

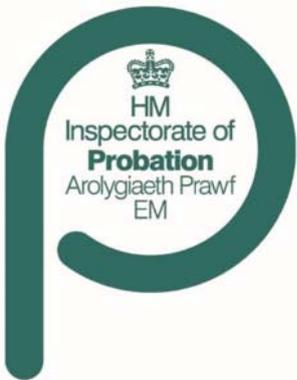
Report on an unannounced inspection of

# **HMP & YOI Styal**

by HM Chief Inspector of Prisons

**23 April–6 May 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

Styal is a women's resettlement prison in Cheshire. It receives women from a wide geographical area covering the North West of England and into Wales. The population is complex, ranging from those remanded by the courts and serving short custodial sentences through to women serving life. Nearly all the women arrive at the prison with significant need, including many with a history of suicide attempts and self-harm, mental health issues and substance misuse. They are often vulnerable and have experienced trauma, abuse and domestic violence. Managing women with these problems and experiences, alongside addressing their offending behaviour, is challenging. It was, therefore, heartening that, as at our previous inspection of Styal in 2014, we were struck by the professionalism and competence of staff and their commitment to providing a safe, decent and productive environment for the women held.

Most women told us they felt safe, and there was some excellent work to manage poor and problematic behaviour, and to address the underlying causes. Nevertheless, more than half the women surveyed had felt unsafe at some time at the prison, and managers and staff needed to maintain their focus on issues related to problems in relationships, drugs and bullying. Levels of self-harm were very high, involving a small number of prolific self-harmers, but the care and support provided was good, particularly for the most vulnerable women. There had been one self-inflicted death since our last inspection, and the prison had an ongoing action plan addressing the recommendations of the Prisons and Probation Ombudsman (PPO). Security was proportionate and helped to facilitate safe movement around the site, and to address the supply of illegal drugs. Most behavioural issues were dealt with at an interpersonal level and formal disciplinary processes were well managed, and only used as a last resort. The regime in the segregation unit needed to be improved.

There was a strong focus on decency; prison managers had developed a strategy and action plan to assist staff and the prisoners to maintain and enhance standards across the prison. That said, there were areas for improvement. Basic maintenance tasks on the houses were not completed promptly, and graffiti was evident in many areas. New arrivals were not routinely offered a shower and telephone call, and we found several examples of personal information not held confidentially. However, the prison was a fundamentally respectful place. The vast majority of staff were caring and supportive in the way they dealt with the women. Most aspects of the environment were good, and while there were frailties in the strategic management of the protected characteristic groups, outcomes for them were generally equitable. Health care provision met most needs well.

Time out of cell was good and, despite some curtailment due to staffing shortages, remained better than we often see. Women could access a wide range of formal and recreational activities. Aspects of the learning, skills and work provision had been enhanced, and leadership was strong and driving some positive improvements. The range of activities was appropriate and broadly sufficient for the women held. The focus on raising aspirations was excellent, as was the use of peer mentors. However, English and mathematics provision was not meeting the significant need, staffing shortages had led to cancellation of some activities and prisoner punctuality at activities required improvement.

Resettlement work was among the best we have seen. Styal had strong relationships with resettlement partners, and aimed to maximise and improve opportunities for the rehabilitation of women. Children and families work was good, and there was a range of support for women who had been victimised and abused in some way, although the focus on human trafficking needed to be stronger. The options available through release on temporary licence were excellent, and the advent of the open unit outside the gate and the Clinks restaurant were significant steps forward. Offender management work was very strong, and helping women to address their risk to others. Through-the-gate work was also very strong, and there was much excellent work to prepare women for release. Nevertheless, there were many challenges with this, not least the conditions to which women went out, including significant shortages of stable accommodation in the community. Despite the good

work, the 'revolving door' of some women returning to the prison over and over continued. They received good care while at Styal, and were often stabilised, supported, and helped to address poor behaviour and other problems in their lives, only for this to fall apart once they were released, often leading to another custodial sentence. While these wider issues were beyond the ability of managers at Styal to solve alone, we were encouraged to see the efforts by the governor and her team to work with the women and engage with partners in the community to break this cycle.

We are again very positive about the outcomes achieved at Styal in all four of our healthy prison tests, and this is particularly noteworthy given the complexity of the women held. The prison is very well led, and achieves a good balance between providing care and support and challenging problematic behaviour. We were particularly pleased to see the emphasis on building aspiration and hope for the future among the women held.

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

June 2018

# Fact page

## Task of the establishment

Closed prison for women

## Certified normal accommodation and operational capacity

Prisoners held at the time of inspection:	441
Baseline certified normal capacity:	480
In-use certified normal capacity:	471
Operational capacity:	486

## Notable features from this inspection

*95% of women said that they had problems on arrival.*

*53% said they had a problem with illicit drugs on arrival and 27% had an alcohol problem.*

*72% reported having a mental health problem.*

*There were 735 incidents of self-harm in the six months to March 2018.*

*Four women were transferred under the Mental Health Act in the six months to March 2018.*

*65% of women released who were not on home detention curfew did not have sustainable accommodation.*

*Some women had been in and out of custody up to 11 times in 12 months.*

## Prison status

Public

Physical health provider:	Spectrum Community Health CIC
Mental health provider:	Greater Manchester Mental Health NHS Foundation Trust
Substance misuse provider:	Spectrum Community Health CIC
Learning and skills provider:	Novus
Community rehabilitation company (CRC):	Cheshire and Greater Manchester CRC (owned by Purple Futures) are the lead host and contract with Shelter to deliver resettlement services to all women, except those from Wales. The Wales CRC (owned by Working Links) contract with Safer Wales to deliver resettlement services for Welsh women.
Escort contractor:	GEOAmey

## Region

North West

## Brief history

Styal was built in 1898 and operated as a children's home under the English Poor Law until 1956. Between 1956 and 1959 it housed Hungarian refugees. In 1963, it opened as a semi-secure prison for women. Waite wing was built in 1999, providing secure accommodation. Styal is now the only women's prison in the north west of England.

### **Short description of residential units**

There are 16 detached Victorian houses, with mainly shared accommodation for approximately 20 women each. Some have specialist functions.

- Oak house - first night centre
- Fox house - drug recovery unit
- Waite wing - a mixture of single and double cells on two spurs holding 140 women needing greater supervision, including those on the basic regime or requiring regular observations as part of suicide and self-harm prevention management
- Dove unit - complex needs centre, a 10-bed unit offering therapeutic support to women with complex needs
- Bollinwood house - an open unit outside the gate holding 25 women
- Bruce house - holds 22 women in semi-open conditions
- Mother and baby unit - spaces for nine mothers and 10 babies
- Care and separation unit - holds up to 10 women.

### **Name of governor**

Mahala McGuffie

### **Independent Monitoring Board chair**

Helena Sims

### **Date of last full inspection**

3–14 November 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** women, particularly the most vulnerable, are held safely

**Respect** women are treated with respect for their human dignity

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

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

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

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

- **outcomes for women are good.**

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

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

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

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

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

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

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

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

A6 Our assessments might result in one of the following:

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

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

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

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

## This report

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

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

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

other comparable establishments or previous inspections when these are statistically significant.<sup>2</sup>

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

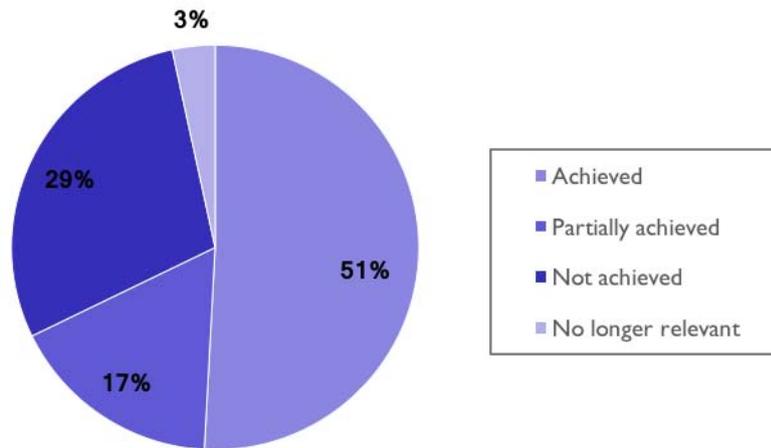


# Summary

S1 We last inspected HMP & YOI Styal in 2014 and made 59 recommendations overall. The prison fully accepted 46 of the recommendations and partially (or subject to resources) accepted nine. It rejected four of the recommendations.

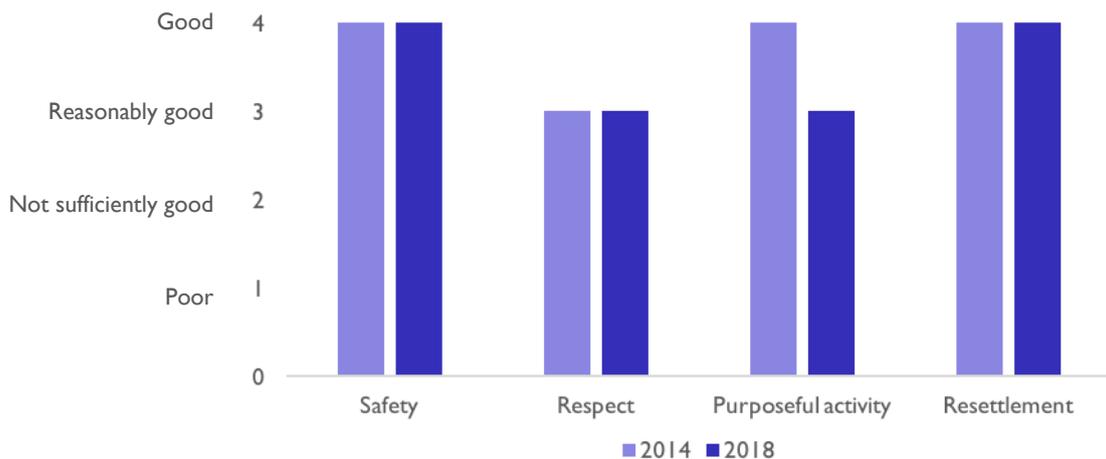
S2 At this follow-up inspection, we found that the prison had achieved 30 of those recommendations, partially achieved 10 and not achieved 17. Two recommendations were no longer relevant.

**Figure 1: HMP & YOI Styal progress on recommendations from last inspection (n=59)**



S3 Since our last inspection, outcomes for prisoners had stayed the same in all healthy prison areas, apart from purposeful activity, which had declined. Outcomes were good in both safety and resettlement, and were reasonably good for respect and purposeful activity.

**Figure 2: HMP & YOI Styal healthy prison outcomes 2014 and 2018<sup>3</sup>**



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

## Safety

- S4 *Women were well cared for on arrival at the prison. The population had complex needs and there were many challenges, but women were kept safe. Most incidents and problems were related to the breakdown of or tensions within relationships among the women. Self-harm was significant but women were well cared for and able to access an impressive range of interventions. Security arrangements were proportionate with good attention to problems with drugs. Disciplinary processes were generally used effectively]. Aspects of the regime in segregation were weak. Overnight observations of women who were stabilising needed to improve, but other aspects of substance misuse support were good. **Outcomes for women were good against this healthy prison test.***
- S5 *At the last inspection in 2014 we found that outcomes for women in Styal were good against this healthy prison test. We made 10 recommendations in the area of safety. At this follow-up inspection we found that five of the recommendations had been achieved, two had been partially achieved, two had not been achieved and one was no longer relevant.*
- S6 Women arriving at the prison continued to share escort vehicles with men, and many waited too long in court before they were transferred to Styal. The women had a very high level of need, and in our survey nearly every woman said that they had problems when they arrived. Reception was a welcoming and relaxed environment but there was little focus on confidentiality. Reception interviews were thorough and women were processed swiftly and moved quickly on to the first night centre. Trained peer workers provided valuable support to new arrivals. First night cells were grubby and some had graffiti. During our inspection, some new arrivals were not offered a shower or telephone call. Nevertheless, women were well cared for and kept safe. Induction was thorough.
- S7 Most women at Styal told us they felt safe. Levels of violence were similar to the previous inspection and were not high. Incidents were relatively minor and inquiries following assaults or allegations of assault were appropriate. The monthly safer prisons meeting was well attended and included good discussions and analysis of information on violent incidents and bullying. A further meeting took place about individual prisoners and was well attended. In the previous six months, 45 women had been identified as perpetrators of antisocial behaviour; their management was reasonably good. The safer custody hub was a very positive environment for those who attended, with an impressive range of support; daily activities included a six-week relationships group and a range of projects. Monitoring and work to challenge poor attitudes and behaviour were effective. The prison used the incentives and earned privileges (IEP) scheme reasonably well, although we saw examples of inconsistent application, which led to some perceptions of inequality.
- S8 Although the level of self-harm was high, with an average of 125 incidents a month, this was often accounted for by a small number of women; in March 2018, two women had accounted for 51% of all incidents. The number of assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm had also increased since the previous inspection and now averaged 69 a month, although this reflected the complex nature of the women held. The majority of ACCTs were opened on Waite wing (holding women needing greater supervision), and most women we spoke to who were on ACCT case management or who had been said that staff supported them well. Although there were currently only six Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners), they felt well supported by the prison. Women had few difficulties in accessing Listeners. There had been one self-inflicted death since the previous inspection, and the prison was monitoring progress against the recommendations from the Prisons and Probation Ombudsman.

- S9 There was a reasonable understanding of adult safeguarding with good links to the local board. Two women had been referred in the previous six months. The Dove unit (for women with complex needs) continued to provide good support for women with a broad range of complex needs, although it needed better partnership working with health and mental health services.
- S10 Security processes focused on keeping women safe without unnecessary restrictions. Fewer intelligence reports were submitted than at similar prisons, and staffing levels meant not all actions were followed up quickly, but information sharing with other departments was good. The use and availability of illegal substances was a key challenge. In our survey, 44% of women told us that it was easy to get illicit drugs and 53% said they had a drug problem on arrival. The supply reduction strategy was practical, well informed and focused on supporting women, alongside preventive measures. The random mandatory drug testing (MDT) positive rate was within the target. There was good work with women suspected of bringing drugs into reception, but further action was needed to disrupt the flow through visits. Strip searching was intelligence-led.
- S11 The number of adjudications had decreased since our previous inspection. Hearings were informal, findings were fair and punishments proportionate. An initiative to suspend punishments and support women on their first MDT charge was showing promising results. The use of force against prisoners had decreased and was lower than at similar prisons. Reports following incidents were generally detailed but did not always evidence significant de-escalation. There was detailed monitoring of incidents, but quality assurance was underdeveloped. Segregation was used appropriately and women generally did not spend long there. Segregation unit staff knew the women well. The unit was clean but worn, and the exercise yard was bleak. The regime was too limited, although some women could access activities off the unit.
- S12 Clinical prescribing for women dependent on drugs and alcohol remained largely flexible, but the lack of overnight observations during stabilisation created significant risks. Psychosocial support had reduced due to staffing shortages and services were in transition, but remained good. The BAAD (beating alcohol and drug disorders) was an impressive peer-led intervention.

## Respect

- S13 *There was a very strong focus on improving decency. The outside open areas were very good, and Waite wing was clean and functional. The conditions on the houses were very mixed, and some had deteriorated since the last inspection. Women were supported to live decently day-to-day. Peer workers were well used but confidentiality in many areas needed to improve. Most staff were respectful and caring, but a small number were less engaged with the women. Strategic work in equality and diversity was weak, but most outcomes for the protected groups were reasonably good. Faith provision was strong. Complaints were generally well managed although women were negative about fairness. Legal services were good. Health provision was reasonably good, although aspects of medicines management needed to improve. Food provision and prison shop arrangements were appropriate. **Outcomes for women were reasonably good against this healthy prison test.***
- S14 *At the last inspection in 2014 we found that outcomes for women in Styal were reasonably good against this healthy prison test. We made 29 recommendations in the area of respect. At this follow-up inspection we found that 12 of the recommendations had been achieved, five had been partially achieved, 11 had not been achieved and one was no longer relevant.*

- S15 There was a strong emphasis on improving decency in all areas of the prison. A comprehensive policy, regular meetings, an action plan and prisoner consultation groups were driving the work, which focused on ensuring staff were aware of what the prison was aiming to achieve, and involving the women in this process.
- S16 The external environment remained good with a positive campus-style feel. Women were mostly able to move around the grounds freely to attend appointments and activities. Accommodation on Waite wing was generally clean and in good condition, but there had been a decline in the condition of the houses. It often took too long for minor repairs to be carried out, and there was too much graffiti. Women had good access to telephones and laundry across the site. Women living in the houses were negative about staff responses to cell call bells, and there was not enough clarity about what to do in an emergency. Prisoner consultation was comprehensive. Peer workers provided a valuable contribution, but there was insufficient oversight and supervision of their work in some areas to maintain confidentiality.
- S17 Most staff interactions with the women that we observed were good and respectful, and some were excellent. Many staff knew the circumstances of women, and were friendly and professional. We were confident that most women had a member of staff they could turn to if they had a problem. Nevertheless, we observed a few examples of unprofessional behaviour, and women told us about some staff who were less positive in their work with them.
- S18 Strategic leadership of equality and diversity work was weak. No single manager had effective oversight of all the protected characteristics, and the work needed more prominence. There was no trend analysis of equality data, and it was not possible to identify anomalies in the treatment of different groups of women. On average, there were three discrimination incident reporting forms (DIRFs) submitted a month, mostly alleging offensive language; the quality of investigations was reasonable. Focus groups for all the protected characteristics were held quarterly and generated a lot of discussion, but there was limited evidence of resulting actions. A helpful report identifying the outstanding needs of foreign national prisoners had been produced in November 2017, but there was no evidence that it had been acted on. Our survey results from women in minority groups were broadly similar to those from other prisoners, and individuals with protected characteristics we spoke to were mostly positive about their experience.
- S19 The chaplaincy had a high profile in the prison, and catered well for women's spiritual needs. Women had good access to religious services, and could visit the chapel during the day for pastoral support. Chaplains carried out useful outreach work on Waite wing. It was unusual but encouraging to find that chaplains made a significant contribution helping to manage the care of women who had complex needs.
- S20 Women and their babies held on the mother and baby unit (MBU) were well cared for and positive about their experience there. There was evidence of very effective advocacy work on their behalf. Support for pregnant women was very good.
- S21 In our survey, only 23% of women overall said complaints were dealt with fairly, significantly worse than the comparator, and the response on the houses was even worse, at 10% (compared with 48% on Waite wing). Despite this our own analysis of complaints was that responses were reasonable and, in most cases respectful and responsive.
- S22 There was a good range of legal support for women, with access to daily legal visits and relevant information in the prison library. Women could see specialist solicitors free of charge through the Women's Centre.

- S23 Health care provision remained reasonably good, although some women were negative about aspects of medicines management. Governance arrangements were mostly effective, although some patient confidentiality mechanisms were weak. Health promotion was good and there was an emphasis on specific women's services, including relevant screening and effective use of visiting health specialists. The range of primary care services was good with reasonable waiting times and effective management of long-term conditions. Women no longer had to queue for their medication outside, but some new arrivals experienced delays in receiving medication. Dental services and provision were good. The range of mental health interventions was very good, but would benefit from improved partnership working with the prison. Appropriate social care was provided, although the buddy scheme needed to be re-launched.
- S24 In our survey, 35% of women said that the food was good. There were extensive consultation opportunities on the food. Women could eat together, and the self-catering arrangements were excellent. Women were positive about the prison shop, and could shop from catalogues effectively. The 'Pic n' Mix' shop selling clothes and toiletries was a positive initiative.

## Purposeful activity

- S25 *Provision of time out of cell remained very strong. There were many formal and informal opportunities for women to use their time constructively. Ofsted rated learning, skills and work activities as good overall. Aspects of learning and skills leadership were strong and had driven some positive improvements, but English and mathematics provision did not meet the significant need among women. The range of activities had been enhanced and were broadly sufficient for the population. The focus on raising aspirations was excellent, as was the use of peer mentors. However, staff shortages had led to cancellations of some activities, and punctuality required improvement.*  
**Outcomes for women were reasonably good against this healthy prison test.**
- S26 *At the last inspection in 2014, we found that outcomes for women in Styal were good against this healthy prison test. We made six recommendations in the area of purposeful activity. At this follow-up inspection we found that four of the recommendations had been achieved, one had been partially achieved and one had not been achieved.*

- S27 Women spent much of their time unlocked. Those on most of the houses were never locked in their rooms and had plenty of time when they could leave the houses. Most women on Waite wing were unlocked for around 10 hours a day. Roll checks showed that around 18% of the population on Waite were locked in their cells during the day, whereas at the previous inspection we found none. Curtailment of the regime continued to restrict evening association on the houses, although women could still associate together during these periods. In addition to work and education, there was a very wide range of other purposeful activities, with many focused not only on occupying women but in developing their skills, confidence, esteem and aspiration. The hubs and Women's Centre supported this work.
- S28 The governor and senior prison managers had prioritised the development of women's work-related skills well and had increased the range of prison work, vocational training and employer-led work. Managers from the prison and Novus (the learning and skills provider) had worked effectively to develop the provision to meet the needs of most women. Novus's quality improvement arrangements were effective. In prison work, managers monitored the quality of training, learning and assessment. Data were used well to monitor and improve attendance at activities and women's achievements. There was a sufficient range of activities

for most women, and external work opportunities that improved their employment prospects on release. The allocation of women to activities was fair, and the pay policy was not a disincentive to taking part in education. Novus provision was good overall but staff shortages had affected the quality of teaching, learning and assessment of a minority of women. Too few women used the 'virtual campus' (giving them internet access to community education, training and employment opportunities) to search for job opportunities or develop their skills. Policies and practices to improve women's English and mathematics skills were not fully implemented, despite the considerable need in the population. Some women benefited from accelerated courses in functional skills in English and mathematics.

- S29 Support from tutors and instructors made a good contribution to women's learnings and skills progress. Women who were given responsibilities as supervisors and team leaders enhanced their skills in planning work and taking responsibility. Many tutors and instructors gave women useful feedback on their work, and they had a good understanding of barriers to women's learning and supported them to learn and progress. However, too many tutors did not use learning resources well enough, and in a minority of lessons and sessions they did not check the extent of women's learning and understanding. The setting of realistic targets, and recognition and recording of the practical and employability skills that women developed, were underdeveloped.
- S30 Most women who attended activities regularly and on time were motivated and demonstrated good work ethic, self-confidence and self-esteem. However, too many were not punctual. Women's behaviour in sessions was good, and they showed respect to peers and staff. They were proud of what they achieved and produced. Although most women worked safely, a small minority were not supported to adopt safe working practices.
- S31 Women's achievement of qualifications was high on most courses, including vocational. Women who studied distance learning qualifications made good progress. The standard of women's work was high, meeting industry standards and qualification requirements, but their achievements required improvement in some areas, including the key area of functional skills.
- S32 The library was reasonably well stocked and covered the needs of the population, including easy-read and foreign language material. Women could participate in the Storybook Mums scheme (recording stories for their children) as well as a book club. The gym facilities were satisfactory but the lack of an all-weather outside pitch remained a weakness. Women had good access to the gym, and the range of sessions had been extended. A classroom was now available in the gym, which allowed certification of qualifications.

## Resettlement

- S33 *Leaders had a very strong and developing focus on supporting women to reduce their risk and on release. Offender management work was very good, and public protection arrangements were proportionate. Through-the-gate support and release on temporary licence (ROTL) provision were excellent, although many women left without stable accommodation. Children and families work was strong with a local focus on meeting needs. There was some good support to address a range of women's vulnerabilities, but awareness of human trafficking needed improvement. **Outcomes for women were good against this healthy prison test.***
- S34 *At the last inspection in 2014 we found that outcomes for women in Styal were good against this healthy prison test. We made 14 recommendations in the area of resettlement. At this follow-up inspection we found that nine of the recommendations had been achieved, two had been partially achieved and three had not been achieved.*
- S35 There was an impressive range of resettlement services to help women address their problems, reduce their risk and avoid reimprisonment. Senior managers at the prison were engaged with various community agencies to develop policy and practice for resettlement services. The profile of the offender management unit (OMU) in resettlement had improved, and the co-location of psychologists, offender supervisors, probation officers and resettlement workers was good practice.
- S36 Women accessed many services through the Women's Centre, which helpfully mirrored community provision for women and was an appreciated source of support. However, these services need to be well coordinated with resettlement and sentence plans. The Bollinwood open unit and the Clink restaurant provided women with valuable resettlement opportunities. ROTL had expanded and was used widely to support resettlement aims, particularly to help women gain employment-related skills and experience.
- S37 All women were allocated an offender supervisor and generally knew them. Contact with offender supervisors was more frequent than we often see, and we saw evidence of useful work aimed at risk reduction. Women's risk of harm was identified accurately and promptly, and almost all women had an up-to-date offender assessment system (OASys) assessment, with timely reviews. Most home detention curfew (HDC) applications were successful, and many women went home on the earliest possible date. Public protection restrictions were generally appropriate, but the process for identifying women's multi-agency public protection (MAPP) levels before release was still weak. Overcrowding drafts were managed better than previously. Indeterminate sentence prisoners appreciated the relative freedom of the houses, and the self-catering and peer worker opportunities available. Staff had drafted a new local life-sentenced prisoner policy based on a review that had included prisoner feedback.
- S38 A resettlement worker saw all new arrivals to create a resettlement plan. These plans were reasonable, led to suitable referrals and were reviewed in the three months before release. Managers had identified the top 20 'revolving door' prisoners and had worked hard to meet their needs.
- S39 Provision to support women maintain contact with children, families and support networks was good. There had been some impressive strategic work to ensure this matched the needs of women at Styal. The support through Phoenix Futures had already increased since the new contract was agreed in December 2017. This included the facilitation of contact with children in care, support groups (including bereavement) and the development of a new parenting programme. The visitors' centre was small, cramped and needed some development, but the visits hall was a good environment with plenty of space and a staffed

play area for children. Family visits had increased with 12 scheduled for the coming year. Unsupervised child access visits at weekends continued to be a positive initiative. Women were negative about peer workers handling their mail and potential access to their private information.

- S40 Some staff had received training in 'becoming trauma-informed'. The Flourish programme had been introduced for those who had experienced domestic violence, abuse or trauma. Further support was also provided by 'Room to talk' and from the psychology team. There was a relationship and sex education programme, and the prison used the National Ugly Mugs scheme for those involved in sex work. There was a lack of understanding and awareness to support victims of human trafficking. There had been some good work to support victims of historic sex abuse.
- S41 Almost 35% of women were released with no address, despite persistent effort by staff. The problems were particularly acute in Cheshire, Lancashire and Merseyside. Careers guidance and advice needed to be improved. Finance, benefit and debt services were reasonable, and there were frequent financial management and budgeting courses. This support needed to be available throughout the custodial sentence. Discharge planning for health and substance misuse was strong, as was support for health needs through the gate. The Thinking Skills Programme (TSP) was well run and appreciated by participants. A personality disorder service supported the management of some more complex women. There was a wide array of other interventions to support women and meet their needs.

## Main concerns and recommendations

- S42 **Concern:** Although peer workers were very well used to support good outcomes across the prison, they were given limited oversight, and they also had access to confidential information, such as opened personal mail and applications. Many women also complained of some staff favouritism towards peer workers, and while we found no evidence of this, the prison needed to address these perceptions.

**Recommendation: Oversight of peer workers should be sufficient to ensure that their excellent work is not undermined by legitimate concerns that women have about their access to personal information and privileges.**

- S43 **Concern:** Many women arrived at Styal with poor English and mathematics skills, which was a significant impediment to their ability to succeed and live productive lives on release. Provision at the prison to address these deficits was not strong enough. Tutors did not make effective use of women's starting points, and English and mathematics were not sufficiently well embedded in workshops and vocational training.

**Recommendation: There should be effective measures to increase significantly the proportion of women who achieve their functional skills qualifications in English and mathematics.**

- S44 **Concern:** As we have reported in other women's prisons, far too many women were released without sustainable accommodation. Some could not be released on home detention curfew (HDC) because of a lack of accommodation, and others were recalled after their HDC period was over because their BASS (bail accommodation support service) placement had ended. The governor had proposed refurbishing disused buildings into supported accommodation for women on release and had attracted potential community investment. However, Ministry of Justice restrictions about how the buildings could be used limited her ability to meet the needs of the women held.

**Recommendation: The Ministry of Justice should reconsider the decision not to provide authority and funding to refurbish the disused buildings outside the prison gate into supported accommodation for women released from Styal.**



# Section 1. Safety

## Courts, escorts and transfers

### Expected outcomes:

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

- I.1** Women arriving at the prison still shared escort vehicles with men. Many women waited a long time in court before they were transferred to Styal, and too many continued to arrive late in the evening. On average, eight women a month arrived at Styal over five hours after their court case had concluded, and 10 a month arrived after 7pm. Their journeys were lengthened as escort contractors routinely dropped men off to their prisons before travelling to Styal. Reception remained open to accommodate the late arrivals. Women we spoke with told us that escort staff treated them well and that they felt safe during the journey.

### Recommendation

- I.2** **Women should be held in court cells for the minimum possible period and arrive at Styal before 7pm.** (Repeated recommendation I.5)

## Early days in custody

### Expected outcomes:

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

- I.3** In our survey, 95% of women said that they had problems when they arrived at Styal, which was higher than the 78% at the last inspection and the comparator of 85%. Reception was informal and welcoming. New arrivals were rub-down searched and only strip searched if there was intelligence to support this. After the search, women could move freely around to obtain drinks and magazines and watch television while waiting to be dealt with. Reception staff relationships with women were good; we observed them behave politely and respectfully.
- I.4** Although there were two designated booths for private reception interviews, we observed that staff left the doors open, which meant that the interviews could be overheard. However, the booths did not offer complete privacy, even if the doors were closed. In addition, the basic custody screening tool (BCST) part one was often completed at the open desk in reception. Interviews were thorough and focused on risk, and new arrivals were dealt with swiftly before they were moved to the first night centre, Oak house. In our survey, 74% of women said that they had been in reception for less than two hours, against the comparator of 47%. Trained peer workers provided valuable support and gave new arrivals a reception pack that included information and basic toiletries. Clothes were offered to women who needed them, and they were given a microwave meal, fruit and milk. Information was only available in English and staff told us they would use telephone interpreting services for non-English speakers. The reception had been identified as an area for improvement to support arrivals with little English (see also paragraph 2.20).

- I.5** Oak house was generally clean but the accommodation for new arrivals was grubby and some rooms had graffiti. During our inspection, some arrivals had to wait until the following day to get some basic supplies, such as cutlery, a pen and a basic grocery pack, due to shortages on the unit. Although we were told that women could shower and make a telephone call once they were on Oak house, we observed new arrivals who were not offered these. There were additional checks on new arrivals during their first night. Women stayed in the unit for 48 hours before they were moved to another house or Waite wing (for those needing greater supervision), and they were not locked in their rooms in between induction sessions.
- I.6** Peer mentors delivered the thorough induction the day after arrival. Staff from all relevant departments took part, and it was well presented. However, the useful information booklet *Rough guide to Styal* was only available in English. We were concerned that arrivals who were detoxifying were also expected to attend induction the day after arrival, and were unable to stabilise before they were required to complete this.

## Recommendations

- I.7** **On their first night, women should be held in clean, graffiti-free cells, receive basic supplies and be able to shower and make a telephone call.**
- I.8** **Induction should only be delivered to women when they are stabilised from the effects of detoxifying.**

## Safe and supportive relationships

### Expected outcomes:

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

- I.9** In our survey, 95% of women said they arrived at the prison with problems. Overall, 72% said they had a mental health problem, rising to 89% on Waite wing compared with 64% for women on the houses. However, most women also told us that they felt safe. Fewer women than at the previous inspection said they had never experienced abuse from other prisoners or from staff, but a similar proportion to the comparator and at the last inspection said they felt unsafe currently.
- I.10** Levels of violence were similar to the previous inspection. In the six months before this inspection, there had been 45 incidents, involving 15 fights, 20 assaults against staff and 30 assaults on prisoners. Most incidents had been relatively minor and none had required hospital treatment. Some assaults against staff had occurred while women were being restrained. Incidents were investigated appropriately.
- I.11** The prison's safer custody and violence reduction policies been updated in March 2018, and were detailed and comprehensive. Although there was some overlap between the two policies, the violence reduction policy had a wider community focus, including anti-bullying, cell share risk assessments and the use of peer advisers and violence reduction champions. The work outlined in both documents was supported through the monthly safer prisons meeting. This was chaired by the head of safer prisons and attended by representatives from relevant departments. The meeting covered all aspects of safer custody including suicide and

self-harm (see section of self-harm and suicide prevention). Minutes of meetings indicated a reasonable analysis of patterns and trends, despite the relatively low numbers of incidents.

- I.12** A weekly safer regimes meeting was oriented more to the management of women at risk or likely perpetrators. It discussed specific incidents and women and, where necessary, took action to ensure suitable management. Because of some crossover between this work and that of the inter-departmental risk management meeting (IDRMM), the two had recently been combined (see paragraph 4.14).
- I.13** The prison had undertaken much work on bullying since the previous inspection. In the previous six months, 45 women had been subject to anti-bullying procedures as perpetrators, although many claimed the allegations were unfair. In many cases, women were subject to anti-bullying procedures as part of an overall strategy to manage their behaviour following an assault on another prisoner or a fight. Women who were victims of bullying were given support plans. A new anti-bullying group was due to start in the week following the inspection.
- I.14** The safer custody hub offered an extensive range of interventions to support women vulnerable to self-harm. A widely advertised programme of daily activities included art therapy and craft activities, and there were also a safer custody support group and a self-harm programme. A six-week relationships programme had been introduced to acknowledge how complex and significant relationships among the women could be supportive, but also contribute to negative behaviour. For instance, in our survey, women who classed themselves as gay/bisexual or other were less likely to feel unsafe and be the victim of bullying or victimisation than women who classified themselves as heterosexual, but they were more likely to have been segregated due to antisocial behaviour. Although many women we spoke to used the safety hub as a potential safe haven if they needed support or help, others said they felt inhibited to access the hub for reasons we could not fully establish. However, there were alternative facilities offering support, including the impressive array of activities at the Women's Centre (see paragraph 4.3).
- I.15** As well as the anti-bullying strategy, sanctions for managing antisocial behaviour included disciplinary processes or use of the incentives and earned privileges (IEP) scheme. Women on the houses could also be returned to Waite wing, where there were more staff if they needed more supervision.
- I.16** The IEP policy was up to date and comprehensive. At the time of the inspection, 72% of women were on the standard level of the scheme, 26% were on enhanced and less than 1% (four women) were on basic. The IEP policy was understood by most women, and in our survey 44% said that it encouraged them to behave well. The scheme was not always applied consistently. Although we found some excellent examples of a flexible approach to managing difficult women, in some cases staff applied sanctions or warnings too readily. In our survey, 39% of women felt they had been treated unfairly in their experience of IEP. Management checks of the consistent application of IEP were too infrequent and inconsistent.

## Recommendations

- I.17** **Quality assurance checks of the incentives and earned privileges scheme should ensure that it takes an equitable approach.**
- I.18** **The prison should explore why some women feel inhibited to access the safer custody hub and take action to address their concerns.**

## Self-harm and suicide prevention

### Expected outcomes:

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

- I.19** There had been one self-inflicted death at Styal since our previous inspection, in 2014. The prison was monitoring progress against recommendations from the Prisons and Probation Ombudsman (PPO).
- I.20** The levels of self-harm were high. There had been 735 incidents in the six months to March 2018, at an average of 125 incidents a month, which was more than twice the number at the previous inspection. However, a high proportion of incidents were accounted for by a small number of women. For example, in January 2018 four women accounted for 65% of all incidents, in February three accounted for 50% and in March two women accounted for 51% of all incidents.
- I.21** The number of assessment, care in custody and teamwork (ACCT) case management documents opened for prisoners at risk of suicide or self-harm had also risen from an average of 51 a month at the 2014 inspection to 69 a month in the previous six months. Almost half the women in our survey (47%) overall said they had been on an ACCT at some point while at Styal (62% of respondents on Waite wing against 37% on the houses). This reflected the complex nature of the population held and the wide range of problems, including 89% of women on Waite wing who said they had mental health problems.
- I.22** Patterns of self-harm were well analysed and on the rare occasion of a serious incident, there was analysis to learn lessons. Self-harm prevention was an integral part of the monthly safer prisons meeting.
- I.23** At the time of our inspection, there were 34 ACCTs open, which was about normal. The management of women on ACCTs was good. We found positive examples of how they were treated as individuals needing responses to their individual needs. However, given the numbers involved, this was not always possible. Around two-thirds of all women on ACCTs were held on Waite wing, with most others in the care and separation unit (CSU) or on Dove, the complex needs unit. Many women accommodated on one of the houses were moved back to Waite if they self-harmed because of the higher staffing levels there, although this was not always the case.
- I.24** With most ACCTs opened on Waite wing, the prison had allocated an officer to each side of the unit (X and Y) to managing women on ACCTs. However, while staff undertaking the role who we spoke to knew a lot about the women they were managing, in practice they could often spend relatively little time to engage effectively with them. Most women we spoke to said that staff were reasonably supportive, although some told us contact was often perfunctory. However, because of the range of interventions and activities available, relatively few women stayed on the wing all day.
- I.25** Initial ACCT assessments were comprehensive and reviews took place on time. We saw positive examples of families invited into reviews and, in one case, the husband of a woman in custody for the first time. Reviews were not always multidisciplinary but a recent initiative to improve continuity by allocating cases to custody managers was beginning to be effective. Quality assurance had recently improved, although it needed a greater focus on engagement rather than processes.

- I.26** At the time of the inspection there were six Listeners, (prisoners trained by the Samaritans to work with women in crisis), with more being recruited. Listeners told us they were well supported by the Samaritans and that most staff across the prison understood their role. There was a Listener suite on Waite wing, and we found that access was good

## Recommendation

- I.27** **Work to support women at risk of self-harm and suicide, and quality assurance of assessment, care in custody and teamwork (ACCT) case management, should focus on the effectiveness of support and quality of engagement by staff.**

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

### Expected outcomes:

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

- I.28** The prison had a good understanding of adult safeguarding. There was a recent adult safeguarding policy and the prison was represented on the local safeguarding adults board. Two prisoners had been referred to the board so far. One had, sadly, died but the other was on Dove unit (see paragraph I.29). The concerns raised were appropriate, and there was a support plan for her management and protection.
- I.29** The Dove unit supported up to nine women with complex needs. Officers knew the women in their care well and relationships were mostly good, but we observed weaknesses in interactions that would have been addressed by mental health awareness training and more clinical oversight. Most residents had good support with a strong emphasis on reintegration, but those with severe mental health needs did not have sufficient support. There was a clear referral process, multidisciplinary reviews and care planning. Joint working between the prison, primary health care and mental health was satisfactory, but a more integrated partnership would improve outcomes further.
- I.30** Wherever possible, Dove unit residents attended activities off the unit during the day. During the inspection, several women with challenging behaviour could not associate with anyone else, which meant they spent long periods in their cells. Peer workers provided afternoon activities, but there was little in-reach therapeutic activity for those who could not leave the unit. There were plans to introduce some occupational therapy.
- I.31** Women identified as complex cases were usually those with multiple needs and/or whose behaviour was particularly challenging to themselves or others or who were at heightened risk of vulnerability. Each of these women had a case manager who was also a senior prison manager, and their cases were regularly reviewed through a weekly multidisciplinary complex case review meeting. The overall quality of this work was good

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

## Recommendation

- I.32 Partnership working between the prison, health care and mental health, and relevant regular staff training, should ensure that all women admitted to and discharged from the Dove unit receive consistent evidence-based support that meets their needs.**

## Security

### Expected outcomes:

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

- I.33** Security procedures did not unnecessarily restrict women's access to the regime or activities. Processes focused on keeping women safe.
- I.34** Free-flow movement (allowing prisoners to move about the site unescorted) was difficult to supervise because of the size of the grounds and the number of houses. However, the prison was tightening this up through using movement slips and activities checks. Roll checks were suitably managed and the regime was predictable. Staffing levels meant that association could not be supervised on all the houses, but the prison was changing staff work patterns to ensure better coverage.
- I.35** The number of intelligence reports had increased from 813 in the six months before our last inspection to 1,713 in the previous six months. However, this number was still low for the type of prison. The collation and analysis of security material were efficient but staffing levels meant that searches and actions were not always carried out quickly.
- I.36** Information sharing between the security department and other departments was good. The well-attended monthly security meeting considered a wide range of data and set suitable actions and objectives. The security department fed into decisions about activities, release on temporary licence (ROTL) and categorisation. Women suitable for open conditions and participating in ROTL could be located in the open house outside the perimeter fences or within the prison.
- I.37** During the inspection, a restricted status woman (the highest security classification for women) was held in segregation for production in court purposes. Her care and conditions were reasonable.
- I.38** The prison did not have a full-time police liaison officer and while the relationship with the responsible officer in the local force was good the resource was stretched and investigations could be lengthy. There were arrangements to identify and support women who might be linked to extremism. Although women and staff knew how to raise grievances about staff misconduct, there was little intelligence or staff awareness of this area.
- I.39** Strip searching was intelligence or suspicion led, properly authorised and had been recorded centrally since January 2018. We found that strip searching was generally used appropriately.
- I.40** The use and availability of illicit substances was a key challenge. In our survey, 44% of women said that it was easy to get illicit drugs and 53% said they had a drug problem on arrival. The supply reduction strategy was practical, well informed and focused on supporting women

alongside preventive measures. There was a range of stages for working with women who were involved in using or trafficking drugs.

- I.41 There was effective work with women suspected of bringing drugs in through reception (see paragraph I.52). Visits had been identified as another route for illicit substances but there was not enough done to control this flow, and searching and surveillance were not consistent. Closed visits were used appropriately when there was evidence of activity related to trafficking drugs during visits.
- I.42 The mandatory drug testing (MDT) positive rate of 4.2% for the previous six months had been within the target of 6.4%, but the timings of random drug testing were too predictable. Suspicion-based testing happened quickly and yielded some satisfactory results. Risk-based testing was under-resourced and too infrequent.

## Recommendation

- I.43 **The prison should take further action to reduce the supply of illicit substances through visits.**

## Disciplinary procedures

### Expected outcomes:

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

## Disciplinary procedures

- I.44 The number of adjudications had decreased since our previous inspection and was lower than similar prisons. Adjudications were not overused and not generally used for behaviour that could be managed through the IEP system. The largest number of hearings were for unauthorised items in possession, which included illicit substances and related items.
- I.45 Hearings were informal and women on the Dove unit could have their hearing there. Wing staff always completed a conduct report on the prisoner for the adjudicator to consider. Women had an opportunity for legal advice if they wished, and could put their point of view across. Findings were fair and punishments proportionate. Adjudicators' notes did not always detail the full content of the hearing and did not always show evidence that women were referred to support where necessary.
- I.46 There was an initiative to suspend punishments and support women on their first MDT charge. This was showing promising results, with most women on the programme completing work with the substance misuse team.
- I.47 The prison was involved in a regional rehabilitative adjudication project, and women undergoing adjudications were asked to participate in a questionnaire to assess their experience of the process.

## The use of force

- I.48 There had been 61 use of force incidents in the previous six months, fewer than at our last inspection and at similar prisons. Two-thirds of incidents involved control and restraint

techniques. Reports of incidents were generally detailed and completed fully but some were outstanding. Written reports did not always show evidence of de-escalation of situations. Women always had access to health care staff following an incident.

- I.49** Few incidents were planned (five in the previous six months). Those we viewed on CCTV were handled reasonably but the recordings did not evidence sufficient de-escalation, and not all recordings had been stored. Incidents were reviewed on the CCTV footage at the morning meeting of managers the day following the event. The quarterly use of force meeting also looked at a wide range of data and undertook detailed monitoring to identify trends, but too few incidents were quality assured. Force was sometimes used to remove ligatures or razors from women who were self-harming and this needed further analysis.
- I.50** Prison staff were not yet using body-worn cameras but these were due to be rolled out. The prison had begun to use feedback forms to ask women involved in use of force incidents about their experience but this practice was not yet embedded.

## Segregation

- I.51** Segregation was used appropriately. The number of women segregated had reduced since our last inspection from around 20 a month to an average of 15. Very few women had been held for their own protection (two in the previous six months). Women were also not segregated pending adjudication unless their behaviour also warranted this.
- I.52** Women who were suspected of secreting drugs internally when they arrived at Styal could be segregated under good order and discipline rules. They were monitored closely by the drug and alcohol recovery service (DARS) team who worked to support them.
- I.53** Reviews were regular and involved the women. As at our last inspection, targets were very generic. Women on an ACCT in segregation were closely monitored. In the previous six months, one woman had been given anti-ligature clothing, which appeared appropriate. We found two occasions where the health care algorithm had raised concerns about segregating a woman. This had been overridden by governors but the reasons for this, and any discussion with the health care team, had not been recorded.
- I.54** The unit was clean but worn and the exercise yard was bleak, with no seating or exercise equipment. Staff knew the women well but segregation records did not always evidence engagement. The regime was too limited and women did not always have daily access to telephone calls, exercise or a shower. Very little activity was provided but some women could access activities off the unit. There had also been occasions where family members had met with staff and women on the unit. Official visits took place but were not always confidential
- I.55** Women generally did not stay on the unit for long, although one woman managed as a complex case had been there for almost six months. Although exit plans were completed, the women were not involved in these.

## Recommendations

- I.56** **Women in segregation should have access to a daily regime.**
- I.57** **The segregation unit's exercise yard should be improved.**

## Substance misuse

### Expected outcomes:

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

- I.58** Although the prison had taken action to strengthen its strategic approach to substance misuse, this was not reflected in the strategy. Substance misuse had been included in the security meeting but since April 2018 there had been a separate substance misuse strategy meeting, which would improve its impact. There was good joint working between clinical and psychosocial staff and with wider health services and the prison.
- I.59** In our survey, 27% of women said they had an alcohol problem on arrival and 53% a drug problem, and of these 71% and 68% respectively said they had been helped with this in Styal. Women we spoke to were positive about the support received. Aspects of the clinical support for women with substance misuse issues were weak, but psychosocial support remained good, despite staffing shortages.
- I.60** New arrivals with substance misuse issues were promptly identified, received first night prescribing and were referred for psychosocial support. However, during stabilisation there was no routine night time monitoring, and daytime monitoring was inconsistent. Prescribing practice was mostly flexible, although the policy required review, and buprenorphine prescribing was too restricted; for example, one woman stable on buprenorphine in the community was inappropriately moved to methadone for a short sentence. Prescribing for pregnant women was satisfactory. Regular prescribing reviews generally included a psychosocial worker, but rarely a prescriber. The health care manager had introduced two prescriber-led clinics a week as an immediate response to concerns we raised at this inspection. During the inspection, 110 of the 142 women prescribed opiate substitution treatment were on maintained prescriptions. The number requiring alcohol detoxification in the previous six months had halved since the last inspection (87 against 189). The dual diagnosis pathway (covering mental health and substance misuse needs) remained underdeveloped.
- I.61** The DARS service was moving to a new seven-day model. During the inspection, DARS was supporting 64% of the population (281 women). Women had easy access to support through daily drop-ins and wide-ranging interventions, including a weekly detoxification group. Staffing shortages had reduced the group interventions on the recovery unit, although the recovery ethos was maintained while a revised service model was implemented.
- I.62** Women had good access to mutual aid support, including recovery champions, weekly Alcoholics Anonymous, monthly Narcotics Anonymous and SMART (self-management and recovery training) groups. The BAAD (beating alcohol and drug disorders) group, facilitated by men who were either still serving or had served sentences, was an impressive initiative. It ran 12 sessions for eight women, encouraging them to be honest about their use and behaviour to support them in their recovery, and was training five peer supporters to be future facilitators.
- I.63** Workers maintained satisfactory paper files and a move to SystmOne (the clinical IT system) was planned. The interactions with the women that we observed were good.

## Recommendation

- 1.64** **Women undergoing treatment for alcohol and/or drug withdrawal should receive regular monitoring through the day and night during their stabilisation. Prescribing should be consistent and flexible, in line with a regularly reviewed local policy that reflects current national guidance.**

## Good practice

- 1.65** *Two men who were either still serving or had served sentences, facilitated 12 BADD (beating alcohol and drug disorders) sessions for eight women and were training five peer supporters to be future facilitators. This peer-led intervention encouraged women to be honest about their use and behaviours, which supported them in their recovery.*

## Section 2. Respect

### Residential units

#### Expected outcomes:

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

- 2.1 As at our previous inspection, the external environment was generally good with a campus feel, and during the core day women were mostly able to move freely around the grounds to attend activities and appointments.
- 2.2 Waite wing, which accommodated women who needed greater supervision, consisted of cells and was classed as a 'closed' environment. Some single cells on Waite continued to be used as doubles. A few rooms had graffiti. Communal areas on Waite were generally clean, toilets and showers were adequately screened and women had access to the laundry on a rota. Cleaning equipment was available on the wing, and prisoners told us that they could access this when needed.
- 2.3 The houses were classed as 'semi-open' and were less institutional; women could move freely about the house and were only locked in their rooms at night on Oak and Dover houses. The condition of the houses had deteriorated since our last inspection and many were shabby and worn. Although women tried to keep their accommodation clean, the fabric was in a poor state. Baths in the houses were in poor condition, and some showers did not work properly and had damp and mould. Three- and four-bed rooms had insufficient furniture and were cramped, although this was partly offset by women's ability to move around the house freely and use the lounge, dining facilities and laundry. Many rooms and bunk beds had excessive graffiti. Efforts to rectify these maintenance issues with the estates provider, Amey, had not resulted in sufficient improvements. Minor repairs, such as broken lights or blocked toilets, often took too long. Women had good access to laundry facilities.
- 2.4 New arrivals could receive one or two parcels of clothing up to their allowance within their first 28 days. After that, most clothing had to be bought from catalogues, which was expensive. However, other sources of clothing and toiletries, including donated or cheaply priced items, were available through the 'Pic n' Mix' shop, via application to the safer custody department (see paragraph 2.87). Some proceeds from the shop were given to local charities.
- 2.5 The call bell system was monitored on Waite wing but not on the houses, and women told us that they often had to wait for a response during patrol states on the house. In our survey of Waite wing, 47% of women said that their cell bell was answered within five minutes, compared with only 9% of women on the houses.
- 2.6 Application forms were readily available, and staff tried to deal with requests informally. Applications were logged on each wing and response dates were recorded. The head of residence completed ad hoc quality checks of applications. However, in our survey only 44% of women felt applications were dealt with fairly, against the comparator of 63%.
- 2.7 Although peer workers provided a valuable contribution to much of the work of the prison, some women were concerned about confidentiality as a result. As at the previous inspection, we had concerns about peer workers' access to prisoners' personal information and their

supervision and oversight. Although we found peer workers handling women's open mail, we were told that this had been stopped. (See also paragraph 2.43.)

## Recommendations

- 2.8 Conditions on the houses should be improved so that women have decent bathing and showering facilities, and sufficient graffiti-free furniture.**
- 2.9 The prison should monitor call bell response times on the houses, and there should be clear guidance for women living on the houses in case of an emergency.**

## Staff-prisoner relationships

### Expected outcomes:

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

- 2.10** There was a strong emphasis on improving decency in all areas of the prison, and a comprehensive decency strategy and action plan. Women were encouraged to take responsibility for day-to-day decisions. Most staff-prisoner interactions were good and respectful. Most staff had a caring approach, knew the circumstances of the women and used their first or preferred name. Staff-prisoner relationships were particularly good on the Dove unit and in the offender management unit (OMU). However, we observed a small number of staff behaving in an unprofessional way and women told us about some staff who were less positive. Although we found no evidence of preferential treatment, many women reported perceptions of favouritism towards peer workers, which managers needed to address (see main recommendation S42).
- 2.11** Prisoner consultation took place every month across the prison and issues raised were taken to a quarterly strategic meeting, which was chaired by the governor and was well attended. Consultation covered aspects of everyday life, residential matters and resettlement. Decisions taken were monitored through an action plan, and there were close links between the prisoner consultation group and the senior management team.
- 2.12** The personal officer scheme had been relaunched but was not fully embedded. Staff entries in prisoners' electronic case notes had improved and demonstrated many meaningful interactions between staff and women. However, there were very few management checks of case notes.

## Equality and diversity

### Expected outcomes:

**The prison demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic<sup>5</sup> are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), transgender issues, sexual orientation and age.**

### Strategic management

- 2.13** Strategic oversight of equality and diversity work was weak. Responsibility for each of the protected characteristics was shared among members of the senior management team and no one person had effective overall leadership. The quarterly equality meetings were not currently chaired by the governor or deputy, as set out in the establishment's equality policy, and it was difficult for less senior staff to give this area the prominence it required.
- 2.14** Discussions at the equality meeting tended to focus on operational rather than strategic matters. There was a dearth of up-to-date, comprehensive data. Descriptive accounts of the number of discrimination incident reporting forms (DIRFs) and personal emergency evacuation plans (PEEPs) completed were provided, but there was no trend analysis, so it was not possible to identify anomalies reliably.
- 2.15** On average, there were three DIRFs a month; most concerned allegations of offensive language by both prisoners and staff. The quality of investigations was reasonable, but records did not always make clear that complainants were notified about the findings. We examined one serious complaint raised by a mother in the mother and baby unit (MBU). This complaint raised potentially serious implications, but staff quickly anticipated the potential risks and took prompt remedial action.
- 2.16** Focus groups for each of the protected characteristics were held quarterly. It was clear that a great deal of effort was put into organising them, and they generated a lot of debate, but the records showed that the discussions tended to be repeated and there was limited evidence of progress made.
- 2.17** The governor was aware of the above weaknesses and had already commissioned an internal review of equality and diversity at Styal. The interim findings had made a series of wide-ranging and useful recommendations, including the introduction of dedicated staffing and additional staff training.

### Recommendation

- 2.18 The governor should establish systems for the management of equality and diversity that ensure that women from the protected characteristic groups have their needs met.**

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

## Protected characteristics

- 2.19** The population was predominantly white, with around 10% of women from black and minority ethnic groups. Records from the focus group on race indicated that the concerns of this group were similar to those raised by the majority of prisoners. Black history month had recently been celebrated with a range of activities.
- 2.20** Twenty-three foreign nationals were held at the prison. In November 2017, there had been a detailed and helpful report identifying an extensive list of the problems they experienced. The issues raised included insufficient use of interpreting and translation services, problems receiving free monthly telephone calls and no single staff point of contact. The report recognised the benefits of the fortnightly presence of an immigration official for foreign national women, but also pointed out the lack of relevant voluntary and community agencies to supplement this. There was no evidence as yet of work to tackle some of the unmet needs identified.
- 2.21** Almost half of the women responding to our survey considered that they had a disability. Twenty-five women in the prison had PEEPs, which were up to date and contained the necessary basic information about how to deal with individuals with a disability in an emergency. Some of the houses had adapted showers, and one had an adapted room where a woman in a wheelchair was receiving good support from trained staff from a private care company. There were still no suitable facilities for women with disabilities on Waite, although the prison had submitted a bid to obtain resources for this.
- 2.22** In our survey, 24% of respondents identified themselves as homosexual, bisexual or other sexual orientation. There was a great deal of discussion between staff and prisoners about relationships at the well-attended sexual orientation focus group, and it was clear that this topic often polarised views. Despite this, there was a good understanding and respect among people of different sexual orientations, and this was managed reasonably well. A transgender prisoner we spoke to felt comfortable being held at Styal and particularly valued the specialist support offered by a transgender counsellor (see paragraph 4.44) and a mental health worker.
- 2.23** There were 11 prisoners over the age of 60. Gym sessions for the older age group had been introduced, and there was also a knitting club for older women. Longstanding complaints raised by older women in their focus group related to loud noise at night and long queues for medication. Eleven women at Styal were under 21; there was no specialist provision to meet their needs.
- 2.24** During the inspection, there were eight mothers and their babies on the MBU, which was well equipped, clean and comfortable. Staff working on the unit were employed by a national charity, Family Action, and were suitably trained and vetted. Women and the babies held on the unit were well cared for and those we spoke to were positive about their experience there. Mothers could cook for their babies and, where appropriate, take them on community outings to the local park. The admissions procedure was transparent and review panels were chaired by an independent social worker. We found evidence that, when unit staff believed it was in the child's best interest, they advocated strongly on behalf of the mother to be admitted to the unit. Women living on the unit also spoke highly of the support they received from the prison's liaison officer while they were pregnant, before admission to the unit.

## Faith and religious activity

### Expected outcomes:

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

- 2.25** The chaplaincy was made up of three full-time-equivalent staff, along with a pool of visiting chaplains, which represented all the main faiths. The chapel doubled as a multi-faith area and provided adequate space and privacy for worship.
- 2.26** The chaplaincy had a high profile within the prison and catered well for women's spiritual needs. Access to religious services was good. In our survey, 88% of women said they could attend religious services if they wanted to and 80% that they could speak to a chaplain in private. Women could visit the chapel during the day for pastoral support and the opportunity to pray, which they valued. As well as daily visits to see women on the segregation unit and Dove unit, chaplains also carried out useful outreach work on Waite, including running a book club.
- 2.27** Given the increase in the number of women subject to assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm, the chaplains were no longer able to see all these women every day. However, a chaplain always attended the weekly complex case meeting to provide input on women the team were involved with. The managing chaplain had recently been given lead responsibility for managing one such case. This was a good example of how well integrated members of the team were within the prison, and it allowed chaplains to use their knowledge, contacts and skills across a wide area of work.
- 2.28** The chaplaincy delivered a full calendar of religious and cultural events. One of the most popular and successful events were the celebrations associated with Pride, which involved many women at the prison.

## Complaints

### Expected outcomes:

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

- 2.29** The management of complaints was generally good. There were complaint form collection boxes on Waite wing and at various points across the prison, including outside the safer custody hub and the Women's Centre.
- 2.30** The prison averaged around 60 complaints a month, for the previous six months, which was lower than the 72 a month at our previous inspection. There was a register of complaints and data were monitored to establish any patterns or specific areas of concern. Ten per cent of complaints were quality assured each month.
- 2.31** In our survey, only 23% of women said that complaints were dealt with fairly, against the comparator of 40%. It was even lower for women on the houses, at 10%, compared with 48% on Waite wing. The reasons for this were not clear, to us or the prison. Waite accounted for over half of all complaints, but there was not clear pattern or specific topics for complaints.

- 2.32** In our survey, only 22% of women said that complaints were responded to within seven days, and again the responses were more negative on the houses. However, despite this perception, only five had been delayed out of 244 submitted since November 2017. Although a small number of other complaints were delayed and complainants received only an interim response within a week, this did not account for the differences in perceptions.
- 2.33** Our own analysis of complaints was that most responses were appropriate and respectful, although some were difficult to read.

## Recommendation

- 2.34** **The prison should take action to promote confidence in the complaints system among women, and staff should ensure that their responses to complaints are legible.**

## Legal rights

### Expected outcomes:

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

- 2.35** Legal services support was generally good. In our survey, 43% of respondents said it was easy to communicate with their solicitors. There were four legal visits rooms attached to the main visits hall, and legal visits could also be held in the main room. Access to visits was relatively easy.
- 2.36** There was a range of legal information in the prison library, and books and documents could be borrowed or referenced. The prison facilitated sessions of free legal advice from specialist solicitors through the Women's Centre. There was weekly access to a family law specialist and fortnightly access to a criminal law and prison law specialist. Up until December 2017, an immigration specialist had attended the prison monthly; although this had ceased, the prison was negotiating for an alternative service. Women we spoke to were positive about this range of legal services

## Good practice

- 2.37** *Free legal advice from solicitors ensured that women were helped and supported in pursuing a variety of legal matters.*

## Health services

### Expected outcomes:

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

**2.38** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)<sup>6</sup> and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The Care Quality Commission issued a 'requirement to improve' notice for Regulation 12 following the inspection (see Appendix III).

### Governance arrangements

**2.39** Spectrum Community Health CIC had been the main health care provider for several years and subcontracted mental health provision to Greater Manchester Mental Health NHS Foundation Trust. Partnership working and governance between organisations, commissioners and the prison were mostly effective and covered essential areas. A health and social care needs assessment to inform service delivery was under way to replace the current one, dated 2014.

**2.40** There was effective patient engagement, and an active approach to reporting and learning from incidents.

**2.41** The service was well led, and we observed caring and professional interaction with patients by a skilled and dedicated team. Clinical and managerial supervision was now embedded; professional development opportunities were very good and mandatory training well managed. Staff vacancies were covered by regular locum staff, and active recruitment had resulted in some posts recently filled and some waiting clearance.

**2.42** Most health services were provided from the main health centre, with some on Waite wing. The standard of cleanliness had improved, and a recent infection control audit identified a significant improvement. However, some fixtures and fittings still did not meet infection control standards. The pharmacy and some medication administration areas were cramped, but the new medication waiting area was an improvement and meant that women no longer had to queue outside for their medication.

**2.43** Women from the houses could book appointments at the health centre between 8am and 8.30am, which was effective. On Waite wing, health applications were collected and delivered by peer workers. Although this was a good concept, it lacked confidentiality as the information could be viewed. The service started to address this immediately that we raised it, but the entire health application process, from collection through to delivery, needed to preserve patient confidentiality. (See also main recommendation S42.)

**2.44** Patients submitted health complaints through the central hub, which was also not confidential. The complaint responses we sampled had been investigated properly and were polite, but information on how women could escalate their complaint was not always clear. After we

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

raised this issue, actions were taken during the inspection to introduce a new confidential system and explain how to escalate complaints, and this needed to be embedded.

- 2.45** Nurses attended all emergencies as there was 24-hour cover. They were trained in life support and had good access to well-maintained emergency equipment. Ambulances were called promptly in an emergency.
- 2.46** The clinical records we sampled were generally good, with examples of care planning for women with complex needs. Health staff had sound awareness of their safeguarding responsibilities and had made appropriate referrals.
- 2.47** A health promotion worker led on a range of effective activities, including a five-session relationship and sexual health programme for women of all ages. The prison had been smoke-free since September 2017, aided by well-planned smoking cessation support, which was still available.
- 2.48** Women had good access to immunisations, including for blood-borne viruses, and to screening programmes, including mammogram and bowel cancer screening. Sexual health screening and treatment were offered and barrier protection was available, but not well advertised.

## Recommendations

- 2.49 All clinical areas should be suitable and compliant with infection control guidelines.** (Repeated recommendation 2.84)
- 2.50 Women should be able to complain about health services through a separate well-publicised confidential system, and the health applications process should preserve patient confidentiality.**

## Delivery of care (physical health)

- 2.51** All new arrivals received an initial health screening in the first night centre, which covered essential areas, and an advanced nurse practitioner (ANP) or a GP reviewed immediate substance misuse and health needs. Comprehensive secondary health screening was completed for all women the following day. Telephone interpreting services were available if needed for non-English speakers.
- 2.52** Community records were usually requested promptly and followed up within three days if information had not been received. However, we saw two cases where women did not receive critical medicines promptly, leading to gaps in treatment (see paragraph 2.59 and recommendation 2.67).
- 2.53** Nurses ran regular clinics, including triage and wound care. The use of NHS England's quality and outcomes framework supported the identification and monitoring of women with long-term conditions. Nurses liaised with the GP and external specialists to ensure a coordinated approach. Nurses were trained to undertake cervical smears, and there had been work with Public Health England to encourage the take up of these. There were also weekly contraception and sexual health clinics by visiting specialists.
- 2.54** Women had access to four GP sessions a week, including a female GP. An ANP and two other nurse prescribers were also available throughout the week. Appointments were

prioritised by clinical need. Women had reasonable access to routine GP appointments and urgent slots were available.

- 2.55** There was a range of allied health professional clinics with mostly acceptable waiting times, apart from physiotherapy which was slightly long, but additional sessions were planned enabling choice of a female physiotherapist.
- 2.56** Women were referred promptly for secondary health services. Appointments were rarely cancelled due to insufficient prison staff escorts.
- 2.57** Pregnant women had good access to community midwifery services with two clinics a week, including drop-in sessions in the health centre. They also provided excellent support on the MBU, as did the health visitor who attended at least weekly. A community GP provided services for children on the MBU and attended the unit, or women could attend the surgery with their children when needed. Mothers we spoke to were happy with the support they and their children received (see also paragraph 2.24).

## Pharmacy

- 2.58** Medicines were supplied by the in-house pharmacy against legally valid prescriptions, and administered competently by nursing staff twice a day; any lunch-time or night-time doses were facilitated. The pharmacist did not provide medicine use reviews, but women could make appointments to speak to pharmacy staff.
- 2.59** Around half the women received their medication weekly in possession but only 3% had monthly in possession and there was a low percentage of repeatable prescriptions (38%), which increased prescribers' workload. Some women told us they had experienced delays in getting their repeat prescription medication and in accessing medication following arrival. A repeat prescription template had been introduced, but medicine management processes needed further review to ensure women received their medication promptly.
- 2.60** Women generally had secure storage facilities for medication, which was part of the risk assessment recorded on SystmOne, and which were reviewed regularly. None of the women on Waite wing received medication in possession, which led to very busy morning and evening administration. SystmOne was not available on Dove unit or the segregation unit, which caused delays in answering queries and increased the risk of errors.
- 2.61** Officers did not always ensure effective queue management during medication administration, including for opiate substitution therapy, which compromised confidentiality and created opportunities for potential diversion of medicines and bullying.
- 2.62** Some medicines were administered from stock and more needed to be supplied from individually labelled patient packs to allow additional checks. Secondary dispensing was observed for one patient on the Y side of Waite wing, which was not in line with good practice.
- 2.63** There were adequate patient group directions, which enable nurses to supply and administer prescription-only medicine, and a range of 'simple' medications was about to be introduced.
- 2.64** Medicines, apart from controlled drugs, were transferred from the pharmacy in unlocked bags without an officer and when women were moving around. Most medicines were stored securely, but the medicine trolley on Dove unit was not secured to the wall. Maximum and minimum fridge temperatures were not within the accepted range on Waite wing and the first night centre. Although there was an adequate range of emergency stock there was no

reconciliation of use, so any diversion could go unnoticed, and medicine cabinet key logs were not consistently completed. Although immediate action was taken by the provider to address the concerns raised in relation to the transportation of medicines, reconciliation of emergency medicines and cabinet key logs, this needed to be embedded.

- 2.65** Tradable drugs were audited and discussed at bimonthly medicine management meetings, and there was an agreed prescribing formulary. The service had introduced a pregabalin (neuropathic pain) reduction programme to help women reduce their dependency gradually, ensuring they were on clinically appropriate medication. Pregabalin and gabapentin (neuropathic pain) were dispersed in water before administration to reduce diversion. This rendered it unlicensed, but the practice had been authorised by the medicines management committee.

## Recommendations

- 2.66** **Women should have access to pharmacy-led clinics including medicine use reviews, which should be documented in their clinical record.** (Repeated recommendation 2.101)
- 2.67** **Women should receive their medication promptly, including repeat prescription medication and following arrival, so that there are no unnecessary delays or gaps in treatment.**

## Dentistry

- 2.68** Dental services were provided by Redbridge Associates. Appointments were prioritised on the basis of clinical need, and dental sessions offered a range of community-equivalent treatment. Urgent referrals were seen promptly, and waiting times for routine appointments were around six weeks. A toothbrush exchange clinic ran weekly, and oral health promotion was provided verbally during consultations.
- 2.69** Governance processes were good. Dental equipment was well maintained and serviced regularly, and the dental suite met infection control standards. Missed appointments were monitored and patient feedback sought and evaluated.

## Delivery of care (mental health)

- 2.70** In our survey, 72% of prisoners said they had mental health problems, and 44% of those with mental health problems said they had been helped. Many women presented with mental health problems, and self-harm rates were very high.
- 2.71** The range of mental health interventions was very good, although provision would be enhanced through improved partnership working with the prison. Prison staff had mixed views about the responsiveness of the team, and clarification of its remit and more effective communication were needed.
- 2.72** The mental health nursing team was well staffed, with recent recruitment to the one vacant post for a learning disability nurse. The service ran on weekdays and used the stepped care model and the care programme approach (CPA). ACCT reviews were well attended by a health care professional. Mental health nurses engaged in weekly review meetings for women on the Dove unit and the care and separation unit.

- 2.73** New referrals were discussed in the weekly referrals meeting, and assessments were prompt. Women presenting in crisis were seen quickly, and the team provided regular advice and guidance for prison staff supporting women with complex mental health problems. Women with mild to moderate needs were referred to the psychological well-being practitioner, and those with severe and enduring mental health needs were allocated to a mental health nurse. The team caseload was 76 patients; most had individual care plans that demonstrated regular reviews of care.
- 2.74** Support for patients included self-help guidance and one- to-one interventions. There was a weekly gym group and a reading group that supported women in building their confidence. Other groups had recently stopped after the room for these was deemed unsuitable, but there were plans to re-establish cognitive behavioural therapy (CBT)-informed groups in partnership with the substance misuse service. However, there was a wide range of group activity provided from the hub that women could access (see paragraph 1.14).
- 2.75** Psychiatrist input was good and care records demonstrated regular timely clinical reviews. A psychologist provided weekly sessions and held a caseload of around six women who were seen weekly.
- 2.76** Patients requiring transfer under the Mental Health Act generally experienced delays in assessment and transfer due to external issues, including bed availability. Four patients had been transferred in the previous six months, with the longest waiting 30 days.

## Recommendations

- 2.77** **There should be increased communication and more consistent partnership working between the prison and the mental health team to optimise the delivery of mental health services for women.**
- 2.78** **Groupwork should be relaunched to maximise the support options for women with primary mental health needs.**
- 2.79** **Transfers under the Mental Health Act should occur within the current Department of Health transfer time guidelines.** (Repeated recommendation 2.120)

## Social care

- 2.80** Key Care was subcontracted by Spectrum CIC to provide social care. Three women had care packages in place during the inspection. Social care was well managed by a dedicated social care coordinator, and women's needs were identified and referred. Assessments were carried out by the local authority promptly, and women with social care needs had personal care plans that were regularly reviewed. A memorandum of understanding had not yet been developed, and the prison buddy scheme needed to be re-launched with the relevant training and supervision arrangements to enhance the provision.

## Recommendation

- 2.81** **The prison should develop a memorandum of understanding on social care with the local authority and Spectrum CIC.**

## Catering

### Expected outcomes:

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

- 2.82** In our survey, only 35% of women said the food was good. However, we found a good choice of food over a four-week menu cycle, and special diets and religious festivals were catered for well. Hot meals were provided daily. In our survey, 42% of women said they usually got enough to eat. The breakfast packs issued on the previous evening were insufficient, but bread was usually available and there was sufficient food at other meals. Fruit was only available if ordered.
- 2.83** Women had daily opportunities to eat together in their units. Around a fifth could self-cater in their houses, and women appreciated the opportunity to budget, order food and cook communally. There were plans to extend the excellent arrangements for self-catering to some other houses.
- 2.84** The kitchen was busy, clean and well ordered. Kitchen workers could take a qualification through the Clink training restaurant (see also paragraph 4.56). Serveries were clean and workers had completed basic hygiene qualifications.
- 2.85** Information about eating healthily was widely available. Following an HMPPS research project on the nutritional needs of women in prison, the catering manager was reviewing the food provision. Women had many opportunities to influence the menu, including submitting a specific recipe to be included in the next menu cycle. Consultation was extensive, with six-monthly surveys, comments sheets and a regular catering forum.

## Purchases

### Expected outcomes:

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

- 2.86** In our survey, 67% of women said that the shop sold what they needed, which was better than the comparator of 51% and the 47% response at our previous inspection. Women had access to the national prison shop list and were consulted on this annually. Although new arrivals could wait up to two weeks to receive their first full shop order, there were arrangements for two small interim orders and emergency provision if necessary.
- 2.87** Extensive items were available to order from catalogues, including items for women from different ethnic backgrounds. Women could browse items on a stand-alone computer, which was positive. There was an administration charge for catalogue orders, but the process was effective and delivery charges were split between the women buying items. There was also a weekly 'Pic n' Mix' shop where women could buy new and donated clothing and toiletries, which was a positive initiative. There was regular consultation about the shop through the residential forums.

## Section 3. Purposeful activity

### Time out of cell

#### Expected outcomes:

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

- 3.1** While not as extensive as we found previously, the amount of time that women were unlocked remained very good. We estimated that women on the houses, who made up approximately 70% of the population, received around 11 hours a day unlocked from their rooms, and during this time they could associate freely within their house. Most women on Waite wing, who all occupied cells, were unlocked for around 10 hours. However, in our roll checks, we found that 18% of those on Waite were locked in their cells during the day, compared with none at our previous inspection.
- 3.2** Curtailment of the regime resulted in some restrictions to evening association on the houses. By the end of 2017, this had happened almost daily, but had been less of a problem since the introduction of additional new staff. Association had been curtailed on 10 occasions in the previous month. The prison had decided that, in the event of staff shortages, the regime on Waite would be protected, as a higher proportion of vulnerable women were located there.
- 3.3** In addition to subjects programmed in the formal curriculum, a very wide range of purposeful activities were scheduled during the day, evenings and at the weekend. Many were focused not only on occupying women, but in developing skills and promoting confidence and self-esteem. There were opportunities for women to attend counselling sessions, a relationships course, and craft and beauty sessions. These activities were organised through the hubs and the Women's Centre, and delivered by staff, visiting specialists, as well as some orderlies.

### Good practice

- 3.4** *Managers ensured that women on Waite wing, who were among the most vulnerable, received regular evening association by including this in the minimum staffing level of the prison.*

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

## Learning and skills and work activities

### Expected outcomes:

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

**3.5** Ofsted<sup>8</sup> made the following assessments about the learning and skills and work provision:

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

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

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

*Personal development and behaviour: Good*

*Leadership and management of learning and skills and work: Good*

### Management of education, skills and work

**3.6** The provision from Novus was good, and there had been an increase in the range of courses to improve the resettlement chances of women after release. The new courses included level 2 nail technology, level 2 mentoring and level 3 hairdressing.

**3.7** Prison and Novus managers had successfully improved most of the weaknesses identified at the previous inspection. In most observations of lessons and sessions, managers ensured that follow-up actions were focused on improving tutors' and instructors' teaching and assessment skills. In a few evaluations of the quality of lessons, Novus and prison managers paid insufficient attention to the skills that women developed. This meant that tutors and instructors did not receive useful or prompt feedback on helping women to improve their skills.

**3.8** Prison and Novus managers had a clear understanding of the strengths and weaknesses of the provision and where improvements had to be made. The self-assessment report was broadly accurate, providing a clear action plan for improvements.

**3.9** Prison and Novus managers used data effectively to monitor the progress of women in activities and their attendance, and this had resulted in improvements, such as the development of new courses. They had recently introduced measures to improve women's punctuality, such as allocating prison staff to follow up women who did not arrive at their activities on time. These measures had not yet resulted in a significant improvement in punctuality. (See recommendation 3.32.)

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

- 3.10** The prison provided 463 activity places, sufficient for most women to be involved in purposeful activities, with a wide enough range of activities. Prison work made up around two-thirds of the activities. The opportunities for internal and external work experience improved women's employment prospects on release. Women benefited from a range of courses, including in English, mathematics, beauty therapy and hairdressing. Women developed new skills through working in jewellery, sewing and recycling workshops, kitchens, and as orderlies and peer mentors.
- 3.11** The allocation of women to activities was fair. Women started on the most appropriate activities soon after their arrival. The pay policy was not a disincentive for women choosing to attend education.
- 3.12** Novus managers had not ensured that there were always effective measures and high-quality lessons to support the development of women's skills in English and mathematics. A high proportion of new arrivals needed to improve these skills; around half of women had English below level 1 and three-quarters had maths skills below this level. Despite this high level of need, managers had not ensured that the outreach provision in English and maths was of acceptable quality and tailored to each woman's needs and abilities. (See main recommendation S43.) Consequently, too many women did not improve their use of English and mathematics to help them in their resettlement.
- 3.13** Novus managers had not ensured that staff shortages did not lead to cancelled lessons and sessions, which slowed the pace of women's learning. They sometimes did not make sure that learning resources were available and used by tutors to enhance women's understanding, for example, in business administration lessons.
- 3.14** The 'virtual campus' (providing internet access to community education, training and employment opportunities) was not fully operational, and so too few women used this to improve their understanding of employment opportunities on release.

## Recommendations

- 3.15** **Novus managers should ensure that staffing issues do not disrupt learning, and that the appropriate learning resources are available and used effectively.**
- 3.16** **The virtual campus should be fully operational to support women's learning, development and job search.**

## Quality of provision

- 3.17** Tutors and instructors coached women skilfully to learn new skills and feel confident to apply what they had learnt. Women benefited from effective practical sessions that helped them to develop new skills, and widen their options for a range of careers after release. For example, women in the sewing workshop were motivated by the possibility of using the skills they developed to gain employment.
- 3.18** Prison managers had high expectations of women and encouraged them to achieve their full potential. For example, they had encouraged women to act as supervisors and team leaders in work areas, such as in the Clink restaurant. Many women had significantly enhanced their skills in planning work and meeting agreed targets.
- 3.19** Women, often the most able, who attended accelerated functional skills courses in English and maths at levels 1 and 2 rapidly developed new skills in these subjects. This was because

tutors used a range of teaching activities to help individuals learn quickly. However, in other functional skills courses, a minority of tutors did not use women's starting points in English and maths to ensure that they developed these skills sufficiently. These tutors were less careful with their own spelling, especially in their feedback on women's work. (See also main recommendation S43.)

- 3.20** Tutors and instructors were sensitive in supporting women who were experiencing personal difficulties, and paced their teaching so that these women did not feel overwhelmed with too much new learning. For example, tutors teaching women with mental health difficulties built useful activities into their lessons to help women enjoy their lessons and feel more able to cope with learning.
- 3.21** Women studying through distance-learning courses made good progress. One woman had completed counselling skills at level 2 and had started studying for a bereavement-counselling diploma.
- 3.22** Many tutors and instructors gave constructive feedback on women's completed tasks. This helped women to recognise what they had done correctly and where they had made errors. Not all women who had received feedback had corrected their work.
- 3.23** In a minority of lessons, tutors failed to use learning resources effectively to ensure that women developed knowledge, skills and understanding at the pace appropriate for them. For example, all women completed the same worksheets at the same time. Consequently, the most able learned little and the least able rushed the work without a solid grasp of the topics.
- 3.24** A minority of tutors did not check the extent of women's learning and understanding, and so they did not develop their knowledge sufficiently. Where tutors did not set women useful individual learning targets, their progress was hindered because they did not understand what they had to do or how to progress to the next steps in their learning.

## Recommendations

- 3.25** **Tutors should check women's learning regularly to ensure that they have a secure understanding of the concepts and skills taught in their lessons.**
- 3.26** **Tutors and instructors should set women useful individual learning targets, and use learning resources to match women's abilities.**

## Personal development and behaviour

- 3.27** Women were motivated and had positive attitudes to the development of their knowledge, skills and understanding. Those who attended vocational sessions and prison work wore appropriate uniforms and behaved professionally. However, in a few work areas women were not supported effectively to comply with health and safety regulations - for example, women working in the recycling workshop who wore glasses did not wear protective safety over-glasses.
- 3.28** Women developed high levels of self-confidence, self-worth and self-assurance. The women who felt less confident were supported well to make the progress of which they were capable. For example, the 'engagement to learning' course helped to ease women who were anxious, vulnerable and withdrawn into learning. Women attending this course made good progress from very low starting points, and many progressed to other courses or training.

- 3.29** Many women developed good personal, social and employability skills. They valued these skills in the context of their next steps and rehabilitation plans.
- 3.30** A free-movement regime had encouraged women to take responsibility for attending their activities regularly and on time. Many took this responsibility seriously, for example, a few going to activities helped other women with mental health difficulties to arrive on time. Women's attendance in work and vocational training was good, but although it had improved in education, it was not good enough, and punctuality was still a problem (see paragraph 3.9).

## Recommendations

- 3.31 All women should use the appropriate personal protective equipment during activities.**
- 3.32 All women should arrive at their activities on time, and should attend education lessons regularly.**

## Outcomes and achievements

- 3.33** Most women made good progress from their starting points during their time in education, vocational training and prison work, and a few made outstanding progress. In many cases, the standard of women's work met and often exceeded requirements for achievement of the qualification. For example, women in the art workshop produced work of a very high standard, including still-life drawings and portraits.
- 3.34** In 2016/17, most women achieved their qualifications, including on vocational courses. A high proportion of women on information and communication technology courses were successful. Too few women achieved their functional skills qualifications, and achievements in English at entry levels 1 and 2 and in mathematics at level 2 required improvement. (See main recommendation S43.)
- 3.35** Most instructors in prison work did not record women's achievements of vocational or employability skills.

## Recommendation

- 3.36 Instructors should recognise and record the skills that women develop during their work inside and outside the prison.**

## Library

- 3.37** We observed that the library was well used and busy during the day. However, since the local authority had withdrawn from its involvement in early 2018, the library was no longer open in the evening, which limited the opportunities for women who were working to attend. Sometimes teachers based their classes there and learners could access research material directly. There was now a daily record showing the number of women who used the library and where they were located.
- 3.38** The library was reasonably well stocked, including easy-read and foreign language books, which were adequate to meet the needs of the population. Women could participate in the

Storybook Mums scheme (enabling them to record a story for their children) and had opportunities to join book clubs.

## Physical education and healthy living

### **Expected outcomes:**

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

- 3.39** The gym facilities were adequate, but the sports field was badly drained and the lack of an all-weather outside pitch remained a weakness. Because it lacked suitable outdoor facilities, the prison could not register with a local football league.
- 3.40** Access to the gym was reasonably good. Women on Waite wing had a daily slot after work. Women on the houses could attend daily, although curtailment of association could restrict this (see paragraph 3.2).
- 3.41** Work to provide classroom space in the gym since the previous inspection had allowed certification of qualifications, and six women had achieved level 1 gym qualifications during the previous year. The range of sessions had been extended and now included slots for older women, as well as specially designed provision for mothers and babies.

## Section 4. Resettlement

### Strategic management of resettlement

#### Expected outcomes:

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

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

**Good planning ensures a seamless transition into the community.**

- 4.1** There was a very clear focus on supporting women to address their problems, reduce their risk and avoid re-imprisonment. Senior managers were actively seeking to influence policy through the Greater Manchester 'whole system' approach for women prisoners, which aimed to improve outcomes and reduce reoffending for women in contact with the criminal justice system. It was delivered via a partnership between Greater Manchester Combined Authority, Cheshire and Greater Manchester community rehabilitation company (CRC)<sup>9</sup> and an alliance of eight voluntary sector women's centre providers across Greater Manchester. Managers regularly analysed population and segmentation data, and the useful reducing reoffending strategy document was based on a range of sources informed by assessed needs. A 2017 prisoner needs analysis questionnaire was being analysed.
- 4.2** The offender management unit (OMU) had been reconfigured into two hubs: one was for women serving under 12 months with CRC resettlement workers co-located with offender supervisors and case administrators; the other was for longer sentenced women, with prison and probation offender supervisors working alongside psychologists. This model was clear for prisoners and helped staff focus on the different needs of the two groups. Prison offender supervisors were non-operational grades (previously case administrators) who had volunteered for the role and were enthusiastic and committed. Because non-operational grades cannot be cross-deployed to cover urgent operational needs, the work of the OMU had more priority than previously, and women received a more consistent service.
- 4.3** The Women's Centre continued to enable women to self-refer to an extensive range of resettlement services, and mirrored community provision. In the previous week, 80 appointments took place and many more women 'dropped in' to make inquiries. This approach empowered women to take responsibility for their resettlement, but there was a risk that women might become involved in activities that undermined their sentence or resettlement plan. Managers were alert to this issue, but had not yet fully resolved it. Representatives from community women's centres visited the prison regularly to meet women before their release.
- 4.4** The open unit outside the secure perimeter was a welcome addition. It allowed women from the North West to make a gradual transition to release, and was complemented by work and training opportunities inside the prison, which were designed to lead on to work in the community. Parts of the prison grounds outside the perimeter had been designated as an open prison, which meant that women suitable for open conditions could work there without the need for release on temporary licence (ROTL) (see also paragraph 4.56).

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<sup>9</sup> Since May 2015 rehabilitation services, both in custody and after release, have been organised through CRCs which are responsible for work with medium- and low-risk offenders. The National Probation Service has maintained responsibility for high- and very high-risk offenders.

- 4.5** ROTL was used almost twice as frequently as at our previous inspection, particularly to help women gain employment-related skills and experience and to maintain family ties. In March 2018, there had been 368 releases on temporary licence, 54% of which were work placements, involving 79 individual women. Risk assessments were comprehensive and included liaison with victim contact teams, and enhanced behaviour monitoring assessments where appropriate. There had been one failure to return in the previous 12 months, but the original decision was sound and there had been some useful work to learn lessons.

## Good practice

- 4.6** *The use of former case administrators as offender supervisors and their co-location with case administrators, psychologists, probation officers and resettlement workers created a keen and knowledgeable team. The work of the offender management unit now had sufficient priority, and women benefited from a consistent service.*
- 4.7** *The use of release on temporary licence was exceptionally good and gave women extensive opportunities to access education and employment and to maintain family ties in preparation for release.*

## Offender management and planning

### Expected outcomes:

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

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

- 4.8** All new arrivals were allocated an offender supervisor. Many women knew the name of their offender supervisor, and some also knew their case administrator. Women managed in the long-term pod generally had sufficient purposeful contact with their offender supervisor, and many had completed individual work on subjects such as managing relationships and identifying risk. Although women managed in the short-term pod knew their caseworkers less well, they knew where to get help with resettlement issues and made good use of the OMU drop-in facility to seek advice and make appointments. The OMU was better integrated into the rest of the prison than previously, and staff now used P-Nomis, the Prison Service IT system, to record their interactions with prisoners.
- 4.9** Most offender assessment system (OASys) assessments and reviews took place on time and were reasonable. Risk of harm assessments were accurate, but offender supervisors did not always use previous OASys assessments to inform their judgements. A significant backlog of 90 cases in summer 2017 had been reduced to 10, most of which were the responsibility of community offender managers. All women had a pre-release review with their offender supervisor, and there was scope to integrate these with the CRC pre-release processes. There were not yet any sentence planning boards, even for longer-term prisoners, but despite this, in our survey, 86% of women said they understood what they needed to do to achieve their objectives in custody. Some women were also allocated a key worker to provide additional support. This was a new initiative, but there was evidence of useful conversations in P-Nomis.
- 4.10** Probation officers managed indeterminate sentence prisoners, medium risk women managed by the National Probation Service and all cases where the risk of harm was high or very high. They had large and complex caseloads that were potentially unsustainable, especially since the team was not fully staffed. Some longer-term prisoners told us that they had not seen

their offender supervisor for many months. Managers were aware of this and had a plan to redistribute some work.

- 4.11** Home detention curfew (HDC) risk assessments were appropriately managed. In the previous six months, 74% of eligible women were released on HDC, often at the earliest possible date (see also paragraph 4.52). Recall packs were often slow to arrive at the prison, leaving women uncertain about why they had been recalled and for how long.

## Public protection

- 4.12** There was a comprehensive and up-to-date local public protection policy. Risks were identified on arrival and appropriate restrictions put in place. During our inspection, 13 women were subject to telephone and mail monitoring and were reviewed monthly.
- 4.13** Staff routinely asked community offender managers to confirm prisoners' multi-agency public protection arrangements (MAPPA) levels eight months before their release, but did not always receive a response, and there was no process to raise this to a more senior level. This administrative weakness meant it was technically possible for prisoners to be missed, but the fact that potential MAPPA cases ('nominals') were always managed in the long-term pod (regardless of sentence length) mitigated this risk. Where appropriate, staff attended MAPPA meetings in person or by teleconference. In our sample, half of MAPPA F forms (assessments for community meetings) were poorly completed, with insufficient analysis of extensive extracts from P-Nomis.
- 4.14** The format of the weekly interdepartmental risk management meeting (IRMM) had changed in the previous month to improve multidisciplinary attendance (see paragraph 1.12). There was a clear focus on sharing information and managing immediate risk. It was too soon to assess the effectiveness of the new arrangements.

## Recommendations

- 4.15** **MAPPA management levels for MAPPA nominals should be confirmed with the National Probation Service six months before a prisoner's release.** (Repeated recommendation 4.20)
- 4.16** **MAPPA F forms should include concise summaries of relevant risk information.**

## Allocation

- 4.17** Women were categorised swiftly after sentence. Decisions were appropriate and women were given information about how to appeal.
- 4.18** Overcrowding drafts still took place but were now better managed. When the population was high, staff identified women who were already out of area or who had the longest to serve and put them on notice for transfer in a two-week window. Women preferred this approach to being asked to move at less than 24 hours' notice. Staff kept track of women transferred out of Styal in this way and took opportunities to move them back. Staff also worked hard to have women transferred to their local area in advance of release. This was particularly challenging for women from the south of the country and sometimes proved impossible, particularly in time for an HDC date.

- 4.19** Bollinwood House offered 25 women genuinely open conditions outside the perimeter fence. Bruce House also held women suitable for open conditions, but it was inside the prison and only offered a slightly less restrictive regime than the other houses. However, many women on Bruce House worked outside the prison each day. Some women suitable for open conditions remained on the ordinary houses.

## Recommendation

- 4.20** **Women should be transferred to the prison closest to their release address at least three months before their home detention curfew eligibility date.**

## Indeterminate sentence women

- 4.21** Staff had drafted a local life-sentenced prisoner policy based on a review by the forensic psychology team in October 2017, which had included prisoner feedback. The policy aimed to structure women's expectations and provide guidance to offender supervisors by identifying the stages of an indeterminate sentence and clarifying what should happen during each one.
- 4.22** Most of the women on indeterminate sentences lived on Nightingale or Patterson houses. These communities were comparatively stable and were appreciated. Women could self-cater, manage food budgets and care for pets. Women valued the lifer days twice a year, and the prison jobs that gave them opportunities to demonstrate significant responsibility.
- 4.23** Women on remand facing potential indeterminate sentences were now assigned an offender supervisor from the long-term pod and a key worker. We saw evidence of some good support. Indeterminate sentence women were also positive about the work of the new psychology team in supporting parole processes.

## Reintegration planning

### Expected outcomes:

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

- 4.24** New arrivals were given appointments with a resettlement worker to develop a resettlement plan, based on their basic custody screening tool part 1 assessment (see paragraph 1.4), but did not always attend. Nevertheless, an average of 90% of plans were completed each month. They were reasonable and led to suitable referrals. Staff allocating women to activities used the resettlement plans to inform decision making.
- 4.25** Resettlement workers also invited women to a pre-release resettlement plan review, which often began an intense period of effort to secure housing. The HDC arrangements from January 2018 meant that women needed to be seen earlier than previously, in some cases earlier than 12 weeks before release. Performance against contract (which required women to have their review within 12 weeks of the release date) had fallen temporarily, but was recovering. However, in our survey, 86% of women due for release in the next three months said that someone was helping them prepare for release.
- 4.26** Trained and well-supervised peer supporters helped women fill in a variety of forms relating to accommodation and financial matters, and prepared letters to be sent to creditors. They

contributed greatly to the work of the OMU, providing a friendly welcome, advice and encouragement.

- 4.27** Managers had identified 20 women who returned to the prison repeatedly, and prioritised them for high intensity multidisciplinary casework. both inside the prison and beyond. Records indicated an impressive level of continuing support, including post-release, which we have rarely seen elsewhere. Data indicated that this approach had produced good outcomes for some individual women.
- 4.28** The national charity Women in Prison was contracted by the Greater Manchester Women's Support Alliance to provide prison link workers. The workers delivered an advocacy and through-the-gate service to help ensure women attended important appointments on the day of their release. In 2017, the service accompanied 70 women on their day of release, and provided advocacy for 125 women. Women with a higher risk of reoffending from Greater Manchester and Merseyside, and managed by the CRC, could also access P3, a similar service. There was no comparable service for women from Cumbria and Lancashire, which was frustrating for both women and resettlement workers.

## Recommendation

- 4.29** **All women should be able to access through-the-gate support on their day of release.**

## Good practice

- 4.30** *Managers worked intensively with the 20 women who returned to custody most frequently, engaging with community partners to develop realistic resettlement plans for them and to support them post-release.*

## Children, families and contact with the outside world

- 4.31** Provision of support for women and their families had been reorganised with a new contract agreed with Phoenix Futures in December 2017. An integral aspect of the new provision was to ensure greater interaction between family support and the mother and baby unit (MBU), and there was evidence of support for women progressing well in both services. The contract also included a link through the Greater Manchester combined authority to gauge the needs of communities in supporting families visiting Styal.
- 4.32** Two family support workers based in the Women's Centre worked with a variety of women needing family support and liaison. They worked closely with women at the prison and various community services, particularly regarding children and their care. There was an overall understanding of the needs of women, and regular analysis of the distances that women were held from their families. Family support workers also facilitated visits between mothers in custody and their children in care or with restricted access. They also worked closely with the family law solicitor who was available for women weekly through the Women's Centre
- 4.33** Under the new contract, the number of family visits had increased from six to 12 a year, including two visits specifically for lifers. Family visits were available to all women, irrespective of their IEP level, although they were subject to security clearance. Family visits often had specific themes, including babies and toddlers, teenagers and grandparents.

- 4.34** The library facilitated the Storybook Mums service (see paragraph 3.38), and the prison was due to start a new parenting course. A weekly bereavement group included women who had lost someone close through death, as well as others who had lost a child through adoption or fostering. Women attending the group found it very supportive.
- 4.35** Access to telephones was good. In our survey, 95% of women said they could use a telephone daily, so long as they had available credit. However, there were still concerns about access to mail. Although there were no limits on how many letters prisoners could send or receive, over half of women in our survey said they had problems sending or receiving letters. Many women were unhappy about the way prisoner orderlies distributed their mail and believed that confidential information could be accessed (see main recommendation S42). Women from the houses also had to queue outside each day to collect mail from the hub.
- 4.36** The visitors' centre, just outside the prison gates, was staffed by paid staff and volunteers from Phoenix Futures. Facilities at the centre were very basic and the building was too small for the number of visitors, especially at weekends.
- 4.37** The visits hall was reasonably comfortable and groups of visitors were spaced to allow reasonable privacy. There was a children's play area staffed by Phoenix Futures staff, and a small refreshments counter, staffed by prisoners - but the range was limited, with no hot snacks or meals and few healthy options. Many visitors had travelled a long way and would have welcomed more substantial refreshments.
- 4.38** We were told that visits usually started and finished on time, and in our survey, 61% of women said this was the case. We observed convivial and appropriate interactions between visitors and staff; in our survey, 80% of respondents said that their visitors were treated with respect by staff. However, only enhanced-status women could go on ordinary family visits weekly.
- 4.39** Women with children could also have visits with their children on weekend mornings. These visits were in addition to ordinary visits and were specifically with their children; people bringing the children had to leave for the hour of the visit.

## Recommendations

- 4.40** **The visitors' centre should provide full facilities to meet the needs of visitors**
- 4.41** **Visitors should have access to an extended range of refreshments during visits, including healthy options.**
- 4.42** **All women should be able to have at least one weekly visit.** (Repeated recommendation 4.46)

## Victimisation, abuse and vulnerability

- 4.43** About two-thirds of women at Styal surveyed in a needs analysis said they had experienced domestic violence, and 16% had been involved in sex working. The prison had trained 229 prison officers in 'Being trauma informed', and there had been two meetings of a rehabilitative culture board, which aimed to promote a trauma-informed environment; these moves were positive in improving outcomes for particularly vulnerable women.

- 4.44** Women could gain support through the ‘Room to talk’ community interest company, which used 20 volunteers to run an average of 47 counselling sessions a week. Demand for this service was high, with 42 women awaiting assessment, but most were seen within four weeks of referral. There was also a ‘First’ (foundations for inspiration and rehabilitation and skills training) groupwork programme for women who had a very short stay in prison or were not yet ready to engage in formal counselling. Individual counsellors offered specialist expertise, for example in support for transgender people or drama therapy. Room to talk could also provide post-release support, but its funding after July 2019 was in doubt.
- 4.45** Relate had just begun to deliver ‘Flourish’ – a four-stage programme for women who had experienced domestic violence, abuse or trauma. Women could also be referred for one-to-one support from the psychology team.
- 4.46** As at the previous inspection, a nurse and health promotion worker ran a relationship and sex education programme and referred women to Manchester Action for Street Health, which provided one-to-one support and could arrange for women to be collected on release. Styal also used the National Ugly Mugs scheme (run by the UK Network of Sex Work Projects) to provide greater access to justice and protection for sex workers.
- 4.47** Many staff still lacked awareness of the issues faced by trafficked women. A trafficking strategy had been produced but this lacked focus on how women identified as potential victims of trafficking would be supported.
- 4.48** There had been some good individual work to support victims of historic sex abuse.

## Recommendation

- 4.49** **There should be a greater understanding throughout the prison about the issues faced by trafficked women. The local strategy for identifying and supporting women who are potential or actual victims of trafficking should focus on how women will be supported.**

## Accommodation

- 4.50** In our survey, 70% of women said they needed help finding accommodation on release, but only 55% said they were getting help with this. The CRCs were responsible for delivering housing interventions, and we saw evidence of good work with individual women to refer them to suitable housing providers in advance of release. In Greater Manchester, Shelter’s Housing First project was working with seven of the most complex women from Styal to set up accommodation (mostly with housing associations), and intensive personalised wrap-around support to help them sustain their tenancy.
- 4.51** Despite this provision, only 65% of women (against a target of 85%) left the prison with sustainable accommodation (excluding HDC releases). Resettlement workers said that finding accommodation in Merseyside, Cumbria and Lancashire was more challenging than in Greater Manchester. This was due to lengthy central referral processes and the lack of through-the-gate workers to make sure that women attended appointments on the day of release (see also paragraph 4.28 and recommendation 4.29).
- 4.52** Many women who were recalled said that inadequate accommodation contributed to this. Some women released to BASS (bail accommodation support service) for HDC were recalled at the end of the HDC period because BASS could no longer accommodate them and nothing else had been found. Some staff felt that this problem had become more acute

since the changes to HDC policy in January 2018, but there was not yet any firm data to support this perception.

- 4.53** In an effort to improve outcomes, the governor and her team had developed a proposal to refurbish disused houses in the prison grounds to provide supported accommodation for women on release. However, managers had been unable to implement the plans because Ministry of Justice estates rules restricted how the buildings could be used, despite the fact that some community partners had expressed interest in investing in the project. This was frustrating both for staff who wanted to support women on release and for women who needed suitable accommodation. (See main recommendation S44.)

## Education, training and employment

- 4.54** Data for the previous six months indicated that at least 47 women had been released with a job or training position, but the prison believed there had been under-reporting. For example, the prison's partnerships with Virgin Trains and Recycling Lives had resulted in several women gaining employment with these organisations on release.
- 4.55** Women generally received relevant resettlement advice and support and some were very well supported, for example by attending local colleges. However, a few women did not receive sufficient guidance early enough about the impact of their sentences on their future employment options.
- 4.56** Around 20 women a day worked in the community in a variety of paid and unpaid positions. There was no system for recording or accrediting women's achievements in these positions so that they could demonstrate their skills to potential employers (see recommendation 3.36). A further 20 women a day worked in the prison grounds outside the secure perimeter, either in the Clink restaurant, the visitors' centre or the gardens. Women in the Clink could obtain a variety of useful qualifications.

## Recommendation

- 4.57** **Prison managers should ensure that new arrivals are made aware of any limitations to their future employment due to their offence.**

## Health care

- 4.58** Health care discharge arrangements for women were thorough, with a discharge summary sent to their GP. Women had access to a contraception and sexual health clinic before release. Where relevant, they were given seven-days medication on release, apart from methadone for which continuation of supply in the community was organised. Arrangements for patients with palliative or end-of-life needs were good, with effective links with local services. Women were given information on local dental services before release and encouraged to continue their dental care in the community. The mental health team liaised effectively with community mental health teams, and pre-release planning for women with enduring mental health problems was well managed.

## Drugs and alcohol

- 4.59** Pre-release planning and partnership working with the OMU and community services were good. Harm reduction advice and naloxone (training and a medication to manage opiate overdose) were provided pre-release.

## Finance, benefit and debt

- 4.60** In our survey, 73% of women said they needed help arranging benefits and 61% said they needed help sorting out finances, but only 40% and 27% respectively said they were getting this help. The CRCs were only contracted to deliver debt advice at the beginning and end of sentence, although Shelter staff regularly helped women from any area at any point in sentence - however, they were not paid for this work and recognised that there was some unmet need. Efforts to find a community advice agency willing to visit the prison regularly had proved unsuccessful.
- 4.61** Women were supported to make applications for bank accounts (with 18 applications in March 2018) and could attend a money management course (13 attended in March 2018). Women could see staff from the Department for Work and Pensions at the Women's Centre and many did so.

## Recommendation

- 4.62 Finance, benefit and debt support should be readily available to women throughout their sentence.**

## Attitudes, thinking and behaviour

- 4.63** The only accredited course was the Thinking Skills Programme. This was well run, met need and was greatly appreciated by participants. Women often invited family members to their post-programme reviews. One course on alcohol-related violence had been delivered in 2017 but the level of need did not justify further courses.
- 4.64** Remedi ran a restorative justice and mediation services for Cheshire Police and Crime Commissioners and had obtained funding to train five women to deliver a five-session intervention for prisoners on 'Restorative Choices'. This used case study scenarios to help participants identify how individual decisions could cause harm. Women had appreciated this course, which had run four times, but its effectiveness had not been fully evaluated. After the course, women could express interest in further work with community restorative justice practitioners.
- 4.65** The chaplaincy continued to support restorative justice practice. In 2017, it had delivered the Sycamore Tree victim awareness programme four times and facilitated two supporting offenders through restoration inside (SORI) courses.
- 4.66** The prison maintained a well-organised local directory of interventions that helped offender supervisors and resettlement workers promote the impressively wide range of other programmes and courses (see also paragraphs 1.14, 1.25, 3.3 and 4.44-4.46).
- 4.67** The Adapt personality disorder service (delivered jointly by the prison and Greater Manchester NHS Foundation Trust as part of the national offender personality disorder, OPD, pathway) was supporting the management of some of the more complex women. A

multidisciplinary team provided workforce development and consultation services for staff working at the prison, and 120 officers had completed OPD training. Staff shortages had affected the scope of service it could deliver, but group supervision sessions were due to be reinstated to support staff. The team had close links with the OMU. While it did not work directly with women diagnosed with a personality disorder, the service developed formulations for women with their consent, and shared these with staff supporting them at Styal to enhance the care they received.

# Section 5. Summary of recommendations and good practice

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

## Main recommendation

To the Ministry of Justice

- 5.1** The Ministry of Justice should reconsider the decision not to provide authority and funding to refurbish the disused buildings outside the prison gate into supported accommodation for women released from Styal. (S44)

## Main recommendations

To the governor

- 5.2** Oversight of peer workers should be sufficient to ensure that their excellent work is not undermined by legitimate concerns that women have about their access to personal information and privileges. (S42)
- 5.3** There should be effective measures to increase significantly the proportion of women who achieve their functional skills qualifications in English and mathematics. (S43)

## Recommendations

### Courts, escort and transfers

- 5.4** Women should be held in court cells for the minimum possible period and arrive at Styal before 7pm. (1.2, repeated recommendation 1.5)

### Early days in custody

- 5.5** On their first night, women should be held in clean, graffiti-free cells, receive basic supplies and be able to shower and make a telephone call. (1.7)
- 5.6** Induction should only be delivered to women when they are stabilised from the effects of detoxifying. (1.8)

### Safe and supportive relationships

- 5.7** Quality assurance checks of the incentives and earned privileges scheme should ensure that it takes an equitable approach. (1.17)
- 5.8** The prison should explore why some women feel inhibited to access the safer custody hub and take action to address their concerns. (1.18)

### Self-harm and suicide prevention

- 5.9** Work to support women at risk of self-harm and suicide, and quality assurance of assessment, care in custody and teamwork (ACCT) case management, should focus on the effectiveness of support and quality of engagement by staff. (1.27)

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

- 5.10** Partnership working between the prison, health care and mental health, and relevant regular staff training, should ensure that all women admitted to and discharged from the Dove unit receive consistent evidence-based support that meets their needs. (1.32)

### Security

- 5.11** The prison should take further action to reduce the supply of illicit substances through visits. (1.43)

### Disciplinary procedures

- 5.12** Women in segregation should have access to a daily regime. (1.56)
- 5.13** The segregation unit's exercise yard should be improved. (1.57)

### Substance misuse

- 5.14** Women undergoing treatment for alcohol and/or drug withdrawal should receive regular monitoring through the day and night during their stabilisation. Prescribing should be consistent and flexible, in line with a regularly reviewed local policy that reflects current national guidance. (1.64)

### Residential units

- 5.15** Conditions on the houses should be improved so that women have decent bathing and showering facilities, and sufficient graffiti-free furniture. (2.8)
- 5.16** The prison should monitor call bell response times on the houses, and there should be clear guidance for women living on the houses in case of an emergency. (2.9)

### Equality and diversity

- 5.17** The governor should establish systems for the management of equality and diversity that ensure that women from the protected characteristic groups have their needs met. (2.18)

### Complaints

- 5.18** The prison should take action to promote confidence in the complaints system among women, and staff should ensure that their responses to complaints are legible. (2.34)

### Health services

- 5.19** All clinical areas should be suitable and compliant with infection control guidelines. (2.49, repeated recommendation 2.84)

- 5.20** Women should be able to complain about health services through a separate well-publicised confidential system, and the health applications process should preserve patient confidentiality. (2.50)
- 5.21** Women should have access to pharmacy-led clinics including medicine use reviews, which should be documented in their clinical record. (2.66, repeated recommendation 2.101)
- 5.22** Women should receive their medication promptly, including repeat prescription medication and following arrival, so that there are no unnecessary delays or gaps in treatment. (2.67)
- 5.23** There should be increased communication and more consistent partnership working between the prison and the mental health team to optimise the delivery of mental health services for women. (2.77)
- 5.24** Groupwork should be relaunched to maximise the support options for women with primary mental health needs. (2.78)
- 5.25** Transfers under the Mental Health Act should occur within the current Department of Health transfer time guidelines. (2.79, repeated recommendation 2.120)
- 5.26** The prison should develop a memorandum of understanding on social care with the local authority and Spectrum CIC. (2.81)

#### **Learning and skills and work activities**

- 5.27** Novus managers should ensure that staffing issues do not disrupt learning, and that the appropriate learning resources are available and used effectively. (3.15)
- 5.28** The virtual campus should be fully operational to support women's learning, development and job search. (3.16)
- 5.29** Tutors should check women's learning regularly to ensure that they have a secure understanding of the concepts and skills taught in their lessons. (3.25)
- 5.30** Tutors and instructors should set women useful individual learning targets, and use learning resources to match women's abilities. (3.26)
- 5.31** All women should use the appropriate personal protective equipment during activities. (3.31)
- 5.32** All women should arrive at their activities on time, and should attend education lessons regularly. (3.32)
- 5.33** Instructors should recognise and record the skills that women develop during their work inside and outside the prison. (3.36)

#### **Offender management and planning**

- 5.34** MAPPA management levels for MAPPA nominals should be confirmed with the National Probation Service six months before a prisoner's release. (4.15, repeated recommendation 4.20)
- 5.35** MAPPA F forms should include concise summaries of relevant risk information. (4.16)
- 5.36** Women should be transferred to the prison closest to their release address at least three months before their home detention curfew eligibility date. (4.20)

## Reintegration planning

- 5.37** All women should be able to access through-the-gate support on their day of release. (4.29)
- 5.38** The visitors' centre should provide full facilities to meet the needs of visitors. (4.40)
- 5.39** Visitors should have access to an extended range of refreshments during visits, including healthy options. (4.41)
- 5.40** All women should be able to have at least one weekly visit. (4.42, repeated recommendation 4.46)
- 5.41** There should be a greater understanding throughout the prison about the issues faced by trafficked women. The local strategy for identifying and supporting women who are potential or actual victims of trafficking should focus on how women will be supported. (4.49)
- 5.42** Prison managers should ensure that new arrivals are made aware of any limitations to their future employment due to their offence. (4.57)
- 5.43** Finance, benefit and debt support should be readily available to women throughout their sentence. (4.62)

## Examples of good practice

- 5.44** Two men who were either still serving or had served sentences, facilitated 12 BADD (beating alcohol and drug disorders) sessions for eight women and were training five peer supporters to be future facilitators. This peer-led intervention encouraged women to be honest about their use and behaviours, which supported them in their recovery. (1.65)
- 5.45** Free legal advice from solicitors ensured that women were helped and supported in pursuing a variety of legal matters. (2.37)
- 5.46** Managers ensured that women on Waite wing, who were among the most vulnerable, received regular evening association by including this in the minimum staffing level of the prison. (3.4)
- 5.47** Managers worked intensively with the 20 women who returned to custody most frequently, engaging with community partners to develop realistic resettlement plans for them and to support them post-release. (4.30)

## Section 6. Appendices

### Appendix I: Inspection team

Martin Lomas	Deputy Chief inspector
Sean Sullivan	Team leader
Francesca Cooney	Inspector
Jeanette Hall	Inspector
Ian Macfadyen	Inspector
Keith McInnis	Inspector
Tamara Pattinson	Inspector
Charli Bradley	Researcher
Laura Green	Researcher
Natalie-Anne Hall	Researcher
Beth Wilson	Researcher
Majella Pearce	Substance misuse inspector
Maureen Jamieson	Health services inspector
Rachel O'Callaghan	Pharmacist
Dayni Johnson	Care Quality Commission inspector
Mary Devane	Ofsted inspector
Ken Fisher	Ofsted inspector
Shahram Safavi	Ofsted inspector
Trevor Worsfold	Offender management inspector



## Appendix II: Progress on recommendations from the last report

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

### Safety

#### **Prisoners, particularly the most vulnerable, are held safely.**

*At the last inspection, in 2014, women were often delayed in court for long periods and arrived at the prison late in the evening. Support during prisoners' early days at the prison was very good. Most women told us they felt safe, but our survey suggested the prison needed a better understanding of some women's views. Support for women at risk was generally good. The Dove Centre and safer custody hub were positive initiatives. Security was proportionate and the prison prioritised the management of illicit drug use. Some discipline charges could have been dealt with using the incentives and earned privileges (IEP) scheme. Use of force was not excessive and was well managed. Some women who were at risk were held in segregation. Substance misuse services had improved and were now good. Outcomes for prisoners were good against this healthy prison test.*

### Recommendations

Female and male prisoners should be transported separately. (1.4, repeated recommendation 1.2)  
**Not achieved**

Women should be held in court cells for the minimum possible period and arrive at Styal before 7pm. (1.5, repeated recommendation 1.3)  
**Not achieved** (recommendation repeated 1.2)

All women should be given 24 hours' notice of planned transfers unless there are well-evidenced individual risk assessments otherwise. (1.6, repeated recommendation 1.4)  
**Achieved**

The prison should explore the reasons why women with disabilities and gay women hold more negative perceptions of safety in our survey. (1.22)  
**No longer relevant**

ACCT procedures, including the quality of daily entries, consistency of case manager and identification of a key worker, should be improved. (1.31)  
**Partially achieved**

All officers should support the Listener scheme. (1.32)  
**Achieved**

The governor should initiate contact with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (1.38)  
**Achieved**

Adjudications should only be used for serious disciplinary offences; IEP warnings should be issued for lesser infringements of the rules. (1.51)

**Achieved**

Women should be allowed to exercise and associate with others when risk assessments permit. (1.58)

**Partially achieved**

The DARS should conduct five-day reviews jointly and develop joint care plans for women requiring both psychosocial and clinical support. (1.66)

**Achieved**

## Respect

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

*At the last inspection, in 2014, the environment at the main site was relaxed. Waite wing had a somewhat institutional atmosphere and women there were less positive about some aspects of everyday life. Staff-prisoner relationships were good but some at risk women sought more direct contact with prison staff. Equality and diversity work was reasonable overall. Care for mothers, babies and pregnant women was very good. Complaints were well managed and legal services were adequate. Health services were reasonable, but the queues for medication were unacceptable. Women were negative about the food but valued opportunities to cater for themselves and canteen arrangements were adequate. Outcomes for prisoners were reasonably good against this healthy prison test.*

### Main recommendation

The facilities and systems for medication administration should ensure that women can receive their prescribed medication promptly and privately without having to queue outside. (S45)

**Achieved**

### Recommendations

Single cells should not be used for two women. (2.12, repeated recommendation 2.4)

**Not achieved**

Graffiti should be removed from all areas. (2.13)

**Not achieved**

All toilets should be screened. (2.14, repeated recommendation 2.11)

**Achieved**

Staff and prisoners should be clear about access and entitlements to clothing and women should be able to obtain it from a range of sources. (2.15)

**Partially achieved**

Senior managers should ensure that all peer workers are appropriately supervised and overseen. (2.16)

**Not achieved**

Women, particularly those most at risk and serving long sentences should have regular opportunities to meet one-to-one with a named member of staff to review personal circumstances, progress against sentence plan targets and receive encouragement. (2.23)

**Partially achieved**

The equalities strategy should be informed by a needs analysis and the action plan reviewed to include targets that meet identified needs across all protected characteristics. (2.33)

**Not achieved**

All completed DIRFs should be signed off by a senior manager and quality assured by an appropriate external source. (2.34)

**Not achieved**

All staff should promote and demonstrate an awareness of equality and be able to anticipate and address women's diverse needs. (2.35)

**Partially achieved**

The communications needs of foreign national women should be met effectively and should include ensuring that effective telephone interpretation and translated material are provided. (2.49)

**Not achieved**

The poorer perceptions of women with disabilities highlighted in our survey should be investigated and issues addressed. (2.50)

**No longer relevant**

Action should be taken to promote confidence in the complaints system among women. (2.66)

**Not achieved**

All clinical staff should receive regular documented clinical supervision. (2.81)

**Achieved**

Clinical records should accurately reflect all care provided and comply with professional standards. (2.82)

**Achieved**

Women with complex health needs should have formal care plans that are reviewed regularly and developed jointly with all relevant health providers. (2.83)

**Achieved**

All clinical areas should be suitable and compliant with infection control guidelines. (2.84)

**Partially achieved** (recommendation repeated, 2.49)

Women should have easy equitable access to nurse triage. (2.93)

**Achieved**

All nurses providing triage should be adequately trained and have access to decision-making tools. (2.94)

**Achieved**

Women should have access to pharmacy-led clinics including medicine use reviews, which should be documented in their clinical record. (2.101)

**Not achieved** (recommendation repeated, 2.66)

Women should receive prompt appropriate medication through patient group directions and 'special sick' supplies. (2.102)

**Partially achieved**

Women prescribed medication should generally receive at least seven days' supply to take home on release. (2.103)

**Achieved**

The mental health team should have adequate systems, policies and staffing in place to ensure that work allocation is consistent, record keeping meets professional standards and all clients are seen within agreed time frames. (2.118)

**Achieved**

The mental health team should provide women in the Dove Centre and segregation unit with regular recorded input, and regularly reviewed care plans should be generated jointly with unit staff. (2.119)

**Achieved**

Transfers under the Mental Health Act should occur within the current Department of Health transfer time guidelines. (2.120)

**Not achieved** (recommendation repeated, 2.79)

Supervision of serveries during mealtimes should be improved. (2.126)

**Achieved**

New arrivals should be able to buy items from the prison shop within 24 hours. (2.131, repeated recommendation 8.11)

**Not achieved**

Prisoners should be consulted about all aspects of the canteen process. (2.132)

**Achieved**

There should be no administration charge for catalogue orders. (2.133)

**Not achieved**

## Purposeful activity

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

*At the last inspection, in 2014, time out of cell was very good. Learning and skills appropriately focused on women's needs and prisoners were positive about the opportunities offered. Activities were organised on an individual basis and the range, quantity and quality of provision was good. Most teaching and learning was good or better than previously and achievements reflected this. Attendance at activities was now good. The library and gym provided some good opportunities. Outcomes for prisoners were good against this healthy prison test.*

### Recommendations

The prison should ensure that the procedure for observing teaching and learning is extended to cover all learning programmes. (3.10)

**Achieved**

The college should improve the development of prisoners' English and mathematics skills in the written work carried out during vocational training. (3.20)

**Partially achieved**

The prison should improve the monitoring of the use of the library. (3.25)

**Achieved**

Prisoners should have the opportunity to achieve PE-based accredited qualifications. (3.31)

**Achieved**

The prison should provide an all-weather outdoor sports area that is suitably equipped. (3.32)

**Not achieved**

The collection and use of data to monitor prisoners' use of the gym should be improved. (3.33)

**Achieved**

## Resettlement

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

*At the last inspection, in 2014, prison staff had a good understanding of the resettlement needs of the population. The quality of offender management work was mixed; high risk cases were appropriately prioritised, but support for others needed improvement. Public protection arrangements were generally good. Arrangements to assess resettlement needs were very good. The Women's Centre was outstanding. Children and families work was reasonable and developing, and victims of abuse were supported well. Some very good pathway support was provided. Outcomes for prisoners were good against this healthy prison test.*

## Recommendations

There should be routine management oversight of assessment and sentence planning in all high risk of harm cases or those involving child protection issues. (4.14)

**Achieved**

OMU staff should log their work on the main electronic case note system to ensure staff across the prison understand and cooperate with offender management work. (4.15)

**Achieved**

All staff conducting public protection screening and informing prisoners of restrictions should be confident and competent about performing these roles. (4.19)

**Achieved**

MAPPA management levels for MAPPA nominals should be confirmed with the Probation Service six months before a prisoner's release. (4.20)

**Not achieved** (recommendation repeated, 4.15)

Allocation decisions should be based on women's proximity to home and the availability of resettlement interventions to meet their needs. (4.24)

**Achieved**

Women should be transferred to the prison closest to their release address at least three months before their release date. (4.25)

**Partially achieved**

Unless there are significant security or safety concerns, women should be told of transfer arrangements at least 24 hours in advance. (4.26)

**Achieved**

Women on remand for offences likely to attract an indeterminate sentence should be systematically identified on reception and offered additional support, including help to understand their potential sentence. (4.29)

**Achieved**

Key staff should know the home circumstances of women including their distance from home, names and ages of dependants and any care, child protection or visiting arrangements. (4.43)

**Achieved**

Primary carers should be identified and support plans introduced to ensure they have good contact with children. (4.44)

**Achieved**

All women should be able to have at least one weekly visit. (4.45)

**Not achieved** (recommendation repeated, 4.42)

Women's dissatisfaction with the mail system should be investigated and addressed. (4.47)

**Not achieved**

There should be a local strategy for identifying and supporting women who are potential or actual victims of trafficking. (4.52)

**Partially achieved**

Links with employers should be developed to help prisoners with training and guidance in job applications, interview skills and workplace expectations. (4.57)

**Achieved**

# Appendix III: Care Quality Commission Requirement Notice



## Requirement Notices

**Provider:** Spectrum Community Health C.I.C

**Location:** HMP & YOI Styal

**Location ID:** 1-670182083

**Regulated activities:** Treatment of disease, disorder, or injury.

### Action we have told the provider to take

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

#### Regulation 12: Safe Care & Treatment

12(2)(g) The proper and safe management of medicines.

12(2)(i) Where responsibility for the care and treatment of service users is shared with, or transferred to, other persons, working with such other persons, service users and other appropriate persons to ensure that timely care planning takes place to ensure the health, safety and welfare of the service users.

### How the regulation was not being met:

We found that medicines were not always stored and managed safely and securely;

- One medicine trolley was not fixed to a wall and could have been removed too easily,
- Maximum and minimum fridge temperatures were not within the accepted range on Waite wing and First night centre,
- Medicines were transported around the prison in unsecured bags,
- Emergency medicines were not reconciled to monitor usage, meaning that any diversion may go unnoticed.
- Medicine key cabinet logs were not always completed.

We found two examples where patients had experienced unacceptable delays in accessing prescribed medication for serious medical conditions on arrival into the

prison. One patient with type 1 diabetes waited 5 days for insulin due to delays in confirming the prescription with the community GP. This meant that the patient was unable to access critical medication to safely manage their condition. A second patient did not receive medication for ongoing hepatitis C treatment on arrival at the prison and as a result their planned treatment was postponed.

## Appendix IV: Prison population profile

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

### Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	7	318	73.2%
Recall	0	43	9.7%
Convicted unsentenced	1	33	7.7%
Remand	3	35	8.6%
Civil prisoners	0	2	0.5%
Detainees	0	1	0.2%
Other	0	1	0.2%
<b>Total</b>	<b>11</b>	<b>433</b>	<b>100%</b>

Sentence	18–20 yr olds	21 and over	%
Unsentenced	5	74	17.8%
Less than six months	0	57	12.8%
Six months to less than 12 months	0	26	5.9%
12 months to less than 2 years	1	41	9.5%
2 years to less than 4 years	4	74	17.6%
4 years to less than 10 years	1	95	21.6%
10 years and over (not life)	0	16	3.6%
ISPP (indeterminate sentence for public protection)	0	48	10.7%
Life	0	2	0.5%
<b>Total</b>	<b>11</b>	<b>433</b>	<b>100%</b>

Age	Number of prisoners	%
Under 21 years	11	2.5%
21 years to 29 years	101	22.7%
30 years to 39 years	158	35.6%
40 years to 49 years	116	26.1%
50 years to 59 years	45	10.1%
60 years to 69 years	11	2.5%
70 plus years: <i>maximum age=73</i>	2	0.5%
<b>Total</b>	<b>444</b>	<b>100%</b>

Nationality	18–20 yr olds	21 and over	%
British	8	405	93%
Foreign nationals	2	23	5.6%
Not stated	1	5	1.4%
<b>Total</b>	<b>11</b>	<b>433</b>	<b>100%</b>

Security category	18–20 yr olds	21 and over	%
Female closed	5	291	66.7%
Female open	1	65	14.9%
Unclassified	1	11	2.7%
Unsentenced	4	66	15.8%
<b>Total</b>	<b>11</b>	<b>433</b>	<b>100%</b>

<b>Ethnicity</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
White			
British	7	376	86.3%
Irish	0	2	0.5%
Gypsy/Irish Traveller	1	1	0.5%
Other white	1	11	2.7%
Mixed			
White and black Caribbean	0	2	0.5%
White and black African	0	2	0.5%
White and Asian	0	1	0.2%
Other mixed	0	5	1.1%
Asian or Asian British			
Indian	0	1	0.2%
Pakistani	0	3	0.7%
Bangladeshi	0	2	0.5%
Other Asian	1	7	1.8%
Black or black British			
Caribbean	0	4	0.9%
African	0	3	0.7%
Other black	0	4	0.9%
Other ethnic group	0	1	0.2%
Not stated	1	8	2%
<b>Total</b>	<b>11</b>	<b>433</b>	<b>100%</b>

<b>Religion</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Church of England	0	105	23.6%
Roman Catholic	1	84	19.1%
Other Christian denominations	1	39	9%
Muslim	1	15	3.6%
Buddhist	0	14	3.2%
Other	0	3	0.7%
No religion	8	170	40.1%
Not stated	0	3	0.7%
<b>Total</b>	<b>11</b>	<b>433</b>	<b>100%</b>

### Sentenced prisoners only

<b>Length of stay</b>	<b>18–20 yr olds</b>		<b>21 and over</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Less than 1 month	0	0%	66	14.9%
1 month to 3 months	3	0.7%	85	19.1%
3 months to six months	3	0.7%	56	12.6%
six months to 1 year	0	0%	63	14.2%
1 year to 2 years	0	0%	46	10.4%
2 years to 4 years	0	0%	23	5.2%
4 years or more	0	0%	19	4.3%
Other	0	0%	1	0.2%
<b>Total</b>	<b>6</b>	<b>1.4%</b>	<b>359</b>	<b>80.9%</b>

**Sentenced prisoners only**

	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Foreign nationals detained post sentence expiry	0	1	0.2%
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).	Not known	53 (may include 18–20-year-olds)	11.9%
<b>Total</b>			

**Unsentenced prisoners only**

<b>Length of stay</b>	<b>18–20 yr olds</b>		<b>21 and over</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Less than 1 month	3	0.7%	29	6.5%
1 month to 3 months	2	0.0%	23	5.2%
3 months to six months	0	0.5%	16	3.6%
Six months to 1 year	0	0.0%	5	1.1%
1 year to 2 years	0	0.0%	1	0.2%
<b>Total</b>				



# Appendix V: Summary of prisoner questionnaires and interviews

## Prisoner survey methodology

A voluntary, confidential and anonymous survey of a representative proportion of the prisoner population was carried out for this inspection. The results of this survey formed part of the evidence base for the inspection.

### Sampling

The prisoner survey was conducted on a representative sample of the prison population. Using a robust statistical formula provided by a government department statistician we calculated the sample size required to ensure that our survey findings reflected the experiences of the entire population of the establishment<sup>10</sup>. Respondents were then randomly selected from a P-Nomis prisoner population printout using a stratified systematic sampling method. We also ensured that the proportion of black and minority ethnic women in the sample reflected the proportion in the prison as a whole.

### Distributing and collecting questionnaires

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

Our questionnaire is available in a number of different languages and via a telephone translation service for respondents who do not read English. Respondents with literacy difficulties were offered the option of an interview.

Respondents were not asked to put their names on their questionnaire. In order to ensure confidentiality, respondents were asked to seal their completed questionnaire in the envelope provided and either hand it back to a member of the research team at a specified time or leave it in their room for collection.

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

### Survey response

At the time of the survey on 23 April 2018 the prisoner population at HMP&YOI Styal was 444. Using the sampling method described above, questionnaires were distributed to 205 prisoners comprising:

- 180 prisoners on the main site
- all 25 prisoners on Bollinwood House (open unit)

On the main site we received a total of 153 completed questionnaires, a response rate of 85%. This included one questionnaire completed via face-to-face interview. Seven prisoners declined to participate in the survey and 20 questionnaires were either not returned at all, or returned blank.

At Bollinwood House (open unit) we received a total of 19 completed questionnaires, a response rate of 76%. Six questionnaires were either not returned at all, or returned blank.

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<sup>10</sup> 95% confidence interval with a sampling error of 7%. The formula assumes an 80% response rate (70% in open establishments) and we routinely 'oversample' to ensure we achieve the minimum number of responses required.

### Presentation of survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP & YOI Styal. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.<sup>11</sup> 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).

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

- The main site at HMP & YOI Styal
- Bollinwood House (open unit) at HMP & YOI Styal

### Responses from HMP & YOI Styal 2018 compared with those from other HMIP surveys<sup>12</sup>

- Survey responses from the main site at HMP & YOI Styal in 2018 compared with survey responses from the most recent inspection at all other women's local prisons.
- Survey responses from the main site at HMP & YOI Styal in 2018 compared with survey responses from HMP & YOI Styal in 2014.

### Comparisons between different residential locations within HMP & YOI Styal 2018

- responses of prisoners on Waite Unit compared with those from the rest of the establishment<sup>13</sup>.
- responses of prisoners on Bollinwood House (open unit) compared with those on the main site.

### Comparisons between sub-populations of prisoners within HMP & YOI Styal 2018<sup>14 15</sup>

- disabled prisoners' responses compared with those who do not have a disability.
- responses of prisoners with mental health problems compared with those who do not have mental health problems.
- responses of prisoners aged 50 and over compared with those under 50.
- responses of prisoners aged 25 and under compared with those over 25.
- heterosexual prisoners' responses compared with those of other sexual orientations.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.<sup>16</sup>

In the comparator analyses, statistically significant differences<sup>17</sup> are indicated by shading. Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

<sup>11</sup> Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

<sup>12</sup> These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

<sup>13</sup> This does not include the responses of prisoners from Bollinwood House (open unit)

<sup>14</sup> These analyses are carried out on summary data from selected survey questions only.

<sup>15</sup> This does not include the responses of prisoners from Bollinwood House (open unit).

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

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

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

## Survey summary – Styal main site

### Background information

<b>I.1</b>	<b>What wing or house block are you currently living on?</b>	
	A.....	13 (8%)
	B.....	25 (16%)
	C.....	22 (14%)
	D.....	24 (16%)
	E.....	18 (12%)
	Waite unit.....	46 (30%)
	Dove unit.....	2 (1%)
	Segregation unit.....	3 (2%)
<b>I.2</b>	<b>How old are you?</b>	
	Under 21.....	4 (3%)
	21 - 25.....	12 (8%)
	26 - 29.....	24 (16%)
	30 - 39.....	58 (38%)
	40 - 49.....	38 (25%)
	50 - 59.....	15 (10%)
	60 - 69.....	1 (1%)
	70 or over.....	0 (0%)
<b>I.3</b>	<b>What is your ethnic group?</b>	
	White - English/ Welsh/ Scottish/ Northern Irish/ British.....	127 (84%)
	White - Irish.....	2 (1%)
	White - Gypsy or Irish Traveller.....	1 (1%)
	White - any other White background.....	8 (5%)
	Mixed - White and Black Caribbean.....	2 (1%)
	Mixed - White and Black African.....	1 (1%)
	Mixed - White and Asian.....	0 (0%)
	Mixed - any other Mixed ethnic background.....	2 (1%)
	Asian/ Asian British - Indian.....	1 (1%)
	Asian/ Asian British - Pakistani.....	1 (1%)
	Asian/ Asian British - Bangladeshi.....	1 (1%)
	Asian/ Asian British - Chinese.....	0 (0%)
	Asian - any other Asian Background.....	1 (1%)
	Black/ Black British - Caribbean.....	2 (1%)
	Black/ Black British - African.....	1 (1%)
	Black - any other Black/ African/ Caribbean background.....	2 (1%)
	Arab.....	0 (0%)
	Any other ethnic group.....	0 (0%)
<b>I.4</b>	<b>How long have you been in this prison?</b>	
	Less than 6 months.....	83 (55%)
	6 months or more.....	68 (45%)

<b>1.5</b>	<b>Are you currently serving a sentence?</b>	
	Yes .....	111 (76%)
	Yes - on recall .....	15 (10%)
	No - on remand or awaiting sentence .....	21 (14%)
	No - immigration detainee.....	0 (0%)
<b>1.6</b>	<b>How long is your sentence?</b>	
	Less than 6 months.....	32 (22%)
	6 months to less than 1 year .....	13 (9%)
	1 year to less than 4 years .....	32 (22%)
	4 years to less than 10 years .....	24 (16%)
	10 years or more .....	5 (3%)
	IPP (indeterminate sentence for public protection) .....	3 (2%)
	Life .....	17 (12%)
	Not currently serving a sentence.....	21 (14%)

### Arrival and reception

<b>2.1</b>	<b>Were you given up-to-date information about this prison before you came here?</b>	
	Yes .....	22 (15%)
	No.....	113 (76%)
	Don't remember .....	14 (9%)
<b>2.2</b>	<b>When you arrived at this prison, how long did you spend in reception?</b>	
	Less than 2 hours .....	109 (74%)
	2 hours or more.....	23 (16%)
	Don't remember .....	15 (10%)
<b>2.3</b>	<b>When you were searched in reception, was this done in a respectful way?</b>	
	Yes .....	129 (87%)
	No.....	8 (5%)
	Don't remember .....	11 (7%)
<b>2.4</b>	<b>Overall, how were you treated in reception?</b>	
	Very well .....	43 (29%)
	Quite well .....	86 (58%)
	Quite badly .....	12 (8%)
	Very badly .....	1 (1%)
	Don't remember .....	6 (4%)

<b>2.5</b>	<b>When you first arrived here, did you have any of the following problems?</b>	
	Problems getting phone numbers .....	44 (29%)
	Contacting family.....	51 (34%)
	Arranging care for children or other dependants.....	11 (7%)
	Contacting employers.....	7 (5%)
	Money worries.....	52 (35%)
	Housing worries.....	54 (36%)
	Feeling depressed.....	94 (63%)
	Feeling suicidal .....	40 (27%)
	Other mental health problems .....	65 (43%)
	Physical health problems .....	43 (29%)
	Drug or alcohol problems (e.g. withdrawal) .....	68 (45%)
	Problems getting medication.....	86 (57%)
	Needing protection from other prisoners.....	7 (5%)
	Lost or delayed property .....	31 (21%)
	Other problems.....	20 (13%)
	Did not have any problems.....	7 (5%)
<b>2.6</b>	<b>Did staff help you to deal with these problems when you first arrived?</b>	
	Yes.....	49 (35%)
	No.....	85 (60%)
	Did not have any problems when I first arrived.....	7 (5%)

### First night and induction

<b>3.1</b>	<b>Before you were locked up on your first night here, were you offered any of the following things?</b>			
	Tobacco or nicotine replacement.....	118 (79%)		
	Toiletries / other basic items .....	105 (70%)		
	A shower.....	76 (51%)		
	A free phone call.....	102 (68%)		
	Something to eat.....	132 (89%)		
	The chance to see someone from health care .....	116 (78%)		
	The chance to talk to a Listener or Samaritans.....	47 (32%)		
	Support from another prisoner (e.g. Insider or buddy).....	40 (27%)		
	Wasn't offered any of these things .....	3 (2%)		
<b>3.2</b>	<b>On your first night in this prison, how clean or dirty was your cell?</b>			
	Very clean .....	14 (9%)		
	Quite clean .....	85 (56%)		
	Quite dirty .....	39 (26%)		
	Very dirty.....	10 (7%)		
	Don't remember .....	3 (2%)		
<b>3.3</b>	<b>Did you feel safe on your first night here?</b>			
	Yes.....	108 (73%)		
	No.....	34 (23%)		
	Don't remember .....	6 (4%)		
<b>3.4</b>	<b>In your first few days here, did you get:</b>			
		Yes	No	Don't remember
	Access to the prison shop / canteen?	21 (14%)	119 (81%)	7 (5%)
	Free PIN phone credit?	77 (52%)	66 (45%)	4 (3%)
	Numbers put on your PIN phone?	60 (42%)	78 (55%)	5 (3%)

<b>3.5</b>	<b>Did your induction cover everything you needed to know about this prison?</b>	
	Yes .....	58 (39%)
	No .....	64 (44%)
	Have not had an induction .....	25 (17%)

### On the wing

<b>4.1</b>	<b>Are you in a cell on your own?</b>	
	Yes .....	44 (31%)
	No, I'm in a shared cell or dormitory .....	97 (69%)

<b>4.2</b>	<b>Is your cell call bell normally answered within 5 minutes?</b>	
	Yes .....	29 (21%)
	No .....	78 (58%)
	Don't know .....	11 (8%)
	Don't have a cell call bell .....	17 (13%)

<b>4.3</b>	<b>Please answer the following questions about the wing or house block you are currently living on:</b>			
		Yes	No	Don't know
	Do you normally have enough clean, suitable clothes for the week?	103 (72%)	39 (27%)	2 (1%)
	Can you shower every day?	134 (93%)	8 (6%)	2 (1%)
	Do you have clean sheets every week?	127 (89%)	10 (7%)	5 (4%)
	Do you get cell cleaning materials every week?	100 (71%)	35 (25%)	5 (4%)
	Is it normally quiet enough for you to relax or sleep at night?	91 (67%)	42 (31%)	2 (1%)
	Can you get your stored property if you need it?	25 (18%)	79 (58%)	33 (24%)

<b>4.4</b>	<b>Normally, how clean or dirty are the communal / shared areas of your wing or house block (landings, stairs, wing showers etc.)?</b>	
	Very clean .....	35 (25%)
	Quite clean .....	67 (47%)
	Quite dirty .....	29 (20%)
	Very dirty .....	11 (8%)

### Food and canteen

<b>5.1</b>	<b>What is the quality of food like in this prison?</b>	
	Very good .....	4 (3%)
	Quite good .....	48 (32%)
	Quite bad .....	53 (36%)
	Very bad .....	44 (30%)

<b>5.2</b>	<b>Do you get enough to eat at mealtimes?</b>	
	Always .....	22 (15%)
	Most of the time .....	40 (27%)
	Some of the time .....	63 (43%)
	Never .....	23 (16%)

<b>5.3</b>	<b>Does the shop / canteen sell the things that you need?</b>	
	Yes .....	100 (67%)
	No .....	44 (30%)
	Don't know .....	5 (3%)

## Relationships with staff

<b>6.1</b>	<b>Do most staff here treat you with respect?</b>	
	Yes .....	102 (70%)
	No.....	43 (30%)
<b>6.2</b>	<b>Are there any staff here you could turn to if you had a problem?</b>	
	Yes .....	118 (78%)
	No.....	34 (22%)
<b>6.3</b>	<b>In the last week, has any member of staff talked to you about how you are getting on?</b>	
	Yes .....	41 (28%)
	No.....	108 (72%)
<b>6.4</b>	<b>How helpful is your personal or named officer?</b>	
	Very helpful.....	20 (13%)
	Quite helpful.....	34 (23%)
	Not very helpful .....	17 (11%)
	Not at all helpful.....	18 (12%)
	Don't know.....	28 (19%)
	Don't have a personal / named officer .....	32 (21%)
<b>6.5</b>	<b>How often do you see prison governors, directors or senior managers talking to prisoners?</b>	
	Regularly .....	21 (14%)
	Sometimes.....	28 (19%)
	Hardly ever .....	92 (62%)
	Don't know.....	7 (5%)
<b>6.6</b>	<b>Do you feel that you are treated as an individual in this prison?</b>	
	Yes .....	72 (48%)
	No.....	78 (52%)
<b>6.7</b>	<b>Are prisoners here consulted about things like food, canteen, health care or wing issues?</b>	
	Yes, and things sometimes change.....	25 (17%)
	Yes, but things don't change.....	60 (40%)
	No.....	47 (31%)
	Don't know.....	18 (12%)

## Faith

<b>7.1</b>	<b>What is your religion?</b>	
	No religion.....	60 (40%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations) .....	71 (47%)
	Buddhist.....	8 (5%)
	Hindu.....	0 (0%)
	Jewish .....	0 (0%)
	Muslim.....	4 (3%)
	Sikh .....	0 (0%)
	Other .....	7 (5%)

<b>7.2</b>	<b>Are your religious beliefs respected here?</b>	
	Yes .....	64 (43%)
	No .....	7 (5%)
	Don't know .....	17 (11%)
	Not applicable (no religion) .....	60 (41%)
<b>7.3</b>	<b>Are you able to speak to a chaplain of your faith in private, if you want to?</b>	
	Yes .....	70 (47%)
	No .....	4 (3%)
	Don't know .....	14 (9%)
	Not applicable (no religion) .....	60 (41%)
<b>7.4</b>	<b>Are you able to attend religious services, if you want to?</b>	
	Yes .....	78 (52%)
	No .....	6 (4%)
	Don't know .....	5 (3%)
	Not applicable (no religion) .....	60 (40%)

### Contact with family and friends

<b>8.1</b>	<b>Have staff here encouraged you to keep in touch with your family / friends?</b>	
	Yes .....	38 (26%)
	No .....	110 (74%)
<b>8.2</b>	<b>Have you had any problems with sending or receiving mail (letters or parcels)?</b>	
	Yes .....	77 (52%)
	No .....	72 (48%)
<b>8.3</b>	<b>Are you able to use a phone every day (if you have credit)?</b>	
	Yes .....	139 (95%)
	No .....	8 (5%)
<b>8.4</b>	<b>How easy or difficult is it for your family and friends to get here?</b>	
	Very easy .....	13 (9%)
	Quite easy .....	51 (35%)
	Quite difficult .....	38 (26%)
	Very difficult .....	32 (22%)
	Don't know .....	13 (9%)
<b>8.5</b>	<b>How often do you have visits from family or friends?</b>	
	More than once a week .....	2 (1%)
	About once a week .....	26 (18%)
	Less than once a week .....	55 (38%)
	Not applicable (don't get visits) .....	61 (42%)
<b>8.6</b>	<b>Do visits usually start and finish on time?</b>	
	Yes .....	49 (60%)
	No .....	32 (40%)
<b>8.7</b>	<b>Are your visitors usually treated respectfully by staff?</b>	
	Yes .....	65 (80%)
	No .....	16 (20%)

**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 .....     | 67 (47%) |
| Yes, but these times are not usually kept to ..... | 69 (48%) |
| No .....   | 8 (6%)   |
- 9.2 How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?**
- |                         |          |
|-------------------------|----------|
| Less than 2 hours ..... | 14 (10%) |
| 2 to 6 hours .....      | 47 (32%) |
| 6 to 10 hours .....     | 51 (35%) |
| 10 hours or more .....  | 18 (12%) |
| Don't know .....        | 15 (10%) |
- 9.3 How long do you usually spend out of your cell on a typical Saturday or Sunday?**
- |                         |          |
|-------------------------|----------|
| Less than 2 hours ..... | 49 (34%) |
| 2 to 6 hours .....      | 51 (35%) |
| 6 to 10 hours .....     | 20 (14%) |
| 10 hours or more .....  | 9 (6%)   |
| Don't know .....        | 16 (11%) |
- 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 .....        | 3 (2%)   |
| 1 or 2 .....      | 17 (12%) |
| 3 to 5 .....      | 32 (22%) |
| More than 5 ..... | 86 (59%) |
| Don't know .....  | 9 (6%)   |
- 9.5 How many days in a typical week do you get association, if you want it?**
- |                   |          |
|-------------------|----------|
| None .....        | 7 (5%)   |
| 1 or 2 .....      | 33 (22%) |
| 3 to 5 .....      | 52 (35%) |
| More than 5 ..... | 42 (28%) |
| Don't know .....  | 14 (9%)  |
- 9.6 How many days in a typical week could you go outside for exercise, if you wanted to?**
- |                   |          |
|-------------------|----------|
| None .....        | 12 (8%)  |
| 1 or 2 .....      | 33 (23%) |
| 3 to 5 .....      | 53 (37%) |
| More than 5 ..... | 30 (21%) |
| Don't know .....  | 17 (12%) |
- 9.7 Typically, how often do you go to the gym?**
- |                             |          |
|-----------------------------|----------|
| Twice a week or more .....  | 32 (21%) |
| About once a week .....     | 14 (9%)  |
| Less than once a week ..... | 23 (15%) |
| Never .....                 | 80 (54%) |

<b>9.8</b>	<b>Typically, how often do you go to the library?</b>	
	Twice a week or more .....	18 (12%)
	About once a week.....	39 (26%)
	Less than once a week.....	43 (29%)
	Never .....	50 (33%)

<b>9.9</b>	<b>Does the library have a wide enough range of materials to meet your needs?</b>	
	Yes .....	56 (39%)
	No.....	39 (27%)
	Don't use the library .....	50 (34%)

### Applications, complaints and legal rights

<b>10.1</b>	<b>Is it easy for you to make an application?</b>	
	Yes .....	114 (77%)
	No.....	18 (12%)
	Don't know.....	17 (11%)

<b>10.2</b>	<b>If you have made any applications here, please answer the questions below:</b>			
		Yes	No	Not made any applications
	Are applications usually dealt with fairly?	54 (39%)	68 (50%)	15 (11%)
	Are applications usually dealt with within 7 days?	41 (30%)	79 (59%)	15 (11%)

<b>10.3</b>	<b>Is it easy for you to make a complaint?</b>	
	Yes .....	75 (51%)
	No.....	34 (23%)
	Don't know.....	37 (25%)

<b>10.4</b>	<b>If you have made any complaints here, please answer the questions below:</b>			
		Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	18 (14%)	60 (45%)	55 (41%)
	Are complaints usually dealt with within 7 days?	17 (13%)	62 (46%)	55 (41%)

<b>10.5</b>	<b>Have you ever been prevented from making a complaint here when you wanted to?</b>	
	Yes .....	36 (26%)
	No.....	66 (47%)
	Not wanted to make a complaint .....	38 (27%)

<b>10.6</b>	<b>In this prison, is it easy or difficult for you to...</b>				
		Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	52 (35%)	44 (30%)	26 (18%)	26 (18%)
	Attend legal visits?	79 (55%)	18 (13%)	20 (14%)	26 (18%)
	Get bail information?	22 (15%)	35 (24%)	41 (29%)	45 (31%)

<b>10.7</b>	<b>Have staff here ever opened letters from your solicitor or legal representative when you were not present?</b>	
	Yes .....	78 (52%)
	No.....	58 (39%)
	Not had any legal letters .....	14 (9%)

**Health care**

<b>11.1</b>	<b>How easy or difficult is it to see the following people?</b>					
		Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	1 (1%)	17 (11%)	60 (40%)	62 (42%)	9 (6%)
	Nurse	13 (9%)	61 (41%)	49 (33%)	19 (13%)	6 (4%)
	Dentist	6 (4%)	25 (17%)	57 (39%)	38 (26%)	20 (14%)
	Mental health workers	9 (6%)	26 (18%)	34 (23%)	50 (34%)	27 (18%)
<b>11.2</b>	<b>What do you think of the quality of the health service from the following people?</b>					
		Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	9 (6%)	50 (34%)	38 (26%)	25 (17%)	27 (18%)
	Nurse	13 (9%)	78 (52%)	26 (17%)	21 (14%)	11 (7%)
	Dentist	21 (14%)	53 (36%)	12 (8%)	17 (11%)	45 (30%)
	Mental health workers	16 (11%)	46 (31%)	27 (18%)	20 (14%)	38 (26%)
<b>11.3</b>	<b>Do you have any mental health problems?</b>					
	Yes .....					107 (72%)
	No .....					41 (28%)
<b>11.4</b>	<b>Have you been helped with your mental health problems in this prison?</b>					
	Yes .....					47 (32%)
	No .....					59 (40%)
	Don't have any mental health problems .....					41 (28%)
<b>11.5</b>	<b>What do you think of the overall quality of the health services here?</b>					
	Very good .....					8 (5%)
	Quite good .....					50 (34%)
	Quite bad .....					48 (33%)
	Very bad .....					37 (25%)
	Don't know .....					4 (3%)

**Other support needs**

<b>12.1</b>	<b>Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?</b>	
	Yes .....	72 (49%)
	No .....	75 (51%)
<b>12.2</b>	<b>If you have a disability, are you getting the support you need?</b>	
	Yes .....	18 (13%)
	No .....	46 (33%)
	Don't have a disability .....	75 (54%)
<b>12.3</b>	<b>Have you been on an ACCT in this prison?</b>	
	Yes .....	69 (47%)
	No .....	77 (53%)
<b>12.4</b>	<b>If you have been on an ACCT in this prison, did you feel cared for by staff?</b>	
	Yes .....	29 (20%)
	No .....	39 (27%)
	Have not been on an ACCT in this prison .....	77 (53%)

<b>12.5</b>	<b>How easy or difficult is it for you to speak to a Listener, if you need to?</b>	
	Very easy .....	29 (19%)
	Quite easy .....	44 (29%)
	Quite difficult .....	13 (9%)
	Very difficult .....	3 (2%)
	Don't know.....	60 (40%)
	No Listeners at this prison .....	1 (1%)

### Alcohol and drugs

<b>13.1</b>	<b>Did you have an alcohol problem when you came into this prison?</b>	
	Yes .....	40 (27%)
	No.....	107 (73%)
<b>13.2</b>	<b>Have you been helped with your alcohol problem in this prison?</b>	
	Yes .....	25 (18%)
	No.....	10 (7%)
	Did not / do not have an alcohol problem .....	107 (75%)
<b>13.3</b>	<b>Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes .....	78 (53%)
	No.....	70 (47%)
<b>13.4</b>	<b>Have you developed a problem with illicit drugs since you have been in this prison?</b>	
	Yes .....	15 (10%)
	No.....	134 (90%)
<b>13.5</b>	<b>Have you developed a problem with taking medication not prescribed to you since you have been in this prison?</b>	
	Yes .....	18 (12%)
	No.....	130 (88%)
<b>13.6</b>	<b>Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes .....	54 (37%)
	No.....	25 (17%)
	Did not / do not have a drug problem.....	66 (46%)
<b>13.7</b>	<b>Is it easy or difficult to get illicit drugs in this prison?</b>	
	Very easy .....	35 (24%)
	Quite easy .....	29 (20%)
	Quite difficult .....	12 (8%)
	Very difficult .....	7 (5%)
	Don't know.....	64 (44%)
<b>13.8</b>	<b>Is it easy or difficult to get alcohol in this prison?</b>	
	Very easy .....	1 (1%)
	Quite easy .....	5 (3%)
	Quite difficult .....	13 (9%)
	Very difficult .....	35 (24%)
	Don't know.....	93 (63%)

**Safety**

<b>I4.1</b>	<b>Have you ever felt unsafe here?</b>	
	Yes .....	77 (52%)
	No.....	71 (48%)
<b>I4.2</b>	<b>Do you feel unsafe now?</b>	
	Yes .....	30 (20%)
	No.....	117 (80%)
<b>I4.3</b>	<b>Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)</b>	
	Verbal abuse.....	62 (43%)
	Threats or intimidation.....	48 (33%)
	Physical assault.....	17 (12%)
	Sexual assault.....	4 (3%)
	Theft of canteen or property.....	52 (36%)
	Other bullying / victimisation .....	35 (24%)
	Not experienced any of these from prisoners here.....	58 (40%)
<b>I4.4</b>	<b>If you were being bullied / victimised by other prisoners here, would you report it?</b>	
	Yes .....	67 (47%)
	No.....	76 (53%)
<b>I4.5</b>	<b>Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply to you.)</b>	
	Verbal abuse.....	42 (30%)
	Threats or intimidation.....	40 (29%)
	Physical assault.....	7 (5%)
	Sexual assault.....	1 (1%)
	Theft of canteen or property.....	10 (7%)
	Other bullying / victimisation .....	24 (17%)
	Not experienced any of these from staff here.....	74 (53%)
<b>I4.6</b>	<b>If you were being bullied / victimised by staff here, would you report it?</b>	
	Yes .....	73 (52%)
	No.....	68 (48%)

**Behaviour management**

<b>I5.1</b>	<b>Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?</b>	
	Yes .....	64 (44%)
	No.....	51 (35%)
	Don't know what the incentives / rewards are .....	30 (21%)
<b>I5.2</b>	<b>Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?</b>	
	Yes .....	64 (44%)
	No.....	58 (39%)
	Don't know.....	19 (13%)
	Don't know what this is .....	6 (4%)

<b>15.3</b>	<b>Have you been physically restrained by staff in this prison in the last 6 months?</b>		
	Yes .....	9 (6%)	
	No .....	139 (94%)	
<b>15.4</b>	<b>If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?</b>		
	Yes .....	1 (1%)	
	No .....	7 (5%)	
	Don't remember .....	0 (0%)	
	Not been restrained here in last 6 months .....	139 (95%)	
<b>15.5</b>	<b>Have you spent one or more nights in the segregation unit in this prison in the last 6 months?</b>		
	Yes .....	17 (12%)	
	No .....	128 (88%)	
<b>15.6</b>	<b>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:</b>		
		Yes	No
	Were you treated well by segregation staff?	7 (44%)	9 (56%)
	Could you shower every day?	9 (53%)	8 (47%)
	Could you go outside for exercise every day?	9 (53%)	8 (47%)
	Could you use the phone every day (if you had credit)?	7 (41%)	10 (59%)

### Education, skills and work

<b>16.1</b>	<b>Is it easy or difficult to get into the following activities in this prison?</b>				
		Easy	Difficult	Don't know	Not available here
	Education	112 (78%)	12 (8%)	20 (14%)	0 (0%)
	Vocational or skills training	78 (57%)	16 (12%)	42 (31%)	0 (0%)
	Prison job	101 (73%)	25 (18%)	13 (9%)	0 (0%)
	Voluntary work outside of the prison	8 (6%)	37 (27%)	89 (65%)	2 (1%)
	Paid work outside of the prison	10 (7%)	38 (28%)	88 (64%)	2 (1%)
<b>16.2</b>	<b>If you have done any of these activities while in this prison, do you think they will help you on release?</b>				
		Yes, will help	No, won't help	Not done this	
	Education	82 (59%)	37 (26%)	21 (15%)	
	Vocational or skills training	65 (50%)	26 (20%)	38 (29%)	
	Prison job	67 (50%)	47 (35%)	20 (15%)	
	Voluntary work outside of the prison	25 (20%)	12 (10%)	88 (70%)	
	Paid work outside of the prison	29 (23%)	10 (8%)	87 (69%)	
<b>16.3</b>	<b>Do staff encourage you to attend education, training or work?</b>				
	Yes .....	102 (73%)			
	No .....	30 (22%)			
	Not applicable (e.g. if you are retired, sick or on remand) .....	7 (5%)			

**Planning and progression**

<b>17.1</b>	<b>Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)</b>			
	Yes .....	84	(59%)	
	No.....	58	(41%)	
<b>17.2</b>	<b>Do you understand what you need to do to achieve the objectives or targets in your custody plan?</b>			
	Yes .....	71	(86%)	
	No.....	4	(5%)	
	Don't know what my objectives or targets are.....	8	(10%)	
<b>17.3</b>	<b>Are staff here supporting you to achieve your objectives or targets?</b>			
	Yes .....	44	(53%)	
	No.....	31	(37%)	
	Don't know what my objectives or targets are.....	8	(10%)	
<b>17.4</b>	<b>If you have done any of the following things in this prison, did they help you to achieve your objectives or targets?</b>			
		Yes, this helped	No, this didn't help	Not done / don't know
	Offending behaviour programmes	39 (49%)	7 (9%)	33 (42%)
	Other programmes	45 (58%)	9 (12%)	23 (30%)
	One to one work	34 (47%)	4 (5%)	35 (48%)
	Being on a specialist unit	4 (6%)	7 (10%)	56 (84%)
	ROTL - day or overnight release	9 (13%)	5 (7%)	58 (81%)

**Preparation for release**

<b>18.1</b>	<b>Do you expect to be released in the next 3 months?</b>			
	Yes .....	52	(36%)	
	No.....	65	(45%)	
	Don't know.....	28	(19%)	
<b>18.2</b>	<b>How close is this prison to your home area or intended release address?</b>			
	Very near.....	2	(4%)	
	Quite near.....	20	(40%)	
	Quite far.....	19	(38%)	
	Very far.....	9	(18%)	
<b>18.3</b>	<b>Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?</b>			
	Yes .....	42	(86%)	
	No.....	7	(14%)	

**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	18 (38%)	15 (32%)	14 (30%)
Getting employment	5 (10%)	21 (44%)	22 (46%)
Setting up education or training	3 (6%)	19 (40%)	26 (54%)
Arranging benefits	14 (29%)	21 (44%)	13 (27%)
Sorting out finances	7 (16%)	19 (44%)	17 (40%)
Support for drug or alcohol problems	22 (46%)	9 (19%)	17 (35%)
Health / mental health support	15 (33%)	12 (27%)	18 (40%)
Social care support	4 (9%)	14 (30%)	28 (61%)
Getting back in touch with family or friends	7 (15%)	12 (26%)	27 (59%)

**More about you****19.1 Do you have children under the age of 18?**

Yes .....	90 (62%)
No.....	56 (38%)

**19.2 Are you a UK / British citizen?**

Yes.....	138 (95%)
No.....	8 (5%)

**19.3 Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?**

Yes.....	5 (3%)
No.....	140 (97%)

**19.4 Have you ever been in the armed services (e.g. army, navy, air force)?**

Yes.....	3 (2%)
No.....	140 (98%)

**19.5 What is your gender?**

Male.....	0 (0%)
Female.....	146 (100%)
Non-binary.....	0 (0%)
Other.....	0 (0%)

**19.6 How would you describe your sexual orientation?**

Straight / heterosexual.....	109 (76%)
Gay / lesbian / homosexual.....	14 (10%)
Bisexual.....	17 (12%)
Other.....	3 (2%)

**19.7 Do you identify as transgender or transsexual?**

Yes.....	1 (1%)
No.....	142 (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.....	8 (6%)
Less likely to offend.....	87 (61%)
Made no difference .....	47 (33%)

## Survey summary – Bollinwood House

### Background information

<b>I.2</b>	<b>How old are you?</b>	
	Under 21 .....	0 (0%)
	21 - 25.....	2 (11%)
	26 - 29.....	0 (0%)
	30 - 39.....	4 (21%)
	40 - 49.....	6 (32%)
	50 - 59.....	4 (21%)
	60 - 69.....	3 (16%)
	70 or over .....	0 (0%)
<b>I.3</b>	<b>What is your ethnic group?</b>	
	White - English/ Welsh/ Scottish/ Northern Irish/ British .....	18 (95%)
	White - Irish.....	0 (0%)
	White - Gypsy or Irish Traveller.....	0 (0%)
	White - any other White background .....	0 (0%)
	Mixed - White and Black Caribbean .....	0 (0%)
	Mixed - White and Black African .....	1 (5%)
	Mixed - White and Asian .....	0 (0%)
	Mixed - any other Mixed ethnic background .....	0 (0%)
	Asian/ Asian British - Indian.....	0 (0%)
	Asian/ Asian British - Pakistani.....	0 (0%)
	Asian/ Asian British - Bangladeshi.....	0 (0%)
	Asian/ Asian British - Chinese.....	0 (0%)
	Asian - any other Asian Background .....	0 (0%)
	Black/ Black British - Caribbean.....	0 (0%)
	Black/ Black British - African .....	0 (0%)
	Black - any other Black/ African/ Caribbean background.....	0 (0%)
	Arab.....	0 (0%)
	Any other ethnic group .....	0 (0%)
<b>I.4</b>	<b>How long have you been in this prison?</b>	
	Less than 6 months.....	3 (16%)
	6 months or more .....	16 (84%)
<b>I.5</b>	<b>Are you currently serving a sentence?</b>	
	Yes .....	19 (100%)
	Yes - on recall.....	0 (0%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee.....	0 (0%)
<b>I.6</b>	<b>How long is your sentence?</b>	
	Less than 6 months.....	0 (0%)
	6 months to less than 1 year.....	2 (11%)
	1 year to less than 4 years.....	6 (32%)
	4 years to less than 10 years.....	9 (47%)
	10 years or more .....	1 (5%)
	IPP (indeterminate sentence for public protection) .....	0 (0%)
	Life .....	1 (5%)
	Not currently serving a sentence.....	0 (0%)

**Arrival and reception**

<b>2.1</b>	<b>Were you given up-to-date information about this prison before you came here?</b>	
	Yes .....	1 (5%)
	No.....	16 (84%)
	Don't remember .....	2 (11%)
<b>2.2</b>	<b>When you arrived at this prison, how long did you spend in reception?</b>	
	Less than 2 hours .....	16 (84%)
	2 hours or more.....	2 (11%)
	Don't remember .....	1 (5%)
<b>2.3</b>	<b>When you were searched in reception, was this done in a respectful way?</b>	
	Yes .....	16 (84%)
	No.....	2 (11%)
	Don't remember .....	1 (5%)
<b>2.4</b>	<b>Overall, how were you treated in reception?</b>	
	Very well .....	4 (21%)
	Quite well .....	12 (63%)
	Quite badly .....	2 (11%)
	Very badly .....	0 (0%)
	Don't remember .....	1 (5%)
<b>2.5</b>	<b>When you first arrived here, did you have any of the following problems?</b>	
	Problems getting phone numbers .....	7 (37%)
	Contacting family.....	8 (42%)
	Arranging care for children or other dependants.....	1 (5%)
	Contacting employers.....	0 (0%)
	Money worries.....	2 (11%)
	Housing worries .....	2 (11%)
	Feeling depressed.....	4 (21%)
	Feeling suicidal .....	3 (16%)
	Other mental health problems .....	2 (11%)
	Physical health problems .....	3 (16%)
	Drug or alcohol problems (e.g. withdrawal) .....	1 (5%)
	Problems getting medication .....	10 (53%)
	Needing protection from other prisoners.....	0 (0%)
	Lost or delayed property .....	3 (16%)
	Other problems.....	0 (0%)
	Did not have any problems.....	3 (16%)
<b>2.6</b>	<b>Did staff help you to deal with these problems when you first arrived?</b>	
	Yes .....	5 (28%)
	No.....	10 (56%)
	Did not have any problems when I first arrived.....	3 (17%)

## First night and induction

<b>3.1</b>	<b>Before you were locked up on your first night here, were you offered any of the following things?</b>			
	Tobacco or nicotine replacement.....			12 (63%)
	Toiletries / other basic items .....			13 (68%)
	A shower.....			8 (42%)
	A free phone call.....			12 (63%)
	Something to eat.....			16 (84%)
	The chance to see someone from health care .....			12 (63%)
	The chance to talk to a Listener or Samaritans.....			8 (42%)
	Support from another prisoner (e.g. Insider or buddy).....			5 (26%)
	Wasn't offered any of these things .....			0 (0%)
<b>3.2</b>	<b>On your first night in this prison, how clean or dirty was your cell?</b>			
	Very clean .....			0 (0%)
	Quite clean .....			11 (61%)
	Quite dirty .....			2 (11%)
	Very dirty .....			5 (28%)
	Don't remember .....			0 (0%)
<b>3.3</b>	<b>Did you feel safe on your first night here?</b>			
	Yes.....			10 (56%)
	No.....			7 (39%)
	Don't remember .....			1 (6%)
<b>3.4</b>	<b>In your first few days here, did you get:</b>			
		Yes	No	Don't remember
	Access to the prison shop / canteen?	3 (17%)	15 (83%)	0 (0%)
	Free PIN phone credit?	11 (61%)	6 (33%)	1 (6%)
	Numbers put on your PIN phone?	8 (47%)	8 (47%)	1 (6%)
<b>3.5</b>	<b>Did your induction cover everything you needed to know about this prison?</b>			
	Yes.....			9 (50%)
	No.....			8 (44%)
	Have not had an induction.....			1 (6%)

## On the wing

<b>4.1</b>	<b>Are you in a cell on your own?</b>		
	Yes.....		3 (21%)
	No, I'm in a shared cell or dormitory.....		11 (79%)
<b>4.2</b>	<b>Is your cell call bell normally answered within 5 minutes?</b>		
	Yes.....		0 (0%)
	No.....		6 (43%)
	Don't know.....		0 (0%)
	Don't have a cell call bell.....		8 (57%)

**4.3 Please answer the following questions about the wing or house block you are currently living on:**

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	16 (94%)	0 (0%)	1 (6%)
Can you shower every day?	16 (89%)	2 (11%)	0 (0%)
Do you have clean sheets every week?	15 (94%)	1 (6%)	0 (0%)
Do you get cell cleaning materials every week?	12 (80%)	2 (13%)	1 (7%)
Is it normally quiet enough for you to relax or sleep at night?	12 (75%)	4 (25%)	0 (0%)
Can you get your stored property if you need it?	6 (40%)	5 (33%)	4 (27%)

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

Very clean .....	0 (0%)
Quite clean .....	15 (94%)
Quite dirty .....	0 (0%)
Very dirty .....	1 (6%)

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

Very good .....	0 (0%)
Quite good .....	10 (59%)
Quite bad .....	2 (12%)
Very bad .....	5 (29%)

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

Always .....	9 (53%)
Most of the time .....	6 (35%)
Some of the time .....	2 (12%)
Never .....	0 (0%)

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

Yes .....	12 (71%)
No .....	5 (29%)
Don't know .....	0 (0%)

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

Yes .....	15 (79%)
No .....	4 (21%)

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

Yes .....	16 (84%)
No .....	3 (16%)

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

Yes .....	11 (58%)
No .....	8 (42%)

<b>6.4</b>	<b>How helpful is your personal or named officer?</b>	
	Very helpful.....	13 (68%)
	Quite helpful.....	4 (21%)
	Not very helpful .....	0 (0%)
	Not at all helpful.....	1 (5%)
	Don't know.....	0 (0%)
	Don't have a personal / named officer .....	1 (5%)
<b>6.5</b>	<b>How often do you see prison governors, directors or senior managers talking to prisoners?</b>	
	Regularly.....	4 (21%)
	Sometimes.....	6 (32%)
	Hardly ever.....	9 (47%)
	Don't know.....	0 (0%)
<b>6.6</b>	<b>Do you feel that you are treated as an individual in this prison?</b>	
	Yes.....	11 (58%)
	No.....	8 (42%)
<b>6.7</b>	<b>Are prisoners here consulted about things like food, canteen, health care or wing issues?</b>	
	Yes, and things sometimes change.....	6 (33%)
	Yes, but things don't change.....	5 (28%)
	No.....	6 (33%)
	Don't know.....	1 (6%)

## Faith

<b>7.1</b>	<b>What is your religion?</b>	
	No religion.....	7 (37%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations) .....	11 (58%)
	Buddhist.....	1 (5%)
	Hindu.....	0 (0%)
	Jewish.....	0 (0%)
	Muslim.....	0 (0%)
	Sikh.....	0 (0%)
	Other .....	0 (0%)
<b>7.2</b>	<b>Are your religious beliefs respected here?</b>	
	Yes.....	11 (58%)
	No.....	0 (0%)
	Don't know.....	1 (5%)
	Not applicable (no religion).....	7 (37%)
<b>7.3</b>	<b>Are you able to speak to a chaplain of your faith in private, if you want to?</b>	
	Yes.....	11 (58%)
	No.....	0 (0%)
	Don't know.....	1 (5%)
	Not applicable (no religion).....	7 (37%)
<b>7.4</b>	<b>Are you able to attend religious services, if you want to?</b>	
	Yes.....	12 (63%)
	No.....	0 (0%)
	Don't know.....	0 (0%)
	Not applicable (no religion).....	7 (37%)

**Contact with family and friends**

<b>8.1</b>	<b>Have staff here encouraged you to keep in touch with your family / friends?</b>	
	Yes .....	15 (79%)
	No.....	4 (21%)
<b>8.2</b>	<b>Have you had any problems with sending or receiving mail (letters or parcels)?</b>	
	Yes .....	9 (50%)
	No.....	9 (50%)
<b>8.3</b>	<b>Are you able to use a phone every day (if you have credit)?</b>	
	Yes .....	19 (100%)
	No.....	0 (0%)
<b>8.4</b>	<b>How easy or difficult is it for your family and friends to get here?</b>	
	Very easy .....	4 (21%)
	Quite easy .....	10 (53%)
	Quite difficult .....	5 (26%)
	Very difficult .....	0 (0%)
	Don't know.....	0 (0%)
<b>8.5</b>	<b>How often do you have visits from family or friends?</b>	
	More than once a week.....	0 (0%)
	About once a week.....	6 (32%)
	Less than once a week.....	10 (53%)
	Not applicable (don't get visits).....	3 (16%)
<b>8.6</b>	<b>Do visits usually start and finish on time?</b>	
	Yes .....	12 (80%)
	No.....	3 (20%)
<b>8.7</b>	<b>Are your visitors usually treated respectfully by staff?</b>	
	Yes .....	14 (93%)
	No.....	1 (7%)

**Time out of cell**

<b>9.1</b>	<b>Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?</b>	
	Yes, and these times are usually kept to .....	17 (94%)
	Yes, but these times are not usually kept to .....	1 (6%)
	No.....	0 (0%)
<b>9.2</b>	<b>How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?</b>	
	Less than 2 hours .....	0 (0%)
	2 to 6 hours.....	1 (6%)
	6 to 10 hours .....	2 (13%)
	10 hours or more .....	12 (75%)
	Don't know.....	1 (6%)

<b>9.3</b>	<b>How long do you usually spend out of your cell on a typical Saturday or Sunday?</b>	
	Less than 2 hours .....	0 (0%)
	2 to 6 hours.....	2 (12%)
	6 to 10 hours .....	1 (6%)
	10 hours or more .....	13 (76%)
	Don't know.....	1 (6%)
<b>9.4</b>	<b>How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?</b>	
	None .....	0 (0%)
	1 or 2 .....	1 (6%)
	3 to 5.....	2 (13%)
	More than 5.....	13 (81%)
	Don't know.....	0 (0%)
<b>9.5</b>	<b>How many days in a typical week do you get association, if you want it?</b>	
	None .....	0 (0%)
	1 or 2 .....	0 (0%)
	3 to 5.....	0 (0%)
	More than 5.....	14 (100%)
	Don't know.....	0 (0%)
<b>9.6</b>	<b>How many days in a typical week could you go outside for exercise, if you wanted to?</b>	
	None .....	0 (0%)
	1 or 2 .....	0 (0%)
	3 to 5.....	1 (7%)
	More than 5.....	14 (93%)
	Don't know.....	0 (0%)
<b>9.7</b>	<b>Typically, how often do you go to the gym?</b>	
	Twice a week or more .....	4 (24%)
	About once a week.....	1 (6%)
	Less than once a week.....	6 (35%)
	Never .....	6 (35%)
<b>9.8</b>	<b>Typically, how often do you go to the library?</b>	
	Twice a week or more .....	0 (0%)
	About once a week.....	2 (12%)
	Less than once a week.....	8 (47%)
	Never .....	7 (41%)
<b>9.9</b>	<b>Does the library have a wide enough range of materials to meet your needs?</b>	
	Yes.....	7 (44%)
	No.....	2 (13%)
	Don't use the library .....	7 (44%)

### Applications, complaints and legal rights

<b>10.1</b>	<b>Is it easy for you to make an application?</b>	
	Yes.....	13 (76%)
	No.....	3 (18%)
	Don't know.....	1 (6%)

<b>10.2</b>	<b>If you have made any applications here, please answer the questions below:</b>				
		Yes	No	Not made any applications	
	Are applications usually dealt with fairly?	10 (59%)	6 (35%)	1 (6%)	
	Are applications usually dealt with within 7 days?	5 (29%)	11 (65%)	1 (6%)	
<b>10.3</b>	<b>Is it easy for you to make a complaint?</b>				
	Yes.....			11 (61%)	
	No.....			3 (17%)	
	Don't know.....			4 (22%)	
<b>10.4</b>	<b>If you have made any complaints here, please answer the questions below:</b>				
		Yes	No	Not made any complaints	
	Are complaints usually dealt with fairly?	4 (24%)	4 (24%)	9 (53%)	
	Are complaints usually dealt with within 7 days?	2 (12%)	6 (35%)	9 (53%)	
<b>10.5</b>	<b>Have you ever been prevented from making a complaint here when you wanted to?</b>				
	Yes.....			2 (11%)	
	No.....			10 (56%)	
	Not wanted to make a complaint.....			6 (33%)	
<b>10.6</b>	<b>In this prison, is it easy or difficult for you to...</b>				
		Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	10 (56%)	3 (17%)	0 (0%)	5 (28%)
	Attend legal visits?	12 (67%)	2 (11%)	0 (0%)	4 (22%)
	Get bail information?	3 (17%)	0 (0%)	5 (28%)	10 (56%)
<b>10.7</b>	<b>Have staff here ever opened letters from your solicitor or legal representative when you were not present?</b>				
	Yes.....				7 (39%)
	No.....				9 (50%)
	Not had any legal letters.....				2 (11%)

## Health care

<b>11.1</b>	<b>How easy or difficult is it to see the following people?</b>					
		Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	0 (0%)	1 (6%)	9 (50%)	8 (44%)	0 (0%)
	Nurse	1 (6%)	6 (33%)	8 (44%)	3 (17%)	0 (0%)
	Dentist	0 (0%)	2 (11%)	10 (56%)	6 (33%)	0 (0%)
	Mental health workers	1 (6%)	3 (17%)	0 (0%)	2 (11%)	12 (67%)
<b>11.2</b>	<b>What do you think of the quality of the health service from the following people?</b>					
		Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	1 (5%)	8 (42%)	6 (32%)	2 (11%)	2 (11%)
	Nurse	3 (18%)	9 (53%)	4 (24%)	1 (6%)	0 (0%)
	Dentist	3 (16%)	11 (58%)	3 (16%)	0 (0%)	2 (11%)
	Mental health workers	2 (11%)	3 (17%)	1 (6%)	1 (6%)	11 (61%)

<b>11.3</b>	<b>Do you have any mental health problems?</b>	
	Yes .....	5 (26%)
	No.....	14 (74%)
<b>11.4</b>	<b>Have you been helped with your mental health problems in this prison?</b>	
	Yes .....	3 (16%)
	No.....	2 (11%)
	Don't have any mental health problems .....	14 (74%)
<b>11.5</b>	<b>What do you think of the overall quality of the health services here?</b>	
	Very good .....	0 (0%)
	Quite good .....	8 (44%)
	Quite bad .....	8 (44%)
	Very bad .....	2 (11%)
	Don't know.....	0 (0%)

### Other support needs

<b>12.1</b>	<b>Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?</b>	
	Yes .....	4 (21%)
	No.....	15 (79%)
<b>12.2</b>	<b>If you have a disability, are you getting the support you need?</b>	
	Yes .....	3 (16%)
	No.....	1 (5%)
	Don't have a disability .....	15 (79%)
<b>12.3</b>	<b>Have you been on an ACCT in this prison?</b>	
	Yes .....	6 (32%)
	No.....	13 (68%)
<b>12.4</b>	<b>If you have been on an ACCT in this prison, did you feel cared for by staff?</b>	
	Yes .....	2 (11%)
	No.....	4 (21%)
	Have not been on an ACCT in this prison .....	13 (68%)
<b>12.5</b>	<b>How easy or difficult is it for you to speak to a Listener, if you need to?</b>	
	Very easy .....	4 (22%)
	Quite easy .....	4 (22%)
	Quite difficult .....	2 (11%)
	Very difficult .....	0 (0%)
	Don't know.....	8 (44%)
	No Listeners at this prison .....	0 (0%)

### Alcohol and drugs

<b>13.1</b>	<b>Did you have an alcohol problem when you came into this prison?</b>	
	Yes .....	3 (16%)
	No.....	16 (84%)
<b>13.2</b>	<b>Have you been helped with your alcohol problem in this prison?</b>	
	Yes .....	2 (11%)
	No.....	1 (5%)
	Did not / do not have an alcohol problem .....	16 (84%)

<b>13.3</b>	<b>Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes .....	1 (5%)
	No.....	18 (95%)
<b>13.4</b>	<b>Have you developed a problem with illicit drugs since you have been in this prison?</b>	
	Yes .....	0 (0%)
	No.....	19 (100%)
<b>13.5</b>	<b>Have you developed a problem with taking medication not prescribed to you since you have been in this prison?</b>	
	Yes .....	0 (0%)
	No.....	19 (100%)
<b>13.6</b>	<b>Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes .....	1 (5%)
	No.....	0 (0%)
	Did not / do not have a drug problem.....	18 (95%)
<b>13.7</b>	<b>Is it easy or difficult to get illicit drugs in this prison?</b>	
	Very easy .....	5 (26%)
	Quite easy .....	4 (21%)
	Quite difficult .....	0 (0%)
	Very difficult .....	0 (0%)
	Don't know.....	10 (53%)
<b>13.8</b>	<b>Is it easy or difficult to get alcohol in this prison?</b>	
	Very easy .....	1 (6%)
	Quite easy .....	0 (0%)
	Quite difficult .....	1 (6%)
	Very difficult .....	2 (11%)
	Don't know.....	14 (78%)
<b>Safety</b>		
<b>14.1</b>	<b>Have you ever felt unsafe here?</b>	
	Yes .....	10 (53%)
	No.....	9 (47%)
<b>14.2</b>	<b>Do you feel unsafe now?</b>	
	Yes .....	0 (0%)
	No.....	19 (100%)
<b>14.3</b>	<b>Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)</b>	
	Verbal abuse .....	7 (37%)
	Threats or intimidation.....	3 (16%)
	Physical assault.....	1 (5%)
	Sexual assault.....	0 (0%)
	Theft of canteen or property.....	2 (11%)
	Other bullying / victimisation .....	3 (16%)
	Not experienced any of these from prisoners here.....	11 (58%)
<b>14.4</b>	<b>If you were being bullied / victimised by other prisoners here, would you report it?</b>	
	Yes .....	11 (58%)
	No.....	8 (42%)

**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.....	2 (11%)
Threats or intimidation.....	2 (11%)
Physical assault.....	1 (5%)
Sexual assault.....	0 (0%)
Theft of canteen or property.....	1 (5%)
Other bullying / victimisation.....	1 (5%)
Not experienced any of these from staff here.....	17 (89%)

**14.6 If you were being bullied / victimised by staff here, would you report it?**

Yes.....	10 (53%)
No.....	9 (47%)

**Behaviour management**

**15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?**

Yes.....	11 (58%)
No.....	6 (32%)
Don't know what the incentives / rewards are.....	2 (11%)

**15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?**

Yes.....	13 (68%)
No.....	3 (16%)
Don't know.....	3 (16%)
Don't know what this is.....	0 (0%)

**15.3 Have you been physically restrained by staff in this prison in the last 6 months?**

Yes.....	0 (0%)
No.....	19 (100%)

**15.4 If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?**

Yes.....	0 (0%)
No.....	0 (0%)
Don't remember.....	0 (0%)
Not been restrained here in last 6 months.....	19 (100%)

**15.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months?**

Yes.....	0 (0%)
No.....	19 (100%)

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

	Yes	No
Were you treated well by segregation staff?	0 (0%)	0 (0%)
Could you shower every day?	0 (0%)	0 (0%)
Could you go outside for exercise every day?	0 (0%)	0 (0%)
Could you use the phone every day (if you had credit)?	0 (0%)	0 (0%)

**Education, skills and work****16.1 Is it easy or difficult to get into the following activities in this prison?**

	Easy	Difficult	Don't know	Not available here
Education	17 (89%)	0 (0%)	2 (11%)	0 (0%)
Vocational or skills training	13 (72%)	2 (11%)	3 (17%)	0 (0%)
Prison job	16 (89%)	2 (11%)	0 (0%)	0 (0%)
Voluntary work outside of the prison	9 (47%)	3 (16%)	7 (37%)	0 (0%)
Paid work outside of the prison	8 (44%)	5 (28%)	5 (28%)	0 (0%)

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

	Yes, will help	No, won't help	Not done this
Education	12 (71%)	3 (18%)	2 (12%)
Vocational or skills training	13 (81%)	2 (13%)	1 (6%)
Prison job	12 (71%)	5 (29%)	0 (0%)
Voluntary work outside of the prison	10 (63%)	1 (6%)	5 (31%)
Paid work outside of the prison	9 (53%)	1 (6%)	7 (41%)

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

Yes .....	14 (74%)
No .....	4 (21%)
Not applicable (e.g. if you are retired, sick or on remand) .....	1 (5%)

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

Yes .....	18 (95%)
No .....	1 (5%)

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

Yes .....	18 (100%)
No .....	0 (0%)
Don't know what my objectives or targets are.....	0 (0%)

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

Yes .....	17 (94%)
No .....	1 (6%)
Don't know what my objectives or targets are.....	0 (0%)

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

	Yes, this helped	No, this didn't help	Not done / don't know
Offending behaviour programmes	11 (65%)	0 (0%)	6 (35%)
Other programmes	10 (67%)	0 (0%)	5 (33%)
One to one work	6 (40%)	1 (7%)	8 (53%)
Being on a specialist unit	3 (23%)	0 (0%)	10 (77%)
ROTL - day or overnight release	12 (75%)	0 (0%)	4 (25%)

**Preparation for release**

<b>18.1</b>	<b>Do you expect to be released in the next 3 months?</b>			
	Yes .....			7 (39%)
	No.....			11 (61%)
	Don't know.....			0 (0%)
<b>18.2</b>	<b>How close is this prison to your home area or intended release address?</b>			
	Very near.....			0 (0%)
	Quite near.....			4 (57%)
	Quite far.....			3 (43%)
	Very far.....			0 (0%)
<b>18.3</b>	<b>Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?</b>			
	Yes .....			5 (71%)
	No.....			2 (29%)
<b>18.4</b>	<b>Are you getting help to sort out the following things for when you are released?</b>			
		Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
	Finding accommodation	1 (14%)	2 (29%)	4 (57%)
	Getting employment	4 (57%)	1 (14%)	2 (29%)
	Setting up education or training	0 (0%)	1 (14%)	6 (86%)
	Arranging benefits	1 (14%)	2 (29%)	4 (57%)
	Sorting out finances	1 (17%)	2 (33%)	3 (50%)
	Support for drug or alcohol problems	0 (0%)	1 (14%)	6 (86%)
	Health / mental health support	0 (0%)	0 (0%)	7 (100%)
	Social care support	0 (0%)	1 (14%)	6 (86%)
	Getting back in touch with family or friends	1 (14%)	0 (0%)	6 (86%)

**More about you**

<b>19.1</b>	<b>Do you have children under the age of 18?</b>		
	Yes .....		6 (32%)
	No.....		13 (68%)
<b>19.2</b>	<b>Are you a UK / British citizen?</b>		
	Yes .....		19 (100%)
	No.....		0 (0%)
<b>19.3</b>	<b>Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?</b>		
	Yes .....		0 (0%)
	No.....		19 (100%)
<b>19.4</b>	<b>Have you ever been in the armed services (e.g. army, navy, air force)?</b>		
	Yes .....		0 (0%)
	No.....		19 (100%)

<b>19.5</b>	<b>What is your gender?</b>	
	Male .....	0 (0%)
	Female.....	18 (95%)
	Non-binary.....	0 (0%)
	Other .....	1 (5%)
<b>19.6</b>	<b>How would you describe your sexual orientation?</b>	
	Straight / heterosexual.....	16 (84%)
	Gay / lesbian / homosexual.....	2 (11%)
	Bisexual.....	1 (5%)
	Other .....	0 (0%)
<b>19.7</b>	<b>Do you identify as transgender or transsexual?</b>	
	Yes .....	0 (0%)
	No.....	18 (100%)

### Final questions about this prison

<b>20.1</b>	<b>Do you think your experiences in this prison have made you more or less likely to offend in the future?</b>	
	More likely to offend.....	0 (0%)
	Less likely to offend.....	17 (89%)
	Made no difference .....	2 (11%)

## HMP & YOI Styal (main site) 2018

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

In this table summary statistics from HMP & YOI Styal (main site) 2018 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other women's local prisons (6 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from HMP & YOI Styal (main site) in 2018 are compared with those from HMP & YOI Styal in 2014. Please note that we do not have comparable data for the new questions introduced in September 2017.

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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 (HMP & YOI Styal 2018)*

HMP & YOI Styal (main site) 2018	All other women's local prisons	HMP & YOI Styal (main site) 2018	HMP & YOI Styal 2014
153	971	153	158

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n=152</i>	3%	3%	3%	4%
	Are you 25 years of age or younger?	<i>n=152</i>	11%		11%	
	Are you 50 years of age or older?	<i>n=152</i>	11%	11%	11%	12%
	Are you 70 years of age or older?	<i>n=152</i>	0%	1%	0%	1%
1.3	Are you from a minority ethnic group?	<i>n=152</i>	9%	18%	9%	8%
1.4	Have you been in this prison for less than 6 months?	<i>n=151</i>	55%		55%	
1.5	Are you currently serving a sentence?	<i>n=147</i>	86%	84%	86%	77%
	Are you on recall?	<i>n=147</i>	10%	8%	10%	7%
1.6	Is your sentence less than 12 months?	<i>n=147</i>	31%	26%	31%	32%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=147</i>	2%	3%	2%	0%
7.1	Are you Muslim?	<i>n=150</i>	3%	5%	3%	5%
11.3	Do you have any mental health problems?	<i>n=148</i>	72%		72%	
12.1	Do you consider yourself to have a disability?	<i>n=147</i>	49%	40%	49%	34%
19.1	Do you have any children under the age of 18?	<i>n=146</i>	62%	56%	62%	56%
19.2	Are you a foreign national?	<i>n=146</i>	6%	8%	6%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=145</i>	3%	7%	3%	4%
19.4	Have you ever been in the armed services?	<i>n=143</i>	2%	1%	2%	1%
19.5	Is your gender male or non-binary?	<i>n=146</i>	0%		0%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=143</i>	24%	28%	24%	23%
19.7	Do you identify as transgender or transsexual?	<i>n=143</i>	1%		1%	

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<b>153</b>	<b>971</b>

HMP & YOI Styal (main site) 2018	HMP & YOI Styal 2014
<b>153</b>	<b>158</b>

<b>ARRIVAL AND RECEPTION</b>			
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=149</i>	<b>15%</b>
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=147</i>	<b>74%</b>
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=148</i>	<b>87%</b>
2.4	Overall, were you treated very / quite well in reception?	<i>n=148</i>	<b>87%</b>
2.5	When you first arrived, did you have any problems?	<i>n=150</i>	<b>95%</b>
2.5	Did you have problems with:		
	- Getting phone numbers?	<i>n=150</i>	<b>29%</b>
	- Contacting family?	<i>n=150</i>	<b>34%</b>
	- Arranging care for children or other dependents?	<i>n=150</i>	<b>7%</b>
	- Contacting employers?	<i>n=150</i>	<b>5%</b>
	- Money worries?	<i>n=150</i>	<b>35%</b>
	- Housing worries?	<i>n=150</i>	<b>36%</b>
	- Feeling depressed?	<i>n=150</i>	<b>63%</b>
	- Feeling suicidal?	<i>n=150</i>	<b>27%</b>
	- Other mental health problems?	<i>n=150</i>	<b>43%</b>
	- Physical health problems	<i>n=150</i>	<b>29%</b>
	- Drugs or alcohol (e.g. withdrawal)?	<i>n=150</i>	<b>45%</b>
	- Getting medication?	<i>n=150</i>	<b>57%</b>
	- Needing protection from other prisoners?	<i>n=150</i>	<b>5%</b>
	- Lost or delayed property?	<i>n=150</i>	<b>21%</b>
<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=134</i>	<b>37%</b>

<b>15%</b>	
<b>74%</b>	<b>84%</b>
<b>87%</b>	<b>90%</b>
<b>87%</b>	
<b>95%</b>	<b>78%</b>
<b>29%</b>	<b>24%</b>
<b>34%</b>	<b>29%</b>
<b>7%</b>	
<b>5%</b>	<b>2%</b>
<b>35%</b>	<b>26%</b>
<b>36%</b>	<b>24%</b>
<b>63%</b>	
<b>27%</b>	
<b>43%</b>	
<b>29%</b>	<b>28%</b>
<b>45%</b>	
<b>57%</b>	
<b>5%</b>	<b>3%</b>
<b>21%</b>	<b>12%</b>
<b>37%</b>	<b>53%</b>

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HMP & YOI Styal (main site) 2018	HMP & YOI Styal 2014
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FIRST NIGHT AND INDUCTION					
3.1	Before you were locked up on your first night, were you offered:				
	- Tobacco or nicotine replacement?	<i>n=149</i>	<b>79%</b>	<b>77%</b>	<b>79%</b> <b>83%</b>
	- Toiletries / other basic items?	<i>n=149</i>	<b>71%</b>	<b>72%</b>	<b>71%</b> <b>77%</b>
	- A shower?	<i>n=149</i>	<b>51%</b>	<b>39%</b>	<b>51%</b> <b>62%</b>
	- A free phone call?	<i>n=149</i>	<b>69%</b>	<b>73%</b>	<b>69%</b> <b>77%</b>
	- Something to eat?	<i>n=149</i>	<b>89%</b>	<b>80%</b>	<b>89%</b> <b>81%</b>
	- The chance to see someone from health care?	<i>n=149</i>	<b>78%</b>	<b>67%</b>	<b>78%</b> <b>75%</b>
	- The chance to talk to a Listener or Samaritans?	<i>n=149</i>	<b>32%</b>	<b>45%</b>	<b>32%</b> <b>28%</b>
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n=149</i>	<b>27%</b>		<b>27%</b> <b></b>
	- None of these?	<i>n=149</i>	<b>2%</b>		<b>2%</b> <b></b>
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n=151</i>	<b>66%</b>		<b>66%</b> <b></b>
3.3	Did you feel safe on your first night here?	<i>n=148</i>	<b>73%</b>	<b>68%</b>	<b>73%</b> <b>76%</b>
3.4	In your first few days here, did you get?				
	- Access to the prison shop / canteen?	<i>n=147</i>	<b>14%</b>	<b>30%</b>	<b>14%</b> <b>20%</b>
	- Free PIN phone credit?	<i>n=147</i>	<b>52%</b>		<b>52%</b> <b></b>
	- Numbers put on your PIN phone?	<i>n=143</i>	<b>42%</b>		<b>42%</b> <b></b>
3.5	Have you had an induction at this prison?	<i>n=147</i>	<b>83%</b>	<b>87%</b>	<b>83%</b> <b>87%</b>
	<i>For those who have had an induction:</i>				
3.5	Did your induction cover everything you needed to know about this prison?	<i>n=122</i>	<b>48%</b>		<b>48%</b> <b></b>
ON THE WING					
4.1	Are you in a cell on your own?	<i>n=141</i>	<b>31%</b>		<b>31%</b> <b></b>
4.2	Is your cell call bell normally answered within 5 minutes?	<i>n=135</i>	<b>22%</b>	<b>43%</b>	<b>22%</b> <b>23%</b>
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	<i>n=144</i>	<b>72%</b>	<b>69%</b>	<b>72%</b> <b>70%</b>
	- Can you shower every day?	<i>n=144</i>	<b>93%</b>	<b>90%</b>	<b>93%</b> <b>90%</b>
	- Do you have clean sheets every week?	<i>n=142</i>	<b>89%</b>	<b>91%</b>	<b>89%</b> <b>84%</b>
	- Do you get cell cleaning materials every week?	<i>n=140</i>	<b>71%</b>	<b>85%</b>	<b>71%</b> <b>73%</b>
	- Is it normally quiet enough for you to relax or sleep at night?	<i>n=135</i>	<b>67%</b>	<b>61%</b>	<b>67%</b> <b>66%</b>
	- Can you get your stored property if you need it?	<i>n=137</i>	<b>18%</b>	<b>28%</b>	<b>18%</b> <b>18%</b>
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	<i>n=142</i>	<b>72%</b>		<b>72%</b> <b></b>

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FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	<i>n</i> =149	35%
5.2	Do you get enough to eat at meal-times always / most of the time?	<i>n</i> =148	42%
5.3	Does the shop / canteen sell the things that you need?	<i>n</i> =149	67%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	<i>n</i> =145	70%
6.2	Are there any staff here you could turn to if you had a problem?	<i>n</i> =118	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<i>n</i> =149	28%
6.4	Do you have a personal officer?	<i>n</i> =149	79%
<i>For those who have a personal officer:</i>			
6.4	Is your personal or named officer very / quite helpful?	<i>n</i> =117	46%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	<i>n</i> =148	14%
6.6	Do you feel that you are treated as an individual in this prison?	<i>n</i> =150	48%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	<i>n</i> =150	57%
	If so, do things sometimes change?	<i>n</i> =85	29%
FAITH			
7.1	Do you have a religion?	<i>n</i> =150	60%
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	<i>n</i> =88	73%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	<i>n</i> =88	80%
7.4	Are you able to attend religious services, if you want to?	<i>n</i> =89	88%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	<i>n</i> =148	26%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<i>n</i> =149	52%
8.3	Are you able to use a phone every day (if you have credit)?	<i>n</i> =147	95%
8.4	Is it very / quite easy for your family and friends to get here?	<i>n</i> =147	44%
8.5	Do you get visits from family/friends once a week or more?	<i>n</i> =144	19%
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	<i>n</i> =81	61%
8.7	Are your visitors usually treated respectfully by staff?	<i>n</i> =81	80%

35%	
42%	
67%	47%
70%	78%
78%	77%
28%	33%
79%	
46%	
14%	
48%	
57%	
29%	
60%	83%
73%	
80%	
88%	
26%	
52%	47%
95%	
44%	
19%	
61%	
80%	

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153	971

HMP & YOI Styal (main site) 2018	HMP & YOI Styal 2014
153	158

TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n</i> =144	94%
<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?	<i>n</i> =136	49%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<i>n</i> =145	10%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<i>n</i> =145	12%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<i>n</i> =145	34%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<i>n</i> =145	6%
9.4	Do you have time to do domestics more than 5 days in a typical week?	<i>n</i> =147	59%
9.5	Do you get association more than 5 days in a typical week, if you want it?	<i>n</i> =148	28%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<i>n</i> =145	21%
9.7	Do you typically go to the gym twice a week or more?	<i>n</i> =149	22%
9.8	Do you typically go to the library twice a week or more?	<i>n</i> =150	12%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	<i>n</i> =95	59%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	<i>n</i> =149	77%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	<i>n</i> =122	44%
	Are applications usually dealt with within 7 days?	<i>n</i> =120	34%
10.3	Is it easy for you to make a complaint?	<i>n</i> =146	51%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	<i>n</i> =78	23%
	Are complaints usually dealt with within 7 days?	<i>n</i> =79	22%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n</i> =102	35%

94%	
49%	
10%	7%
12%	29%
34%	
6%	
59%	
28%	
21%	
22%	
12%	14%
59%	71%
77%	79%
44%	53%
34%	50%
51%	47%
23%	38%
22%	30%
35%	

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<i>For those who need it, is it easy to:</i>			<b>153</b>	<b>971</b>	<b>153</b>	<b>158</b>
10.6	Communicate with your solicitor or legal representative?	<i>n</i> =122	43%		43%	
	Attend legal visits?	<i>n</i> =117	68%		68%	
	Get bail information?	<i>n</i> =98	22%		22%	
<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?	<i>n</i> =136	57%	48%	57%	53%
<b>HEALTH CARE</b>						
11.1	Is it very / quite easy to see:					
	- Doctor?	<i>n</i> =149	12%		12%	
	- Nurse?	<i>n</i> =148	50%		50%	
	- Dentist?	<i>n</i> =146	21%		21%	
	- Mental health workers?	<i>n</i> =146	24%		24%	
11.2	Do you think the quality of the health service is very / quite good from:					
	- Doctor?	<i>n</i> =149	40%		40%	
	- Nurse?	<i>n</i> =149	61%		61%	
	- Dentist?	<i>n</i> =148	50%		50%	
	- Mental health workers?	<i>n</i> =147	42%		42%	
11.3	Do you have any mental health problems?	<i>n</i> =148	72%		72%	
<i>For those who have mental health problems:</i>						
11.4	Have you been helped with your mental health problems in this prison?	<i>n</i> =106	44%		44%	
11.5	Do you think the overall quality of the health services here is very / quite good?	<i>n</i> =147	40%		40%	
<b>OTHER SUPPORT NEEDS</b>						
12.1	Do you consider yourself to have a disability?	<i>n</i> =147	49%	40%	49%	34%
<i>For those who have a disability:</i>						
12.2	Are you getting the support you need?	<i>n</i> =64	28%		28%	
12.3	Have you been on an ACCT in this prison?	<i>n</i> =146	47%		47%	
<i>For those who have been on an ACCT:</i>						
12.4	Did you feel cared for by staff?	<i>n</i> =68	43%		43%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	<i>n</i> =150	49%		49%	
<b>ALCOHOL AND DRUGS</b>						
13.1	Did you have an alcohol problem when you came into this prison?	<i>n</i> =147	27%	32%	27%	26%
<i>For those who had / have an alcohol problem:</i>						
13.2	Have you been helped with your alcohol problem in this prison?	<i>n</i> =35	71%	69%	71%	90%
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> =148	53%	48%	53%	44%

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<b>153</b>	<b>158</b>

13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<i>n=149</i>	<b>10%</b>	<b>12%</b>
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<i>n=148</i>	<b>12%</b>	
<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=79</i>	<b>68%</b>	<b>73%</b>
13.7	Is it very / quite easy to get illicit drugs in this prison?	<i>n=147</i>	<b>44%</b>	
13.8	Is it very / quite easy to get alcohol in this prison?	<i>n=147</i>	<b>4%</b>	
<b>SAFETY</b>				
14.1	Have you ever felt unsafe here?	<i>n=148</i>	<b>52%</b>	<b>54%</b>
14.2	Do you feel unsafe now?	<i>n=147</i>	<b>20%</b>	<b>20%</b>
14.3	Have you experienced any of the following from other prisoners here:			
	- Verbal abuse?	<i>n=145</i>	<b>43%</b>	
	- Threats or intimidation?	<i>n=145</i>	<b>33%</b>	
	- Physical assault?	<i>n=145</i>	<b>12%</b>	
	- Sexual assault?	<i>n=145</i>	<b>3%</b>	
	- Theft of canteen or property?	<i>n=145</i>	<b>36%</b>	
	- Other bullying / victimisation?	<i>n=145</i>	<b>24%</b>	
	- Not experienced any of these from prisoners here	<i>n=145</i>	<b>40%</b>	<b>51%</b>
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<i>n=143</i>	<b>47%</b>	
14.5	Have you experienced any of the following from staff here:			
	- Verbal abuse?	<i>n=140</i>	<b>30%</b>	
	- Threats or intimidation?	<i>n=140</i>	<b>29%</b>	
	- Physical assault?	<i>n=140</i>	<b>5%</b>	
	- Sexual assault?	<i>n=140</i>	<b>1%</b>	
	- Theft of canteen or property?	<i>n=140</i>	<b>7%</b>	
	- Other bullying / victimisation?	<i>n=140</i>	<b>17%</b>	
	- Not experienced any of these from staff here	<i>n=140</i>	<b>53%</b>	<b>64%</b>
14.6	If you were being bullied / victimised by staff here, would you report it?	<i>n=141</i>	<b>52%</b>	
<b>BEHAVIOUR MANAGEMENT</b>				
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<i>n=145</i>	<b>44%</b>	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<i>n=147</i>	<b>44%</b>	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<i>n=148</i>	<b>6%</b>	<b>7%</b>
<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?	<i>n=8</i>	<b>13%</b>	

<b>10%</b>	<b>4%</b>
<b>12%</b>	
<b>68%</b>	<b>85%</b>
<b>44%</b>	
<b>4%</b>	
<b>52%</b>	<b>42%</b>
<b>20%</b>	<b>16%</b>
<b>43%</b>	
<b>33%</b>	
<b>12%</b>	
<b>3%</b>	
<b>36%</b>	
<b>24%</b>	
<b>40%</b>	<b>65%</b>
<b>47%</b>	
<b>30%</b>	
<b>29%</b>	
<b>5%</b>	
<b>1%</b>	
<b>7%</b>	
<b>17%</b>	
<b>53%</b>	<b>72%</b>
<b>52%</b>	
<b>44%</b>	
<b>44%</b>	
<b>6%</b>	<b>5%</b>
<b>13%</b>	

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<b>15.5</b>	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n=145</i>	<b>12%</b>	<b>18%</b>	<b>12%</b>	<b>17%</b>
<i>For those who have spent one or more nights in the segregation unit in the last 6 months</i>						
<b>15.6</b>	Were you treated well by segregation staff?	<i>n=16</i>	<b>44%</b>		<b>44%</b>	
	Could you shower every day?	<i>n=17</i>	<b>53%</b>		<b>53%</b>	
	Could you go outside for exercise every day?	<i>n=17</i>	<b>53%</b>		<b>53%</b>	
	Could you use the phone every day (if you had credit)?	<i>n=17</i>	<b>41%</b>		<b>41%</b>	
<b>EDUCATION, SKILLS AND WORK</b>						
<b>16.1</b>	In this prison, is it easy to get into the following activities:					
	- Education?	<i>n=144</i>	<b>78%</b>		<b>78%</b>	
	- Vocational or skills training?	<i>n=136</i>	<b>57%</b>		<b>57%</b>	
	- Prison job?	<i>n=139</i>	<b>73%</b>		<b>73%</b>	
	- Voluntary work outside of the prison?	<i>n=136</i>	<b>6%</b>		<b>6%</b>	
	- Paid work outside of the prison?	<i>n=138</i>	<b>7%</b>		<b>7%</b>	
<b>16.2</b>	In this prison, have you done the following activities:					
	- Education?	<i>n=140</i>	<b>85%</b>	<b>77%</b>	<b>85%</b>	<b>83%</b>
	- Vocational or skills training?	<i>n=129</i>	<b>71%</b>	<b>65%</b>	<b>71%</b>	<b>75%</b>
	- Prison job?	<i>n=134</i>	<b>85%</b>	<b>80%</b>	<b>85%</b>	<b>83%</b>
	- Voluntary work outside of the prison?	<i>n=125</i>	<b>30%</b>		<b>30%</b>	
	- Paid work outside of the prison?	<i>n=126</i>	<b>31%</b>		<b>31%</b>	
<i>For those who have done the following activities, do you think they will help you on release</i>						
	- Education?	<i>n=119</i>	<b>69%</b>	<b>66%</b>	<b>69%</b>	<b>74%</b>
	- Vocational or skills training?	<i>n=91</i>	<b>71%</b>	<b>58%</b>	<b>71%</b>	<b>67%</b>
	- Prison job?	<i>n=114</i>	<b>59%</b>	<b>56%</b>	<b>59%</b>	<b>71%</b>
	- Voluntary work outside of the prison?	<i>n=37</i>	<b>68%</b>		<b>68%</b>	
	- Paid work outside of the prison?	<i>n=39</i>	<b>74%</b>		<b>74%</b>	
<b>16.3</b>	Do staff encourage you to attend education, training or work?	<i>n=132</i>	<b>77%</b>		<b>77%</b>	

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PLANNING AND PROGRESSION						
17.1	Do you have a custody plan?	n=142	59%		59%	
<i>For those who have a custody plan:</i>						
17.2	Do you understand what you need to do to achieve your objectives or targets?	n=83	86%		86%	
17.3	Are staff helping you to achieve your objectives or targets?	n=83	53%		53%	
17.4	In this prison, have you done:					
	- Offending behaviour programmes?	n=79	58%		58%	
	- Other programmes?	n=77	70%		70%	
	- One to one work?	n=73	52%		52%	
	- Been on a specialist unit?	n=67	16%		16%	
	- ROTL - day or overnight release?	n=72	19%		19%	
<i>For those who have done the following, did they help you to achieve your objectives or targets.</i>						
	- Offending behaviour programmes?	n=46	85%		85%	
	- Other programmes?	n=54	83%		83%	
	- One to one work?	n=38	90%		90%	
	- Being on a specialist unit?	n=11	36%		36%	
	- ROTL - day or overnight release?	n=14	64%		64%	
PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	n=145	36%		36%	
<i>For those who expect to be released in the next 3 months.</i>						
18.2	Is this prison very / quite near to your home area or intended release address?	n=50	44%		44%	
18.3	Is anybody helping you to prepare for your release?	n=49	86%		86%	
18.4	Do you need help to sort out the following for when you are released:					
	- Finding accommodation?	n=47	70%		70%	
	- Getting employment?	n=48	54%		54%	
	- Setting up education or training?	n=48	46%		46%	
	- Arranging benefits?	n=48	73%		73%	
	- Sorting out finances?	n=43	61%		61%	
	- Support for drug or alcohol problems?	n=48	65%		65%	
	- Health / mental Health support?	n=45	60%		60%	
	- Social care support?	n=46	39%		39%	
	- Getting back in touch with family or friends?	n=46	41%		41%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	- Finding accommodation?	n=33	55%		55%	

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	- Getting employment?	<i>n=26</i>	<b>19%</b>		<b>19%</b>	
	- Setting up education or training?	<i>n=22</i>	<b>14%</b>		<b>14%</b>	
	- Arranging benefits?	<i>n=35</i>	<b>40%</b>		<b>40%</b>	
	- Sorting out finances?	<i>n=26</i>	<b>27%</b>		<b>27%</b>	
	- Support for drug or alcohol problems?	<i>n=31</i>	<b>71%</b>		<b>71%</b>	
	- Health / mental Health support?	<i>n=27</i>	<b>56%</b>		<b>56%</b>	
	- Social care support?	<i>n=18</i>	<b>22%</b>		<b>22%</b>	
	- Getting back in touch with family or friends?	<i>n=19</i>	<b>37%</b>		<b>37%</b>	
<b>FINAL QUESTION ABOUT THIS PRISON</b>						
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n=142</i>	<b>61%</b>		<b>61%</b>	

## HMP & YOI Styal 2018

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

In this table the following analyses are presented:

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

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

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Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
107	41	72	75

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	3%	2%	3%	3%
	Are you 50 years of age or older?	10%	12%	17%	5%
1.3	Are you from a minority ethnic group?	6%	17%	6%	12%
7.1	Are you Muslim?	1%	7%	0%	6%
11.3	Do you have any mental health problems?			88%	57%
12.1	Do you consider yourself to have a disability?	60%	22%		
19.2	Are you a foreign national?	0%	18%	0%	11%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	3%	6%	1%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	86%	92%	88%	87%
2.4	Overall, were you treated very / quite well in reception?	86%	90%	87%	87%
2.5	When you first arrived, did you have any problems?	98%	90%	99%	93%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	33%	46%	28%	45%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	71%	80%	70%	76%
3.5	Have you had an induction at this prison?	82%	84%	83%	82%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	45%	56%	50%	46%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	24%	12%	28%	14%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	70%	82%	62%	84%
	- Can you shower every day?	92%	95%	90%	96%
	- Do you have clean sheets every week?	90%	90%	87%	91%
	- Do you get cell cleaning materials every week?	68%	84%	66%	78%
	- Is it normally quiet enough for you to relax or sleep at night?	60%	89%	51%	84%
	- Can you get your stored property if you need it?	15%	27%	22%	14%

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Number of completed questionnaires returned

Mental health problems	No mental health problems
107	41

Have a disability	Do not have a disability
72	75

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	38%	54%	34%	50%
5.3	Does the shop / canteen sell the things that you need?	67%	67%	64%	68%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	65%	80%	59%	79%
6.2	Are there any staff here you could turn to if you had a problem?	75%	83%	75%	79%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	26%	28%	25%	30%
6.6	Do you feel that you are treated as an individual in this prison?	42%	60%	43%	51%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	73%	75%	73%	71%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	79%	83%	82%	79%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	21%	37%	23%	30%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	51%	50%	53%	50%
8.3	Are you able to use a phone every day (if you have credit)?	95%	93%	94%	95%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	76%	90%	77%	84%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	8%	15%	15%	6%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	12%	15%	16%	10%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	60%	56%	65%	54%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	76%	81%	66%	87%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	41%	52%	35%	51%
10.3	Is it easy for you to make a complaint?	50%	55%	49%	54%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	22%	26%	22%	24%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	34%	38%	30%	43%

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

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	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
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	Grey shading indicates that we have no valid data for this question

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

Number of completed questionnaires returned

Mental health problems	No mental health problems
107	41

Have a disability	Do not have a disability
72	75

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	10%	17%
	- Nurse?	51%	50%
	- Dentist?	19%	26%
	- Mental health workers?	24%	24%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	45%	
11.5	Do you think the overall quality of the health services here is very / quite good?	38%	44%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	26%	43%
SAFETY			
14.1	Have you ever felt unsafe here?	56%	43%
14.2	Do you feel unsafe now?	25%	8%
14.3	Not experienced bullying / victimisation by other prisoners	40%	43%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	44%	55%
14.5	Not experienced bullying / victimisation by members of staff	48%	63%
14.6	If you were being bullied / victimised by staff here, would you report it?	50%	56%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	39%	56%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	36%	64%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	8%	3%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	14%	8%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	78%	74%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	54%	74%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	47%	62%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	86%	83%
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?	58%	68%

9%	13%
46%	54%
17%	23%
19%	27%
33%	61%
28%	50%
28%	
63%	44%
28%	15%
33%	46%
50%	43%
50%	55%
57%	46%
39%	47%
34%	51%
9%	4%
13%	11%
77%	77%
54%	63%
47%	55%
86%	84%
57%	66%

## HMP Styal 2018

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

In this table the following analyses are presented:

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

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

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

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

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

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

Number of completed questionnaires returned

	25 and under	Over 25		50 and over	Under 50
	16	136		16	136

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.3	Are you from a minority ethnic group?	19%	7%	0%	10%
7.1	Are you Muslim?	0%	3%	0%	3%
11.3	Do you have any mental health problems?	81%	71%	69%	73%
12.1	Do you consider yourself to have a disability?	38%	50%	75%	46%
19.2	Are you a foreign national?	6%	5%	0%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	4%	0%	4%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	88%	87%	94%	86%
2.4	Overall, were you treated very / quite well in reception?	94%	86%	88%	87%
2.5	When you first arrived, did you have any problems?	100%	95%	100%	95%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	40%	36%	47%	35%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	75%	73%	75%	73%
3.5	Have you had an induction at this prison?	88%	82%	75%	84%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	36%	49%	33%	49%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	20%	22%	9%	23%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	75%	71%	79%	71%
	- Can you shower every day?	93%	93%	100%	92%
	- Do you have clean sheets every week?	75%	91%	100%	88%
	- Do you get cell cleaning materials every week?	75%	71%	92%	69%
	- Is it normally quiet enough for you to relax or sleep at night?	73%	67%	77%	66%
	- Can you get your stored property if you need it?	31%	17%	46%	15%

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

Number of completed questionnaires returned

25 and under	Over 25
16	136

50 and over	Under 50
16	136

<b>FOOD AND CANTEEN</b>			
5.2	Do you get enough to eat at meal-times always / most of the time?	25%	44%
5.3	Does the shop / canteen sell the things that you need?	63%	68%
<b>RELATIONSHIPS WITH STAFF</b>			
6.1	Do most staff here treat you with respect?	57%	72%
6.2	Are there any staff here you could turn to if you had a problem?	63%	79%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	25%	28%
6.6	Do you feel that you are treated as an individual in this prison?	44%	49%
<b>FAITH</b>			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	50%	75%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	50%	83%
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	25%	26%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	44%	53%
8.3	Are you able to use a phone every day (if you have credit)?	93%	95%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	75%	81%
<b>TIME OUT OF CELL</b>			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	8%	10%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	8%	13%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	29%	61%
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	81%	76%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	27%	47%
10.3	Is it easy for you to make a complaint?	44%	52%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	9%	25%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	50%	33%

73%	38%
75%	66%
81%	69%
94%	76%
25%	28%
44%	49%
87%	70%
86%	78%
31%	25%
31%	54%
100%	94%
82%	80%
0%	11%
33%	10%
67%	58%
88%	75%
54%	43%
56%	51%
33%	22%
25%	37%

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

Number of completed questionnaires returned

	25 and under	Over 25
	16	136

	50 and over	Under 50
	16	136

HEALTH CARE		
11.1	Is it very / quite easy to see:	
	- Doctor?	13% 12%
	- Nurse?	44% 51%
	- Dentist?	6% 23%
	- Mental health workers?	19% 25%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	54% 43%
11.5	Do you think the overall quality of the health services here is very / quite good?	47% 39%
OTHER SUPPORT NEEDS		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	60% 25%
SAFETY		
14.1	Have you ever felt unsafe here?	44% 53%
14.2	Do you feel unsafe now?	13% 21%
14.3	Not experienced bullying / victimisation by other prisoners	44% 40%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	40% 48%
14.5	Not experienced bullying / victimisation by members of staff	38% 55%
14.6	If you were being bullied / victimised by staff here, would you report it?	50% 52%
BEHAVIOUR MANAGEMENT		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	50% 43%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	38% 44%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	19% 5%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	13% 12%
EDUCATION, SKILLS AND WORK		
16.3	Do staff encourage you to attend education, training or work?	79% 77%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	47% 61%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	14% 57%
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?	100% 84%
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?	60% 61%

	13%	12%
	75%	47%
	19%	22%
	13%	25%
	27%	46%
	50%	38%
	18%	30%
	69%	50%
	25%	20%
	25%	42%
	60%	45%
	67%	51%
	57%	51%
	60%	42%
	63%	41%
	0%	7%
	0%	13%
	71%	78%
	69%	58%
	55%	53%
	100%	84%
	53%	62%

## HMP & YOI Styal 2018

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

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

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

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
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Gay/bisexual/other	Heterosexual
<b>34</b>	<b>109</b>

**Number of completed questionnaires returned**

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	3%	3%
	Are you 50 years of age or older?	3%	14%
1.3	Are you from a minority ethnic group?	9%	9%
7.1	Are you Muslim?	0%	4%
11.3	Do you have any mental health problems?	77%	70%
12.1	Do you consider yourself to have a disability?	35%	51%
19.2	Are you a foreign national?	0%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	9%	2%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	85%	89%
2.4	Overall, were you treated very / quite well in reception?	91%	86%
2.5	When you first arrived, did you have any problems?	97%	95%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	36%	37%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	91%	67%
3.5	Have you had an induction at this prison?	75%	85%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	71%	42%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	23%	20%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	79%	73%
	- Can you shower every day?	94%	94%
	- Do you have clean sheets every week?	88%	90%
	- Do you get cell cleaning materials every week?	75%	70%
	- Is it normally quiet enough for you to relax or sleep at night?	75%	66%
	- Can you get your stored property if you need it?	15%	19%

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

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

	Gay/bisexual/other	Heterosexual
<b>Number of completed questionnaires returned</b>	<b>34</b>	<b>109</b>

<b>FOOD AND CANTEEN</b>			
5.2	Do you get enough to eat at meal-times always / most of the time?	41%	45%
5.3	Does the shop / canteen sell the things that you need?	67%	69%
<b>RELATIONSHIPS WITH STAFF</b>			
6.1	Do most staff here treat you with respect?	73%	70%
6.2	Are there any staff here you could turn to if you had a problem?	79%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	21%	30%
6.6	Do you feel that you are treated as an individual in this prison?	59%	44%
<b>FAITH</b>			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	75%	73%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	81%	80%
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	15%	27%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	56%	50%
8.3	Are you able to use a phone every day (if you have credit)?	97%	94%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	80%	80%
<b>TIME OUT OF CELL</b>			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	3%	10%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	23%	9%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	57%	60%
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	77%	79%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	54%	43%
10.3	Is it easy for you to make a complaint?	62%	50%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	33%	20%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	30%	37%

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

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

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

	Gay/bisexual/other	Heterosexual
<b>Number of completed questionnaires returned</b>	<b>34</b>	<b>109</b>

<b>HEALTH CARE</b>		
11.1	Is it very / quite easy to see:	
	- Doctor?	15%   11%
	- Nurse?	50%   51%
	- Dentist?	18%   24%
	- Mental health workers?	21%   24%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	50%   41%
11.5	Do you think the overall quality of the health services here is very / quite good?	46%   40%
<b>OTHER SUPPORT NEEDS</b>		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	30%   29%
<b>SAFETY</b>		
14.1	Have you ever felt unsafe here?	35%   58%
14.2	Do you feel unsafe now?	9%   23%
14.3	Not experienced bullying / victimisation by other prisoners	62%   33%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	42%   48%
14.5	Not experienced bullying / victimisation by members of staff	53%   54%
14.6	If you were being bullied / victimised by staff here, would you report it?	58%   51%
<b>BEHAVIOUR MANAGEMENT</b>		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	41%   48%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	44%   45%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	9%   5%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	27%   7%
<b>EDUCATION, SKILLS AND WORK</b>		
16.3	Do staff encourage you to attend education, training or work?	70%   80%
<b>PLANNING AND PROGRESSION</b>		
17.1	Do you have a custody plan?	62%   60%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	52%   54%
<b>PREPARATION FOR RELEASE</b>		
<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?	83%   88%
<b>FINAL QUESTION ABOUT THIS PRISON</b>		
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	68%   60%

## HMP & YOI Styal (main site) 2018

### Comparison of survey responses from different residential locations

In this table responses from Waite wing are compared with those from the rest of the establishment.

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

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

Number of completed questionnaires returned

Waite wing	47
Rest of the establishment	101

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	2%	3%
	Are you 25 years of age or younger?	9%	10%
	Are you 50 years of age or older?	9%	12%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	6%	10%
1.4	Have you been in this prison for less than 6 months?	72%	48%
1.5	Are you currently serving a sentence?	77%	90%
	Are you on recall?	14%	8%
1.6	Is your sentence less than 12 months?	38%	29%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	4%	1%
7.1	Are you Muslim?	2%	3%
11.3	Do you have any mental health problems?	89%	64%
12.1	Do you consider yourself to have a disability?	62%	41%
19.1	Do you have any children under the age of 18?	58%	66%
19.2	Are you a foreign national?	0%	8%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	7%	0%
19.4	Have you ever been in the armed services?	5%	1%
19.5	Is your gender male or non-binary?	0%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	34%	18%
19.7	Do you identify as transgender or transsexual?	2%	0%

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

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

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

	Waite wing	Rest of the establishment
<b>Number of completed questionnaires returned</b>	<b>47</b>	<b>101</b>

<b>ARRIVAL AND RECEPTION</b>			
2.1	Were you given up-to-date information about this prison before you came here?	24%	11%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	77%	76%
2.3	When you were searched in reception, was this done in a respectful way?	87%	87%
2.4	Overall, were you treated very / quite well in reception?	93%	84%
2.5	When you first arrived, did you have any problems?	100%	93%
2.5	Did you have problems with:		
	- Getting phone numbers?	29%	30%
	- Contacting family?	27%	37%
	- Arranging care for children or other dependents?	0%	9%
	- Contacting employers?	0%	6%
	- Money worries?	40%	32%
	- Housing worries?	51%	28%
	- Feeling depressed?	69%	58%
	- Feeling suicidal?	44%	16%
	- Other mental health problems?	56%	36%
	- Physical health problems?	29%	29%
	- Drugs or alcohol (e.g. withdrawal)?	69%	35%
	- Getting medication?	62%	55%
	- Needing protection from other prisoners?	2%	4%
	- Lost or delayed property?	13%	22%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	44%	35%
<b>FIRST NIGHT AND INDUCTION</b>			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	93%	76%
	- Toiletries / other basic items?	80%	69%
	- A shower?	53%	52%
	- A free phone call?	76%	67%
	- Something to eat?	89%	90%
	- The chance to see someone from health care?	82%	77%
	- The chance to talk to a Listener or Samaritans?	40%	29%
	- Support from another prisoner (e.g. Insider or buddy)?	29%	25%
	- None of these?	0%	1%
3.2	On your first night in this prison, was your cell very / quite clean?	74%	63%

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	Waite wing	Rest of the establishment
<b>Number of completed questionnaires returned</b>	<b>47</b>	<b>101</b>

3.3	Did you feel safe on your first night here?	<b>78%</b>	<b>72%</b>
3.4	In your first few days here, did you get?		
	- Access to the prison shop / canteen?	<b>13%</b>	<b>13%</b>
	- Free PIN phone credit?	<b>53%</b>	<b>52%</b>
	- Numbers put on your PIN phone?	<b>40%</b>	<b>44%</b>
3.5	Have you had an induction at this prison?	<b>85%</b>	<b>81%</b>
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	<b>51%</b>	<b>47%</b>
<b>ON THE WING</b>			
4.1	Are you in a cell on your own?	<b>56%</b>	<b>15%</b>
4.2	Is your cell call bell normally answered within 5 minutes?	<b>47%</b>	<b>9%</b>
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	<b>69%</b>	<b>76%</b>
	- Can you shower every day?	<b>86%</b>	<b>98%</b>
	- Do you have clean sheets every week?	<b>91%</b>	<b>91%</b>
	- Do you get cell cleaning materials every week?	<b>58%</b>	<b>79%</b>
	- Is it normally quiet enough for you to relax or sleep at night?	<b>59%</b>	<b>73%</b>
	- Can you get your stored property if you need it?	<b>14%</b>	<b>21%</b>
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	<b>80%</b>	<b>70%</b>
<b>FOOD AND CANTEEN</b>			
5.1	Is the quality of the food in this prison very / quite good?	<b>30%</b>	<b>38%</b>
5.2	Do you get enough to eat at meal-times always / most of the time?	<b>31%</b>	<b>48%</b>
5.3	Does the shop / canteen sell the things that you need?	<b>64%</b>	<b>70%</b>
<b>RELATIONSHIPS WITH STAFF</b>			
6.1	Do most staff here treat you with respect?	<b>70%</b>	<b>72%</b>
6.2	Are there any staff here you could turn to if you had a problem?	<b>79%</b>	<b>78%</b>
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<b>38%</b>	<b>22%</b>
6.4	Do you have a personal officer?	<b>79%</b>	<b>79%</b>
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	<b>43%</b>	<b>49%</b>
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	<b>17%</b>	<b>11%</b>
6.6	Do you feel that you are treated as an individual in this prison?	<b>57%</b>	<b>45%</b>
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	<b>41%</b>	<b>63%</b>
	If so, do things sometimes change?	<b>26%</b>	<b>31%</b>

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Number of completed questionnaires returned

Waite wing	Rest of the establishment
<b>47</b>	<b>101</b>

<b>FAITH</b>			
7.1	Do you have a religion?	<b>65%</b>	<b>57%</b>
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	<b>79%</b>	<b>73%</b>
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	<b>80%</b>	<b>78%</b>
7.4	Are you able to attend religious services, if you want to?	<b>93%</b>	<b>87%</b>
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	<b>15%</b>	<b>31%</b>
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<b>43%</b>	<b>55%</b>
8.3	Are you able to use a phone every day (if you have credit)?	<b>89%</b>	<b>99%</b>
8.4	Is it very / quite easy for your family and friends to get here?	<b>43%</b>	<b>45%</b>
8.5	Do you get visits from family/friends once a week or more?	<b>7%</b>	<b>27%</b>
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	<b>83%</b>	<b>54%</b>
8.7	Are your visitors usually treated respectfully by staff?	<b>89%</b>	<b>79%</b>
<b>TIME OUT OF CELL</b>			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<b>91%</b>	<b>96%</b>
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	<b>46%</b>	<b>51%</b>
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<b>9%</b>	<b>9%</b>
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<b>9%</b>	<b>14%</b>
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<b>13%</b>	<b>44%</b>
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<b>2%</b>	<b>9%</b>
9.4	Do you have time to do domestics more than 5 days in a typical week?	<b>47%</b>	<b>65%</b>
9.5	Do you get association more than 5 days in a typical week, if you want it?	<b>64%</b>	<b>10%</b>
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<b>39%</b>	<b>14%</b>
9.7	Do you typically go to the gym twice a week or more?	<b>9%</b>	<b>27%</b>
9.8	Do you typically go to the library twice a week or more?	<b>2%</b>	<b>17%</b>
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	<b>63%</b>	<b>58%</b>
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	<b>68%</b>	<b>83%</b>
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	<b>54%</b>	<b>40%</b>
	Are applications usually dealt with within 7 days?	<b>47%</b>	<b>28%</b>

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Number of completed questionnaires returned

	Waite wing	Rest of the establishment
Number of completed questionnaires returned	47	101

10.3	Is it easy for you to make a complaint?	51%	52%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	48%	10%
	Are complaints usually dealt with within 7 days?	35%	16%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	22%	39%
<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	32%	49%
	Attend legal visits?	65%	70%
	Get bail information?	9%	32%
<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?	52%	59%
<b>HEALTH CARE</b>			
11.1	Is it very / quite easy to see:		
	- Doctor?	13%	12%
	- Nurse?	62%	44%
	- Dentist?	20%	23%
	- Mental health workers?	28%	23%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	30%	45%
	- Nurse?	60%	63%
	- Dentist?	41%	56%
	- Mental health workers?	50%	40%
11.3	Do you have any mental health problems?	89%	64%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	42%	48%
11.5	Do you think the overall quality of the health services here is very / quite good?	41%	39%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability?	62%	41%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	29%	22%
12.3	Have you been on an ACCT in this prison?	62%	37%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	45%	38%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	47%	49%

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	Waite wing	Rest of the establishment
<b>Number of completed questionnaires returned</b>	<b>47</b>	<b>101</b>

<b>ALCOHOL AND DRUGS</b>			
13.1	Did you have an alcohol problem when you came into this prison?	<b>33%</b>	<b>24%</b>
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	<b>69%</b>	<b>70%</b>
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	<b>72%</b>	<b>45%</b>
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<b>17%</b>	<b>6%</b>
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<b>24%</b>	<b>4%</b>
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	<b>74%</b>	<b>67%</b>
13.7	Is it very / quite easy to get illicit drugs in this prison?	<b>44%</b>	<b>41%</b>
13.8	Is it very / quite easy to get alcohol in this prison?	<b>2%</b>	<b>4%</b>
<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	<b>52%</b>	<b>51%</b>
14.2	Do you feel unsafe now?	<b>20%</b>	<b>19%</b>
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	<b>39%</b>	<b>43%</b>
	- Threats or intimidation?	<b>30%</b>	<b>32%</b>
	- Physical assault?	<b>18%</b>	<b>7%</b>
	- Sexual assault?	<b>5%</b>	<b>2%</b>
	- Theft of canteen or property?	<b>39%</b>	<b>32%</b>
	- Other bullying / victimisation?	<b>14%</b>	<b>27%</b>
	- Not experienced any of these from prisoners here	<b>43%</b>	<b>40%</b>
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<b>54%</b>	<b>45%</b>
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	<b>36%</b>	<b>26%</b>
	- Threats or intimidation?	<b>24%</b>	<b>27%</b>
	- Physical assault?	<b>10%</b>	<b>0%</b>
	- Sexual assault?	<b>0%</b>	<b>1%</b>
	- Theft of canteen or property?	<b>10%</b>	<b>5%</b>
	- Other bullying / victimisation?	<b>19%</b>	<b>14%</b>
	- Not experienced any of these from staff here	<b>57%</b>	<b>54%</b>
14.6	If you were being bullied / victimised by staff here, would you report it?	<b>67%</b>	<b>44%</b>

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<b>BEHAVIOUR MANAGEMENT</b>				
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	44%	46%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	40%	46%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	11%	0%	
<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?	0%	0%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	24%	3%	
<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?	46%	33%	
	Could you shower every day?	64%	33%	
	Could you go outside for exercise every day?	64%	33%	
	Could you use the phone every day (if you had credit)?	46%	33%	
<b>EDUCATION, SKILLS AND WORK</b>				
16.1	In this prison, is it easy to get into the following activities:			
	- Education?	68%	84%	
	- Vocational or skills training?	41%	67%	
	- Prison job?	74%	73%	
	- Voluntary work outside of the prison?	7%	4%	
16.2	In this prison, have you done the following activities:			
	- Education?	79%	87%	
	- Vocational or skills training?	59%	76%	
	- Prison job?	83%	85%	
	- Voluntary work outside of the prison?	29%	29%	
	<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	62%	74%	
	- Vocational or skills training?	59%	76%	
	- Prison job?	47%	65%	
	- Voluntary work outside of the prison?	83%	57%	
	- Paid work outside of the prison?	83%	68%	
	16.3	Do staff encourage you to attend education, training or work?	72%	81%

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<b>Number of completed questionnaires returned</b>	<b>47</b>	<b>101</b>

<b>PLANNING AND PROGRESSION</b>			
17.1	Do you have a custody plan?	41%	67%
<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?	78%	90%
17.3	Are staff helping you to achieve your objectives or targets?	39%	57%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	50%	60%
	- Other programmes?	67%	69%
	- One to one work?	65%	44%
	- Been on a specialist unit?	20%	13%
	- ROTL - day or overnight release?	20%	19%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	78%	88%
	- Other programmes?	83%	87%
	- One to one work?	91%	87%
	- Being on a specialist unit?	33%	33%
	- ROTL - day or overnight release?	100%	50%
<b>PREPARATION FOR RELEASE</b>			
18.1	Do you expect to be released in the next 3 months?	38%	37%
<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?	31%	50%
18.3	Is anybody helping you to prepare for your release?	87%	85%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	86%	64%
	- Getting employment?	63%	50%
	- Setting up education or training?	63%	38%
	- Arranging benefits?	88%	66%
	- Sorting out finances?	75%	55%
	- Support for drug or alcohol problems?	87%	55%
	- Health / mental Health support?	77%	53%
	- Social care support?	57%	31%
	- Getting back in touch with family or friends?	50%	38%

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	Waite wing	Rest of the establishment
<b>Number of completed questionnaires returned</b>	<b>47</b>	<b>101</b>

<b>18.4</b>	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	<b>33%</b>	<b>67%</b>
	- Getting employment?	<b>10%</b>	<b>25%</b>
	- Setting up education or training?	<b>10%</b>	<b>17%</b>
	- Arranging benefits?	<b>14%</b>	<b>57%</b>
	- Sorting out finances?	<b>11%</b>	<b>35%</b>
	- Support for drug or alcohol problems?	<b>62%</b>	<b>78%</b>
	- Health / mental Health support?	<b>50%</b>	<b>59%</b>
	- Social care support?	<b>13%</b>	<b>30%</b>
	- Getting back in touch with family or friends?	<b>29%</b>	<b>42%</b>
<b>FINAL QUESTION ABOUT THIS PRISON</b>			
<b>20.1</b>	Do you think your experiences in this prison have made you less likely to offend in the future?	<b>59%</b>	<b>63%</b>

## HMP & YOI Styal 2018

### Comparison of survey responses from different residential locations

In this table responses from the open unit of the prison (Bollinwood wing) are compared with those from the main site (A, B, C, D, E, and Waite wings).

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Number of completed questionnaires returned

Open unit (Bollinwood wing)	19
Main site (A, B, C, D, E, and Waite wings)	153

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	3%
	Are you 25 years of age or younger?	11%	11%
	Are you 50 years of age or older?	37%	11%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	5%	9%
1.4	Have you been in this prison for less than 6 months?	16%	55%
1.5	Are you currently serving a sentence?	100%	86%
	Are you on recall?	0%	10%
1.6	Is your sentence less than 12 months?	11%	31%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	2%
7.1	Are you Muslim?	0%	3%
11.3	Do you have any mental health problems?	26%	72%
12.1	Do you consider yourself to have a disability?	21%	49%
19.1	Do you have any children under the age of 18?	32%	62%
19.2	Are you a foreign national?	0%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	3%
19.4	Have you ever been in the armed services?	0%	2%
19.5	Is your gender male or non-binary?	5%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	16%	24%
19.7	Do you identify as transgender or transsexual?	0%	1%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	5%	15%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	84%	74%
2.3	When you were searched in reception, was this done in a respectful way?	84%	87%
2.4	Overall, were you treated very / quite well in reception?	84%	87%
2.5	When you first arrived, did you have any problems?	84%	95%

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Number of completed questionnaires returned

Open unit (Bollinwood wing)	Main site (A, B, C, D, E, and Waite wings)
19	153

2.5	Did you have problems with:		
	- Getting phone numbers?	37%	29%
	- Contacting family?	42%	34%
	- Arranging care for children or other dependents?	5%	7%
	- Contacting employers?	0%	5%
	- Money worries?	11%	35%
	- Housing worries?	11%	36%
	- Feeling depressed?	21%	63%
	- Feeling suicidal?	16%	27%
	- Other mental health problems?	11%	43%
	- Physical health problems?	16%	29%
	- Drugs or alcohol (e.g. withdrawal)?	5%	45%
	- Getting medication?	53%	57%
	- Needing protection from other prisoners?	0%	5%
	- Lost or delayed property?	16%	21%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	33%	37%
<b>FIRST NIGHT AND INDUCTION</b>			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	63%	79%
	- Toiletries / other basic items?	68%	71%
	- A shower?	42%	51%
	- A free phone call?	63%	69%
	- Something to eat?	84%	89%
	- The chance to see someone from health care?	63%	78%
	- The chance to talk to a Listener or Samaritans?	42%	32%
	- Support from another prisoner (e.g. Insider or buddy)?	26%	27%
	- None of these?	0%	2%
3.2	On your first night in this prison, was your cell very / quite clean?	61%	66%
3.3	Did you feel safe on your first night here?	56%	73%
3.4	In your first few days here, did you get?		
	- Access to the prison shop / canteen?	17%	14%
	- Free PIN phone credit?	61%	52%
	- Numbers put on your PIN phone?	47%	42%
3.5	Have you had an induction at this prison?	94%	83%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	53%	48%

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Number of completed questionnaires returned

Open unit (Bollinwood wing)	19
Main site (A, B, C, D, E, and Waite wings)	153

ON THE WING			
4.1	Are you in a cell on your own?	21%	31%
4.2	Is your cell call bell normally answered within 5 minutes?	0%	22%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	94%	72%
	- Can you shower every day?	89%	93%
	- Do you have clean sheets every week?	94%	89%
	- Do you get cell cleaning materials every week?	80%	71%
	- Is it normally quiet enough for you to relax or sleep at night?	75%	67%
	- Can you get your stored property if you need it?	40%	18%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	94%	72%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	59%	35%
5.2	Do you get enough to eat at meal-times always / most of the time?	88%	42%
5.3	Does the shop / canteen sell the things that you need?	71%	67%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	79%	70%
6.2	Are there any staff here you could turn to if you had a problem?	84%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	58%	28%
6.4	Do you have a personal officer?	95%	79%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	94%	46%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	21%	14%
6.6	Do you feel that you are treated as an individual in this prison?	58%	48%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	61%	57%
	If so, do things sometimes change?	55%	29%
FAITH			
7.1	Do you have a religion?	63%	60%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	92%	73%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	92%	80%
7.4	Are you able to attend religious services, if you want to?	100%	88%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	79%	26%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	50%	52%
8.3	Are you able to use a phone every day (if you have credit)?	100%	95%
8.4	Is it very / quite easy for your family and friends to get here?	74%	44%
8.5	Do you get visits from family/friends once a week or more?	32%	19%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	80%	61%
8.7	Are your visitors usually treated respectfully by staff?	93%	80%

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19	153

TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	100%	94%
	<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?	94%	49%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	10%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	75%	12%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	0%	34%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	77%	6%
9.4	Do you have time to do domestics more than 5 days in a typical week?	81%	59%
9.5	Do you get association more than 5 days in a typical week, if you want it?	100%	28%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	93%	21%
9.7	Do you typically go to the gym twice a week or more?	24%	22%
9.8	Do you typically go to the library twice a week or more?	0%	12%
	<i>For those who use the library:</i>		
9.9	Does the library have a wide enough range of materials to meet your needs?	78%	59%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	77%	77%
	<i>For those who have made an application:</i>		
10.2	Are applications usually dealt with fairly?	63%	44%
	Are applications usually dealt with within 7 days?	31%	34%
10.3	Is it easy for you to make a complaint?	61%	51%
	<i>For those who have made a complaint:</i>		
10.4	Are complaints usually dealt with fairly?	50%	23%
	Are complaints usually dealt with within 7 days?	25%	22%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	17%	35%
	<i>For those who need it, is it easy to:</i>		
10.6	Communicate with your solicitor or legal representative?	77%	43%
	Attend legal visits?	86%	68%
	Get bail information?	38%	22%
	<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?	44%	57%

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HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	6%	12%
	- Nurse?	39%	50%
	- Dentist?	11%	21%
	- Mental health workers?	22%	24%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	47%	40%
	- Nurse?	71%	61%
	- Dentist?	74%	50%
	- Mental health workers?	28%	42%
11.3	Do you have any mental health problems?	26%	72%
	<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	60%	44%
11.5	Do you think the overall quality of the health services here is very / quite good?	44%	40%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	21%	49%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	75%	28%
12.3	Have you been on an ACCT in this prison?	32%	47%
	<i>For those who have been on an ACCT:</i>		
12.4	Did you feel cared for by staff?	33%	43%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	44%	49%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	16%	27%
	<i>For those who had / have an alcohol problem:</i>		
13.2	Have you been helped with your alcohol problem in this prison?	67%	71%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	5%	53%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	0%	10%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	0%	12%
	<i>For those who had / have a drug problem:</i>		
13.6	Have you been helped with your drug problem in this prison?	100%	68%
13.7	Is it very / quite easy to get illicit drugs in this prison?	47%	44%
13.8	Is it very / quite easy to get alcohol in this prison?	6%	4%

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SAFETY			
14.1	Have you ever felt unsafe here?	53%	52%
14.2	Do you feel unsafe now?	0%	20%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	37%	43%
	- Threats or intimidation?	16%	33%
	- Physical assault?	5%	12%
	- Sexual assault?	0%	3%
	- Theft of canteen or property?	11%	36%
	- Other bullying / victimisation?	16%	24%
	- Not experienced any of these from prisoners here	58%	40%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	58%	47%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	11%	30%
	- Threats or intimidation?	11%	29%
	- Physical assault?	5%	5%
	- Sexual assault?	0%	1%
	- Theft of canteen or property?	5%	7%
	- Other bullying / victimisation?	5%	17%
	- Not experienced any of these from staff here	90%	53%
14.6	If you were being bullied / victimised by staff here, would you report it?	53%	52%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	58%	44%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	68%	44%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	6%
	<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?		13%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	12%
	<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?		44%
	Could you shower every day?		53%
	Could you go outside for exercise every day?		53%
	Could you use the phone every day (if you had credit)?		41%

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EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	90%	78%
	- Vocational or skills training?	72%	57%
	- Prison job?	89%	73%
	- Voluntary work outside of the prison?	47%	6%
	- Paid work outside of the prison?	44%	7%
16.2	In this prison, have you done the following activities:		
	- Education?	88%	85%
	- Vocational or skills training?	94%	71%
	- Prison job?	100%	85%
	- Voluntary work outside of the prison?	69%	30%
	- Paid work outside of the prison?	59%	31%
	<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	80%	69%
	- Vocational or skills training?	87%	71%
	- Prison job?	71%	59%
	- Voluntary work outside of the prison?	91%	68%
	- Paid work outside of the prison?	90%	74%
16.3	Do staff encourage you to attend education, training or work?	78%	77%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	95%	59%
	<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?	100%	86%
17.3	Are staff helping you to achieve your objectives or targets?	94%	53%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	65%	58%
	- Other programmes?	67%	70%
	- One to one work?	47%	52%
	- Been on a specialist unit?	23%	16%
	- ROTL - day or overnight release?	75%	19%
	<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	100%	85%
	- Other programmes?	100%	83%
	- One to one work?	86%	90%
	- Being on a specialist unit?	100%	36%
	- ROTL - day or overnight release?	100%	64%

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PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	39%	36%
	<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?	57%	44%
18.3	Is anybody helping you to prepare for your release?	71%	86%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	43%	70%
	- Getting employment?	71%	54%
	- Setting up education or training?	14%	46%
	- Arranging benefits?	43%	73%
	- Sorting out finances?	50%	61%
	- Support for drug or alcohol problems?	14%	65%
	- Health / mental Health support?	0%	60%
	- Social care support?	14%	39%
	- Getting back in touch with family or friends?	14%	41%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	33%	55%
	- Getting employment?	80%	19%
	- Setting up education or training?	0%	14%
	- Arranging benefits?	33%	40%
	- Sorting out finances?	33%	27%
	- Support for drug or alcohol problems?	0%	71%
	- Health / mental Health support?		56%
	- Social care support?	0%	22%
	- Getting back in touch with family or friends?	100%	37%
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?	90%	61%