

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%) |

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

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

Applications, complaints and legal rights

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

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

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

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

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

10.6	In this prison, is it easy or difficult for you to...				
		Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	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%)

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

Health care

11.1	How easy or difficult is it to see the following people?					
		Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	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%)
11.2	What do you think of the quality of the health service from the following people?					
		Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	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%)
11.3	Do you have any mental health problems?					
	Yes					107 (72%)
	No					41 (28%)
11.4	Have you been helped with your mental health problems in this prison?					
	Yes					47 (32%)
	No					59 (40%)
	Don't have any mental health problems					41 (28%)
11.5	What do you think of the overall quality of the health services here?					
	Very good					8 (5%)
	Quite good					50 (34%)
	Quite bad					48 (33%)
	Very bad					37 (25%)
	Don't know					4 (3%)

Other support needs

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

12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	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

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

Safety

I4.1	Have you ever felt unsafe here?	
	Yes	77 (52%)
	No.....	71 (48%)
I4.2	Do you feel unsafe now?	
	Yes	30 (20%)
	No.....	117 (80%)
I4.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse.....	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%)
I4.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	67 (47%)
	No.....	76 (53%)
I4.5	Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply to you.)	
	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%)
I4.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	73 (52%)
	No.....	68 (48%)

Behaviour management

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

15.3	Have you been physically restrained by staff in this prison in the last 6 months?		
	Yes	9 (6%)	
	No	139 (94%)	
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	1 (1%)	
	No	7 (5%)	
	Don't remember	0 (0%)	
	Not been restrained here in last 6 months	139 (95%)	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?		
	Yes	17 (12%)	
	No	128 (88%)	
15.6	If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:		
		Yes	No
	Were you treated well by segregation staff?	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

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	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%)
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	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%)	
16.3	Do staff encourage you to attend education, training or work?				
	Yes	102 (73%)			
	No	30 (22%)			
	Not applicable (e.g. if you are retired, sick or on remand)	7 (5%)			

Planning and progression

17.1	Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)			
	Yes	84	(59%)	
	No.....	58	(41%)	
17.2	Do you understand what you need to do to achieve the objectives or targets in your custody plan?			
	Yes	71	(86%)	
	No.....	4	(5%)	
	Don't know what my objectives or targets are.....	8	(10%)	
17.3	Are staff here supporting you to achieve your objectives or targets?			
	Yes	44	(53%)	
	No.....	31	(37%)	
	Don't know what my objectives or targets are.....	8	(10%)	
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	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

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

1.2	How old are you?	
	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%)
1.3	What is your ethnic group?	
	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%)
1.4	How long have you been in this prison?	
	Less than 6 months.....	3 (16%)
	6 months or more	16 (84%)
1.5	Are you currently serving a sentence?	
	Yes	19 (100%)
	Yes - on recall.....	0 (0%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee.....	0 (0%)
1.6	How long is your sentence?	
	Less than 6 months.....	0 (0%)
	6 months to less than 1 year.....	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

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	1 (5%)
	No.....	16 (84%)
	Don't remember	2 (11%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	16 (84%)
	2 hours or more.....	2 (11%)
	Don't remember	1 (5%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	16 (84%)
	No.....	2 (11%)
	Don't remember	1 (5%)
2.4	Overall, how were you treated in reception?	
	Very well	4 (21%)
	Quite well	12 (63%)
	Quite badly	2 (11%)
	Very badly	0 (0%)
	Don't remember	1 (5%)
2.5	When you first arrived here, did you have any of the following problems?	
	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%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	5 (28%)
	No.....	10 (56%)
	Did not have any problems when I first arrived.....	3 (17%)

First night and induction

3.1	Before you were locked up on your first night here, were you offered any of the following things?			
	Tobacco or nicotine replacement.....			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%)
3.2	On your first night in this prison, how clean or dirty was your cell?			
	Very clean			0 (0%)
	Quite clean			11 (61%)
	Quite dirty			2 (11%)
	Very dirty			5 (28%)
	Don't remember			0 (0%)
3.3	Did you feel safe on your first night here?			
	Yes.....			10 (56%)
	No.....			7 (39%)
	Don't remember			1 (6%)
3.4	In your first few days here, did you get:			
		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%)
3.5	Did your induction cover everything you needed to know about this prison?			
	Yes.....			9 (50%)
	No.....			8 (44%)
	Have not had an induction.....			1 (6%)

On the wing

4.1	Are you in a cell on your own?		
	Yes.....		3 (21%)
	No, I'm in a shared cell or dormitory.....		11 (79%)
4.2	Is your cell call bell normally answered within 5 minutes?		
	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%)

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

Faith

7.1	What is your religion?	
	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%)
7.2	Are your religious beliefs respected here?	
	Yes.....	11 (58%)
	No.....	0 (0%)
	Don't know.....	1 (5%)
	Not applicable (no religion).....	7 (37%)
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	
	Yes.....	11 (58%)
	No.....	0 (0%)
	Don't know.....	1 (5%)
	Not applicable (no religion).....	7 (37%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	12 (63%)
	No.....	0 (0%)
	Don't know.....	0 (0%)
	Not applicable (no religion).....	7 (37%)

Contact with family and friends

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

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	17 (94%)
	Yes, but these times are not usually kept to	1 (6%)
	No.....	0 (0%)
9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours	0 (0%)
	2 to 6 hours.....	1 (6%)
	6 to 10 hours	2 (13%)
	10 hours or more	12 (75%)
	Don't know.....	1 (6%)

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

Applications, complaints and legal rights

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

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

Health care

11.1	How easy or difficult is it to see the following people?	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	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%)
11.2	What do you think of the quality of the health service from the following people?	Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	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%)

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

Other support needs

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

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

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

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend.....	0 (0%)
	Less likely to offend.....	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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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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ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=149</i>	15%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=147</i>	74%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=148</i>	87%
2.4	Overall, were you treated very / quite well in reception?	<i>n=148</i>	87%
2.5	When you first arrived, did you have any problems?	<i>n=150</i>	95%
2.5	Did you have problems with:		
	- Getting phone numbers?	<i>n=150</i>	29%
	- Contacting family?	<i>n=150</i>	34%
	- Arranging care for children or other dependents?	<i>n=150</i>	7%
	- Contacting employers?	<i>n=150</i>	5%
	- Money worries?	<i>n=150</i>	35%
	- Housing worries?	<i>n=150</i>	36%
	- Feeling depressed?	<i>n=150</i>	63%
	- Feeling suicidal?	<i>n=150</i>	27%
	- Other mental health problems?	<i>n=150</i>	43%
	- Physical health problems	<i>n=150</i>	29%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n=150</i>	45%
	- Getting medication?	<i>n=150</i>	57%
	- Needing protection from other prisoners?	<i>n=150</i>	5%
	- Lost or delayed property?	<i>n=150</i>	21%
<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>	37%

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

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

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

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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
153	971

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

			HMP & YOI Styal (main site) 2018	All other women's local prisons	HMP & YOI Styal (main site) 2018	HMP & YOI Styal 2014
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<i>n=149</i>	10%	12%	10%	4%
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>	12%		12%	
<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>	68%	73%	68%	85%
13.7	Is it very / quite easy to get illicit drugs in this prison?	<i>n=147</i>	44%		44%	
13.8	Is it very / quite easy to get alcohol in this prison?	<i>n=147</i>	4%		4%	
SAFETY						
14.1	Have you ever felt unsafe here?	<i>n=148</i>	52%	54%	52%	42%
14.2	Do you feel unsafe now?	<i>n=147</i>	20%	20%	20%	16%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	<i>n=145</i>	43%		43%	
	- Threats or intimidation?	<i>n=145</i>	33%		33%	
	- Physical assault?	<i>n=145</i>	12%		12%	
	- Sexual assault?	<i>n=145</i>	3%		3%	
	- Theft of canteen or property?	<i>n=145</i>	36%		36%	
	- Other bullying / victimisation?	<i>n=145</i>	24%		24%	
	- Not experienced any of these from prisoners here	<i>n=145</i>	40%	51%	40%	65%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<i>n=143</i>	47%		47%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	<i>n=140</i>	30%		30%	
	- Threats or intimidation?	<i>n=140</i>	29%		29%	
	- Physical assault?	<i>n=140</i>	5%		5%	
	- Sexual assault?	<i>n=140</i>	1%		1%	
	- Theft of canteen or property?	<i>n=140</i>	7%		7%	
	- Other bullying / victimisation?	<i>n=140</i>	17%		17%	
	- Not experienced any of these from staff here	<i>n=140</i>	53%	64%	53%	72%
14.6	If you were being bullied / victimised by staff here, would you report it?	<i>n=141</i>	52%		52%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<i>n=145</i>	44%		44%	
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>	44%		44%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<i>n=148</i>	6%	7%	6%	5%
<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>	13%		13%	

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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

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

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Number of completed questionnaires returned

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

n=number of valid responses to question (HMP & YOI Styal 2018)

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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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

	- Getting employment?	<i>n=26</i>	19%		19%	
	- Setting up education or training?	<i>n=22</i>	14%		14%	
	- Arranging benefits?	<i>n=35</i>	40%		40%	
	- Sorting out finances?	<i>n=26</i>	27%		27%	
	- Support for drug or alcohol problems?	<i>n=31</i>	71%		71%	
	- Health / mental Health support?	<i>n=27</i>	56%		56%	
	- Social care support?	<i>n=18</i>	22%		22%	
	- Getting back in touch with family or friends?	<i>n=19</i>	37%		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?	<i>n=142</i>	61%		61%	

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.

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

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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

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

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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%

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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

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.

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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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Number of completed questionnaires returned

25 and under	Over 25
16	136

50 and over	Under 50
16	136

FOOD AND CANTEEN			
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%
RELATIONSHIPS WITH STAFF			
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%
FAITH			
<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%
CONTACT WITH FAMILY AND FRIENDS			
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%
TIME OUT OF CELL			
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%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
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.

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Number of completed questionnaires returned

Gay/bisexual/other	Heterosexual
34	109

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

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

FOOD AND CANTEEN			
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%
RELATIONSHIPS WITH STAFF			
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%
FAITH			
<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%
CONTACT WITH FAMILY AND FRIENDS			
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%
TIME OUT OF CELL			
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%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
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%

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

Number of completed questionnaires returned

Gay/bisexual/other	Heterosexual
34	109

HEALTH CARE			
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%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	30%	29%
SAFETY			
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%
BEHAVIOUR MANAGEMENT			
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%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	70%	80%
PLANNING AND PROGRESSION			
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%
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?	83%	88%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	68%	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.

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Number of completed questionnaires returned

Waite wing	Rest of the establishment
47	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%

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

ARRIVAL AND RECEPTION			
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%
FIRST NIGHT AND INDUCTION			
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
Number of completed questionnaires returned	47	101

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

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

Waite wing	Rest of the establishment
47	101

Number of completed questionnaires returned

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

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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%
HEALTH CARE			
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%
OTHER SUPPORT NEEDS			
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
Number of completed questionnaires returned	47	101

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

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

BEHAVIOUR MANAGEMENT				
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%	
EDUCATION, SKILLS AND WORK				
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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Waite wing	Rest of the establishment
47	101

Number of completed questionnaires returned

PLANNING AND PROGRESSION			
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%
PREPARATION FOR RELEASE			
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
Number of completed questionnaires returned	47	101

18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	33%	67%
	- Getting employment?	10%	25%
	- Setting up education or training?	10%	17%
	- Arranging benefits?	14%	57%
	- Sorting out finances?	11%	35%
	- Support for drug or alcohol problems?	62%	78%
	- Health / mental Health support?	50%	59%
	- Social care support?	13%	30%
	- Getting back in touch with family or friends?	29%	42%
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?	59%	63%

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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%
FIRST NIGHT AND INDUCTION			
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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Number of completed questionnaires returned

Open unit (Bollinwood wing)	Main site (A, B, C, D, E, and Waite wings)
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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Number of completed questionnaires returned

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

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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Number of completed questionnaires returned

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

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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Number of completed questionnaires returned

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

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%

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

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

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%