with prisoners' involvement to ensure it meets their needs and keeps new arrivals fully occupied. (1.10)

Managing behaviour

- 5.9** The IEP scheme should be meaningful and provide achievable rewards that encourage positive behaviour. (1.22)
- 5.10** The prison should investigate and address the reasons for prisoners' reluctance to report victimisation by other prisoners and staff. (1.23)
- 5.11** Prisoners involved in bullying should be challenged about their behaviour and set realistic targets, appropriately linked to their behaviour, which should be reviewed to measure any improvements. (1.24, repeated recommendation 1.22)
- 5.12** An adjudication standardisation meeting should be introduced to improve how adjudications are governed. It should carry out effective quality assurance to ensure all aspects, including a prisoner's defence, are explored appropriately and effectively. (1.30)
- 5.13** Reintegration plans should be detailed enough for both staff and prisoners to understand. (1.41)
- 5.14** Prisoners should not be moved from the segregation unit to the first night centre unless there are exceptional circumstances. (1.42)

Security

- 5.15** Drug strategy meetings should be take place regularly and a prison-wide action plan should be established and monitored. (1.51)
- 5.16** Robust procedural security measures, such as photocopying mail, should be supported by an evidence-based strategy, which should ensure they are monitored and evaluated. (1.52)
- 5.17** Closed visits should only be imposed for reasons directly relating to visits. (1.53, repeated recommendation 1.38)

Safeguarding

- 5.18** Prisoners subject to ACCT management should have access to a full daily regime including, where appropriate, access to in-cell work. (1.60)

Daily life

- 5.19** Prisoners should be consulted regularly about the food, and their dissatisfaction should be investigated and addressed. (2.20)

- 5.20** All statutory food hygiene requirements should be met. (2.21)
- 5.21** Prisoners should not be charged a handling fee for catalogue orders. (2.22, repeated recommendation 2.93)
- 5.22** The applications process should be monitored and quality assured. Responses to applications and complaints should be timely and polite and replies to complaints should provide a full answer. (2.31)
- 5.23** Solicitors should be able to book legal visits promptly and legal correspondence should be delivered without delay. Privileged legal mail should only be opened in the presence of the prisoner, prisoners' perceptions in our survey relating to privileged mail should be investigated. (2.32)

Equality, diversity and faith

- 5.24** Discrimination incidents should be investigated within the prescribed timescales. (2.38)
- 5.25** Prison managers should explore the reasons for black and minority ethnic prisoners' negative perceptions in our survey. (2.43)
- 5.26** The foreign national officer should be given sufficient time to carry out their duties. (2.44)
- 5.27** Washing facilities should be provided for Muslim worshippers. (2.49, repeated recommendation 2.36)
- 5.28** Prisoners on the basic regime should not have to choose between attending religious services and association. (2.50)

Health, well-being and social care

- 5.29** Health care practitioners should receive regular, documented clinical supervision. (2.62)
- 5.30** Emergency equipment, including appropriate medication, should be readily accessible to those responding to medical emergencies. (2.63)
- 5.31** There should be an integrated, prison-wide, strategic approach to promoting health and well-being, including well-advertised condom provision. (2.66)
- 5.32** Prisoners should have prompt access to counselling services. (2.80)
- 5.33** Prisoners requiring treatment in hospital under the Mental Health Act should be transferred in line with the NHS's guidelines on timescales. (2.81)
- 5.34** The service should integrate peer mentors and incorporate more support from community groups. (2.88)
- 5.35** Officers should supervise the administration of medicines to reduce the risk of bullying and diversion and ensure prisoners can communicate with health care staff in confidence. (2.97)

Time out of cell

- 5.36** All prisoners should have access to four evening association sessions a week. (3.11, repeated recommendation 3.4)

- 5.37** Exercise periods should last for one hour, and exercise yards should contain benches or recreational equipment. (3.12, repeated recommendation 3.5)

Education, skills and work activities

- 5.38** Novus managers should scrutinise performance data more effectively to pinpoint precise areas for improvement and take action accordingly. (3.22)
- 5.39** Prison leaders should improve prisoners' resettlement arrangements in conjunction with external partners. (3.23)
- 5.40** Leaders and managers should integrate English and maths into sessions effectively. (3.30)
- 5.41** More prisoners should use portfolios to record and celebrate their progress. (3.31)
- 5.42** Teachers should receive support to help them manage poor behaviour in class. (3.38)
- 5.43** A greater range of accreditation opportunities and qualifications should be available for work activities. (3.42)
- 5.44** Managers should improve course completion and retention rates to ensure prisoners achieve the qualifications they are capable of, particularly in functional skills. (3.43)

Children and families and contact with the outside world

- 5.45** Sanctions against those on the basic IEP level should not include restrictions on the meaningful time they can spend with family, carers and friends. (4.5)
- 5.46** Managers should investigate and resolve prisoners' dissatisfaction with the mail service. (4.6)
- 5.47** The prison should develop its approach to maintaining family ties to take account of the distance of the prison from many prisoners' homes. (4.7)

Reducing risk, rehabilitation and progression

- 5.48** The strategic management of reducing reoffending work should be improved. The prison should develop a strategy and action plan that is specific to the needs of its population, and a well-attended committee should oversee progress. (4.18)
- 5.49** All prisoners should have regular and meaningful contact with their offender supervisor. Contact should focus on identifying prisoners' risks and unmet needs and supporting them to progress. (4.19)
- 5.50** The IDRMT should provide detailed oversight for all high risk of harm, including MAPPA level I, cases in the last six months in custody to ensure robust risk management planning is undertaken and implemented. (4.26)

Interventions

- 5.51** The proportion of prisoners released from Deerbolt without sustainable and suitable accommodation should be monitored and the results should inform the accommodation service provided. (4.33)

Release planning

- 5.52** The CRC should monitor delivery of the contract at Deerbolt more closely and report its findings to the prison so managers can determine how effective the provision is and whether the work is being completed as intended and adds value. (4.36)

Examples of good practice

- 5.53** The use of an unmanned aerial vehicle to monitor hotspots and movement to activity assisted staff in the identification of prisoners involved in acts of violence and provided useful evidence for disciplinary procedures. (1.25)
- 5.54** The reading group run by the librarians and the mental health team provided prisoners with a safe, decent environment in which to enhance their literacy skills and engage in a constructive activity. (3.13)
- 5.55** A three-way meeting between the prisoner, the offender supervisor and the community-based offender manager a few months before release meant the prisoner could be involved in the development of a robust risk management plan for his release and plan the management of his own risks in the community. (4.27)

Section 6. Appendices

Appendix I: Inspection team

Peter Clarke	Chief inspector
Angus Mulready-Jones	Team leader
Ian Dickens	Inspector
Karen Dillon	Inspector
Sandra Fieldhouse	Inspector
Deri Hughes-Roberts	Inspector
Keith Humphreys	Inspector
Angela Johnson	Inspector
Tamara al Janabi	Researcher
Charli Bradley	Researcher
Patricia Taflan	Researcher
Beth Wilson	Researcher
Elizabeth Walsh	Lead health and social care inspector
Steve Eley	Health and social care inspector
Gary Turney	Care Quality Commission inspector
Tony Gallagher	Ofsted inspector
Ken Murray	Ofsted inspector

Appendix II: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided. The recommendations in the main body of the report are based on the fifth edition of Expectations, but those below are based on the fourth edition. Their order may therefore differ slightly from the main report.

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2014, most prisoners had relatively short journeys to the prison. Early days support was good. Most prisoners felt safe, and violent incidents were not excessive. Most were low level. Support for prisoners in self-harm crisis or who were vulnerable was good. Security arrangements were mainly proportionate but some aspects of the privileges system were overly punitive. The prison faced challenges in the use of illicit drugs. Adjudications were well managed. Use of force was not excessive but oversight did not demonstrate sufficient accountability, and opportunities to de-escalate incidents were being missed. The segregation environment was reasonable and staff-prisoner relationships strong, but the regime was too basic. Substance misuse support on the recovery unit was very good but underdeveloped elsewhere. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

All use of force, including the use of special accommodation, should be as a last resort, and should be de-escalated at the earliest opportunity. (S42)

Not achieved

Recommendations

The prison should install a video link to avoid prisoners making unnecessary journeys to courts, and to support their contact with legal and professional visitors. (1.4)

Not achieved

There should be specific arrangements to support the transition of young people from the juvenile estate into the prison. (1.13)

Not achieved (recommendation repeated 1.9)

Prisoners involved in bullying should be challenged about their behaviour and set realistic targets which should be reviewed to measure any improvements. (1.22)

Not achieved (recommendation repeated, 1.24)

The governor should initiate contact with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (1.30)

Achieved

Prisoners should only be strip-searched on the basis of intelligence or specific suspicion. (1.37)

Not achieved

Closed visits should only be imposed for reasons directly relating to visits. (1.38)

Not achieved (recommendation repeated 1.53)

Actions requested on intelligence reports should be completed within appropriate timescales. (1.39)

Achieved

Minor reports should be investigated appropriately before reaching a verdict, and they should be covered by a formal quality assurance procedure. (1.45)

No longer relevant

All staff involved in a use of force incident should complete the relevant documentation, and quality assurance should be effective. (1.50)

Not achieved

The regime in the segregation unit should be improved. (1.55)

Achieved

The drug and alcohol recovery team (DART) should ensure that prisoners with substance misuse needs not based on A wing have prompt access to groupwork and one-to-one interventions. (1.62)

No longer relevant

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2014, living conditions were reasonable overall but some cells were poor and many windows were damaged. Staff-prisoner relationships were very good. Equality and diversity support was generally good, despite negative responses from some groups and some frailties in structures. Complaints were well managed and legal services were reasonable. Health services were very good. Prisoners were negative about the food. Prison shop arrangements were reasonable but some items were expensive. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

Faulty windows should be replaced and cells in a poor state should be refurbished. (S43)

Partially achieved

Recommendations

The prison should ensure that the offensive displays policy is adhered to by all prisoners and enforced by staff. (2.8)

Achieved

Communal showers should be refurbished and toilets in cells should be effectively screened. (2.9)

Not achieved

Prisoners should be able to wear their own clothes. (2.10)

Achieved

The diversity and equality policy and action plan should be based on a needs analysis and targets set to develop services for all groups with protected characteristics. (2.22)

Achieved

The diversity and equality management team should investigate and address disparities identified in monitoring statistics without delay. (2.23)

Achieved

Prisoners convicted of a current or previous racially aggravated offence should be identified and staff made aware of them. (2.24)

Achieved

The prison should investigate and address the dissatisfaction reported by some minority groups in our survey. (2.30)

Achieved

Staff should be aware of personal emergency evacuation plans and their contents. (2.31)

Achieved

Washing facilities should be provided for Muslim worshippers. (2.36)

Not achieved (recommendation repeated, 2.49)

Complaint forms should be available on all units. (2.42)

Achieved

Legal visits provision should meet demand and offer suitable private facilities. (2.47)

Not achieved

There should be an up-to-date health needs assessment. (2.57)

Achieved

There should be care plans for patients with complex and/or long-term conditions. (2.58)

Achieved

The health care complaints system should preserve medical confidentiality. (2.59)

Achieved

Triage algorithms should be developed and used to ensure consistency of care and treatment. (2.66)

Achieved

Prisoners should have access to pharmacist-led clinics. (2.70)

Partially achieved

Medicines administration facilities should contain hand-washing facilities. (2.71)

Achieved

All patients on medication should be risk assessed in accordance with the in-possession policy. (2.72)

Achieved

Standard operating procedures (SOPs) should be appropriate for Deerbolt and should be signed by staff to show they have been read. (2.73)

Achieved

The dental chair should be replaced. (2.77)

Achieved

Breakfast should be served on the morning it is to be eaten. (2.85)

Not achieved

Prisoners should be able to eat together. (2.86)

Not achieved

Prisoners should be regularly consulted about food, and the dissatisfaction expressed by minority ethnic prisoners and those with disabilities should be investigated and addressed. (2.87)

Not achieved

The prison shop should offer a greater choice of cheaper non-branded items. (2.92)

Partially achieved

Prisoners should not be charged a handling fee for catalogue orders. (2.93)

Not achieved (recommendation repeated 2.22)

Purposeful activity

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

At the last inspection, in 2014, most prisoners had a reasonable amount of time out of cell. Leadership and management of learning and skills were strong and developing. Although there were enough activity places for the population, attendance and punctuality were poor and some waiting lists were too long. The quality of teaching was mixed; too much was only adequate although it was better in vocational training. Achievements were also mixed; in vocational training they were good but in functional skills they were insufficient. The use of prisoner mentors to support learning was underdeveloped in education. The library and gym provided some reasonable opportunities. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

The quality of teaching and outcomes, particularly in English and maths functional skills, should be improved. (S44)

Not achieved

Recommendations

All prisoners should have access to four evening association sessions a week. (3.4)

Not achieved (recommendation repeated 3.11)

Exercise periods should last for one hour, and exercise yards should contain benches or recreational equipment. (3.5)

Not achieved (recommendation repeated 3.12)

The quality of the observation of teaching and learning observation records should be improved by observers providing clear evaluations of the impact of teaching strategies on learners and their progress. (3.13)

Partially achieved

Prisoner rates of pay for attending education should be equivalent to other work-related activities, and waiting list should be managed better to allow more prisoners to access jobs. (3.14)

Achieved

Education managers should provide further support to help tutors promote equality and diversity to learners in a meaningful way. (3.15)

Partially achieved

The Manchester College should offer more provision at level 1 in vocational training for learners who struggle to meet the demands of level 2 courses. (3.21)

Achieved

Tutors should use learning support mentors more effectively to support their peers in sessions. (3.29)

Achieved

Tutors should set short-term targets in individual learning plans so that learners fully understand what they have to do to improve their skills and can measure their progress. (3.30)

Partially achieved

English and mathematics learning materials used in vocational training should be vocationally relevant. (3.31)

Achieved

The prison should improve attendance in education and punctuality in vocational training and education. (3.36)

Achieved

The prison should record the employability skills prisoners develop at work to support them in gaining employment on release. (3.37)

Achieved

The opening hours of the library should be extended to increase prisoner access and reduce interruptions to their core day activities. (3.41)

Achieved

Data on PE attendance should be kept and analysed to ensure that any under-represented groups are encouraged to attend. (3.49)

Achieved

The use of weight training should be closely monitored and the full range of planned recreational activities should be offered to ensure that prisoners benefit from a well-balanced programme of physical fitness. (3.50)

Achieved

Industry-recognised sports-related qualifications should be provided to improve prisoners' employability on release. (3.51)

Achieved

Resettlement

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

At the last inspection, in 2014, the strategic management of resettlement had a weak focus on offender management and the needs of the population. The overall quality of offender management work was insufficient, and there were long delays in some key assessments. Some work with higher risk prisoners was better. Public protection arrangements were good but the identification of prisoner risk was inconsistent. There was some good reintegration planning, and support in the resettlement pathways was generally very strong, although insufficient offending behaviour courses were offered. Children and families support was excellent. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

All prisoners should have an up-to-date OASys assessment, including those who are the responsibility of community offender managers, and these and the associated sentence plans should be completed to a good standard (S45)

Not achieved

Recommendations

The prison should develop an improved strategic approach, based on an up-to-date needs analysis, to provide a clear focus for the offender management unit and better integration with resettlement work. (4.5)

Achieved

The role of offender supervisors should be clearly defined to include ongoing risk and offence-related assessments and engagement, and they should be provided with regular supervision based on quality assurance of work and personal development objectives. (4.17)

Achieved

The use of release on temporary licence, and links with employers, should be expanded to offer as many prisoners as possible the opportunity to work outside the prison and access resettlement support before release. (4.18)

No longer relevant

Multi-agency public protection arrangements (MAPPA) cases should be monitored to ensure that the prisoner's risk level is identified six months before his release date. (4.21)

Not achieved

Offender management unit and learning and skills staff should work together to sequence sentence plan and learning targets to benefit the prisoner. (4.33)

Not achieved

The drug and alcohol recovery team (DART) should build links with local and regional community drug and alcohol support agencies to improve prisoners' resettlement outcomes. (4.36)

Achieved

Appendix III: Prison population profile

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

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	290	99	94
Recall	5	4	2.2
Convicted unsentenced	0	0	0
Remand	0	0	0
Civil prisoners	0	0	0
Detainees	0	0	0
Indeterminate sentence	12	4	3.9
Total	307	107	100

Sentence	18–20 yr olds	21 and over	%
Unsentenced	0		
Less than 6 months	0		
6 months to less than 12 months	0		
12 months to less than 2 years	22	4	6.3
2 years to less than 3 years	47	16	15.2
3 years to less than 4 years	66	23	21.5
4 years to less than 10 years	134	53	45.2
10 years and over (not life)	26	7	8
ISPP (indeterminate sentence for public protection)	1	0	0.2
Life	11	4	3.9
Total	307	107	100

Age	Number of prisoners	%
Please state minimum age here:	18	-
Under 21 years	307	74.2
21 years to 29 years	107	25.8
30 years to 39 years	0	0
40 years to 49 years	0	0
50 years to 59 years	0	0
60 years to 69 years	0	0
70 plus years	0	0
Please state maximum age here:	23	-
Total		

Nationality	18–20 yr olds	21 and over	%
British	288	104	94.7
Foreign nationals	19	3	5.3
Total			

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	0	0	
Uncategorised sentenced	0	0	
Category A	0	0	
Category B	0	0	
Category C	0	25	6.0
Category D	0	0	
Other (YOI Closed)	307	82	94
Total	307	107	

Ethnicity	18–20 yr olds	21 and over	%
White	219	85	73.4
British	202	81	68.4
Irish	0	1	0.2
Gypsy/Irish Traveller	5	2	1.7
Other white	12	1	3.1
Mixed	24	5	7.0
White and black Caribbean	13	3	3.9
White and black African	5	0	1.2
White and Asian	2	1	0.7
Other mixed	4	1	1.2
Asian or Asian British	31	5	8.7
Indian	3	1	1.0
Pakistani	23	4	6.5
Bangladeshi	1	0	0.2
Chinese	0	0	0
Other Asian	4	0	1.0
Black or black British	30	12	10.1
Caribbean	15	4	4.6
African	11	8	4.6
Other black	4	0	1.0
Other ethnic group	3	0	0.7
Arab	1	0	0.2
Other ethnic group	2	0	0.5
Not stated	0	0	0
Total			

Religion	18–20 yr olds	21 and over	%
Baptist	0	0	0
Church of England	17	12	7
Roman Catholic	52	18	16.9
Other Christian denominations	41	10	12.3
Muslim	60	20	19.3
Sikh	0	0	0
Hindu	0	0	0
Buddhist	0	0	0
Jewish	0	0	0
Other	1	0	0.2
No religion	136	47	44.2
Total	307	107	100

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

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	32	7.7	3	0.7
1 month to 3 months	66	15.9	19	4.6
3 months to 6 months	62	15	30	7.2
6 months to 1 year	98	23.7	35	8.5
1 year to 2 years	47	11.4	19	4.6
2 years to 4 years	2	0.5	1	0.2
4 years or more	0	0	0	0
Total	307	74.2	107	25.8

Sentenced prisoners only

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

Unsentenced prisoners only

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

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

Appendix IV: Prisoner survey methodology and results

Prisoner survey methodology

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

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.¹⁵

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

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

Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a power calculation, HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.¹⁶

Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.¹⁷ Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 16 April 2018 the prisoner population at HMYOI Deerbolt was 415. Using the sampling method described above, questionnaires were distributed to 178 prisoners. We received a total of 152 completed questionnaires, a response rate of 85%. This included two questionnaires completed via face-to-face interviews. Eight prisoners declined to participate in the survey and 18 questionnaires were either not returned at all, or returned blank.

¹⁵ Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

¹⁶ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

¹⁷ For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectorates.gov.uk/hmiprisoners/about-our-inspections/>

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMYOI Deerbolt. For the comparator analyses, each question was reformulated into a binary ‘yes/no’ format and affirmative responses compared.¹⁸ Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

Full survey results

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

Responses from HMYOI Deerbolt 2017¹⁹ compared with those from other HMI Prisons surveys²⁰

- Survey responses from HMYOI Deerbolt in 2018 compared with survey responses from the most recent inspection at three other young adult prisons (Aylesbury in 2017, Brinsford in 2017 and Feltham in 2017).
- Survey responses from HMYOI Deerbolt in 2018 compared with survey responses from other local prisons inspected since September 2014.

Comparisons between different residential locations within HMYOI Deerbolt 2018

- Responses of prisoners on wings designated for enhanced or employed prisoners (G and J wings) compared with those from the rest of the establishment.

Comparisons between sub-populations of prisoners within HMYOI Deerbolt 2018²¹

- White prisoners’ responses compared with those of prisoners from black or minority ethnic groups.
- Muslim prisoners’ responses compared with those of non-Muslim prisoners.
- Disabled prisoners’ responses compared with those who do not have a disability.
- Responses of prisoners with mental health problems compared with those who do not have mental health problems.
- Responses of prisoners aged 21 and under compared with those over 21.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²²

In the comparator analyses, statistically significant differences are indicated by shading.²³ Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

¹⁸ Using the Chi-square test (or Fisher’s exact test if there are fewer than five responses in a group).

¹⁹ Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data has been weighted to enable valid statistical comparison between establishments.

²⁰ These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

²¹ These analyses are carried out on summary data from selected survey questions only.

²² A minimum of 10 responses which must also represent at least 10% of the total response.

²³ A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing, $p < 0.01$ is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

Filtered questions are indented and preceded by an explanation in italics of how the filter has been applied. In the comparator analyses, percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the total number of valid responses to the question.

Background information

I.1	What wing or houseblock are you currently living on?	
	A Wing.....	20 (13%)
	B Wing.....	18 (12%)
	C Wing.....	17 (11%)
	E Wing.....	21 (14%)
	F Wing.....	24 (16%)
	G Wing.....	15 (10%)
	I Wing.....	20 (13%)
	J Wing.....	14 (9%)
	Segregation unit.....	3 (2%)
I.2	How old are you?	
	Under 21.....	106 (71%)
	21 - 25.....	43 (29%)
	26 - 29.....	0 (0%)
	30 - 39.....	0 (0%)
	40 - 49.....	0 (0%)
	50 - 59.....	0 (0%)
	60 - 69.....	0 (0%)
	70 or over.....	0 (0%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British.....	101 (68%)
	White - Irish.....	2 (1%)
	White - Gypsy or Irish Traveller.....	5 (3%)
	White - any other White background.....	2 (1%)
	Mixed - White and Black Caribbean.....	9 (6%)
	Mixed - White and Black African.....	3 (2%)
	Mixed - White and Asian.....	3 (2%)
	Mixed - any other Mixed ethnic background.....	1 (1%)
	Asian/ Asian British - Indian.....	0 (0%)
	Asian/ Asian British - Pakistani.....	9 (6%)
	Asian/ Asian British - Bangladeshi.....	1 (1%)
	Asian/ Asian British - Chinese.....	0 (0%)
	Asian - any other Asian Background.....	0 (0%)
	Black/ Black British - Caribbean.....	3 (2%)
	Black/ Black British - African.....	6 (4%)
	Black - any other Black/ African/ Caribbean background.....	2 (1%)
	Arab.....	0 (0%)
	Any other ethnic group.....	1 (1%)
I.4	How long have you been in this prison?	
	Less than 6 months.....	41 (28%)
	6 months or more.....	107 (72%)
I.5	Are you currently serving a sentence?	
	Yes.....	144 (98%)
	Yes - on recall.....	3 (2%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee.....	0 (0%)

1.6	How long is your sentence?	
	Less than 6 months	0 (0%)
	6 months to less than 1 year	8 (5%)
	1 year to less than 4 years	65 (44%)
	4 years to less than 10 years	58 (39%)
	10 years or more	11 (7%)
	IPP (indeterminate sentence for public protection)	0 (0%)
	Life	5 (3%)
	Not currently serving a sentence.....	0 (0%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	16 (11%)
	No	103 (70%)
	Don't remember.....	28 (19%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	118 (80%)
	2 hours or more.....	17 (11%)
	Don't remember.....	13 (9%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	120 (82%)
	No	14 (10%)
	Don't remember.....	13 (9%)
2.4	Overall, how were you treated in reception?	
	Very well	31 (21%)
	Quite well	88 (60%)
	Quite badly	10 (7%)
	Very badly	7 (5%)
	Don't remember.....	10 (7%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers.....	38 (26%)
	Contacting family.....	36 (24%)
	Arranging care for children or other dependants	2 (1%)
	Contacting employers	1 (1%)
	Money worries.....	15 (10%)
	Housing worries	9 (6%)
	Feeling depressed	32 (21%)
	Feeling suicidal.....	10 (7%)
	Other mental health problems	26 (17%)
	Physical health problems	9 (6%)
	Drug or alcohol problems (e.g. withdrawal)	13 (9%)
	Problems getting medication	15 (10%)
	Needing protection from other prisoners.....	11 (7%)
	Lost or delayed property	35 (23%)
	Other problems.....	11 (7%)
	Did not have any problems.....	51 (34%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	30 (21%)
	No	62 (43%)
	Did not have any problems when I first arrived.....	51 (36%)

First night and induction

3.1	Before you were locked up on your first night here, were you offered any of the following things?			
	Tobacco or nicotine replacement.....			98 (66%)
	Toiletries / other basic items			65 (44%)
	A shower.....			91 (61%)
	A free phone call			94 (64%)
	Something to eat			104 (70%)
	The chance to see someone from health care.....			89 (60%)
	The chance to talk to a Listener or Samaritans.....			29 (20%)
	Support from another prisoner (e.g. Insider or buddy).....			24 (16%)
	Wasn't offered any of these things			13 (9%)
3.2	On your first night in this prison, how clean or dirty was your cell?			
	Very clean.....			7 (5%)
	Quite clean.....			46 (31%)
	Quite dirty			51 (34%)
	Very dirty			37 (25%)
	Don't remember.....			7 (5%)
3.3	Did you feel safe on your first night here?			
	Yes			117 (80%)
	No			20 (14%)
	Don't remember.....			9 (6%)
3.4	In your first few days here, did you get:			
		Yes	No	Don't remember
	Access to the prison shop / canteen?	45 (31%)	89 (62%)	9 (6%)
	Free PIN phone credit?	90 (63%)	51 (35%)	3 (2%)
	Numbers put on your PIN phone?	88 (62%)	51 (36%)	4 (3%)
3.5	Did your induction cover everything you needed to know about this prison?			
	Yes			85 (58%)
	No.....			57 (39%)
	Have not had an induction.....			4 (3%)

On the wing

4.1	Are you in a cell on your own?		
	Yes		143 (97%)
	No, I'm in a shared cell or dormitory		5 (3%)
4.2	Is your cell call bell normally answered within 5 minutes?		
	Yes		57 (39%)
	No.....		76 (52%)
	Don't know.....		14 (10%)
	Don't have a cell call bell.....		0 (0%)

4.3 Please answer the following questions about the wing or houseblock you are currently living on:

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	97 (65%)	51 (34%)	1 (1%)
Can you shower every day?	144 (96%)	5 (3%)	1 (1%)
Do you have clean sheets every week?	97 (66%)	47 (32%)	2 (1%)
Do you get cell cleaning materials every week?	67 (46%)	75 (51%)	4 (3%)
Is it normally quiet enough for you to relax or sleep at night?	78 (54%)	62 (43%)	4 (3%)
Can you get your stored property if you need it?	14 (10%)	104 (72%)	27 (19%)

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

Very clean	13 (9%)
Quite clean	69 (47%)
Quite dirty	47 (32%)
Very dirty	17 (12%)

Food and canteen

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

Very good	5 (3%)
Quite good	46 (31%)
Quite bad	61 (41%)
Very bad	35 (24%)

5.2 Do you get enough to eat at mealtimes?

Always	15 (10%)
Most of the time	36 (24%)
Some of the time	61 (41%)
Never	35 (24%)

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

Yes	110 (74%)
No	38 (26%)
Don't know	0 (0%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	90 (62%)
No	55 (38%)

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

Yes	86 (61%)
No	56 (39%)

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

Yes	36 (25%)
No	109 (75%)

6.4	How helpful is your personal or named officer?	
	Very helpful.....	21 (14%)
	Quite helpful.....	30 (21%)
	Not very helpful	17 (12%)
	Not at all helpful.....	39 (27%)
	Don't know.....	30 (21%)
	Don't have a personal / named officer	8 (6%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	8 (5%)
	Sometimes	35 (24%)
	Hardly ever.....	97 (66%)
	Don't know.....	7 (5%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes.....	69 (50%)
	No.....	69 (50%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	27 (19%)
	Yes, but things don't change.....	52 (36%)
	No.....	34 (23%)
	Don't know.....	32 (22%)

Faith

7.1	What is your religion?	
	No religion.....	67 (46%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	54 (37%)
	Buddhist.....	0 (0%)
	Hindu.....	0 (0%)
	Jewish	0 (0%)
	Muslim.....	25 (17%)
	Sikh	0 (0%)
	Other	1 (1%)
7.2	Are your religious beliefs respected here?	
	Yes.....	56 (39%)
	No.....	18 (12%)
	Don't know.....	4 (3%)
	Not applicable (no religion).....	67 (46%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes.....	59 (40%)
	No.....	6 (4%)
	Don't know.....	15 (10%)
	Not applicable (no religion).....	67 (46%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	72 (49%)
	No.....	5 (3%)
	Don't know.....	2 (1%)
	Not applicable (no religion).....	67 (46%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes.....	44 (30%)
	No.....	102 (70%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes.....	117 (80%)
	No.....	30 (20%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes.....	107 (73%)
	No.....	39 (27%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy.....	12 (8%)
	Quite easy.....	12 (8%)
	Quite difficult.....	43 (29%)
	Very difficult.....	79 (53%)
	Don't know.....	2 (1%)
8.5	How often do you have visits from family or friends?	
	More than once a week.....	0 (0%)
	About once a week.....	24 (16%)
	Less than once a week.....	74 (50%)
	Not applicable (don't get visits).....	49 (33%)
8.6	Do visits usually start and finish on time?	
	Yes.....	43 (46%)
	No.....	51 (54%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes.....	74 (77%)
	No.....	22 (23%)

Time out of cell

9.1	Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?	
	Yes, and these times are usually kept to.....	84 (57%)
	Yes, but these times are not usually kept to.....	41 (28%)
	No.....	22 (15%)
9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours.....	49 (33%)
	2 to 6 hours.....	52 (35%)
	6 to 10 hours.....	32 (22%)
	10 hours or more.....	2 (1%)
	Don't know.....	12 (8%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours.....	102 (69%)
	2 to 6 hours.....	42 (28%)
	6 to 10 hours.....	0 (0%)
	10 hours or more.....	0 (0%)
	Don't know.....	4 (3%)

9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?		
	None	20 (14%)	
	1 or 2	23 (16%)	
	3 to 5.....	29 (20%)	
	More than 5.....	65 (45%)	
	Don't know.....	9 (6%)	
9.5	How many days in a typical week do you get association, if you want it?		
	None	6 (4%)	
	1 or 2	9 (6%)	
	3 to 5.....	96 (66%)	
	More than 5.....	33 (23%)	
	Don't know.....	2 (1%)	
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?		
	None	3 (2%)	
	1 or 2	22 (15%)	
	3 to 5.....	12 (8%)	
	More than 5.....	98 (68%)	
	Don't know.....	9 (6%)	
9.7	Typically, how often do you go to the gym?		
	Twice a week or more	58 (40%)	
	About once a week	30 (21%)	
	Less than once a week.....	14 (10%)	
	Never	43 (30%)	
9.8	Typically, how often do you go to the library?		
	Twice a week or more	6 (4%)	
	About once a week	67 (47%)	
	Less than once a week.....	28 (19%)	
	Never	43 (30%)	
9.9	Does the library have a wide enough range of materials to meet your needs?		
	Yes	73 (53%)	
	No.....	22 (16%)	
	Don't use the library	43 (31%)	

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?			
	Yes	108 (74%)		
	No.....	31 (21%)		
	Don't know.....	6 (4%)		
10.2	If you have made any applications here, please answer the questions below:			
		Yes	No	Not made any applications
	Are applications usually dealt with fairly?	56 (41%)	75 (54%)	7 (5%)
	Are applications usually dealt with within 7 days?	22 (16%)	112 (79%)	7 (5%)

10.3	Is it easy for you to make a complaint?				
	Yes.....			92 (63%)	
	No.....			26 (18%)	
	Don't know.....			27 (19%)	
10.4	If you have made any complaints here, please answer the questions below:				
		Yes	No	Not made any complaints	
	Are complaints usually dealt with fairly?	21 (15%)	65 (46%)	56 (39%)	
	Are complaints usually dealt with within 7 days?	14 (10%)	71 (50%)	56 (40%)	
10.5	Have you ever been prevented from making a complaint here when you wanted to?				
	Yes.....			32 (22%)	
	No.....			65 (45%)	
	Not wanted to make a complaint.....			46 (32%)	
10.6	In this prison, is it easy or difficult for you to...				
		Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	24 (17%)	57 (41%)	35 (25%)	23 (17%)
	Attend legal visits?	44 (32%)	30 (22%)	41 (30%)	21 (15%)
	Get bail information?	13 (10%)	36 (27%)	54 (40%)	32 (24%)
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?				
	Yes.....				73 (53%)
	No.....				24 (17%)
	Not had any legal letters.....				42 (30%)

Health care

11.1	How easy or difficult is it to see the following people?					
		Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	24 (17%)	67 (47%)	30 (21%)	10 (7%)	13 (9%)
	Nurse	38 (27%)	71 (50%)	17 (12%)	5 (3%)	12 (8%)
	Dentist	10 (7%)	29 (21%)	43 (30%)	42 (30%)	17 (12%)
	Mental health workers	26 (19%)	48 (34%)	18 (13%)	10 (7%)	38 (27%)
11.2	What do you think of the quality of the health service from the following people?					
		Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	22 (15%)	75 (52%)	21 (15%)	10 (7%)	16 (11%)
	Nurse	33 (23%)	71 (50%)	18 (13%)	8 (6%)	12 (8%)
	Dentist	15 (11%)	48 (34%)	21 (15%)	20 (14%)	38 (27%)
	Mental health workers	32 (23%)	42 (30%)	10 (7%)	5 (4%)	49 (36%)
11.3	Do you have any mental health problems?					
	Yes.....					58 (41%)
	No.....					84 (59%)
11.4	Have you been helped with your mental health problems in this prison?					
	Yes.....					40 (28%)
	No.....					17 (12%)
	Don't have any mental health problems.....					84 (60%)

11.5	What do you think of the overall quality of the health services here?	
	Very good	14 (10%)
	Quite good	68 (48%)
	Quite bad	39 (27%)
	Very bad	9 (6%)
	Don't know.....	12 (8%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes	34 (24%)
	No.....	109 (76%)
12.2	If you have a disability, are you getting the support you need?	
	Yes.....	12 (9%)
	No.....	19 (14%)
	Don't have a disability	109 (78%)
12.3	Have you been on an ACCT in this prison?	
	Yes.....	25 (17%)
	No.....	119 (83%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes.....	18 (13%)
	No.....	7 (5%)
	Have not been on an ACCT in this prison.....	119 (83%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy.....	11 (8%)
	Quite easy.....	24 (17%)
	Quite difficult	11 (8%)
	Very difficult	10 (7%)
	Don't know.....	81 (57%)
	No Listeners at this prison	4 (3%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	19 (13%)
	No.....	124 (87%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes.....	17 (12%)
	No.....	1 (1%)
	Did not / do not have an alcohol problem	124 (87%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes.....	51 (36%)
	No.....	92 (64%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes.....	22 (15%)
	No.....	120 (85%)

13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	6 (4%)
	No	135 (96%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	37 (28%)
	No	10 (8%)
	Did not / do not have a drug problem.....	85 (64%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	32 (23%)
	Quite easy	18 (13%)
	Quite difficult	7 (5%)
	Very difficult	17 (12%)
	Don't know.....	68 (48%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	10 (7%)
	Quite easy	8 (6%)
	Quite difficult	7 (5%)
	Very difficult	30 (21%)
	Don't know.....	86 (61%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	53 (37%)
	No	89 (63%)
14.2	Do you feel unsafe now?	
	Yes	30 (21%)
	No	110 (79%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse	48 (34%)
	Threats or intimidation.....	40 (29%)
	Physical assault.....	26 (19%)
	Sexual assault	2 (1%)
	Theft of canteen or property.....	19 (14%)
	Other bullying / victimisation	15 (11%)
	Not experienced any of these from prisoners here.....	86 (61%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	31 (23%)
	No	104 (77%)

14.5	Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply to you.)	
	Verbal abuse.....	54 (38%)
	Threats or intimidation.....	44 (31%)
	Physical assault.....	36 (26%)
	Sexual assault	5 (4%)
	Theft of canteen or property.....	16 (11%)
	Other bullying / victimisation	15 (11%)
	Not experienced any of these from staff here.....	78 (55%)

14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes.....	52 (37%)
	No.....	87 (63%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes.....	48 (34%)
	No.....	76 (54%)
	Don't know what the incentives / rewards are	18 (13%)

15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	
	Yes.....	34 (23%)
	No.....	84 (58%)
	Don't know.....	20 (14%)
	Don't know what this is	7 (5%)

15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes.....	54 (37%)
	No.....	91 (63%)

15.4	If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?	
	Yes.....	12 (8%)
	No.....	36 (25%)
	Don't remember	6 (4%)
	Not been restrained here in last 6 months	91 (63%)

15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	
	Yes.....	35 (24%)
	No.....	108 (76%)

15.6	If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:		
		Yes	No
	Were you treated well by segregation staff?	19 (58%)	14 (42%)
	Could you shower every day?	23 (70%)	10 (30%)
	Could you go outside for exercise every day?	23 (72%)	9 (28%)
	Could you use the phone every day (if you had credit)?	23 (72%)	9 (28%)

Education, skills and work

16.1 Is it easy or difficult to get into the following activities in this prison?

	Easy	Difficult	Don't know	Not available here
Education	73 (51%)	48 (34%)	20 (14%)	2 (1%)
Vocational or skills training	47 (34%)	51 (37%)	38 (28%)	2 (1%)
Prison job	70 (50%)	59 (42%)	9 (6%)	1 (1%)
Voluntary work outside of the prison	8 (6%)	25 (19%)	35 (27%)	64 (48%)
Paid work outside of the prison	6 (4%)	25 (19%)	35 (26%)	68 (51%)

16.2 If you have done any of these activities while in this prison, do you think they will help you on release?

	Yes, will help	No, won't help	Not done this
Education	68 (49%)	52 (38%)	18 (13%)
Vocational or skills training	56 (42%)	36 (27%)	40 (30%)
Prison job	47 (35%)	60 (44%)	28 (21%)
Voluntary work outside of the prison	23 (18%)	16 (13%)	89 (70%)
Paid work outside of the prison	22 (17%)	14 (11%)	92 (72%)

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

Yes	82 (57%)
No.....	56 (39%)
Not applicable (e.g. if you are retired, sick or on remand)	5 (3%)

Planning and progression

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

Yes	103 (71%)
No.....	42 (29%)

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

Yes	82 (80%)
No.....	9 (9%)
Don't know what my objectives or targets are.....	12 (12%)

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

Yes	32 (32%)
No.....	57 (56%)
Don't know what my objectives or targets are.....	12 (12%)

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

	Yes, this helped	No, this didn't help	Not done / don't know
Offending behaviour programmes	20 (21%)	19 (20%)	58 (60%)
Other programmes	26 (28%)	15 (16%)	53 (56%)
One to one work	25 (27%)	14 (15%)	55 (59%)
Being on a specialist unit	4 (5%)	11 (13%)	72 (83%)
ROTL - day or overnight release	2 (2%)	7 (8%)	77 (90%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?			
	Yes.....			36 (25%)
	No.....			106 (73%)
	Don't know.....			3 (2%)
18.2	How close is this prison to your home area or intended release address?			
	Very near.....			2 (6%)
	Quite near.....			4 (11%)
	Quite far.....			14 (39%)
	Very far.....			16 (44%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?			
	Yes.....			19 (54%)
	No.....			16 (46%)
18.4	Are you getting help to sort out the following things for when you are released?			
		Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
	Finding accommodation	9 (26%)	7 (21%)	18 (53%)
	Getting employment	3 (8%)	17 (47%)	16 (44%)
	Setting up education or training	4 (12%)	13 (38%)	17 (50%)
	Arranging benefits	5 (14%)	18 (50%)	13 (36%)
	Sorting out finances	4 (12%)	13 (38%)	17 (50%)
	Support for drug or alcohol problems	8 (23%)	5 (14%)	22 (63%)
	Health / mental health support	7 (21%)	8 (24%)	19 (56%)
	Social care support	4 (11%)	7 (20%)	24 (69%)
	Getting back in touch with family or friends	7 (20%)	3 (9%)	25 (71%)

More about you

19.1	Do you have children under the age of 18?			
	Yes.....			35 (25%)
	No.....			107 (75%)
19.2	Are you a UK / British citizen?			
	Yes.....			139 (95%)
	No.....			7 (5%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?			
	Yes.....			8 (6%)
	No.....			133 (94%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?			
	Yes.....			3 (2%)
	No.....			141 (98%)
19.5	What is your gender?			
	Male.....			145 (99%)
	Female.....			1 (1%)
	Non-binary.....			0 (0%)
	Other.....			0 (0%)

19.6	How would you describe your sexual orientation?	
	Straight / heterosexual.....	141 (98%)
	Gay / lesbian / homosexual.....	0 (0%)
	Bisexual.....	2 (1%)
	Other	1 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes.....	2 (1%)
	No.....	137 (99%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend.....	15 (10%)
	Less likely to offend.....	64 (45%)
	Made no difference	64 (45%)

HMYOI Deerbolt 2018

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

In this table summary statistics from HMYOI Deerbolt 2018 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of other young adult prisons (Aylesbury in 2017, Brinsford in 2017 and Feltham in 2017).

Please note that we do not have comparable data for the new questions introduced in September 2017.

- Summary statistics from HMYOI Deerbolt in 2018 are compared with those from HMYOI Deerbolt in 2014. Please note that we do not have comparable data for the new questions introduced in September 2017.

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

	Green shading shows results that are significantly more positive than the comparator
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	Orange shading shows significant differences in demographics and background information
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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

n=number of valid responses to question (HMYOI Deerbolt 2018)

HMYOI Deerbolt 2018	Three other young adult prisons	HMYOI Deerbolt 2018	HMYOI Deerbolt 2014
152	473	152	175

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n=149</i>	71%	81%	71%	83%
	Are you 25 years of age or younger?	<i>n=149</i>	100%		100%	
	Are you 50 years of age or older?	<i>n=149</i>				
	Are you 70 years of age or older?	<i>n=149</i>				
1.3	Are you from a minority ethnic group?	<i>n=148</i>	26%	60%	26%	19%
1.4	Have you been in this prison for less than 6 months?	<i>n=148</i>	28%		28%	
1.5	Are you currently serving a sentence?	<i>n=147</i>	100%	93%	100%	100%
	Are you on recall?	<i>n=147</i>	2%	6%	2%	9%
1.6	Is your sentence less than 12 months?	<i>n=147</i>	5%	17%	5%	14%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=147</i>	0%	1%	0%	1%
7.1	Are you Muslim?	<i>n=147</i>	17%	31%	17%	10%
11.3	Do you have any mental health problems?	<i>n=142</i>	41%		41%	
12.1	Do you consider yourself to have a disability?	<i>n=143</i>	24%	19%	24%	10%
19.1	Do you have any children under the age of 18?	<i>n=142</i>	25%	19%	25%	24%
19.2	Are you a foreign national?	<i>n=146</i>	5%	11%	5%	8%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=141</i>	6%	4%	6%	5%
19.4	Have you ever been in the armed services?	<i>n=144</i>	2%	2%	2%	1%
19.5	Is your gender female or non-binary?	<i>n=146</i>	1%		1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=144</i>	2%	3%	2%	0%
19.7	Do you identify as transgender or transsexual?	<i>n=139</i>	1%		1%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=147</i>	11%		11%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=148</i>	80%	68%	80%	81%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=147</i>	82%	77%	82%	88%

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2.4	Overall, were you treated very / quite well in reception?	<i>n</i> =146	82%		82%	
2.5	When you first arrived, did you have any problems?	<i>n</i> =149	66%	70%	66%	40%
2.5	Did you have problems with:					
	- Getting phone numbers?	<i>n</i> =149	26%	28%	26%	12%
	- Contacting family?	<i>n</i> =149	24%	30%	24%	13%
	- Arranging care for children or other dependents?	<i>n</i> =149	1%		1%	
	- Contacting employers?	<i>n</i> =149	1%	3%	1%	1%
	- Money worries?	<i>n</i> =149	10%	16%	10%	12%
	- Housing worries?	<i>n</i> =149	6%	13%	6%	4%
	- Feeling depressed?	<i>n</i> =149	22%		22%	
	- Feeling suicidal?	<i>n</i> =149	7%		7%	
	- Other mental health problems?	<i>n</i> =149	17%		17%	
	- Physical health problems	<i>n</i> =149	6%	6%	6%	2%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n</i> =149	9%		9%	
	- Getting medication?	<i>n</i> =149	10%		10%	
	- Needing protection from other prisoners?	<i>n</i> =149	7%	10%	7%	6%
	- Lost or delayed property?	<i>n</i> =149	24%	22%	24%	10%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	<i>n</i> =92	33%	27%	33%	37%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	<i>n</i> =148	66%	53%	66%	92%
	- Toiletries / other basic items?	<i>n</i> =148	44%	50%	44%	59%
	- A shower?	<i>n</i> =148	62%	34%	62%	52%
	- A free phone call?	<i>n</i> =148	64%	63%	64%	78%
	- Something to eat?	<i>n</i> =148	70%	53%	70%	58%
	- The chance to see someone from health care?	<i>n</i> =148	60%	60%	60%	70%
	- The chance to talk to a Listener or Samaritans?	<i>n</i> =148	20%	20%	20%	29%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n</i> =148	16%		16%	
	- None of these?	<i>n</i> =148	9%		9%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n</i> =148	36%		36%	
3.3	Did you feel safe on your first night here?	<i>n</i> =146	80%	72%	80%	86%
3.4	In your first few days here, did you get?					
	- Access to the prison shop / canteen?	<i>n</i> =143	32%	19%	32%	32%

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	- Free PIN phone credit?	n=144	63%		63%	
	- Numbers put on your PIN phone?	n=143	62%		62%	
3.5	Have you had an induction at this prison?	n=146	97%	87%	97%	84%
<i>For those who have had an induction:</i>						
3.5	Did your induction cover everything you needed to know about this prison?	n=142	60%		60%	
ON THE WING						
4.1	Are you in a cell on your own?	n=148	97%		97%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=147	39%	14%	39%	46%
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	n=149	65%	49%	65%	52%
	- Can you shower every day?	n=150	96%	56%	96%	92%
	- Do you have clean sheets every week?	n=146	66%	43%	66%	93%
	- Do you get cell cleaning materials every week?	n=146	46%	29%	46%	55%
	- Is it normally quiet enough for you to relax or sleep at night?	n=144	54%	48%	54%	56%
	- Can you get your stored property if you need it?	n=145	10%	21%	10%	28%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=146	56%		56%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	n=147	35%		35%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=147	35%		35%	
5.3	Does the shop / canteen sell the things that you need?	n=148	74%	40%	74%	53%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	n=145	62%	59%	62%	76%
6.2	Are there any staff here you could turn to if you had a problem?	n=142	61%	54%	61%	65%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=145	25%	26%	25%	26%
6.4	Do you have a personal officer?	n=145	95%		95%	
<i>For those who have a personal officer:</i>						
6.4	Is your personal or named officer very / quite helpful?	n=137	37%		37%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=147	5%		5%	
6.6	Do you feel that you are treated as an individual in this prison?	n=138	50%		50%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=145	55%		55%	
	If so, do things sometimes change?	n=79	34%		34%	
FAITH						
7.1	Do you have a religion?	n=147	54%	77%	54%	46%
<i>For those who have a religion:</i>						

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7.2	Are your religious beliefs respected here?	n=78	72%		72%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=80	74%		74%	
7.4	Are you able to attend religious services, if you want to?	n=79	91%		91%	
CONTACT WITH FAMILY AND FRIENDS						
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=146	30%		30%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=147	80%	59%	80%	41%
8.3	Are you able to use a phone every day (if you have credit)?	n=146	73%		73%	
8.4	Is it very / quite easy for your family and friends to get here?	n=148	16%		16%	
8.5	Do you get visits from family/friends once a week or more?	n=147	16%		16%	
<i>For those who get visits:</i>						
8.6	Do visits usually start and finish on time?	n=94	46%		46%	
8.7	Are your visitors usually treated respectfully by staff?	n=96	77%		77%	
TIME OUT OF CELL						
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=147	85%		85%	
<i>For those who know what the unlock and lock-up times are supposed to be:</i>						
9.1	Are these times usually kept to?	n=125	67%		67%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=147	33%	38%	33%	29%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=147	1%	4%	1%	5%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=148	69%		69%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=148	0%		0%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=146	45%		45%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=146	23%		23%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=144	68%		68%	
9.7	Do you typically go to the gym twice a week or more?	n=145	40%		40%	
9.8	Do you typically go to the library twice a week or more?	n=144	4%	3%	4%	5%
<i>For those who use the library:</i>						
9.9	Does the library have a wide enough range of materials to meet your needs?	n=95	77%	53%	77%	74%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS						
10.1	Is it easy for you to make an application?	n=145	75%	64%	75%	80%
<i>For those who have made an application:</i>						
10.2	Are applications usually dealt with fairly?	n=131	43%	40%	43%	60%
	Are applications usually dealt with within 7 days?	n=134	16%	16%	16%	33%
10.3	Is it easy for you to make a complaint?	n=145	63%	45%	63%	54%
<i>For those who have made a complaint:</i>						

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

Number of completed questionnaires returned

	HMYOI Deerbolt 2018	Three other young adult prisons	HMYOI Deerbolt 2018	HMYOI Deerbolt 2014
	152	473	152	175

n=number of valid responses to question (HMYOI Deerbolt 2018)

10.4	Are complaints usually dealt with fairly?	n=86	24%	24%	24%	41%
	Are complaints usually dealt with within 7 days?	n=85	17%	15%	17%	36%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=97	33%		33%	
<i>For those who need it, is it easy to:</i>						
10.6	Communicate with your solicitor or legal representative?	n=116	21%		21%	
	Attend legal visits?	n=115	38%		38%	
	Get bail information?	n=103	13%		13%	
<i>For those who have had legal letters:</i>						
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	n=97	75%	55%	75%	50%
HEALTH CARE						
11.1	Is it very / quite easy to see:					
	- Doctor?	n=144	63%		63%	
	- Nurse?	n=143	76%		76%	
	- Dentist?	n=141	28%		28%	
	- Mental health workers?	n=140	53%		53%	
11.2	Do you think the quality of the health service is very / quite good from:					
	- Doctor?	n=144	67%		67%	
	- Nurse?	n=142	73%		73%	
	- Dentist?	n=142	44%		44%	
	- Mental health workers?	n=138	54%		54%	
11.3	Do you have any mental health problems?	n=142	41%		41%	
<i>For those who have mental health problems:</i>						
11.4	Have you been helped with your mental health problems in this prison?	n=57	70%		70%	
11.5	Do you think the overall quality of the health services here is very / quite good?	n=142	58%		58%	
OTHER SUPPORT NEEDS						
12.1	Do you consider yourself to have a disability?	n=143	24%	19%	24%	10%
<i>For those who have a disability:</i>						
12.2	Are you getting the support you need?	n=31	39%		39%	
12.3	Have you been on an ACCT in this prison?	n=144	17%		17%	
<i>For those who have been on an ACCT:</i>						
12.4	Did you feel cared for by staff?	n=25	72%		72%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=141	25%		25%	
ALCOHOL AND DRUGS						
13.1	Did you have an alcohol problem when you came into this prison?	n=143	13%	12%	13%	21%
<i>For those who had / have an alcohol problem:</i>						

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Number of completed questionnaires returned

	HMYOI Deerbolt 2018	Three other young adult prisons	HMYOI Deerbolt 2018	HMYOI Deerbolt 2014
	152	473	152	175

n=number of valid responses to question (HMYOI Deerbolt 2018)

13.2	Have you been helped with your alcohol problem in this prison?	<i>n</i> =18	94%	60%	94%	59%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	<i>n</i> =143	36%	20%	36%	33%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<i>n</i> =142	16%	6%	16%	7%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<i>n</i> =141	4%		4%	
<i>For those who had / have a drug problem:</i>						
13.6	Have you been helped with your drug problem in this prison?	<i>n</i> =47	79%	57%	79%	53%
13.7	Is it very / quite easy to get illicit drugs in this prison?	<i>n</i> =142	35%		35%	
13.8	Is it very / quite easy to get alcohol in this prison?	<i>n</i> =141	13%		13%	
SAFETY						
14.1	Have you ever felt unsafe here?	<i>n</i> =142	37%	53%	37%	33%
14.2	Do you feel unsafe now?	<i>n</i> =140	21%	27%	21%	13%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	<i>n</i> =140	34%		34%	
	- Threats or intimidation?	<i>n</i> =140	29%		29%	
	- Physical assault?	<i>n</i> =140	19%		19%	
	- Sexual assault?	<i>n</i> =140	1%		1%	
	- Theft of canteen or property?	<i>n</i> =140	14%		14%	
	- Other bullying / victimisation?	<i>n</i> =140	11%		11%	
	- Not experienced any of these from prisoners here	<i>n</i> =140	61%	65%	61%	76%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<i>n</i> =135	23%		23%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	<i>n</i> =141	38%		38%	
	- Threats or intimidation?	<i>n</i> =141	31%		31%	
	- Physical assault?	<i>n</i> =141	26%		26%	
	- Sexual assault?	<i>n</i> =141	4%		4%	
	- Theft of canteen or property?	<i>n</i> =141	11%		11%	
	- Other bullying / victimisation?	<i>n</i> =141	11%		11%	
	- Not experienced any of these from staff here	<i>n</i> =141	55%	56%	55%	78%
14.6	If you were being bullied / victimised by staff here, would you report it?	<i>n</i> =139	37%		37%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<i>n</i> =142	34%		34%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<i>n</i> =145	23%		23%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<i>n</i> =145	37%	30%	37%	23%

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Number of completed questionnaires returned

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HMYOI Deerbolt 2018	Three other young adult prisons	HMYOI Deerbolt 2018	HMYOI Deerbolt 2014
152	473	152	175

For those who have been restrained in the last 6 months:					
15.4	Did anyone come and talk to you about it afterwards?	<i>n=54</i>	22%		
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n=143</i>	25%	34%	25% 34%
For those who have spent one or more nights in the segregation unit in the last 6 months:					
15.6	Were you treated well by segregation staff?	<i>n=33</i>	58%		58%
	Could you shower every day?	<i>n=33</i>	70%		70%
	Could you go outside for exercise every day?	<i>n=32</i>	72%		72%
	Could you use the phone every day (if you had credit)?	<i>n=32</i>	72%		72%
EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	- Education?	<i>n=143</i>	51%		51%
	- Vocational or skills training?	<i>n=138</i>	34%		34%
	- Prison job?	<i>n=139</i>	50%		50%
	- Voluntary work outside of the prison?	<i>n=132</i>	6%		6%
	- Paid work outside of the prison?	<i>n=134</i>	5%		5%
16.2	In this prison, have you done the following activities:				
	- Education?	<i>n=138</i>	87%	81%	87% 82%
	- Vocational or skills training?	<i>n=132</i>	70%	63%	70% 70%
	- Prison job?	<i>n=135</i>	79%	74%	79% 72%
	- Voluntary work outside of the prison?	<i>n=128</i>	31%		31%
	- Paid work outside of the prison?	<i>n=128</i>	28%		28%
For those who have done the following activities, do you think they will help you on release:					
	- Education?	<i>n=120</i>	57%	55%	57% 57%
	- Vocational or skills training?	<i>n=92</i>	61%	48%	61% 56%
	- Prison job?	<i>n=107</i>	44%	42%	44% 60%
	- Voluntary work outside of the prison?	<i>n=39</i>	59%		59%
	- Paid work outside of the prison?	<i>n=36</i>	61%		61%
16.3	Do staff encourage you to attend education, training or work?	<i>n=138</i>	59%		59%

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Number of completed questionnaires returned

HMYOI Deerbolt 2018	Three other young adult prisons	HMYOI Deerbolt 2018	HMYOI Deerbolt 2014
152	473	152	175

n=number of valid responses to question (HMYOI Deerbolt 2018)

PLANNING AND PROGRESSION						
17.1	Do you have a custody plan?	<i>n</i> =145	71%		71%	
<i>For those who have a custody plan:</i>						
17.2	Do you understand what you need to do to achieve your objectives or targets?	<i>n</i> =103	80%		80%	
17.3	Are staff helping you to achieve your objectives or targets?	<i>n</i> =101	32%		32%	
17.4	In this prison, have you done:					
	- Offending behaviour programmes?	<i>n</i> =97	40%		40%	
	- Other programmes?	<i>n</i> =94	44%		44%	
	- One to one work?	<i>n</i> =94	42%		42%	
	- Been on a specialist unit?	<i>n</i> =87	17%		17%	
	- ROTL - day or overnight release?	<i>n</i> =86	11%		11%	
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>						
	- Offending behaviour programmes?	<i>n</i> =39	51%		51%	
	- Other programmes?	<i>n</i> =41	63%		63%	
	- One to one work?	<i>n</i> =39	64%		64%	
	- Being on a specialist unit?	<i>n</i> =15	27%		27%	
	- ROTL - day or overnight release?	<i>n</i> =9	22%		22%	

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HMYOI Deerbolt 2018	Three other young adult prisons	HMYOI Deerbolt 2018	HMYOI Deerbolt 2014
152	473	152	175

PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	<i>n</i> =145	25%		25%	
<i>For those who expect to be released in the next 3 months:</i>						
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n</i> =36	17%		17%	
18.3	Is anybody helping you to prepare for your release?	<i>n</i> =35	54%		54%	
18.4	Do you need help to sort out the following for when you are released:					
	- Finding accommodation?	<i>n</i> =34	47%		47%	
	- Getting employment?	<i>n</i> =36	56%		56%	
	- Setting up education or training?	<i>n</i> =34	50%		50%	
	- Arranging benefits?	<i>n</i> =36	64%		64%	
	- Sorting out finances?	<i>n</i> =34	50%		50%	
	- Support for drug or alcohol problems?	<i>n</i> =35	37%		37%	
	- Health / mental Health support?	<i>n</i> =34	44%		44%	
	- Social care support?	<i>n</i> =35	31%		31%	
	- Getting back in touch with family or friends?	<i>n</i> =35	29%		29%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	- Finding accommodation?	<i>n</i> =16	56%		56%	
	- Getting employment?	<i>n</i> =20	15%		15%	
	- Setting up education or training?	<i>n</i> =17	24%		24%	
	- Arranging benefits?	<i>n</i> =23	22%		22%	
	- Sorting out finances?	<i>n</i> =17	24%		24%	
	- Support for drug or alcohol problems?	<i>n</i> =13	62%		62%	
	- Health / mental Health support?	<i>n</i> =15	47%		47%	
	- Social care support?	<i>n</i> =11	36%		36%	
	- Getting back in touch with family or friends?	<i>n</i> =10	70%		70%	
FINAL QUESTION ABOUT THIS PRISON						
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n</i> =143	45%		45%	

HMYOI Deerbolt 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- Responses of prisoners from black and minority ethnic groups are compared with those of white prisoners
- Muslim prisoners' responses are compared with those of non-Muslim prisoners

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

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Number of completed questionnaires returned

Black and minority ethnic	White	Muslim	Non-Muslim
38	110	25	122

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	71%	71%	67%	73%
1.3	Are you from a minority ethnic group?			100%	12%
7.1	Are you Muslim?	62%	0%		
11.3	Do you have any mental health problems?	19%	50%	16%	45%
12.1	Do you consider yourself to have a disability?	19%	26%	20%	25%
19.2	Are you a foreign national?	11%	3%	16%	2%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	3%	7%	4%	6%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	70%	85%	72%	85%
2.4	Overall, were you treated very / quite well in reception?	78%	82%	84%	82%
2.5	When you first arrived, did you have any problems?	66%	66%	68%	66%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	14%	40%	20%	36%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	66%	85%	63%	85%
3.5	Have you had an induction at this prison?	97%	97%	96%	98%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	44%	66%	42%	65%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	22%	44%	24%	43%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	54%	70%	52%	69%
	- Can you shower every day?	89%	98%	92%	98%
	- Do you have clean sheets every week?	47%	73%	44%	72%
	- Do you get cell cleaning materials every week?	39%	50%	42%	48%
	- Is it normally quiet enough for you to relax or sleep at night?	49%	57%	42%	57%
	- Can you get your stored property if you need it?	3%	12%	0%	12%

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Number of completed questionnaires returned

	Black and minority ethnic	White	Muslim	Non-Muslim
	38	110	25	122

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	31%	37%	32%	36%
5.3	Does the shop / canteen sell the things that you need?	67%	77%	63%	77%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	40%	71%	40%	66%
6.2	Are there any staff here you could turn to if you had a problem?	46%	66%	46%	64%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	20%	27%	20%	26%
6.6	Do you feel that you are treated as an individual in this prison?	44%	53%	48%	51%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	52%	84%	57%	78%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	72%	76%	80%	71%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	22%	34%	21%	32%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	91%	76%	88%	78%
8.3	Are you able to use a phone every day (if you have credit)?	49%	82%	50%	79%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	70%	80%	58%	81%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	36%	33%	24%	34%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	3%	1%	4%	1%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	61%	83%	50%	83%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	61%	78%	60%	78%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	25%	50%	17%	49%
10.3	Is it easy for you to make a complaint?	68%	64%	56%	65%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	21%	27%	11%	28%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	33%	32%	37%	32%

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Number of completed questionnaires returned

	Black and minority ethnic	White	Muslim	Non-Muslim
	38	110	25	122

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	60%	65%	68%	62%
	- Nurse?	76%	78%	80%	75%
	- Dentist?	22%	30%	21%	29%
	- Mental health workers?	36%	60%	44%	55%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	57%	72%	50%	73%
11.5	Do you think the overall quality of the health services here is very / quite good?	49%	61%	52%	60%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	17%	44%	25%	41%
SAFETY					
14.1	Have you ever felt unsafe here?	44%	35%	48%	34%
14.2	Do you feel unsafe now?	25%	21%	28%	19%
14.3	Not experienced bullying / victimisation by other prisoners	69%	57%	64%	61%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	8%	29%	8%	26%
14.5	Not experienced bullying / victimisation by members of staff	39%	62%	32%	61%
14.6	If you were being bullied / victimised by staff here, would you report it?	24%	43%	24%	40%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	25%	38%	20%	37%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	5%	31%	8%	27%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	35%	37%	40%	36%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	30%	22%	28%	23%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	39%	68%	38%	65%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	64%	73%	68%	73%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	14%	38%	6%	37%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	17%	62%	0%	59%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	37%	48%	25%	49%

HMYOI Deerbolt 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

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

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Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
58	84	34	109

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	64%	77%	65%	74%
1.3	Are you from a minority ethnic group?	12%	36%	21%	27%
7.1	Are you Muslim?	7%	25%	15%	19%
11.3	Do you have any mental health problems?			79%	29%
12.1	Do you consider yourself to have a disability?	47%	8%		
19.2	Are you a foreign national?	5%	5%	9%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	2%	9%	6%	6%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	86%	81%	85%	81%
2.4	Overall, were you treated very / quite well in reception?	83%	83%	91%	80%
2.5	When you first arrived, did you have any problems?	79%	59%	88%	60%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	47%	20%	41%	30%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	81%	80%	77%	81%
3.5	Have you had an induction at this prison?	97%	98%	94%	98%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	58%	60%	59%	60%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	50%	33%	55%	35%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	67%	64%	64%	65%
	- Can you shower every day?	95%	96%	94%	96%
	- Do you have clean sheets every week?	66%	66%	58%	68%
	- Do you get cell cleaning materials every week?	49%	43%	53%	43%
	- Is it normally quiet enough for you to relax or sleep at night?	50%	54%	47%	55%
	- Can you get your stored property if you need it?	18%	5%	12%	9%

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

Number of completed questionnaires returned

	Mental health problems	No mental health problems		
	58	84	Have a disability	Do not have a disability
			34	109

FOOD AND CANTEEN						
5.2	Do you get enough to eat at meal-times always / most of the time?	30%	37%		33%	35%
5.3	Does the shop / canteen sell the things that you need?	86%	70%		79%	75%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	70%	59%		65%	64%
6.2	Are there any staff here you could turn to if you had a problem?	71%	56%		67%	61%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	39%	17%		47%	19%
6.6	Do you feel that you are treated as an individual in this prison?	54%	51%		48%	52%
FAITH						
<i>For those who have a religion:</i>						
7.2	Are your religious beliefs respected here?	76%	71%		67%	74%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	72%	77%		71%	78%
CONTACT WITH FAMILY AND FRIENDS						
8.1	Have staff here encouraged you to keep in touch with your family / friends?	32%	30%		27%	32%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	78%	82%		77%	81%
8.3	Are you able to use a phone every day (if you have credit)?	75%	71%		76%	72%
<i>For those who get visits:</i>						
8.7	Are your visitors usually treated respectfully by staff?	82%	76%		82%	78%
TIME OUT OF CELL						
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	45%	23%		53%	25%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	2%		0%	2%
<i>For those who use the library:</i>						
9.9	Does the library have a wide enough range of materials to meet your needs?	87%	71%		81%	76%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS						
10.1	Is it easy for you to make an application?	75%	73%		79%	72%
<i>For those who have made an application:</i>						
10.2	Are applications usually dealt with fairly?	52%	38%		45%	42%
10.3	Is it easy for you to make a complaint?	70%	61%		62%	64%
<i>For those who have made a complaint:</i>						
10.4	Are complaints usually dealt with fairly?	27%	24%		23%	24%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	40%	28%		41%	31%

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Number of completed questionnaires returned

	Mental health problems	No mental health problems		
	58	84	Have a disability	Do not have a disability
			34	109

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	73%	58%	74%	62%
	- Nurse?	82%	74%	85%	75%
	- Dentist?	26%	29%	24%	29%
	- Mental health workers?	69%	42%	67%	50%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	69%		77%	65%
11.5	Do you think the overall quality of the health services here is very / quite good?	63%	55%	50%	61%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	36%	50%	39%	
SAFETY					
14.1	Have you ever felt unsafe here?	49%	28%	56%	32%
14.2	Do you feel unsafe now?	30%	16%	38%	17%
14.3	Not experienced bullying / victimisation by other prisoners	43%	74%	38%	68%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	27%	20%	39%	19%
14.5	Not experienced bullying / victimisation by members of staff	55%	56%	39%	61%
14.6	If you were being bullied / victimised by staff here, would you report it?	45%	31%	47%	35%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	36%	33%	34%	33%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	26%	23%	18%	26%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	41%	34%	52%	33%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	26%	23%	33%	21%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	65%	57%	65%	59%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	71%	70%	71%	70%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	40%	29%	32%	34%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	63%	47%	67%	52%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	48%	43%	43%	44%

HMYOI Deerbolt 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - Responses of prisoners aged 21 and under are compared with those of prisoners over 21
 Please note that these analyses are based on summary data from selected survey questions only.

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Number of completed questionnaires returned

21 and under	Over 21
106	43

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.3	Are you from a minority ethnic group?	26%	26%
7.1	Are you Muslim?	15%	20%
11.3	Do you have any mental health problems?	37%	53%
12.1	Do you consider yourself to have a disability?	22%	30%
19.2	Are you a foreign national?	5%	5%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	7%	3%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	81%	84%
2.4	Overall, were you treated very / quite well in reception?	78%	88%
2.5	When you first arrived, did you have any problems?	66%	67%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	33%	32%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	80%	81%
3.5	Have you had an induction at this prison?	97%	98%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	65%	50%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	39%	37%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	64%	70%
	- Can you shower every day?	96%	95%
	- Do you have clean sheets every week?	67%	63%
	- Do you get cell cleaning materials every week?	47%	47%
	- Is it normally quiet enough for you to relax or sleep at night?	57%	48%
	- Can you get your stored property if you need it?	11%	7%

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Number of completed questionnaires returned

	21 and under	Over 21
	106	43

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	40%	23%
5.3	Does the shop / canteen sell the things that you need?	71%	84%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	64%	61%
6.2	Are there any staff here you could turn to if you had a problem?	58%	67%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	25%	25%
6.6	Do you feel that you are treated as an individual in this prison?	51%	51%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	74%	70%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	73%	80%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	30%	32%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	80%	81%
8.3	Are you able to use a phone every day (if you have credit)?	79%	61%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	79%	74%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	37%	26%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	2%	0%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	74%	82%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	73%	78%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	42%	47%
10.3	Is it easy for you to make a complaint?	65%	63%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	21%	33%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	34%	30%

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

	21 and under	Over 21
Number of completed questionnaires returned	106	43

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	63%	68%
	- Nurse?	75%	83%
	- Dentist?	32%	18%
	- Mental health workers?	51%	62%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	70%	70%
11.5	Do you think the overall quality of the health services here is very / quite good?	56%	63%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	40%	36%
SAFETY			
14.1	Have you ever felt unsafe here?	36%	39%
14.2	Do you feel unsafe now?	21%	23%
14.3	Not experienced bullying / victimisation by other prisoners	63%	56%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	23%	24%
14.5	Not experienced bullying / victimisation by members of staff	59%	45%
14.6	If you were being bullied / victimised by staff here, would you report it?	35%	45%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	35%	32%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	24%	24%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	36%	37%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	24%	24%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	61%	60%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	72%	68%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	35%	25%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	52%	67%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	46%	44%

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Comparison of survey responses from different residential locations

In this table responses of prisoners on wings designated for enhanced or employed prisoners (G and J wings) compared with those from the rest of the establishment.

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

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Number of completed questionnaires returned	29	120
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G and J Wings	Rest of the establishment

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	76%	70%
	Are you 25 years of age or younger?	100%	100%
	Are you 50 years of age or older?		
	Are you 70 years of age or older?		
1.3	Are you from a minority ethnic group?	10%	29%
1.4	Have you been in this prison for less than 6 months?	10%	32%
1.5	Are you currently serving a sentence?	100%	100%
	Are you on recall?	0%	3%
1.6	Is your sentence less than 12 months?	10%	4%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	0%
7.1	Are you Muslim?	10%	18%
11.3	Do you have any mental health problems?	45%	40%
12.1	Do you consider yourself to have a disability?	28%	23%
19.1	Do you have any children under the age of 18?	35%	22%
19.2	Are you a foreign national?	7%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	6%
19.4	Have you ever been in the armed services?	3%	2%
19.5	Is your gender female or non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	0%	3%
19.7	Do you identify as transgender or transsexual?	0%	2%

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Number of completed questionnaires returned

G and J Wings	Rest of the establishment
29	120

ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	14%	10%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	86%	78%
2.3	When you were searched in reception, was this done in a respectful way?	83%	82%
2.4	Overall, were you treated very / quite well in reception?	83%	82%
2.5	When you first arrived, did you have any problems?	79%	63%
2.5	Did you have problems with:		
	- Getting phone numbers?	17%	27%
	- Contacting family?	28%	24%
	- Arranging care for children or other dependents?	0%	2%
	- Contacting employers?	0%	1%
	- Money worries?	7%	11%
	- Housing worries?	3%	7%
	- Feeling depressed?	28%	20%
	- Feeling suicidal?	7%	7%
	- Other mental health problems?	21%	17%
	- Physical health problems?	10%	5%
	- Drugs or alcohol (e.g. withdrawal)?	7%	9%
	- Getting medication?	10%	10%
- Needing protection from other prisoners?	14%	6%	
	- Lost or delayed property?	28%	22%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	36%	32%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	79%	63%
	- Toiletries / other basic items?	48%	42%
	- A shower?	55%	64%
	- A free phone call?	66%	64%
	- Something to eat?	66%	72%
	- The chance to see someone from health care?	48%	65%
	- The chance to talk to a Listener or Samaritans?	28%	18%
	- Support from another prisoner (e.g. Insider or buddy)?	28%	14%
	- None of these?	14%	7%
3.2	On your first night in this prison, was your cell very / quite clean?	38%	35%

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Number of completed questionnaires returned

G and J Wings	Rest of the establishment
29	120

3.3	Did you feel safe on your first night here?	86%	79%
3.4	In your first few days here, did you get?		
	- Access to the prison shop / canteen?	41%	28%
	- Free PIN phone credit?	66%	62%
	- Numbers put on your PIN phone?	63%	62%
3.5	Have you had an induction at this prison?	93%	98%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	54%	60%
ON THE WING			
4.1	Are you in a cell on your own?	100%	96%
4.2	Is your cell call bell normally answered within 5 minutes?	55%	35%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	79%	62%
	- Can you shower every day?	97%	96%
	- Do you have clean sheets every week?	86%	61%
	- Do you get cell cleaning materials every week?	83%	35%
	- Is it normally quiet enough for you to relax or sleep at night?	86%	48%
	- Can you get your stored property if you need it?	18%	8%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	76%	52%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	36%	35%
5.2	Do you get enough to eat at meal-times always / most of the time?	48%	31%
5.3	Does the shop / canteen sell the things that you need?	72%	75%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	79%	59%
6.2	Are there any staff here you could turn to if you had a problem?	67%	59%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	35%	20%
6.4	Do you have a personal officer?	97%	95%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	57%	32%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	0%	5%
6.6	Do you feel that you are treated as an individual in this prison?	67%	46%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	55%	55%
	If so, do things sometimes change?	63%	27%

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

G and J Wings	Rest of the establishment
29	120

Number of completed questionnaires returned

FAITH			
7.1	Do you have a religion?	48%	57%
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	71%	73%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	79%	74%
7.4	Are you able to attend religious services, if you want to?	93%	91%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	41%	26%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	76%	81%
8.3	Are you able to use a phone every day (if you have credit)?	75%	72%
8.4	Is it very / quite easy for your family and friends to get here?	10%	18%
8.5	Do you get visits from family/friends once a week or more?	17%	16%
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	50%	43%
8.7	Are your visitors usually treated respectfully by staff?	80%	77%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	97%	83%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	82%	63%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	17%	38%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	2%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	28%	79%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	0%
9.4	Do you have time to do domestics more than 5 days in a typical week?	66%	40%
9.5	Do you get association more than 5 days in a typical week, if you want it?	90%	6%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	41%	75%
9.7	Do you typically go to the gym twice a week or more?	35%	43%
9.8	Do you typically go to the library twice a week or more?	10%	2%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	76%	77%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	86%	73%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	54%	39%
	Are applications usually dealt with within 7 days?	29%	14%

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Number of completed questionnaires returned

G and J Wings	Rest of the establishment
29	120

10.3	Is it easy for you to make a complaint?	62%	65%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	33%	23%
	Are complaints usually dealt with within 7 days?	27%	15%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	38%	32%
<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	25%	19%
	Attend legal visits?	48%	35%
	Get bail information?	14%	12%
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	61%	79%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	66%	63%
	- Nurse?	72%	77%
	- Dentist?	28%	28%
	- Mental health workers?	59%	52%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	72%	65%
	- Nurse?	79%	71%
	- Dentist?	61%	40%
	- Mental health workers?	54%	53%
11.3	Do you have any mental health problems?	45%	40%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	91%	67%
11.5	Do you think the overall quality of the health services here is very / quite good?	57%	59%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	28%	23%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	43%	39%
12.3	Have you been on an ACCT in this prison?	21%	14%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	67%	81%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	45%	20%

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G and J Wings	Rest of the establishment
29	120

Number of completed questionnaires returned

ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	10%	14%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	100%	93%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	35%	35%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	17%	15%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	10%	3%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	90%	77%
13.7	Is it very / quite easy to get illicit drugs in this prison?	35%	36%
13.8	Is it very / quite easy to get alcohol in this prison?	14%	12%
SAFETY			
14.1	Have you ever felt unsafe here?	36%	38%
14.2	Do you feel unsafe now?	14%	23%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	36%	34%
	- Threats or intimidation?	29%	28%
	- Physical assault?	11%	21%
	- Sexual assault?	4%	1%
	- Theft of canteen or property?	14%	14%
	- Other bullying / victimisation?	14%	9%
	- Not experienced any of these from prisoners here	61%	62%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	33%	20%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	21%	43%
	- Threats or intimidation?	14%	36%
	- Physical assault?	14%	28%
	- Sexual assault?	4%	4%
	- Theft of canteen or property?	4%	13%
	- Other bullying / victimisation?	4%	13%
	- Not experienced any of these from staff here	79%	49%
14.6	If you were being bullied / victimised by staff here, would you report it?	35%	37%

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BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	59%	28%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	45%	19%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	14%	43%
<i>For those who have been restrained in the last 6 months:</i>			
15.4	Did anyone come and talk to you about it afterwards?	25%	21%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	7%	27%
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>			
15.6	Were you treated well by segregation staff?	50%	57%
	Could you shower every day?	50%	68%
	Could you go outside for exercise every day?	50%	70%
	Could you use the phone every day (if you had credit)?	50%	70%
EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	59%	51%
	- Vocational or skills training?	41%	33%
	- Prison job?	59%	49%
	- Voluntary work outside of the prison?	4%	7%
16.2	- Paid work outside of the prison?	0%	6%
	In this prison, have you done the following activities:		
	- Education?	85%	89%
	- Vocational or skills training?	68%	71%
	- Prison job?	79%	81%
- Voluntary work outside of the prison?	38%	29%	
- Paid work outside of the prison?	33%	28%	
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	65%	55%
	- Vocational or skills training?	59%	62%
	- Prison job?	64%	39%
	- Voluntary work outside of the prison?	44%	63%
	- Paid work outside of the prison?	38%	68%
16.3	Do staff encourage you to attend education, training or work?	76%	54%

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PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	82%	68%
<i>For those who have a custody plan:</i>			
17.2	Do you understand what you need to do to achieve your objectives or targets?	87%	77%
17.3	Are staff helping you to achieve your objectives or targets?	44%	28%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	55%	36%
	- Other programmes?	55%	40%
	- One to one work?	52%	38%
	- Been on a specialist unit?	20%	15%
	- ROTL - day or overnight release?	11%	9%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	75%	42%
	- Other programmes?	73%	62%
	- One to one work?	73%	63%
	- Being on a specialist unit?	25%	30%
	- ROTL - day or overnight release?	0%	33%
PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	31%	24%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	11%	19%
18.3	Is anybody helping you to prepare for your release?	78%	46%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	57%	44%
	- Getting employment?	56%	56%
	- Setting up education or training?	50%	50%
	- Arranging benefits?	67%	63%
	- Sorting out finances?	43%	52%
	- Support for drug or alcohol problems?	38%	37%
	- Health / mental Health support?	50%	42%
	- Social care support?	50%	26%
	- Getting back in touch with family or friends?	38%	26%

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18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	75%	50%
	- Getting employment?	20%	13%
	- Setting up education or training?	25%	23%
	- Arranging benefits?	17%	24%
	- Sorting out finances?	33%	21%
	- Support for drug or alcohol problems?	67%	60%
	- Health / mental Health support?	50%	46%
	- Social care support?	50%	29%
	- Getting back in touch with family or friends?	100%	57%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	68%	39%