

Report on an unannounced inspection of

# **HMP Kirkham**

by HM Chief Inspector of Prisons

**25 June–5 July 2018**

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



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### **Glossary of terms**

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

# Introduction

HMP Kirkham is an open prison in the North West of England that holds up to 657 adult male prisoners, although at the time of inspection 589 men were held. They represented a broad spectrum of ages and the full range of sentences, but over 70% were serving more than four years. Nearly 90 prisoners were serving more than 10 years or life. The prison's primary function was to resettlement men, most of whom were nearing the end of their time in custody. We last inspected Kirkham in 2013, when we found a successful prison that was delivering outcomes that were reasonably good or better across all four of our healthy prison tests. At this inspection we are pleased to report that our findings were very similar.

Prisoners were received into the prison and inducted well, and most told us in our survey that they felt safe. There was little violence or bullying among prisoners and the use of force was rare. Work to create a motivational and incentivising culture within the prison was ongoing, although some of this work was developmental and needed to be refined. Prisoners were always segregated as a prelude to their prospective return to closed conditions but we were unclear as to whether segregation in a secure cell was always needed. Security arrangements were proportionate and the rate of abscond and breaches of release on temporary licence (ROTL), although high in the previous year, appeared to be reducing.

In our survey, too many prisoners told us they felt victimised by staff and many had very negative perceptions about the attitude of some staff. Significantly fewer prisoners than at the time of our previous inspection, and when compared to those at other open prisons, felt respected by staff. There was sufficient evidence, in our view, to suggest the prisoners may have had a point, and that the approach of some, certainly too many, staff was unsupportive of the ethos to which the prison aspired. Addressing this shortcoming in the quality of staff-prisoner relationships was the key priority to emerge from this inspection.

The grounds of the prison were excellent and residential accommodation was maintained reasonably well despite signs of wear and tear. The food provided was popular with most prisoners. Monthly consultation meetings with prisoners were well attended and useful but despite an efficient complaints system, prisoners were not confident in using it for fear of being seen as problematic and of being returned to closed conditions. We found no evidence to support these views, although the prison should take them seriously and address the issue as part of its drive to improve relationships and prisoner confidence. We found little evidence of discriminatory behaviour but work to actively promote equality was variable and often quite limited. Health services were generally good.

Kirkham being an open prison meant that prisoners were never locked in their rooms. The provision of learning and skills remained reasonably good and there were sufficient activity places for the whole population, including a useful range of placements accessed on ROTL. Teaching, learning and learner achievements were all good, although there were weaknesses in the recording of skills acquisition and in embedding the development of functional skills in English and maths in vocational and work placements. Links to local employers and employment opportunities were good. Our colleagues in Ofsted assessed the overall provision at Kirkham to be 'good'.

Outcomes in the prison's core function of resettlement we judged to be reasonably good overall, although more needed to be done to ensure greater continuity, consistency and coherence in the work. Little strategy was evident, for example, and despite there being a substantial proportion of prisoners considered high risk, there had been no recent needs analysis. Notwithstanding, many prisoners were taking advantage of the opportunities presented by ROTL. Levels of contact between prisoners and their offender supervisors were reasonable, if inconsistent, and the focus on risk management was similarly reasonable overall. Public protection arrangements were prioritised and resettlement planning prior to release was good.

To conclude, Kirkham continues to be an effective open resettlement prison. Good outcomes were evident and this was reflected in a good report. A cautionary note would be that the prison needed to guard against complacency. Offender management provision required some new and joined-up thinking and, in our view, staff needed to ensure they were fully committed to the prison's values and purpose.

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

August 2018

# Fact page

## Task of the establishment

HMP Kirkham is a category D open prison holding adult male convicted prisoners.

## Certified normal accommodation and operational capacity

Prisoners held at the time of inspection: 589

Baseline certified normal capacity: 657

Operational capacity: 657

## Notable features from this inspection

47% of the population were serving sentences for drug-related offences.

Three-quarters of the population were serving a custodial sentence of over four years.

About one-fifth of the population had affiliations to organised crime groups.

117 prisoners had been assessed as presenting a high risk of harm to others.

35% of prisoners had been at Kirkham for less than three months.

12,491 release on temporary licence events had been undertaken in the previous six months.

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

Public

Physical health provider: Spectrum Community Health CIC

Mental health provider: Tees, Esk and Wear Valleys NHS Trust

Substance misuse provider: Spectrum Community Health CIC

Learning and skills provider: Novus

Community rehabilitation company (CRC): Cumbria and Lancashire CRC

Escort contractor: GEOAmev

## Region/Department

North-West

## Brief history

HMP Kirkham occupies the site of a former Royal Air Force technical training centre. The facility was taken over by the Home Office in the early 1960s and has been in use as a prison since 1962.

Prisoner accommodation was built over the period 1990–1999 but other parts of the prison date back to the 1940s.

## Short description of residential units

25 small residential units, known as billets

77-bed admissions unit, including a reception and first night centre

## Name of governor and date in post

Dan Cooper (acting)

**Independent Monitoring Board chair**

Jean Adam

**Date of last inspection**

28 October–8 November 2013

# About this inspection and report

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

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

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

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

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

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

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

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

- **Outcomes for prisoners are good.**

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

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

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

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

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

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

## This report

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

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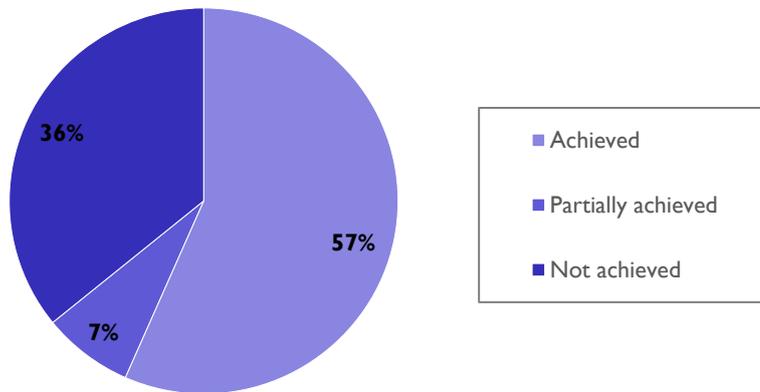
<sup>1</sup> <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

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

# Summary

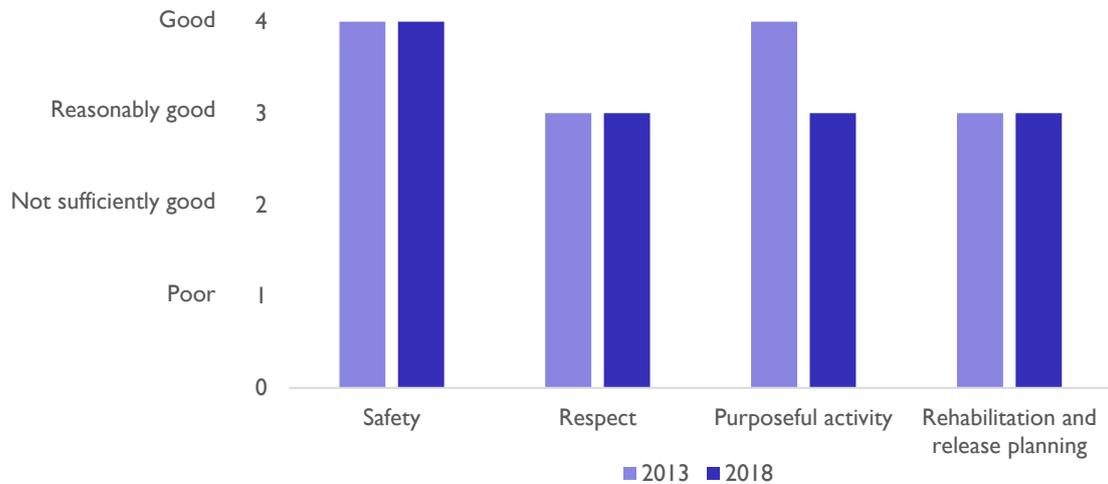
- S1 We last inspected HMP Kirkham in 2013 and made 53 recommendations overall. The prison fully accepted 45 of the recommendations and partially (or subject to resources) accepted four. It rejected four of the recommendations.
- S2 At this follow up inspection, we found that the prison had achieved 30 of those recommendations, partially achieved four recommendations and not achieved 19 recommendations.

Figure 1: HMP Kirkham progress on recommendations from last inspection (n=2013)



- S3 Since our last inspection, outcomes for prisoners stayed the same in all healthy prison areas, apart from Purposeful activity, which had declined. Outcomes were reasonably good in each healthy prison area, except for Safety, where outcomes were good.

Figure 2: HMP Kirkham healthy prison outcomes 2013 and 2018<sup>3</sup>



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

## Safety

**S4** *Most prisoners felt safe. Reception and early days procedures were good overall. Too many prisoners said that they had been victimised by some staff. Use of force was rare but the use of the secure holding rooms was not based on an individualised risk assessment and the level of support was often inadequate. Security was proportionate and well managed but the availability of illicit substances had increased, despite efforts to control it. The management of those at risk of self-harm or struggling to cope in open conditions was excellent. **Outcomes for prisoners were good against this healthy prison test.***

**S5** *At the last inspection in 2013 we found that outcomes for prisoners in Kirkham were good against this healthy prison test. We made 15 recommendations in the area of safety. At this inspection we found that nine of the recommendations had been achieved and six had not been achieved.*

**S6** Prisoners arrived at the establishment in cellular vehicles, which was disproportionate to the risk posed. The reception area was clean and welcoming, and new arrivals were quickly put at ease by staff and peer workers. Reception processes, including a safety interview, were thorough and conducted in private. Some first night rooms had not been sufficiently well prepared. In our survey, almost all prisoners said that they had felt safe on their first night at the prison. Induction was reliably delivered, starting on the next working day after arrival, but it took too long to complete for some prisoners.

**S7** The prison was safe, with little violence or bullying among prisoners. The safer custody team was proactive and the risk management meetings developed effective plans to address perpetrators and support victims. However, in our survey, too many prisoners said that they had been victimised by staff.

**S8** The incentives and earned privileges (IEP) scheme was well administered but prisoners saw it as negative as there was no system for providing them with positive feedback. The 'Connect–Grow–Thrive' progression system had merit but lacked a clear motivational impact, as progression was not within the prisoner's influence.

**S9** All recorded incidents of force related to the application of escort handcuffs when moving prisoners to the secure holding rooms and assessment building (SHRAB). Prisoners located there were waiting for a transfer to a closed prison. Although some improvements had been made to conditions in the SHRAB, including better conditions in two cells, its purpose in practice was poorly defined. All prisoners held there were subject to segregation conditions, regardless of the risks they posed and the regime required, and did not always have adequate access to staff and relevant support services.

**S10** Security arrangements were proportionate. Security intelligence was well managed and security meetings were well attended. Links between the security department and the rest of the prison, such as the substance misuse and safer custody teams, were strong. The number of absconds and breaches of release on temporary licence (ROTL) had been high in the previous year but had reduced in recent months.

**S11** Drug supply reduction strategies were comprehensive and supported by a regularly reviewed action plan. Despite this, drug misuse was a serious issue and the mandatory drug testing positive rate was high (on average 11.7% over the six months before the inspection), and was higher than we usually see in other open prisons.

**S12** Acts of self-harm were rare and the few prisoners who had been subject to assessment, care in custody and teamwork (ACCT) case management procedures for prisoners at risk of

suicide or self-harm received sufficient attention and care, with some examples of excellent support. We were impressed with the additional support given to prisoners who were struggling to cope with living in open conditions.

- S13 Despite a comprehensive safeguarding adults policy, local procedures for reporting suspected abuse had not been developed and there were no formal links to the safeguarding adults board.

## Respect

**S14** *Many prisoners had negative perceptions of the attitude of some staff, which was undermining the ethos of the prison. The external grounds were immaculate and living conditions on the units were reasonably good, despite some problems. Consultation and peer advice were strong. Responses to applications were not tracked. The management of complaints had improved but too many prisoners were fearful of making a complaint. Work to promote equality and diversity was weak but outcomes for most prisoners with protected characteristics were not adversely affected. Faith provision was good. Most health care provision was good but access to some services needed improvement.*  
**Outcomes for prisoners were reasonably good against this healthy prison test.**

S15 *At the last inspection in 2013 we found that outcomes for prisoners in Kirkham were reasonably good against this healthy prison test. We made 21 recommendations in the area of respect. At this inspection we found that eight of the recommendations had been achieved, three had been partially achieved and 10 had not been achieved.*

S16 Many prisoners had negative perceptions of the attitude of some staff, which was undermining the ethos of the prison. Far fewer prisoners than at the time of the previous inspection and at other open prisons said that staff treated them respectfully. The interactions we saw were generally positive but too many prisoners were able to give clear examples of staff being rude and dismissive, with a few taking this to the point of discourtesy, leaving them feeling victimised. We saw evidence of some staff using arbitrary punishments, which caused prisoners frustration and anxiety. Prisoners knew their named billet officer, who made regular entries in individual case notes.

S17 The prison grounds were immaculate. Residential accommodation was showing signs of wear and tear but an active refurbishment programme maintained reasonable conditions. There were persistent problems with the hot water and heating supply. Improvements to showers had been made but mould persisted in some. The small communal areas in the billets had been improved a little but were still furnished barely. Prisoners were content with the practical arrangements for laundry, clothing, cleaning materials and access to showers.

S18 In our survey, 61% of prisoners said that the quality of the food provided was good. Breakfast packs were meagre, but otherwise we found the overall provision to be reasonable. New arrivals often had to wait up to two weeks for their first shop order but there were well-advanced plans to hold a stock of popular items on site to mitigate this problem.

S19 Monthly consultation meetings were reasonably well attended. There were clear outcomes, although some issues were carried over for several meetings. There was excellent use of trained peer workers to provide advice and support.

S20 In our survey, fewer prisoners than at other open prisons said that it was easy to make an application. The applications system was much better run than at the time of the previous

inspection but responses were not tracked. The complaints system was well run, with largely effective quality assurance and reporting of patterns and trends. Many prisoners said that they did not make complaints for fear of being returned to a closed prison as a result. However, we found no evidence to support this.

- S21 The strategic management of equality was weak. Oversight, consultation with prisoners in most groups and scrutiny of equality data were poor. A new senior manager had recently taken over equality work but there was no equality officer and too few resources were dedicated to ensuring that need was met.
- S22 The discrimination incident report form process was poorly used. Investigations into the few complaints made were generally thorough, but the complainant was not always informed of the outcome. It was of concern that no record could be found of an investigation into an allegation of staff racism.
- S23 Our survey results for black and minority ethnic prisoners were similar to those for their counterparts, and equality data showed no significant disproportionate treatment for prisoners in protected groups. However, no action had been taken in response to some adverse equality data for younger prisoners and those with disabilities.
- S24 There was no formal carer scheme for prisoners with disabilities, and evacuation arrangements for these prisoners were generally ineffective. There was some reasonable support for older prisoners, including a well-used over-50s group. There was good support for Gypsy/Romany/Traveller prisoners and veterans.
- S25 Faith provision was reasonable, and pastoral support was good. The chaplaincy was appropriately focused on resettlement.
- S26 Health services and governance were mostly good. Health promotion was effective and the prison well-being group actively supported positive outcomes for prisoners. Access to nurse and doctor appointments was too restricted, although the care provided was good. Prison and health services staff provided excellent support for those with palliative care needs. The integrated mental health team provided generally good support.
- S27 Social care provision was satisfactory but governance arrangements were underdeveloped.
- S28 Prisoners with substance misuse needs received good clinical support. Peer support and preparation for release were excellent. Staffing shortages had resulted in some prisoners experiencing delays in accessing the wide range of psychosocial interventions.
- S29 Pharmacy services had improved and were good, but the pharmacy was too warm for safe medication storage. Dental care was good, but waiting times for routine appointments were too long.

## Purposeful activity

**S30** *Prisoners were never locked in their rooms and had relatively free access around the prison grounds for most of the day. The library and gym provision was excellent. Ofsted rated the quality of learning and skills provision as good and provision had been maintained since the previous inspection. There were sufficient activity places, with good opportunities for release on temporary licence. Teachers made good use of information gathered during initial assessment to place prisoners onto courses that met their needs and aspirations, but English and mathematics skills were not always developed through work activities. Attendance at work was too low but behaviour in all activities was very good. Achievement rates were high but there was a lack of recording of skills developed in work places.*  
**Outcomes for prisoners were reasonably good against this healthy prison test.**

**S31** *At the last inspection in 2013 we found that outcomes for prisoners in Kirkham were good against this healthy prison test. We made nine recommendations in the area of purposeful activity. At this inspection we found that all of the recommendations had been achieved.*

**S32** Prisoners were never locked in their rooms on the billets, and had relatively free access around the site for around 12 hours a day.

**S33** The library facility was excellent and well used, with 97% of prisoners registered as members, and there was an impressive range of innovative activities to promote reading.

**S34** Access to the gym was good, attendance figures were high and there was a range of specialist sessions. The support given by gym staff and orderlies to members of the public who had suffered strokes was impressive.

**S35** Prison and college managers had taken effective actions to maintain the reasonably good provision of education, skills and work found at the previous inspection. College managers had applied appropriate performance management measures to maintain reasonably good provision. Prison and college managers had developed productive relationships with employers, leading to good paid employment opportunities.

**S36** There were sufficient activity places to meet the needs of the population and the allocations process was efficient and effective. The range of ROTL placements met the needs of the population and supported their resettlement.

**S37** The quality of teaching and learning was reasonably good. Teachers made good use of information gathered during initial assessment to place prisoners onto courses that met their needs and aspirations. Trainers and staff did not routinely develop prisoners' skills in written English and mathematics in vocational training and work activities.

**S38** Instructors in prison work and vocational training demanded and set high expectations that led to prisoners producing high standards of work. Individual coaching was effective in developing high-level skills, especially in barbering and catering. Managers ensured that prisoners' learning, development and career plans were challenging and that they made at least the expected progress. However, teachers' feedback on prisoners' written work was often weak.

**S39** Prisoners' behaviour in classrooms, workshops and industries was very good, demonstrating positive attitudes to learning and taking pride in their work. They developed good vocational, personal and social skills, which increased their chances of gaining work on release. Attendance at prison work was too low.

- S40 Achievement rates on the most classroom-based and vocational training courses were high, including in English and mathematics. Trainers and staff did not formally record the skills that prisoners developed during their work activity.

## Rehabilitation and release planning

**S41** *Work to promote positive relationships with family and friends was good. The prison needed a more strategic approach to reducing reoffending, particularly ROTL. Offender supervisor contact with prisoners was appropriately focused on risk management but lacked continuity and consistency at times, which led to a negative perception by some prisoners. ROTL was used appropriately and risk management work was reasonably good overall. Too many prisoners arrived at the establishment without an up-to-date offender assessment system (OASys) assessment. Housing and finance support was reasonably good and supported by effective peer workers. Resettlement plans were good but not always reviewed well enough ahead of release. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S42 *At the last inspection in 2013 we found that outcomes for prisoners in Kirkham were reasonably good against this healthy prison test. We made eight recommendations in the area of resettlement. At this inspection we found that four of the recommendations had been achieved, one had been partially achieved and three had not been achieved.*

- S43 Family work was good and developing further. Some innovative work was being carried out, such as the Kirkham Family Connectors pilot, which helped prisoners to rebuild family relationships. Bimonthly family support days were appreciated by prisoners but some were excluded unnecessarily. Visits arrangements were generally good and were well supported by Partners of Prisoners and Families Support Group.
- S44 Most prisoners were serving a sentence of over four years, and a fairly large proportion were high risk. The strategic management of reducing reoffending was underdeveloped. The needs analysis was reasonably good but out of date. Offender management and ROTL processes, both central to good outcomes, were not integrated into the reducing reoffending strategy.
- S45 ROTL was used appropriately to promote purposeful activity and maintain family ties. During the inspection, 335 prisoners were accessing some form of ROTL. The overall number of ROTL events was broadly in line with that at other open prisons.
- S46 ROTL processes were not monitored, to ensure continuity and consistency. There was a perception among prisoners of arbitrary decision making in regard to ROTL suspensions. Although we found most suspensions to be legitimate, some were not directly linked to the prisoner's risk of harm to others.
- S47 Too many prisoners arrived at the establishment without an up-to-date OASys assessment, which sometimes delayed the start of their ROTL progression plan. Levels of contact with offender supervisors were reasonably good but ongoing probation officer staff shortages and cross-deployment of uniformed offender supervisors resulted in provision sometimes lacking consistency and continuity. This led to a negative perception about offender management by some prisoners. OASys risk management plans were generally appropriate both for high and medium risk of harm prisoners.
- S48 Public protection arrangements were given a sufficiently high priority, with good risk management processes addressing risk on arrival and throughout prisoners' stay at the

establishment. The number of prisoners returned to closed conditions was similar to that at the time of the previous inspection, and decisions were defensible. About half of those discussed at the risk management meetings were supported to stay in open conditions.

- S49 Most prisoners progressed appropriately to ROTL in a reasonable time frame but there were delays for some, which added to prisoners' frustration. The ROTL preparation course and clinics were helpful, but there was not enough consistency and continuity in the application of the assessment processes. Restricted ROTL boards were not sufficiently multidisciplinary and did not directly involve the prisoner. Multi-agency public protection arrangements (MAPPA) management levels were not always confirmed by the offender manager before the start of ROTL, which was a concern.
- S50 There was excellent use of trained peer workers to provide advice and support to prisoners with debt and housing problems. Although the approach to managing finances and tackling debt was proactive, too few prisoners had been able to open a bank account. A few prisoners had completed money management and tenancy courses delivered by Shelter. The monitoring of accommodation status was not robust, which made it impossible to establish how many prisoners had a suitable and sustainable place to live on or after release.
- S51 Provision to address attitudes, thinking and behaviour was reasonably good but access to community-based accredited programmes was far too limited.
- S52 The demand for resettlement help was fairly high, with about 50 releases a month. Shelter staff aimed to review resettlement plans 12 weeks before release but resources were stretched. Resettlement plan reviews for those going out on home detention curfew were often carried out too near release. Other resettlement plan reviews we saw were generally of a good quality.

### Main concern and recommendation

- S53 Concern: Despite the previous inspection report setting out serious concerns about staff–prisoner relationships, we found that prisoners' perceptions of their treatment by staff had deteriorated further. Far more prisoners than at other open prisons felt victimised, and fewer than at the time of the previous inspection said that staff treated them respectfully. During the inspection, many prisoners gave us examples of poor staff attitudes, which undermined the positive ethos of the prison.

**Recommendation: A far higher priority should be placed on improving the quality of staff–prisoner relationships across the establishment. There should be clear, measurable actions over time to address and improve prisoners' perceptions of victimisation by staff and embed more respectful relationships, in order to promote the positive ethos of an open prison.**

**Recommendation: Progress in changing the staff culture should be monitored by objective means and involve external scrutiny.**



# Section 1. Safety

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

## Early days in custody

### Expected outcomes:

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

- I.1 There were an average of 16 new arrivals each week, and 35% of prisoners had been at the establishment for less than three months. Prisoners arrived in cellular vehicles, which was disproportionate to the risk they posed. The prison made every effort to keep reception open over the lunch period if new arrivals were expected. Prisoners disembarked from escort vehicles reasonably quickly and were soon put at ease by staff and peer workers. The reception area was clean and welcoming, and had improved considerably since the previous inspection.
- I.2 Although the prison had produced and shared an information leaflet with sending prisons, only 26% of respondents to our survey said that they had received any information about the establishment before arrival.
- I.3 Staff carried out a thorough documentation check, after which the well-trained peer workers spent time with each new prisoner, outlining what they could expect over the coming days. Various interviews then took place, including a suitably private and thorough safety interview, a health care assessment and a property check. In our survey, fewer respondents than at the time of the previous inspection said that they had spent less than two hours in reception but we could not see any particular reason for this delay.
- I.4 Newly arrived prisoners moved to the early days accommodation as soon as the reception process was completed. Some rooms designated for new prisoners had been poorly prepared; for example, some had not been cleaned and others still contained discarded letters and property from previous occupants.
- I.5 In our survey, almost all prisoners said that they had felt safe on their first night at the prison but some told us that they had felt anxious on their first night in open conditions. Not all new arrivals knew how to contact staff overnight and there was no monitoring or additional support for prisoners on their first night.
- I.6 Induction started on the next working day after arrival. It provided a wide range of information but repeated elements that had already been dealt with at other establishments, leading to unnecessary delays for some prisoners. The programme was delivered by staff and peer workers, who took newly arrived prisoners on a tour of the prison, to identify key departments and out-of-bounds areas.

## Recommendations

- 1.7 Prisoners should not be routinely transferred to open conditions in cellular vehicles.** (Repeated recommendation 1.5)
- 1.8 Staff should monitor and support prisoners on their first night.** (Repeated recommendation 1.17)

## Managing behaviour

### Expected outcomes:

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

### Encouraging positive behaviour

- 1.9** Levels of violence were low, with few assaults and fights, and little evidence of bullying among prisoners. In our survey, only 6% of respondents said that they currently felt unsafe. There had been five assaults on prisoners and one fight in the previous six months, which was similar to the numbers at the time of the previous inspection. There had been no assaults on staff in the previous six months.
- 1.10** However, in our survey, too many prisoners said that they had been victimised by staff (see also paragraph 2.1). The reasons for this remained unclear but many attributed the problem to a small number of staff with a poor attitude (see also section on staff–prisoner relationships and main recommendation S53).
- 1.11** Although numbers were low, data on violence were recorded and analysed, so that patterns and trends could be identified. Safer custody staff conducted thorough investigations of alleged incidents.
- 1.12** Links between the security and safer custody departments had improved and were effective. The safer custody team received all relevant intelligence and security reports. The safer custody committee met each month to monitor the progress of the violence reduction and suicide prevention strategies. Meetings were well attended and minutes reflected appropriately focused discussions about all forms of violence.
- 1.13** Violence and antisocial behaviour were challenged well. An ad hoc multidisciplinary risk management meeting, chaired by the duty governor, was held immediately whenever concerns were raised by staff or prisoners about risky or antisocial behaviour. Individual plans were developed either to work with the perpetrator or to support the victim, and a case manager was assigned. A weekly risk management meeting was held to monitor the implementation of the agreed actions (see also paragraph 4.21).
- 1.14** There was good support for more vulnerable prisoners. Additional support protocols were raised for prisoners thought to be at risk (see also paragraph 1.40), usually through referrals to the safer custody team. These too were reviewed and monitored at weekly risk management meetings.
- 1.15** The safer custody team had carried out a safety survey of prisoners in the admissions unit concerning their early days experiences in the prison. The results had been discussed at the safer custody meetings. A second survey had been handed out to prisoners throughout the

establishment and the results, which had been reasonably positive, had been analysed by the team.

- I.16** The incentives and earned privileges (IEP) policy was thorough, and IEP boards were timely and well run. Rates of pay were no longer affected by IEP levels. Eighty-two per cent of prisoners were on the enhanced level, and almost all the others were on the standard level. The basic level of the scheme was used appropriately as a way of addressing poor behaviour without returning the prisoner to closed conditions. Many prisoners perceived the scheme as a purely negative system, and this was reinforced by staff using 'IEP' as shorthand for a formal warning. In reality, we saw many more positive than negative entries in prisoners' records, but there was no system for informing them about a positive IEP entry. Plans were being made for a group of prisoners to review anonymised IEP records, which was an encouraging step forward.
- I.17** A separate three-level system, 'Connect–Grow–Thrive', had been introduced. Prisoners normally progressed from Connect to Grow after three months at the establishment, and to Thrive after their first unaccompanied release on temporary licence (ROTL). This system was designed to mark key stages in a prisoner's 'journey' while in open conditions, with formal 'graduation ceremonies'. This scheme had merit but lacked a clear motivational impact, as progression was not within the prisoner's control.

## Recommendation

- I.18** **The different behaviour management approaches, including the incentives and earned privileges and Connect–Grow–Thrive schemes, should be integrated into a coherent motivational system with equal emphasis on positive and negative reinforcement.**

## Adjudications

- I.19** There had been 327 adjudications in the previous six months, which was far higher than elsewhere and at the time of the previous inspection. Most were for possession of unauthorised articles or for failing to comply with ROTL licence conditions. There had been 144 referrals to the independent adjudicator for more serious charges in the same period, usually for possession of drugs or mobile phones, and this figure was also higher than at other open prisons.
- I.20** The records of hearings that we examined were fair and demonstrated adequate enquiry. However, some charges could have been dealt less formally, using the IEP scheme.
- I.21** The governance of adjudication processes had improved and was good. Data on the number and nature of adjudications were presented at a quarterly meeting, and used to identify and address trends.

## Use of force

- I.22** The level of use of force in the previous six months was high but this was exclusively due to the application of escort handcuffs for prisoners being transferred back to closed conditions. In this period, there had been 91 recorded incidents in which escort handcuffs had been used to take prisoners from their billets to the secure holding rooms and assessment building (SHRAB; see section on segregation).

- I.23** Governance of the use of force had improved, and recent problems with officers completing the necessary paperwork had been dealt with by the head of safer custody. A control and restraint coordinator had been appointed to collate and quality assure paperwork, and an action plan had been introduced to improve recording.

## Segregation

- I.24** The purpose of the SHRAB was poorly defined in practice. It was used to segregate prisoners waiting for transfer back to closed prisons. In the previous six months, 91 prisoners had been segregated before transfer, usually for a few hours, although there had been at least four occasions in which prisoners had been segregated overnight.
- I.25** All of these prisoners were held in segregation conditions as a matter of routine, regardless of the individual risks they posed and the regime required, and even if they were going back to closed conditions at their own request. Prison records did not always show in sufficient detail the reasons why it was necessary to hold prisoners in segregation before transfer.
- I.26** Prisoners were sometimes locked in SHRAB cells under segregation conditions without sufficient staff to ensure their safety and access to relevant support services. Health services staff told us that they often had to speak to segregated prisoners through closed doors while conducting interviews because there were not enough officers available to unlock the cell door.
- I.27** Although living conditions in the SHRAB had been improved, including better conditions in two cells, the other two cells were dirty. Two cells were without integral sanitation, and none of the prisoners had access to toilets when they were locked up.

## Recommendations

- I.28** **Decisions to hold prisoners in segregation conditions should be based on an assessment of risks to the prison and the individual.**
- I.29** **Whenever prisoners are segregated, the secure holding rooms and assessment building should be adequately staffed at all times, to ensure the prisoner's safety and immediate access to support services.**

## Security

### Expected outcomes:

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

- I.30** Security arrangements were proportionate and appropriately focused on a carefully considered set of risks to the establishment. The risk assessments and risk management systems we reviewed were effective and included information about a prisoner's recent custodial behaviour. Searching of prisoner's accommodation was carried out proportionately and there were regular checks of the vast prison grounds, as well as searches of communal areas and activities buildings. Strip-searching was carried out on the basis of intelligence or suspicion, properly authorised and used appropriately.

- I.31** The management of intelligence was effective. The flow of information into the security department was good, dealt with quickly by trained, full-time collators and analysts, and communicated effectively to other departments.
- I.32** There were good contributions to monthly security committee meetings, reflecting the high priority given to security information and intelligence. These meetings were well attended, key threats to the prison were identified and security objectives were agreed through the appropriate consideration of intelligence. Links between security and other departments, such as the drug strategy and safer custody teams, were excellent.
- I.33** A new abscond strategy had been published in 2017 and this was a reasonable response to associated risks. Prison data showed a reduction in the number of absconds in recent months. Six prisoners had absconded from HMP Kirkham in the six months leading up to this inspection compared to 13 in the first six months of 2017.
- I.34** Among the population, 47% were serving sentences for drug-related offences and about 20% (111 prisoners) had affiliations to organised crime groups. Drug misuse was a serious problem for the prison and had worsened since the previous inspection. The mandatory drug testing positive rate was high (on average 11.7% over the six months before the inspection), and was higher than we usually see at open prisons. In our survey, 38% of respondents said that it was easy to get drugs at the prison, and 28% that it was easy to get alcohol.
- I.35** A recent local analysis of drug and alcohol misuse at the prison had identified a trend away from the very harmful new psychoactive substances (NPS).<sup>4</sup> It found that 51% of all positive drug test results in the previous year had been for cannabis, and 25% for cocaine. There had been no positive results for NPS.
- I.36** Security, health and substance misuse services worked well together to address alcohol and drug issues, and there were comprehensive drug supply reduction strategies, including separate policies for reducing the use of NPS and steroids, the latter being an emerging problem. There was a wide-ranging supply reduction action plan, and this was reviewed at well-attended drug strategy meetings. Suspicion testing was well supported and carried out quickly, the number of target searches had increased and there was a good success rate in finds of illicit drugs and alcohol. About a quarter of all transfers back to closed conditions were due to illicit drug or alcohol use.

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<sup>4</sup> The term 'new psychoactive substances' generally refers to synthetic cannabinoids, a growing number of man-made mind-altering chemicals that are either sprayed on dried, shredded plant material or paper so they can be smoked or sold as liquids to be vaporized and inhaled in e-cigarettes and other devices.

## Safeguarding

### Expected outcomes:

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

### Suicide and self-harm prevention

- I.37** There had been no self-inflicted deaths at the prison since the previous inspection. Acts of self-harm were rare and only eight prisoners had been subject to assessment, care in custody and teamwork (ACCT) case management procedures in the previous six months, with only 18 in the whole of the previous year.
- I.38** One prisoner was receiving ACCT support during the inspection. He told us that he had been well supported and that: ‘staff had gone above and beyond’ anything he had ever seen in prison. This high level of support was evident in all the closed ACCT documents that we reviewed. Case reviews were timely, care plans were relevant to the issues raised and there was a continuity of case management that we have rarely seen elsewhere. Wherever practicable, families or close friends were invited to take part in the process, which was commendable. The new national suicide and self-harm training was being rolled out across the prison.
- I.39** The large team of Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) told us that they were well supported by the safer custody team and by the Samaritans, who provided regular supervision. They received an average of 30 referrals a month, mostly for low-level support.
- I.40** Impressive support was provided by the additional support protocol, a comprehensive locally developed process designed to support prisoners who were struggling to cope with life in prison but who were not deemed to be at risk of self-harm. This document mirrored ACCT procedures, and prisoners received a high level of staff input and managerial oversight.

### Protection of adults at risk<sup>5</sup>

- I.41** Formal arrangements for adult safeguarding had deteriorated and, although there was a comprehensive safeguarding adults policy, few, if any, of the actions identified in it actually took place. Local procedures for reporting suspected neglect or abuse had not been developed and there were no formal links to the safeguarding adults board.

### Recommendation

- I.42 The governor and the local director of adult social services and the local safeguarding adults board should develop robust and effective safeguarding processes.** (Repeated recommendation I.38)

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<sup>5</sup> Safeguarding duties apply to an adult who:

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

## Section 2. Respect

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

### Staff-prisoner relationships

#### **Expected outcomes:**

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

- 2.1** Prisoners' perceptions of their relationships with staff, which had not been positive at the time of the previous inspection, had deteriorated further and this was undermining the ethos of the prison. Only 65% of respondents to our survey said that they had not been victimised by staff, against 80% at other local prisons. Only 56% said that staff treated them respectfully, which was worse than at similar prisons (82%) and at the time of the previous inspection (76%). Some attempts had been made to address perceptions of staff victimisation but these had not been comprehensive, and prisoners were convinced that any objections they raised to a staff decision was likely to lead to repercussions, including potential transfer to closed conditions (see also paragraph 2.20 and main recommendation S53).
- 2.2** The interactions we saw were generally positive but too many prisoners were able to give clear examples of staff being rude and abrupt, with a few taking this to the point of discourtesy, leaving the prisoners feeling victimised. There was evidence among a few staff of resistance to change and to adopting a working style appropriate to a modern open prison environment. We also found evidence of arbitrary and unofficial suspensions being handed out in the gym, and release on temporary licence (ROTL) suspensions were not always appropriately linked to risk (see paragraph 4.13 and main recommendation S53). All of this caused prisoners frustration and anxiety.
- 2.3** In an internal staff survey, 72% had responded that staff–prisoner relationships were good, showing that the perceptions of staff and of prisoners were very much at odds with each other. Prisoners' distrust of the staff and management culture made it unlikely that internal management actions alone would achieve the necessary change (see main recommendation S53).
- 2.4** Prisoners knew their named billet officer, and the monthly entries in individual case notes, together with entries by offender supervisors and some others, gave a good picture of prisoners' time at the establishment.

## Daily life

### Expected outcomes:

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

### Living conditions

- 2.5** The external environment was impressive, well kept and valued by prisoners. One prisoner told us that the grounds had a pacifying effect on previously violent prisoners.
- 2.6** Prisoners lived in ‘billets’, huts of varying build quality, each of which held about 20 individuals. Many were displaying signs of prolonged wear and tear but there was a programme of continuous refurbishment, and extra fire precautions were being built in. Given the limitations, conditions were reasonable in most respects. However, several shower rooms were affected by mould and were not hygienic, although the ongoing refurbishment was addressing this. There were persistent breakdowns in the hot water and heating systems. A few of the double rooms were too small to house two people but the impact was mitigated by the amount of time out of room. All prisoners had courtesy keys to their rooms.
- 2.7** The small association rooms in the billets had been improved with the addition of some shelving and dartboards, but were still almost unfurnished. Being small and bare, these rooms were rarely used, other than for some communal dining, but there were good recreational facilities attached to the gym.
- 2.8** In our survey, prisoners were positive about access to clean clothes and bedding, cleaning materials, laundry facilities and showers.

### Residential services

- 2.9** In our survey, 61% of prisoners said that the quality of the food provided was good. The menu was reasonably varied and much of the food was freshly cooked. Fresh salad was supplied from the prison gardens, and fruit was available at every meal. Prisoners who were not on ROTL could have two hot meals a day. Those working outside the prison on ROTL and leaving early or arriving back late were given sandwich packs.
- 2.10** Food was served in two dining halls. These were adjacent to the kitchens, which helped to ensure that meals were always served hot. Only 47% of respondents to our survey said that they got enough to eat at mealtimes. Breakfast packs were meagre but the other portion sizes we checked were reasonable. There were some reports from prisoners that kitchen staff were rude to them at the servery (see also section on staff–prisoner relationships and main recommendation S53).
- 2.11** Toasters and microwave ovens on the billets provided some opportunities for self-catering. Special meals were prepared for religious and cultural celebrations, and Muslim prisoners commented favourably on arrangements for Ramadan. Arrangements to consult prisoners about the menu were satisfactory.
- 2.12** Kitchen areas were clean and food was stored appropriately. There was no longer provision for prisoners working in the kitchens to receive mandatory level 2 food safety training or

achieve national vocational qualifications, although prisoners could progress to RAFTers, the staff canteen, where they could gain these qualifications.

- 2.13 The prison shop sold a wide range of products; in our survey, 71% said that it stocked the goods that they needed, which was far better than at the time of the previous inspection (48%). By contrast, only 46% of black and minority ethnic prisoners were satisfied with the range of goods offered.
- 2.14 On arrival, prisoners could wait up to two weeks to receive their first shop order. This was a recent problem as Kirkham had been a prison shop distribution centre until recently, with ample stock on site. Plans were well advanced to hold a stock of the most popular items on site, for prisoners to buy on arrival.
- 2.15 Prisoners were frustrated that many of the catalogue items they ordered were out of stock. This was mainly because suppliers had stopped printing paper catalogues, and those available to prisoners were over a year old. Prisoners had no access to online stock lists, although occasionally staff could look something up for them. There was a good system for ordering newspapers.

## Recommendation

- 2.16 **Prisoners working in the kitchen should complete all mandatory training and be able to achieve national vocational qualifications.**

## Prisoner consultation, applications and redress

- 2.17 The monthly consultation meetings, Kirkham Voice, were reasonably well attended by a range of managers, and prisoners. There was evidence of actions taken in response to matters raised at the meetings, although several actions had been carried over for a number of months. Good work was done by peer advisers, especially through the Information for Prisoners and Advice Centre (IPAC), notably in helping newly arrived prisoners to settle in to open conditions. However, some of the peer advisers' briefings to new arrivals reflected negative perceptions – for example, they discouraged their peers from using the complaints system.
- 2.18 In our survey, fewer prisoners than at other open prisons said that it was easy to make an application and there was no means of tracking whether staff had provided a timely reply.
- 2.19 The complaints system was much better managed than at the time of the previous inspection. Daily chasing had increased the timeliness of responses, and there was unusually effective quality assurance by senior managers, who queried inadequate responses and demanded further action from staff to satisfy the prisoner. A detailed monthly report on complaint topics and trends was sent to the senior management team and considered in their meetings; these reports were also made known to prisoners through the IPAC office.
- 2.20 In spite of all these improvements to the process, prisoners remained convinced that if they made a complaint they would be returned to a closed prison. The establishment had tried to tackle these perceptions with a recent analysis, published to prisoners. This showed that, of all the prisoners returned to closed conditions in the previous six months, not one had made a complaint in the weeks beforehand.
- 2.21 Up-to-date legal texts were available in the library and clearly advertised. Prisoners could use a computer in the education department for legal matters. There was no member of staff

with suitable training and expertise to be the main contact on legal matters; offender supervisors signposted prisoners to sources of help as best they could. Prisoners Advice Service representatives came into the establishment several times a year to see prisoners on request. Legal visits were well organised, with a private room available. There were arrangements to facilitate voting for any prisoners who were eligible.

## Recommendation

- 2.22 Prisoner applications should be tracked and answered within a reasonable time.**  
(Repeated recommendation 2.11)

## Equality, diversity and faith

### Expected outcomes:

**There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with particular protected characteristics<sup>6</sup> and any other minority characteristics are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.**

### Strategic management

- 2.23** The strategic management of equality had been neglected for too long and was weak. The most recent bimonthly equality meeting had not taken place and the preceding meeting had been attended by only three staff members. Minutes showed a lack of focus on actions, with some being repeatedly carried over.
- 2.24** There was no equality officer and too few resources were dedicated to ensuring that need was met. There had been no local analysis of equality data and little consultation with prisoners with protected characteristics. It was therefore unclear if the actions being planned addressed actual need.
- 2.25** Staff equality training was delivered through a standard e-learning package used across the civil service but not all staff had completed this training.
- 2.26** Despite these deficiencies, nationally provided equality data showed no significant disproportionate treatment for most groups. This was broadly reflected in our survey results, which showed that prisoners in protected groups reported similar treatment to their counterparts.
- 2.27** Only one discrimination incident report form (DIRF) had been submitted in the previous six months, and 12 in the previous year. Prisoners told us that they were afraid to complain for fear of repercussions (see also paragraph 2.20 and main recommendation S53). The few DIRF investigations carried out were generally thorough, but the complainant was not always informed of the outcome. It was of serious concern that no record could be found of any investigation following an allegation of staff racism.

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<sup>6</sup> The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

- 2.28** The prison addressed discriminatory behaviour through the incentives and earned privileges scheme and the adjudications process. There was no diversity awareness training programme for staff or prisoners who repeatedly caused offence.
- 2.29** A new manager had recently taken over equality work. She was beginning to improve this provision and her work was already well regarded by prisoners. She was supported by a new and committed team of equality representative peer workers. There had been recent improvements in the promotion of diversity, including good use of the Kirkham Chronicle newsletter.

## Recommendations

- 2.30** **Equality and diversity meetings should be routinely attended by managers from across the prison, and progress should be measured against a current action plan. Work should be informed by regular and thorough analysis of equality data and good consultation with prisoners from protected groups.**
- 2.31** **Staff training needs should be determined in relation to each protected characteristic and a continuing training programme introduced.** (Repeated recommendation 2.26)

## Protected characteristics

- 2.32** Eighteen per cent of the population was from a black and minority ethnic background. Consultation with these prisoners was poor and Black History Month had not been well organised. However, our survey results for black and minority ethnic prisoners were similar to those of their counterparts, and equality data showed no significant disproportionate treatment of these groups.
- 2.33** A worker from a voluntary organisation, Irish Community Care, met prisoners from the Gypsy/Romany/Traveller community monthly and provided some good group and one-to-one support. There had been a good celebration of St Patrick's Day.
- 2.34** Three foreign nationals were being held at the time of the inspection, all of whom were Irish. It was rare for the establishment to hold prisoners who were of interest to the Home Office, and this had not happened for some time.
- 2.35** In our survey, 22% of prisoners declared themselves to have a disability, suggesting a total number of about 130. Prison records of those with disabilities were incomplete and managers were aware of only 64 such prisoners. In our survey, respondents with disabilities reported similarly to others on most questions, although those with mental health problems responded more negatively about issues of victimisation and bullying, both by staff and prisoners. No action had been taken in response to some adverse equality data for these prisoners and there were no forums for them.
- 2.36** There was no formal carer scheme for prisoners with disabilities. This was a serious omission, given the lower staffing levels typical for an open prison. Not all rooms for such prisoners were well adapted and we found evidence of unmet need and delays in providing the necessary support. Evacuation arrangements for these prisoners were generally ineffective.
- 2.37** There was some reasonable support for older prisoners. In particular, there was a well-attended over-50s group.

- 2.38** There was limited provision for younger prisoners, although the prison was beginning to develop work with care leavers. The establishment had failed to investigate some adverse equality data for 21–24-year-old prisoners.
- 2.39** We found some evidence that openly gay prisoners were content with life at the establishment. However, provision for this group was limited. There had been some good recent work to promote the needs of transsexual prisoners. However, although the prison had no recorded transsexual prisoners at the time of the inspection, three respondents to our survey said that they were transsexual.
- 2.40** Veterans received good support; they met regularly and a range of external organisations provided them with practical support.

## Recommendations

- 2.41** **The day-to-day care needs of all prisoners with disabilities should be met.**  
(Repeated recommendation 2.36)
- 2.42** **The prison should ensure that every prisoner with a protected characteristic is identified on arrival.**

## Faith and religion

- 2.43** Faith provision was reasonable, and in our survey 78% of respondents with a religion said that their beliefs were respected. The chaplaincy was well led by a full-time managing chaplain and there were four part-time chaplains. The service was supported by several visiting chaplains, who covered the main religions practised by the prison population. The managing chaplain was well integrated into the work of the prison and was a member of the senior management team.
- 2.44** Faith provision was equitable. In our survey, 85% of those with a religion said that they were able to see a chaplain of their faith in private, and 97% that they were able to attend services if they wanted to. The chapel and multi-faith room were pleasant. The provision of religious instruction classes had improved.
- 2.45** The chaplaincy provided good support to new prisoners, and saw them all within 24 hours of arrival. Chaplaincy induction interviews were well structured, with a good emphasis on prisoner well-being and family contact.
- 2.46** Arrangements for Ramadan and Eid were good, and appreciated by Muslim prisoners. Other festivals were celebrated appropriately. The Christmas carol service was well organised, with good input from the community.
- 2.47** The chaplaincy had started running the Sycamore Tree victim awareness course in 2017. There were three sessions a year, each attended by about 20 prisoners (see also paragraph 4.35).
- 2.48** Pastoral support was good and the chaplaincy was well focused on resettlement and family work. All prisoners had a chaplaincy discharge interview. Chaplaincy links with outside faith groups were effective and developing well.

## Health, well-being and social care

### Expected outcomes:

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

- 2.49** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)<sup>7</sup> and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The CQC found no breaches of the relevant regulations

### Strategy, clinical governance and partnerships

- 2.50** NHS England (North Region) had commissioned Spectrum Community Health CIC ('Spectrum') to provide health and social care services at the prison since April 2017. Spectrum subcontracted some services, including mental health and dental provision.
- 2.51** Governance arrangements were generally effective. Well-attended meetings supported effective partnership working between health service providers and with the prison and commissioners. A new health needs analysis was being commissioned. Prisoner consultation across all the health services was good. Clinical audits and learning from incidents, including from the two deaths from natural causes since the previous inspection, informed service development.
- 2.52** The well-led health team had a rich skill mix. There were some staffing shortages but these were generally not affecting service delivery, with the exception of substance misuse assessments and psychological interventions, where action was being taken to address any gaps. Several new health services staff were due to start in the next few months. Health care professionals were on site every day but not overnight.
- 2.53** Most health services staff received regular recorded supervision and all had good access to ad hoc support, appraisals, and clinical policies and guidance. Access to training was mostly good.
- 2.54** Health services staff were clearly identifiable and the interactions we observed were good. They all recorded in a single electronic clinical record (SystemOne), which supported effective continuity of care. The records we examined were of good quality and care planning had improved. Consent to share information was documented.
- 2.55** The main health department provided a good clinical environment and was generally cleaned to a high standard, but some rooms were too warm. Recommendations from a recent infection control audit were being addressed promptly. The waiting room was excellent. The room in the admissions centre where health services staff completed reception screenings was stark, and the size, layout and lack of alarm bell created serious safety risks.
- 2.56** Health services staff maintained a cumbersome emergency bag in the main health department, which was transported around by wheelchair. A streamlined bag was being introduced. The emergency equipment was checked regularly and all was in date, although we identified some missing items. Managers addressed these deficits during the inspection.

<sup>7</sup> CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

- 2.57** The separate confidential health complaints system was advertised in the health department, but men we spoke to, including the health care orderlies, were not aware of it. Health managers reported they would address this. The one and only health care complaint received in the previous six months had been responded to appropriately.

## Recommendation

- 2.58** **Health reception screens should be completed in a safe and suitable environment.**

## Promoting health and well-being

- 2.59** The prison well-being group, chaired by a member of the catering team, embedded an effective whole-prison approach to health promotion. This included a calendar of health promotion activities that supported positive health outcomes and promoted citizenship activities, including fundraising for charity.
- 2.60** The health services team was recruiting a full-time health promotion worker. A wide variety of health information leaflets was available. Access to national disease screening programmes, NHS health checks and sexual health services was good. Blood-borne virus testing was offered, and completed within the secondary health screen, which generated a high uptake. A backlog of prisoners requiring hepatitis B immunisation was being addressed as the national shortage of vaccines had resolved. Barrier protection was freely available in the health department waiting room.
- 2.61** Prisoners could smoke in specified areas of the external grounds. Smoking cessation support was excellent, but demand was comparatively low.
- 2.62** Prisoners did not routinely receive a health promotion pack on release, but individual information was given as required.

## Good practice

- 2.63** *The embedded whole-prison approach to health promotion supported positive outcomes for prisoners.*

## Primary care and inpatient services

- 2.64** A registered nurse assessed all new arrivals promptly and made appropriate onward referrals. New prisoners received a comprehensive secondary health screen within a few days, including baseline blood tests when required.
- 2.65** In our survey, 66% of respondents, which was in line with comparable prisons, said that the overall quality of health services was good. Written information on the health services available was available.
- 2.66** Most health care provision was good, but access to the GP and nurse appointments was too restricted. Prisoners requested most services through a confidential application system, but GP appointments were only available following a nurse assessment. Nurse appointments were only available through drop-in clinics, on a 'first come, first served' basis, which created considerable frustration among prisoners and was not community equivalent. Once

prisoners were seen, the care was good. There were three GP clinics weekly, supplemented by several nurse prescriber clinics.

- 2.67** The range of primary care services and waiting times were satisfactory. Non-attendance rates were low. The GP out-of-hours service was part of the community provision.
- 2.68** There was good identification of complex conditions. Nurses with specialist training provided clinics for most conditions. A gap in provision for respiratory conditions was being addressed.
- 2.69** Health services and prison staff worked together effectively to provide comprehensive care for prisoners with palliative care needs and their families. Links with local specialist services were excellent. Prisoners had a copy of their care plan, and a copy was held securely by the prison, to support continuity of care out of hours.
- 2.70** The external hospital appointment process was well managed and cancellations were monitored. The three escorted appointments daily from Monday to Friday generally met the increased demand since the previous inspection. No waits had exceeded the national 18-week time scale. Visiting X-ray and ultrasound services reduced the need for external appointments. Prisoners with liver conditions had excellent access to treatment from a visiting nurse specialist.
- 2.71** Health services staff saw prisoners on the day before release to offer support including assistance registering with a GP and a clinical discharge summary. However, scheduling the appointments so close to release potentially missed opportunities to identify and address wider health needs. There was an assumption that prisoners would order their discharge medication without prompting.

## Recommendation

- 2.72** **Access to nurse and GP appointments should be equivalent to that in the community.**

## Good practice

- 2.73** *The prison and health services staff, in partnership with community services, provided excellent care for prisoners with palliative care needs. These prisoners had a copy of their care plan, and a copy was held securely by the prison to support continuity of care out of hours.*

## Social care

- 2.74** Lancashire County Council (LCC) undertook social care assessments at the prison and had transferred commissioning responsibility for social care provision to NHS England under a local agreement. Spectrum provided social care packages once LCC had developed a care plan.
- 2.75** Health services staff identified social care needs during prisoners' initial health screening and could refer them for assessment at any time. Seven prisoners had been referred for local authority assessment in the previous year and assessed promptly, although none had met the threshold for a social care package. Access to mobility and health aids through the health care department and LCC was satisfactory.

- 2.76** There was a lack of information available to prisoners about how to access social care. A formal memorandum of understanding between the prison and LCC was out of date and referenced the previous health provider, and there was a lack of shared understanding of the current pathway and provision.

## Recommendation

- 2.77** **Formal arrangements for social care should be kept up to date, and the referral process and provision should be widely promoted to prisoners.**

## Mental health care

- 2.78** Tees, Esk and Wear Valley NHS Trust (TEWV) provided mental health services, using a stepped care approach. A small team, which included two registered mental health nurses (RMNs), a psychological well-being practitioner and a psychological therapist, worked across the three Lancashire prisons. A psychiatrist attended as needed. Joint working between TEWV, Spectrum and the prison was good. New referrals were reviewed and allocated promptly via a daily multidisciplinary meeting at HMP Preston.
- 2.79** In our survey, 20% of respondents said that they had a mental health problem, of whom 34% said that they had been helped. Support for those with mild to moderate problems was reasonable, including a wide range of self-help material. Staff absence had recently affected the delivery of group work. The psychological therapist provided trauma-focused interventions to a few prisoners and was developing related group work.
- 2.80** RMNs provided good support to five prisoners with more severe and enduring mental health problems. Clinical records contained appropriate and agreed care plans, which were reviewed regularly, with input from specialists as required. There was also evidence of frequent physical health and medication reviews. The RMNs administered antipsychotic medication injections, which supported effective monitoring and support.
- 2.81** The mental health team supported prisoners before release by liaising with external health professionals and accommodation agencies, where possible, to help to ensure continuity of care. There had been no recent transfers to hospital under the Mental Health Act.

## Substance misuse treatment<sup>8</sup>

- 2.82** In our survey, 8% and 12% of respondents, respectively, said that they had had an alcohol or drug problem on arrival, of whom 69% and 82%, respectively, said that they had been helped.
- 2.83** The prison's strategic approach to substance misuse had improved and was generally good, including regular, well-attended meetings. The substance misuse strategy was not informed by a current needs assessment but its implementation was helped by a regularly reviewed action plan. The Spectrum 'recovery in community' team had added psychosocial treatment in June 2017, when the previous provider had gone into liquidation. This team was now well integrated with the primary health service.
- 2.84** A practitioner assessed all new arrivals, and well-supported peer workers offered proactive support. Some prisoners waited several weeks for a follow-up comprehensive assessment

<sup>8</sup> In the previous report substance misuse treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

because of staff shortages, although the risk was mitigated by prioritisation based on risk, and excellent peer support.

- 2.85** The skilled ‘recovery in community’ team provided wide-ranging individual and group interventions, including recovery events; community-based activities to promote citizenship, such as helping the homeless; and a peer-led, medium-intensity Beating Alcohol and Drug Disorders (BAAD) programme. At the time of the inspection, 170 prisoners were engaged in psychosocial support and 50 were waiting for assessment. Around 80 prisoners resided on the recovery unit, and those we spoke to reported positively on the support available. Mutual aid meetings were held regularly.
- 2.86** Joint working between the substance misuse team and the wider prison was good, including developing a protocol to manage steroid misuse. Waste boxes had been installed in two locations, to allow prisoners to dispose safely of injecting equipment as a harm reduction measure, alongside interventions to reduce the demand for, and supply of, steroids.
- 2.87** Prescribing for those with clinical needs was personalised and flexible. Six of the 12 prisoners prescribed methadone during the inspection were reducing. However, we were told that buprenorphine was never prescribed in the prison; this did not meet current best practice guidelines.
- 2.88** Staff from Spectrum provided excellent ‘through-the-gate’ support. They engaged with prisoners 12 weeks before their release and for up to 12 weeks post-release, to help them to consolidate their recovery.
- 2.89** Prisoners could receive training on overdose management and the use of naloxone (an opiate reversal medication), and a supply of naloxone on release. Trained peer supporters in the visitors centre taught prisoners’ families how to use this medication, which was an impressive initiative.

## Good practice

- 2.90** *The Spectrum ‘recovery in community’ team provided excellent through-the-gate support.*
- 2.91** *The promotion of, and training in, naloxone use to prisoners’ families helped to safeguard those at risk of overdosing.*

## Medicines optimisation and pharmacy services

- 2.92** An external pharmacy provided named patient medication promptly, although prisoners sometimes experienced delays – for example, when their prescription ran out at the weekend. A full-time pharmacy technician had improved the governance of pharmacy services and offered medication advice. There were still no systematic regular pharmacy-led clinics but a visiting pharmacist provided ad hoc input if required. Health services staff had access to satisfactory current guidance. An appropriate agenda was discussed at the regular medicines management committee, including prescribing trends.
- 2.93** Medicines were stored securely and correctly in the pharmacy room and clinical rooms. Date checking and stock rotation processes were appropriate. The pharmacy had inadequate ventilation, and during hot weather temperatures were consistently too high for safe storage, at up to 31 degrees Celsius. Managers took remedial action during the inspection. There was good monitoring of medicine refrigerators.

- 2.94** In-possession risk assessments were completed on arrival and then as required. Medication reviews were completed regularly, including ongoing pain management. Almost all medication was given in-possession, to prepare prisoners for release, and they had the responsibility of reordering their medication. Health services staff completed intelligence-led checks on patients' in-possession medication, to check compliance. Prisoners did not have secure in-room storage, although most had single rooms. However, safes had been installed in specific instances where heightened risks had been identified. Prescribing followed current guidelines and the local formulary (a list of medications used to inform prescribing).
- 2.95** Medication administration was safe; an officer was present at these times and privacy was generally maintained. Health services staff could administer a reasonable range of medicines without a prescription, within locally agreed policies.

### Recommendation

- 2.96 Medication should consistently be stored at an appropriate temperature.**

### Dental services and oral health

- 2.97** The Smart Dental Care team, consisting of a dentist, dental therapist, practice lead and dental nurse, provided the full range of NHS treatments in four sessions a week. At the time of the inspection, prisoners were waiting too long for a routine appointment, at around 10 weeks. However, those with urgent needs and those receiving ongoing treatment were seen promptly. The clinical records that we examined were comprehensive, and contained evidence of good oral health promotion.
- 2.98** Governance arrangements were very good. The dental suite and separate decontamination rooms complied with current infection control standards. Equipment was maintained and certified appropriately.

### Recommendation

- 2.99 Prisoners should be able to access routine dental appointments within six weeks.**

## Section 3. Purposeful activity

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

### Time out of cell

#### **Expected outcomes:**

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

- 3.1 Billets were unlocked at around 7.45am on weekdays and at 8am at weekends, and locked up at 8.30pm every evening. Prisoners had relatively free access across the site for over 12 hours a day, and many went out on release on temporary licence (ROTL) (see paragraph 4.11). Overnight, prisoners were not locked in their rooms and could move around their billets to use the showers, telephones and kitchenettes. There was a good range of activities available, including a wide range of events in the gym, evening classes in the library, a limited number of allotments and free access to associate with prisoners in other billets.
- 3.2 Library provision was excellent and over 97% of prisoners were registered there. Attendance during the day and in the evenings was very good, at around 100 visitors a day, and there was an impressive range of activities to promote reading. The Shannon Trust Turning Pages scheme was well used to help prisoners learn to read with the assistance of peer mentors. There were good links with the health care department to assist those with mental health issues, through the Reading Well for Mental Health, and Art for Health programmes. A reading group met twice a week, and there was also a jigsaw group and a Spanish language evening class.
- 3.3 Storybook Dads, which allowed prisoners to film themselves reading stories to their children, was very popular and was used well as an incentive to encourage illiterate prisoners to progress through the Turning Pages scheme, with the ultimate goal of reading for their children.
- 3.4 The stock of books was varied and met the needs of the population, including books in foreign languages, easy-read books and the required range of legal texts and Prison Service Instructions. A large and popular donated DVD library was also available.
- 3.5 PE facilities, including the outside area, were very good. The changing rooms and showers were clean and well maintained. Health promotion was clearly a focus and there was a range of specialist sessions targeted at supporting prisoners with physical and mental health problems, including support for those on the substance misuse programme. In our survey, 69% of prisoners said that they used the gym at least twice a week. It was open every day, with well-attended recreational evening sessions six evenings a week. Equipment was well maintained, and staff and prisoner orderlies clearly took pride in the service they provided. Individual personal training plans were available and four of the orderlies had received formal accreditations to deliver this work. National vocational qualifications were no longer available, which was a missed opportunity for orderlies to gain employment in the leisure industry on release.
- 3.6 Impressively, the gym team, made up of staff and prisoner orderlies, offered rehabilitative exercise and therapy to members of the local communities whose lives had been affected following strokes. Over 50 members of the public were receiving regular support. Those we

met, along with their carers, praised the efforts of the staff and prisoners, and told us how much the team had improved their quality of life.

## Recommendation

- 3.7 Prisoners should be able to achieve gym-based qualifications to assist with employability on release.**

## Education, skills and work activities (Ofsted)<sup>9</sup>

### Expected outcomes:

**All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The education, skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.<sup>10</sup>**

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

**Overall effectiveness of education, skills and work: Good**

*Achievements of prisoners engaged in education, skills and work: Good*

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

*Personal development and behaviour: Good*

*Leadership and management of education, skills and work: Good*

## Management of education, skills and work

- 3.9** Prison and college managers had taken effective action to maintain the reasonably good provision found at the previous inspection. They had carried out a detailed curriculum needs analysis to ensure that the range of classroom and vocational training provision reflected the opportunities available in the local area and regions to which most prisoners were likely to be released. The range of education, skills and work provision was wider than at the time of the previous inspection and met the needs of prisoners well. As a result, the educational and vocational training provision, by Novus, was good.
- 3.10** Prison and college managers had developed productive relationships with employers, leading to good paid employment opportunities. There were two commercial operations, run by private-sector employers at the prison. These provided prisoners with good opportunities to earn a decent wage while still in custody. Links with community organisations, charities and local employers had resulted in many prisoners being able to carry out mostly unpaid charity

<sup>9</sup> This part of the inspection is conducted by Ofsted inspectors using Ofsted's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

<sup>10</sup> In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

work and some paid work in the community while on ROTL. The range of ROTL placements met the needs of the population and supported their resettlement.

- 3.11** Novus managers had applied suitable performance management measures to improve the quality of classroom teaching and vocational training. A few under-performing teachers, particularly in English and mathematics, no longer worked for the college. The learning sessions in most subject areas were now effective. Managers used the results of observations of teaching and learning to support teachers to improve further. However, a minority of observation reports were too generous in their assessment and failed to identify areas for improvement sufficiently accurately.
- 3.12** There were sufficient activity places to meet the needs of the population, and few prisoners were unemployed. The allocations process was efficient and effective. Following their induction to the prison, new arrivals were interviewed promptly and then placed onto an employment pathway in on-site outdoor agricultural work, the kitchen or the woodwork workshop.
- 3.13** Quality assurance arrangements were effective. The quality improvement plan was a well-considered and detailed document that had proved to be effective in maintaining standards and tackling weaknesses, and had helped to improve achievements in English and mathematics. College managers made good use of feedback from surveys and prisoner forums to identify areas for improvement. Prisoners received prompt feedback on the actions that managers had taken to address their concerns.
- 3.14** However, the quality assurance process did not extend to the training delivered directly by prison staff. This meant that prison managers' understanding of the effectiveness of this provision was based on anecdotal information from prisoners. In their self-assessment report, Novus managers had correctly identified most of their strengths and weaknesses, although their assessment of the quality of teaching and learning was too generous.
- 3.15** During induction, college staff provided impartial advice and guidance about the most suitable vocational pathways that prisoners could follow while in custody. Prisoners also received help from Jobcentre Plus to consider suitable job roles on release.
- 3.16** Novus staff had good links with Shelter and the employment hub, which they used well to facilitate employment and further training on release, and also ran a monthly job club. In addition, the Jobcentre Plus adviser helped prisoners near release to find work. Data collected by prison and Novus staff suggested that an encouraging number of prisoners progressed into training or employment following release.
- 3.17** Prison managers ensured that the few pay disparities did not act as a significant disincentive to prisoners who chose to attend learning, skills and work activities.
- 3.18** At the time of the inspection, Novus staff were only using the prison's virtual campus (internet access for prisoners to community education, training and employment opportunities) facility to support prisoners with CV writing, without fully exploiting its potential to help prisoners to search and apply for jobs.

## Recommendations

- 3.19** College managers should improve the accuracy and reliability of their observations of teaching and learning, so that they have a better understanding of the overall quality of provision.
- 3.20** Training delivered by prison staff should be subject to rigorous quality assurance, to enable managers to understand the quality of this provision and improve it where necessary.
- 3.21** The virtual campus should be used to help prisoners search and apply for jobs.

## Quality of provision

- 3.22** The quality of teaching and learning was reasonably good. Teachers and instructors were knowledgeable, and planned lessons and activities well. As a result, most prisoners made good progress against suitably challenging targets. Most prisoners acquired and consolidated new knowledge and skills well.
- 3.23** Coaching in the workshops was highly effective, which resulted in prisoners developing practical and vocational skills well. For example, in the commercial recycling facility, prisoners applied the knowledge they had learned to identify correctly and separate the constituent parts of televisions into different recyclable components. Prisoners working on the prison farm developed basic skills in managing livestock, and learned about lambing techniques and how to look after cattle and pigs.
- 3.24** Effective peer support in education, vocational training and industries resulted in prisoners making good progress. Well-trained classroom assistants and mentors used their expertise and experience to enhance the learning and practical skills of their peers. Prisoners recorded their learning regularly in personal learning plans and were able to demonstrate accurately the progress they were making.
- 3.25** Instructors in prison work and vocational training had up-to-date knowledge of their areas. As a result, they demanded and set high expectations that led to prisoners producing a high standard of work. For example, prisoners in the woodwork shop produced high-quality bird boxes, benches and garden sheds which were then sold commercially to members of the public in the prison's farm shop. The farm shop also sold a wide range of vegetables that prisoners had grown and harvested on the farm. Individual coaching was effective in developing high-level skills, especially in barbering and catering.
- 3.26** Teachers made good use of information gathered during initial assessment to develop appropriate learning plans and activities and to place prisoners onto courses that met their needs and aspirations. Teachers were aware of prisoners' individual barriers to learning and development, and supported them effectively by setting them meaningful and personalised targets. Teachers provided individual specialist support for prisoners with complex needs, to ensure that these prisoners made suitable progress.
- 3.27** Prison work occasionally failed to develop skills sufficiently well. For example, when there was insufficient work in the prison kitchens to keep prisoners purposefully occupied, a few were tasked with mundane and repetitive food preparation tasks, such as putting tea bags into cups. These tasks did not develop prisoners' skills sufficiently or provide opportunities for them to gain vocational qualifications.

- 3.28** Trainers and staff did not routinely develop prisoners' skills in written English and mathematics in vocational training and industries. Most prisoners' English skills did not improve at a fast enough pace, with prisoners repeatedly making basic spelling and grammatical mistakes. Teachers and instructors in practical subjects often failed to exploit opportunities to integrate mathematical skills when teaching about quantities, dimensions and volumes.
- 3.29** Teachers' assessment of learners' work in education and vocational lessons provided clear feedback that helped prisoners to make progress in achieving their qualifications. However, their feedback on written work was often weak.

## Recommendations

- 3.30** **Work activities should develop prisoners' employability skills and be suitably challenging and purposeful.**
- 3.31** **Teachers should promote English and mathematical skills in vocational lessons and in prison industries by linking these skills to practical and vocational tasks.**
- 3.32** **Teachers should provide feedback to prisoners which enables them to build on what they do well and address their mistakes more effectively.**

## Personal development and behaviour

- 3.33** Prisoners' behaviour in classrooms, workshops and industries was very good, demonstrating positive attitudes to learning and taking pride in their work. They displayed courtesy and respect and were well motivated to attend, learn and develop skills.
- 3.34** Prisoners developed good vocational, personal and social skills, which increased their chances of gaining work on release. Some received an offer of a job while still in custody, either through working at one of the prison's two commercial workshops or as a result of prison managers' links with local employers.
- 3.35** Prisoners generally presented written work neatly. The standard of their practical work in vocational training was good. Prisoners in contract workshops met challenging commercial production deadlines.
- 3.36** The prison's peer mentoring programme enabled many prisoners to develop useful skills in listening to others, team working and guiding others, which prepared them well for release. Prisoners held peer mentors in high regard as a positive role model. Mentors took their role seriously and were proud of the contribution they made.
- 3.37** Although attendance at education classes was good, the practice of scheduling gym sessions during the core day was disruptive and meant that attendance at prison work was too low.

## Recommendation

- 3.38** **Prison managers should ensure that gym sessions do not affect prisoners' attendance at work.**

## Outcomes and achievements

- 3.39** Achievement rates on most classroom-based and vocational training courses were high, including in English and mathematics. Prisoners with special educational needs achieved similarly to their peers, although those with complex social and emotional needs achieved slightly less well. All groups of prisoners developed vocational skills and appropriate attitudes and behaviour that prepared them well for their next steps.
- 3.40** Achievements were particularly high in English and mathematics at level 2. The number of prisoners who completed most courses was high. Achievement in mathematics at level 1 required improvement.
- 3.41** Most prisoners were making good progress, with many demonstrating an increase in their confidence and personal and social skills. With the help of skilled and highly motivated vocational tutors, many prisoners had produced high-quality work, especially in woodwork and in the bicycle repair workshop. Trainers and staff did not record formally the skills that prisoners developed during their work activity.

## Recommendation

- 3.42** **College managers should take action to improve achievement rates for level 1 mathematics.**

## Section 4. Rehabilitation and release planning

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

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

#### Expected outcomes:

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

- 4.1 Work to help prisoners to maintain ties with their children and families was good and the prison was developing a new policy to improve the strategic direction of this work. Provision was supplemented by the use of release on temporary licence (ROTL) to maintain family ties on day and overnight release (see also paragraph 4.11).
- 4.2 A voluntary organisation, Partners of Prisoners and Families Support Group (POPS), provided a family support worker who worked two days a week helping prisoners and their families. Prisoners who did not receive visits were identified and offered appropriate support. There were six well-organised family days a year, which were valued by prisoners. Those who were not receiving ROTL were prioritised for such visits. However, poorly behaved prisoners were excluded, which was inappropriate; the prison had recognised this and was reviewing access to these visits.
- 4.3 The prison did not run any parenting programmes. However, together with Sheffield Hallam University, it was piloting an innovative new course, Kirkham Family Connectors, which helped prisoners to rebuild family relationships and develop positive connections with their home communities. So far, 14 prisoners had benefited from this pilot.
- 4.4 Prisoner mail was processed efficiently and many corresponded with their families by email. They had good access to telephones on the billets, although few of these provided sufficient privacy.
- 4.5 Visits arrangements were generally good. In our survey, 75% of the respondents who received visits said that these usually started and finished on time, and 87% that their visitors were usually treated respectfully by staff. The prison was addressing problems with visits booking which had led to some new arrivals waiting up to four weeks for their first visit.
- 4.6 Visits were well supported by three POPS workers and five volunteers. Prisoners were permitted to leave their seats to play with their children or to go to the tea bar. The play area was well stocked for younger children and there was some thoughtful provision for older children. However, some rules seemed unnecessary for an open prison, such as a ban on visitors wearing watches.

## Recommendation

### 4.7 New arrivals should be able to have their first visit promptly.

## Reducing risk, rehabilitation and progression

### Expected outcomes:

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

- 4.8** About 75% of the population (436 prisoners) was serving a sentence of over four years. Of those with an offender assessment system (OASys) assessment, 117 were assessed as presenting a high or very high risk of harm to others. About a third of the population would be managed by the National Probation Service on release.
- 4.9** The strategic management of reducing reoffending was underdeveloped. The strategy was based on a reasonably good needs analysis, and sensibly used a combination of OASys assessments, P-Nomis (electronic case notes) and prisoner survey data. However, this had not been updated since 2015. In addition, offender management and ROTL processes, both central to good outcomes for prisoners, were not integrated into the strategy, which focused on the resettlement pathways. There were bimonthly reducing reoffending committee meetings but the offender management unit (OMU) was not always well represented. The reducing reoffending action plan was out of date and was not used to measure progress.
- 4.10** Although many aspects of offender management work were captured in policies such as public protection and some local offender supervisor guidance, the prison did not have a published offender management strategy.
- 4.11** ROTL was used appropriately to promote purposeful activity and maintain family ties. At the time of the inspection, 335 prisoners (58% of the population) were accessing some form of ROTL, which was close to the 65% who were eligible, having been at the prison for more than three months. There had been 12,491 ROTL events in the six months from December 2017 to May 2018, which was broadly in line with the number at the other open prisons we had inspected recently; of these, 48% had been for unpaid work placements, 17% for paid work, 9% for maintaining family ties on day release and 6% for overnight temporary release.
- 4.12** During the inspection, numerous prisoners complained to us about the inconsistent approach taken by different offender supervisors to completing ROTL assessments. These processes were not monitored well enough to understand performance, identify weaknesses and make improvements.
- 4.13** Many prisoners also spoke to us about ROTL suspensions, which they sometimes perceived as unfair. In the six months to June 2018, 127 suspensions had been instigated. Until 2017, offender supervisors had imposed suspensions without the need for management approval, but the OMU managers now authorised these decisions, although retrospectively. This move to begin tackling the perception of arbitrary decision making was sensible, and decisions to suspend had been reversed in 6% of cases. Most suspensions related to incidents such as the possession of drugs or mobile phones, and were legitimate. However, 23% related to less serious breaches of prison rules and were not always clearly linked to the prisoner's risk of harm to others while out on ROTL.

- 4.14** Too many prisoners arrived at the establishment without an up-to-date OASys assessment. At the time of the inspection, 20 prisoners did not have an initial assessment and in 44 cases it was out of date and needed reviewing. Of these, 16 had been at the establishment for more than three months, so their outstanding assessment potentially delayed the start of their ROTL progression plan. About two-thirds of the out-of-date OASys assessments were the responsibility of the prison, and we saw good efforts by the OMU to update these assessments. However, offender supervisors sometimes struggled to ensure that offender managers in the community completed their OASys assessments.
- 4.15** Cases were allocated appropriately, with probation officers supervising all restricted ROTL cases,<sup>11</sup> and uniformed offender supervisors the standard cases.
- 4.16** There were supposed to be eight probation officers in post, but this number had recently been as low as four. In the three months from April to June 2018, a third of all the hours set aside for uniformed offender supervisor work in the OMU had been lost because they had been deployed to other duties in the prison. These gaps resulted in the work sometimes lacking consistency and continuity, which led to a negative perception about offender management by some prisoners. However, levels of contact with offender supervisors were reasonably good in the cases we checked, particularly for restricted cases supervised by probation officers.
- 4.17** All restricted cases were reviewed by a psychologist, to assess the need for enhanced behavioural monitoring. Six prisoners were currently on this caseload, and monitoring was good. For the other restricted cases, this psychological assessment provided a useful tool for offender supervision.
- 4.18** In the six months from December 2017 to May 2018, 171 prisoners had been released on home detention curfew (HDC). The prison had implemented the new national HDC processes appropriately. During the inspection, 11 prisoners were beyond their eligibility date for HDC, for mostly appropriate reasons, although the lack of Bail Accommodation and Support Service accommodation places had delayed one prisoner's release.

## Recommendations

- 4.19** **ROTL processes should be monitored across time, to understand performance, identify weaknesses and develop actions for improvement. Outcomes should be communicated regularly to prisoners.**
- 4.20** **ROTL suspensions should be clearly linked to the prisoner's risk of harm to others in the community.**

## Public protection

- 4.21** Public protection arrangements were given a sufficiently high priority and were good. A monthly meeting reviewed all new high-risk arrivals. Ad hoc multidisciplinary risk management meetings responded almost daily to any deterioration in prisoners' behaviour and put in place appropriate actions, which were then reviewed at a weekly meeting (see also paragraph 1.13). The risks surrounding release were generally managed through ROTL boards and we saw evidence of regular communication between the offender supervisor and the offender manager about the release of high risk of serious harm cases.

<sup>11</sup> Restricted ROTL processes apply to all indeterminate-sentenced prisoners, all MAPPA-eligible cases and all prisoners assessed as high or very high risk – other prisoners are eligible for standard ROTL.

- 4.22** In the previous six months, 127 prisoners had been returned to closed conditions, mostly for security reasons, which was similar to the number at the time of the previous inspection. Decisions were mostly well documented and those we looked at were defensible. Over the previous six months, about half of the prisoners who had been discussed at risk management meetings (84 out of 151) had been supported to stay in open conditions, reflecting a proportionate approach.
- 4.23** During the inspection, 11 prisoners were subject to mail and telephone monitoring. The senior probation officer provided useful bespoke guidance to help monitoring staff to record pertinent information. Processes were generally sound but joint working between the OMU and the security departments was not good enough to ensure that recording was accurate.
- 4.24** OASys risk management plans were generally appropriate for both high- and medium-risk prisoners, and most, but not all, restricted cases had a robust plan. In cases without a sufficiently detailed or current plan, we generally found that suitable conditions had been incorporated into the prisoner's licence to manage his release.
- 4.25** Multi-agency public protection arrangements (MAPPA) management levels were not always confirmed by the offender manager before the start of ROTL, which was a concern, as prisoners were being released into the community while presenting risks which potentially required a multi-agency approach. There had been six reports sent to level 2 or 3 MAPPA review meetings in the previous six months and these were of a reasonably good quality.
- 4.26** Some prisoners experienced delays in progressing through the ROTL steps, including waiting for a place on a community work party, cancellation or postponement of accompanied day release, or the lack of an up-to-date OASys assessment (see also paragraph 4.14).
- 4.27** Prisoners subject to restricted ROTL had to attend a preparation course run by probation officers, which was helpful in managing expectations. Weekly ROTL clinics were another good way of trying to address prisoners' concerns.
- 4.28** Restricted ROTL boards were not sufficiently multidisciplinary, involving only a manager and the offender supervisor, and did not directly include the prisoner, even in the most complex cases.

## Recommendations

- 4.29 All prisoners should have an up-to-date OASys assessment, which should be reviewed on arrival at Kirkham to ensure that risk management plans are current and appropriate.** (Repeated recommendation S46)
- 4.30 Restricted ROTL boards should be multidisciplinary and, in the more complex cases, involve the prisoner.**
- 4.31 Multi-agency public protection arrangements (MAPPA) management levels should be confirmed before a prisoner begins ROTL.**

## Interventions

### Expected outcomes:

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

- 4.32** The approach to helping prisoners to manage their finances and tackle debt was proactive. There was excellent use of Shelter peer workers to provide advice and support to prisoners with debt and housing problems. A visiting Shelter employee offered money management and tenancy courses based on demand. In the previous eight months, 12 prisoners had completed the former and four the latter.
- 4.33** In our survey, only 16% of respondents said that they needed help in finding accommodation on release. As well as peer worker support and referrals made during resettlement planning, prisoners could apply to the Vicar's Relief Fund for help in securing tenancies. Prison data indicated that 92% of prisoners were released to settled accommodation but the monitoring of accommodation status was not robust, relying on prisoners' declaration at the point of release. This meant that it was impossible to know how many prisoners had a suitable and sustainable place to live on or after release.
- 4.34** Prisoners could access specialist support from Shelter's regional debt team, obtain a credit check to help them manage their debts, and receive help from peer workers to write to their creditors. There was a full-time Jobcentre Plus worker, who identified need six weeks before release and helped prisoners to claim benefits. However, only 37% of prisoners who had applied to open a bank account in the previous 18 months had been successful. The prison had recognised this deficiency and was organising an alternative provider.
- 4.35** As an open prison, Kirkham had no accredited programme provision. Nonetheless, help to address attitudes, thinking and behaviour in other ways was reasonably good. The Sycamore Tree victim awareness course was run by the Prison Fellowship through the chaplaincy (see paragraph 2.47). Resettlement Into The Community, a course on personal development and better decision making, was available through the education department and had been completed by 124 prisoners in the previous 11 months. In a few of the more complex cases, we also saw evidence of some good one-to-one offending behaviour work from probation officers or psychologists which focused on victim awareness or relationships. However, access to community-based accredited programmes was far too limited. Only one prisoner was currently attending an outside programme using ROTL.

## Recommendations

- 4.36 Prisoners should be able to open a bank account routinely before release, unless there are exceptional circumstances.**
- 4.37 All prisoners with outstanding offending behaviour needs should be able to access accredited programmes in the community through ROTL.**

## Release planning

### Expected outcomes:

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

- 4.38** Cumbria and Lancashire CRC, run by Sodexo Justice Services in partnership with Nacro, commissioned Shelter to provide resettlement services. The demand for resettlement help was fairly high, with 329 releases in the previous six months, averaging about 50 a month. Shelter was contracted to work with all prisoners due for release, including those returning to areas outside the area covered by the local CRC.
- 4.39** In our survey, 71% of respondents said that someone was helping them to prepare for release. The current Shelter worker was skilled and experienced, but was on a temporary contract which was about to end. She aimed to review resettlement plans 12 weeks before release but resources were stretched. Of the 329 prisoners released in the previous six months, about half had gone out on HDC; for these prisoners, resettlement plan reviews had been carried out too close to release for the plan to be useful. However, other resettlement plan reviews that we saw were generally of a reasonable standard, with appropriate referrals made.

### Recommendation

- 4.40 All resettlement plans should be reviewed 12 weeks before the earliest possible release date, in order to be effective.**

# Section 5. Summary of recommendations and good practice

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

## Main recommendations

To the governor

- 5.1** A far higher priority should be placed on improving the quality of staff–prisoner relationships across the establishment. There should be clear, measurable actions over time to address and improve prisoners’ perceptions of victimisation by staff and embed more respectful relationships, in order to promote the positive ethos of an open prison. (S53)
- 5.2** Progress in changing the staff culture should be monitored by objective means and involve external scrutiny. (S53)

## Recommendations

To HMPPS

### Reducing risk, rehabilitation and progression

- 5.3** Multi-agency public protection arrangements (MAPPA) management levels should be confirmed before a prisoner begins ROTL. (4.31)

### Interventions

- 5.4** All prisoners with outstanding offending behaviour needs should be able to access accredited programmes in the community through ROTL. (4.37)

## Recommendations

To the governor

### Early days in custody

- 5.5** Prisoners should not be routinely transferred to open conditions in cellular vehicles. (1.7, repeated recommendation 1.5)
- 5.6** Staff should monitor and support prisoners on their first night. (1.8, repeated recommendation 1.17)

### Managing behaviour

- 5.7** The different behaviour management approaches, including the incentives and earned privileges and Connect–Grow–Thrive schemes, should be integrated into a coherent motivational system with equal emphasis on positive and negative reinforcement. (1.18)
- 5.8** Decisions to hold prisoners in segregation conditions should be based on an assessment of risks to the prison and the individual. (1.28)

- 5.9** Whenever prisoners are segregated, the secure holding rooms and assessment building should be adequately staffed at all times, to ensure the prisoner's safety and immediate access to support services. (1.29)

### Safeguarding

- 5.10** The governor and the local director of adult social services and the local safeguarding adults board should develop robust and effective safeguarding processes. (1.42, repeated recommendation 1.38)

### Daily life

- 5.11** Prisoners working in the kitchen should complete all mandatory training and be able to achieve national vocational qualifications. (2.16)
- 5.12** Prisoner applications should be tracked and answered within a reasonable time. (2.22, repeated recommendation 2.11)

### Equality, diversity and faith

- 5.13** Equality and diversity meetings should be routinely attended by managers from across the prison, and progress should be measured against a current action plan. Work should be informed by regular and thorough analysis of equality data and good consultation with prisoners from protected groups. (2.30)
- 5.14** Staff training needs should be determined in relation to each protected characteristic and a continuing training programme introduced. (2.31, repeated recommendation 2.26)
- 5.15** The day-to-day care needs of all prisoners with disabilities should be met. (2.41, repeated recommendation 2.36)
- 5.16** The prison should ensure that every prisoner with a protected characteristic is identified on arrival. (2.42)

### Health, well-being and social care

- 5.17** Health reception screens should be completed in a safe and suitable environment. (2.58)
- 5.18** Access to nurse and GP appointments should be equivalent to that in the community. (2.72)
- 5.19** Formal arrangements for social care should be kept up to date, and the referral process and provision should be widely promoted to prisoners. (2.77)
- 5.20** Medication should consistently be stored at an appropriate temperature. (2.96)
- 5.21** Prisoners should be able to access routine dental appointments within six weeks. (2.99)

### Time out of cell

- 5.22** Prisoners should be able to achieve gym-based qualifications to assist with employability on release. (3.7)

### Education, skills and work activities

- 5.23** College managers should improve the accuracy and reliability of their observations of teaching and learning, so that they have a better understanding of the overall quality of provision. (3.19)
- 5.24** Training delivered by prison staff should be subject to rigorous quality assurance, to enable managers to understand the quality of this provision and improve it where necessary. (3.20)
- 5.25** The virtual campus should be used to help prisoners search and apply for jobs. (3.21)
- 5.26** Work activities should develop prisoners' employability skills and be suitably challenging and purposeful. (3.30)
- 5.27** Teachers should promote English and mathematical skills in vocational lessons and in prison industries by linking these skills to practical and vocational tasks. (3.31)
- 5.28** Teachers should provide feedback to prisoners which enables them to build on what they do well and address their mistakes more effectively. (3.32)
- 5.29** Prison managers should ensure that gym sessions do not affect prisoners' attendance at work (3.38)
- 5.30** College managers should take action to improve achievement rates for level 1 mathematics. (3.42)

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

- 5.31** New arrivals should be able to have their first visit promptly. (4.7)

### Reducing risk, rehabilitation and progression

- 5.32** ROTL processes should be monitored across time, to understand performance, identify weaknesses and develop actions for improvement. Outcomes should be communicated regularly to prisoners. (4.19)
- 5.33** ROTL suspensions should be clearly linked to the prisoner's risk of harm to others in the community. (4.20)
- 5.34** All prisoners should have an up-to-date OASys assessment, which should be reviewed on arrival at Kirkham to ensure that risk management plans are current and appropriate. (4.29, repeated recommendation S46)
- 5.35** Restricted ROTL boards should be multidisciplinary and, in the more complex cases, involve the prisoner. (4.30)

### Interventions

- 5.36** Prisoners should be able to open a bank account routinely before release, unless there are exceptional circumstances. (4.36)

## Release planning

- 5.37** All resettlement plans should be reviewed 12 weeks before the earliest possible release date, in order to be effective. (4.40)

## Examples of good practice

### Health, well-being and social care

- 5.38** The embedded whole-prison approach to health promotion supported positive outcomes for prisoners. (2.63)
- 5.39** The prison and health services staff, in partnership with community services, provided excellent care for prisoners with palliative care needs. These prisoners had a copy of their care plan, and a copy was held securely by the prison to support continuity of care out of hours. (2.73)
- 5.40** The Spectrum 'recovery in community' team provided excellent through-the-gate support. (2.90)
- 5.41** The promotion of, and training in, naloxone use to prisoners' families helped to safeguard those at risk of overdosing. (2.91)

## Section 6. Appendices

### Appendix I: Inspection team

Martin Lomas	Deputy Chief Inspector
Sandra Fieldhouse	Team leader
Paul Rowlands	Inspector
Jonathan Tickner	Inspector
Martin Kettle	Inspector
Gordon Riach	Inspector
Deri Hughes-Roberts	Inspector
Helen Ranns	Researcher
Emily Spilman	Researcher
Natalie-Anne Hall	Researcher
Charli Bradley	Researcher
Majella Pearce	Lead health and social care inspector
Tania Osborne	Health and social care inspector
Tim Byrom	Care Quality Commission inspector
Jai Sharda	Ofsted inspector
Martin Ward	Ofsted inspector
Shahram Safavi	Ofsted Inspector
Alison Cameron-Brandwood	Ofsted inspector
Keith Humphreys	Offender management inspector



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

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

### Safety

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

*At the last inspection, in 2013, prisoners were transported in cellular vans, which was disproportionate. Reception processes were generally effective. Some first night procedures needed tightening up, but induction was good and the support centre and information and prisoner advice centre (IPAC) provided a very good service. Most prisoners felt safe and those at risk of self-harm were well cared for. There were no formal links with the local safeguarding adults board, but a basic safeguarding policy had been developed. Security was proportionate and well managed. Many prisoners were concerned about the new incentives and earned privileges (IEP) policy. The number of adjudications was low and there was little use of force. Governance of segregation was underdeveloped. There was little evidence of substantial drug problems, supply reduction work was good and substance use services were excellent. Outcomes for prisoners were good against this healthy prison test.*

### Recommendations

Prisoners should not be routinely transferred to open conditions in cellular vehicles. (1.5)

**Not achieved** (recommendation repeated, 1.7)

The reception area should be redecorated and maintained in good condition. (1.16)

**Achieved**

Staff should monitor and support prisoners on their first night. (1.17)

**Not achieved** (recommendation repeated, 1.8)

Where appropriate, prisoners' family and friends should be consulted in planning ACCT interventions. (1.32)

**Achieved**

All staff should receive regular refresher training in ACCT procedures. (1.33)

**Achieved**

The governor and the local director of adult social services and the local safeguarding adults board should develop robust and effective safeguarding processes. (1.38)

**Not achieved** (recommendation repeated, 1.42)

Target testing should be completed within the required timeframe. (1.50)

**Achieved**

Prisoners should have the means to dispose of injecting equipment safely, and steroid users should be referred to the substance misuse team. (1.51)

**Achieved**

The local IEP policy should clearly set out how the national scheme will be applied at Kirkham and this should be communicated to both prisoners and staff at the earliest opportunity. (1.57)

**Achieved**

Prisoners' rate of pay for the same work should be the same regardless of their IEP status. (1.58)

**Achieved**

Issues raised by prisoners during adjudications relating to their safety should be followed up in full. (1.65)

**Achieved**

The segregation unit policy should be implemented in full and all prisoners held there should be subject to the requirements of Prison Service Order 1700. (1.70)

**Not achieved**

Documentation should be completed in full and include details of why the prisoner was held in the segregation unit and whether or not they were permitted to contact family or friends prior to their transfer to closed conditions subject to well evidenced security considerations. (1.71)

**Not achieved**

Better information-sharing and coordination of substance misuse work should be developed to ensure safe and effective delivery of services. Substance misuse strategy committee meetings should be held regularly and attended by heads of departments and service providers. (1.79)

**Achieved**

The substance misuse strategy policy should be informed by a comprehensive needs analysis. (1.80)

**Not achieved**

## Respect

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

*At the last inspection, in 2013, most billets (small residential units) were clean and in reasonable condition. There were weaknesses in the application system. Staff-prisoner relationships were generally good, but a number of prisoners reported concerns about the behaviour of a small group of staff. Personal officer work had deteriorated and prisoners were not consulted. Strategic management of diversity was under-developed, although outcomes for most prisoners were good. The chaplaincy provided a good service. Complaints were generally well managed. There was no dedicated legal support. Health services had improved and were good. Food and shop provision was adequate. Outcomes for prisoners were reasonably good against this healthy prison test.*

### Main recommendation

Prisoners with protected characteristics should have regular support forums, and managers should ensure that well attended strategic meetings scrutinise a focused equalities action plan and examine SMART monitoring data covering all protected groups. (S45)

**Not achieved**

## Recommendations

Association rooms should be appropriately equipped and furnished to promote social activity. (2.9)

**Partially achieved**

All prisoners should be able to use the laundry without unreasonable delay. (2.10)

**Achieved**

Prisoner applications should be tracked and answered within a reasonable time. (2.11)

**Not achieved** (recommendation repeated, 2.22)

Consultation meetings with prisoners should be reinstated and should involve a broad range of prisoners. (2.12)

**Achieved**

Managers should investigate and robustly address perceptions of victimisation by staff. (2.18)

**Not achieved**

Staff training needs should be determined in relation to each protected characteristic and a continuing training programme introduced. (2.26)

**Not achieved** (recommendation repeated, 2.31)

Foreign nationals who have demonstrated compliance with the open prison regime should be released at the end of their sentence unless detention is justified by an individual assessment of their risk of absconding when removal is imminent. (2.35)

**Not achieved**

The day-to-day care needs of all prisoners with disabilities should be met. (2.36)

**Not achieved** (recommendation repeated, 2.41)

Chaplaincy provision should be matched to the needs of prisoners, and chaplains should be able to implement planned resettlement initiatives. (2.44)

**Achieved**

Prisoners should be reassured that they can complain without reprisals; complaints data showing the correlation between complaints and transfers should be routinely shared with them. (2.50)

**Not achieved**

A sample of complaints responses should be routinely quality checked, and trends and patterns over time should be monitored, analysed and discussed by the senior management team. (2.51)

**Achieved**

A member (or members) of staff with suitable training and expertise should be identified as the main contact for prisoners on legal matters. (2.56)

**Not achieved**

Prisoners should be able to borrow laptops through the Access to Justice scheme. (2.57)

**Not achieved**

A room should be available in the visits hall so that prisoners can meet their legal representatives in private. (2.58)

**Achieved**

There should be robust systems in place to ensure effective integration and timely information-sharing between different health providers. (2.69)

**Achieved**

All health staff should have regular access to documented clinical supervision from appropriately trained staff. (2.70)

**Partially achieved**

Prisoners should be able to see a pharmacist. The pharmacist should provide counselling sessions, medication use reviews and clinical audit (in particular for opiates and other medicines liable to abuse). (2.86)

**Partially achieved**

In-possession risk assessments of each drug and patient should be documented. (2.87)

**Achieved**

Prisoners should have sufficient and varied meal choices. (2.106)

**Achieved**

Prisoners working in the kitchen should be able to take NVQ qualifications. (2.107)

**Not achieved**

## Purposeful activity

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

*At the last inspection, in 2013, prisoners had access to free movement around the prison. Strategic planning for activities was good. A range of employment-related programmes was available, but not enough were provided at level 3. Overall teaching, learning and assessment were good. Success rates were high except in some aspects of functional skills. Prisoners' standard of work was good. Physical education (PE) provision was also good. Outcomes for prisoners were good against this healthy prison test.*

## Recommendations

Information exchange systems within the prison and joint working arrangements between the prison and The Manchester College should be sufficient to meet the prisoners' needs. (3.9)

**Achieved**

Business enterprise and business start-up programmes should be available to prisoners. (3.13)

**Achieved**

Level 3 programmes should be offered to support job promotions for prisoners in employment in the community. (3.14)

**Achieved**

Some aspects of functional skills should be delivered within the work and vocational training workshops. (3.23)

**Achieved**

Prisoners on all education courses should be provided with clear and measurable individual short-term targets and the content of files should demonstrate progress. (3.24)

**Achieved**

Appropriate staff expertise and more qualitative and focused recording should be developed to improve the learning support assessment process. (3.25)

**Achieved**

Outcomes for prisoners on functional skills in English and mathematics should be improved. (3.28)

**Achieved**

The selection of easy read books should be increased. (3.31)

**Achieved**

Internet access or access to the virtual campus should be available in the library to further support employment and training opportunities. (3.32)

**Achieved**

## Resettlement

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

*At the last inspection, in 2013, strategic oversight of resettlement was disjointed, but outcomes were generally good. A draft needs analysis suggested that prisoners had offending behaviour needs that were not being met. Release on temporary licence (ROTL) was used appropriately, but there were some shortcomings in assessment processes. Offender management and planning was good and prisoners were positive about the support they received from offender supervisors. However, too many prisoners did not have an up-to-date offender assessment system (OASys) document, and offender management was not yet central to resettlement provision. Public protection arrangements were sound. There was a proportionate approach to re-categorisation decisions. Indeterminate sentenced prisoners were positive about resettlement support. There was some good resettlement pathway provision and visits arrangements were good. Outcomes for prisoners were reasonably good against this healthy prison test.*

### Main recommendation

All prisoners should have an up-to-date OASys assessment, which should be reviewed on arrival at Kirkham to ensure that risk management plans are current and appropriate. (S46)

**Not achieved** (recommendation repeated, 4.29)

### Recommendations

The OMU should drive resettlement work for all prisoners. Strategic management of resettlement should be effectively coordinated, with a clear focus on both offending behaviour and reintegration needs. (4.5)

**Not achieved**

The prison should finalise its needs analysis, effectively identify the level of unmet need, and use this to inform service provision. (4.6)

**Achieved**

ROTL processes for all prisoners should be robust. Boards should be focused, multidisciplinary and take account of all pertinent information. (4.7)

**Partially achieved**

PSO and prison offender supervisors should undertake a level of risk management training more appropriate to managing a higher risk population. (4.16)

**Achieved**

Personal officers should support prisoners in meeting their resettlement targets. (4.17)

**Achieved**

Sentence plans should contain details of objectives allocated through the progression board, and all objectives should be outcome-focused and have a specific timescale for their achievement. (4.18)

**Not achieved**

Monitoring restrictions should be established as soon as possible after arrival for those prisoners requiring them. (4.23)

**Achieved**

## Appendix III: Prison population profile

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

Status	18–20-year-olds	21 and over	%
Sentenced	0	574	99
Recall	0	5	0.8
Convicted unsentenced	0	0	0
Remand	0	0	0
Civil prisoners	0	1	0.2
Detainees	0	0	0
<b>Total</b>	<b>0</b>	<b>580</b>	<b>100</b>

Sentence	18–20-year-olds	21 and over	%
Unsentenced	0	0	0
Less than six months	0	0	0
six months to less than 12 months	0	5	0.8
12 months to less than 2 years	0	16	2.8
2 years to less than 4 years	0	123	21.2
4 years to less than 10 years	0	333	57.4
10 years and over (not life)	0	53	9.1
ISPP (indeterminate sentence for public protection)	0	33	5.7
Life	0	17	3
<b>Total</b>	<b>0</b>	<b>580</b>	<b>100</b>

Age	Number of prisoners	%
Please state minimum age here:	21	0
Under 21 years	0	0
21 years to 29 years	152	26.2
30 years to 39 years	201	34.7
40 years to 49 years	118	20.3
50 years to 59 years	85	14.7
60 years to 69 years	17	2.9
70 plus years	7	1.2
Please state maximum age here:	79	0
<b>Total</b>	<b>580</b>	<b>100</b>

Nationality	18–20-year-olds	21 and over	%
British	0	576	99.3
Foreign nationals	0	4	0.7
<b>Total</b>	<b>0</b>	<b>580</b>	<b>100</b>

<b>Security category</b>	<b>18–20-year-olds</b>	<b>21 and over</b>	<b>%</b>
Uncategorised unsentenced	0	0	0
Uncategorised sentenced	0	0	0
Category A	0	0	0
Category B	0	0	0
Category C	0	1	0.2
Category D	0	579	99.8
Other	0	0	0
<b>Total</b>	<b>0</b>	<b>580</b>	<b>100</b>

<b>Ethnicity</b>	<b>18–20-year-olds</b>	<b>21 and over</b>	<b>%</b>
<b>White</b>			
British	0	469	80.9
Irish	0	2	0.3
Gypsy/Irish Traveller	0	5	0.9
Other white	0	3	0.5
<b>Mixed</b>			
White and black Caribbean	0	8	1.4
White and black African	0	2	0.3
White and Asian	0	0	0
Other mixed	0	4	0.7
<b>Asian or Asian British</b>			
Indian	0	12	2.1
Pakistani	0	44	7.6
Bangladeshi	0	0	0
Chinese	0	0	0
Other Asian	0	10	1.7
<b>Black or black British</b>			
Caribbean	0	9	1.6
African	0	6	1.0
Other black	0	4	0.7
<b>Other ethnic group</b>			
Arab	0	0	0
Other ethnic group	0	1	0.2
Not stated	0	1	0.2
<b>Total</b>	<b>0</b>	<b>580</b>	<b>100</b>

<b>Religion</b>	<b>18–20-year-olds</b>	<b>21 and over</b>	<b>%</b>
Baptist	0	0	0
Church of England	0	113	19.5
Roman Catholic	0	157	27.1
Other Christian denominations	0	47	8.1
Muslim	0	81	14.0
Sikh	0	0	0
Hindu	0	0	0
Buddhist	0	6	1.0
Jewish	0	5	0.9
Other	0	5	0.9
No religion	0	166	28.6
<b>Total</b>	<b>0</b>	<b>580</b>	<b>100</b>

<b>Other demographics</b>	<b>18–20-year-olds</b>	<b>21 and over</b>	<b>%</b>
Veteran (ex-armed services)	0	13	2.2
<b>Total</b>	<b>0</b>		

### Sentenced prisoners only

<b>Length of stay</b>	<b>18–20-year-olds</b>		<b>21 and over</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Less than 1 month	0	0	60	10.3
1 month to 3 months	0	0	147	25.3
3 months to six months	0	0	103	17.8
six months to 1 year	0	0	143	24.7
1 year to 2 years	0	0	124	21.4
2 years to 4 years	0	0	3	0.5
4 years or more	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>580</b>	<b>100</b>

### Sentenced prisoners only

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

### Unsentenced prisoners only

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

<b>Main offence</b>	<b>18–20-year-olds</b>	<b>21 and over</b>	<b>%</b>
Violence against the person	0		
Sexual offences	0		
Burglary	0		
Robbery	0		
Theft and handling	0		
Fraud and forgery	0		
Drugs offences	0		
Other offences	0		
<b>Total</b>	<b>0</b>		

# Appendix IV: Prisoner survey methodology and results

## Prisoner survey methodology

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

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.<sup>12</sup>

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

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

### Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.<sup>13</sup> In smaller establishments we may offer a questionnaire to the entire population.

### Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.<sup>14</sup> Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

### Survey response

At the time of the survey on 25 June 2018, the prisoner population at HMP Kirkham was 591. Using the sampling method described above, questionnaires were distributed to 237 prisoners. We received a total of 180 completed questionnaires, a response rate of 76%. This included one questionnaire completed via face-to-face interview. Twelve prisoners declined to participate in the survey and 45 questionnaires were either not returned at all, or returned blank.

<sup>12</sup> Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

<sup>13</sup> 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

<sup>14</sup> For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectorates.gov.uk/hmiprison/about-our-inspections/>

## Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Kirkham. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.<sup>15</sup> Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

### Full survey results

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

#### Responses from HMP Kirkham 2018 compared with those from other HMIP surveys<sup>16</sup>

- Survey responses from HMP Kirkham in 2018 compared with survey responses from the most recent inspection at all other open prisons.
- Survey responses from HMP Kirkham in 2018 compared with survey responses from other open prisons inspected since September 2017.
- Survey responses from HMP Kirkham in 2018 compared with survey responses from HMP Kirkham in 2013.

#### Comparisons between sub-populations of prisoners within HMP Kirkham 2018<sup>17</sup>

- White prisoners' responses compared with those of prisoners from black or minority ethnic groups.
- Muslim prisoners' responses compared with those of non-Muslim prisoners.
- Disabled prisoners' responses compared with those who do not have a disability.
- Responses of prisoners with mental health problems compared with those who do not have mental health problems.
- Responses of prisoners aged 50 and over compared with those under 50.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.<sup>18</sup>

In the comparator analyses, statistically significant differences are indicated by shading.<sup>19</sup> Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

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

<sup>15</sup> Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

<sup>16</sup> These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

<sup>17</sup> These analyses are carried out on summary data from selected survey questions only.

<sup>18</sup> A minimum of 10 responses which must also represent at least 10% of the total response.

<sup>19</sup> A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing,  $p < 0.01$  is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

# Survey summary

## Background information

<b>I.1</b>	<b>What wing or houseblock are you currently living on?</b>	
	C Billet.....	14 (8%)
	D Billet.....	39 (22%)
	E Billet.....	55 (31%)
	F Billet.....	55 (31%)
	I Billet.....	17 (9%)
<b>I.2</b>	<b>How old are you?</b>	
	Under 21.....	0 (0%)
	21 - 25.....	14 (8%)
	26 - 29.....	24 (14%)
	30 - 39.....	60 (34%)
	40 - 49.....	40 (23%)
	50 - 59.....	33 (19%)
	60 - 69.....	5 (3%)
	70 or over.....	1 (1%)
<b>I.3</b>	<b>What is your ethnic group?</b>	
	White - English/ Welsh/ Scottish/ Northern Irish/ British.....	143 (82%)
	White - Irish.....	2 (1%)
	White - Gypsy or Irish Traveller.....	0 (0%)
	White - any other White background.....	1 (1%)
	Mixed - White and Black Caribbean.....	1 (1%)
	Mixed - White and Black African.....	2 (1%)
	Mixed - White and Asian.....	0 (0%)
	Mixed - any other Mixed ethnic background.....	0 (0%)
	Asian/ Asian British - Indian.....	4 (2%)
	Asian/ Asian British - Pakistani.....	15 (9%)
	Asian/ Asian British - Bangladeshi.....	1 (1%)
	Asian/ Asian British - Chinese.....	0 (0%)
	Asian - any other Asian Background.....	2 (1%)
	Black/ Black British - Caribbean.....	1 (1%)
	Black/ Black British - African.....	2 (1%)
	Black - any other Black/ African/ Caribbean background.....	0 (0%)
	Arab.....	0 (0%)
	Any other ethnic group.....	1 (1%)
<b>I.4</b>	<b>How long have you been in this prison?</b>	
	Less than 6 months.....	68 (38%)
	6 months or more.....	110 (62%)
<b>I.5</b>	<b>Are you currently serving a sentence?</b>	
	Yes.....	176 (99%)
	Yes - on recall.....	2 (1%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee.....	0 (0%)

<b>1.6</b>	<b>How long is your sentence?</b>	
	Less than 6 months.....	1 (1%)
	6 months to less than 1 year.....	5 (3%)
	1 year to less than 4 years.....	40 (23%)
	4 years to less than 10 years.....	99 (56%)
	10 years or more.....	16 (9%)
	IPP (indeterminate sentence for public protection).....	4 (2%)
	Life.....	12 (7%)
	Not currently serving a sentence.....	0 (0%)
<b>Arrival and reception</b>		
<b>2.1</b>	<b>Were you given up-to-date information about this prison before you came here?</b>	
	Yes.....	46 (26%)
	No.....	122 (69%)
	Don't remember.....	9 (5%)
<b>2.2</b>	<b>When you arrived at this prison, how long did you spend in reception?</b>	
	Less than 2 hours.....	70 (39%)
	2 hours or more.....	101 (57%)
	Don't remember.....	7 (4%)
<b>2.3</b>	<b>When you were searched in reception, was this done in a respectful way?</b>	
	Yes.....	158 (91%)
	No.....	11 (6%)
	Don't remember.....	5 (3%)
<b>2.4</b>	<b>Overall, how were you treated in reception?</b>	
	Very well.....	62 (35%)
	Quite well.....	93 (52%)
	Quite badly.....	16 (9%)
	Very badly.....	3 (2%)
	Don't remember.....	4 (2%)
<b>2.5</b>	<b>When you first arrived here, did you have any of the following problems?</b>	
	Problems getting phone numbers.....	15 (9%)
	Contacting family.....	14 (8%)
	Arranging care for children or other dependants.....	2 (1%)
	Contacting employers.....	6 (3%)
	Money worries.....	18 (10%)
	Housing worries.....	11 (6%)
	Feeling depressed.....	18 (10%)
	Feeling suicidal.....	4 (2%)
	Other mental health problems.....	15 (9%)
	Physical health problems.....	15 (9%)
	Drug or alcohol problems (e.g. withdrawal).....	4 (2%)
	Problems getting medication.....	12 (7%)
	Needing protection from other prisoners.....	0 (0%)
	Lost or delayed property.....	20 (11%)
	Other problems.....	9 (5%)
	Did not have any problems.....	106 (60%)
<b>2.6</b>	<b>Did staff help you to deal with these problems when you first arrived?</b>	
	Yes.....	27 (16%)
	No.....	40 (23%)
	Did not have any problems when I first arrived.....	106 (61%)

## First night and induction

<b>3.1</b>	<b>Before you were locked up on your first night here, were you offered any of the following things?</b>			
	Tobacco or nicotine replacement.....			137 (77%)
	Toiletries / other basic items .....			87 (49%)
	A shower.....			101 (57%)
	A free phone call.....			54 (31%)
	Something to eat .....			123 (69%)
	The chance to see someone from health care .....			101 (57%)
	The chance to talk to a Listener or Samaritans.....			42 (24%)
	Support from another prisoner (e.g. Insider or buddy).....			38 (21%)
	Wasn't offered any of these things .....			10 (6%)
<b>3.2</b>	<b>On your first night in this prison, how clean or dirty was your cell?</b>			
	Very clean .....			9 (5%)
	Quite clean .....			95 (53%)
	Quite dirty .....			52 (29%)
	Very dirty .....			22 (12%)
	Don't remember .....			1 (1%)
<b>3.3</b>	<b>Did you feel safe on your first night here?</b>			
	Yes .....			171 (95%)
	No.....			7 (4%)
	Don't remember .....			2 (1%)
<b>3.4</b>	<b>In your first few days here, did you get:</b>			
		Yes	No	Don't remember
	Access to the prison shop / canteen?	102 (58%)	66 (38%)	7 (4%)
	Free PIN phone credit?	78 (47%)	77 (46%)	11 (7%)
	Numbers put on your PIN phone?	97 (60%)	53 (33%)	12 (7%)
<b>3.5</b>	<b>Did your induction cover everything you needed to know about this prison?</b>			
	Yes .....			121 (69%)
	No.....			53 (30%)
	Have not had an induction.....			1 (1%)

## On the wing

<b>4.1</b>	<b>Are you in a cell on your own?</b>		
	Yes.....		155 (87%)
	No, I'm in a shared cell or dormitory.....		24 (13%)
<b>4.2</b>	<b>Is your cell call bell normally answered within 5 minutes?</b>		
	Yes .....		23 (13%)
	No.....		21 (12%)
	Don't know.....		41 (24%)
	Don't have a cell call bell.....		88 (51%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	152 (85%)	25 (14%)	2 (1%)
Can you shower every day?	178 (99%)	0 (0%)	1 (1%)
Do you have clean sheets every week?	167 (94%)	4 (2%)	7 (4%)
Do you get cell cleaning materials every week?	127 (72%)	45 (26%)	4 (2%)
Is it normally quiet enough for you to relax or sleep at night?	154 (87%)	22 (12%)	1 (1%)
Can you get your stored property if you need it?	76 (43%)	38 (22%)	62 (35%)

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

Very clean .....	52 (29%)
Quite clean .....	81 (46%)
Quite dirty .....	33 (19%)
Very dirty .....	12 (7%)

**Food and canteen**

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

Very good .....	20 (11%)
Quite good .....	90 (50%)
Quite bad .....	47 (26%)
Very bad .....	23 (13%)

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

Always .....	31 (17%)
Most of the time .....	53 (29%)
Some of the time .....	56 (31%)
Never .....	40 (22%)

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

Yes .....	127 (71%)
No .....	49 (28%)
Don't know .....	2 (1%)

**Relationships with staff**

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

Yes .....	99 (56%)
No .....	79 (44%)

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

Yes .....	121 (68%)
No .....	56 (32%)

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

Yes .....	52 (29%)
No .....	127 (71%)

<b>6.4</b>	<b>How helpful is your personal or named officer?</b>	
	Very helpful.....	54 (30%)
	Quite helpful.....	51 (28%)
	Not very helpful .....	14 (8%)
	Not at all helpful.....	15 (8%)
	Don't know.....	37 (21%)
	Don't have a personal / named officer .....	8 (4%)
<b>6.5</b>	<b>How often do you see prison governors, directors or senior managers talking to prisoners?</b>	
	Regularly.....	21 (12%)
	Sometimes.....	57 (32%)
	Hardly ever.....	89 (50%)
	Don't know.....	11 (6%)
<b>6.6</b>	<b>Do you feel that you are treated as an individual in this prison?</b>	
	Yes.....	77 (44%)
	No.....	97 (56%)
<b>6.7</b>	<b>Are prisoners here consulted about things like food, canteen, health care or wing issues?</b>	
	Yes, and things sometimes change.....	28 (16%)
	Yes, but things don't change.....	58 (33%)
	No.....	50 (28%)
	Don't know.....	42 (24%)

## Faith

<b>7.1</b>	<b>What is your religion?</b>	
	No religion.....	57 (32%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations) .....	85 (47%)
	Buddhist.....	3 (2%)
	Hindu.....	0 (0%)
	Jewish.....	1 (1%)
	Muslim.....	30 (17%)
	Sikh.....	0 (0%)
	Other .....	3 (2%)
<b>7.2</b>	<b>Are your religious beliefs respected here?</b>	
	Yes.....	94 (53%)
	No.....	12 (7%)
	Don't know.....	14 (8%)
	Not applicable (no religion).....	57 (32%)
<b>7.3</b>	<b>Are you able to speak to a Chaplain of your faith in private, if you want to?</b>	
	Yes.....	103 (58%)
	No.....	6 (3%)
	Don't know.....	12 (7%)
	Not applicable (no religion).....	57 (32%)
<b>7.4</b>	<b>Are you able to attend religious services, if you want to?</b>	
	Yes.....	118 (66%)
	No.....	3 (2%)
	Don't know.....	1 (1%)
	Not applicable (no religion).....	57 (32%)

**Contact with family and friends**

<b>8.1</b>	<b>Have staff here encouraged you to keep in touch with your family / friends?</b>	
	Yes .....	88 (50%)
	No .....	89 (50%)
<b>8.2</b>	<b>Have you had any problems with sending or receiving mail (letters or parcels)?</b>	
	Yes .....	41 (23%)
	No .....	135 (77%)
<b>8.3</b>	<b>Are you able to use a phone every day (if you have credit)?</b>	
	Yes .....	172 (98%)
	No .....	4 (2%)
<b>8.4</b>	<b>How easy or difficult is it for your family and friends to get here?</b>	
	Very easy .....	31 (18%)
	Quite easy .....	71 (41%)
	Quite difficult .....	42 (24%)
	Very difficult .....	27 (15%)
	Don't know .....	4 (2%)
<b>8.5</b>	<b>How often do you have visits from family or friends?</b>	
	More than once a week .....	5 (3%)
	About once a week .....	53 (31%)
	Less than once a week .....	72 (42%)
	Not applicable (don't get visits) .....	43 (25%)
<b>8.6</b>	<b>Do visits usually start and finish on time?</b>	
	Yes .....	96 (75%)
	No .....	32 (25%)
<b>8.7</b>	<b>Are your visitors usually treated respectfully by staff?</b>	
	Yes .....	111 (87%)
	No .....	16 (13%)

**Time out of cell**

<b>9.1</b>	<b>Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?</b>	
	Yes, and these times are usually kept to .....	160 (91%)
	Yes, but these times are not usually kept to .....	16 (9%)
	No .....	0 (0%)
<b>9.2</b>	<b>How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?</b>	
	Less than 2 hours .....	3 (2%)
	2 to 6 hours .....	15 (9%)
	6 to 10 hours .....	67 (39%)
	10 hours or more .....	84 (49%)
	Don't know .....	4 (2%)
<b>9.3</b>	<b>How long do you usually spend out of your cell on a typical Saturday or Sunday?</b>	
	Less than 2 hours .....	11 (6%)
	2 to 6 hours .....	41 (23%)
	6 to 10 hours .....	54 (31%)
	10 hours or more .....	67 (38%)
	Don't know .....	3 (2%)

<b>9.4</b>	<b>How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?</b>		
	None .....		2 (1%)
	1 or 2 .....		15 (9%)
	3 to 5.....		18 (10%)
	More than 5.....		136 (78%)
	Don't know.....		3 (2%)
<b>9.5</b>	<b>How many days in a typical week do you get association, if you want it?</b>		
	None .....		4 (2%)
	1 or 2 .....		1 (1%)
	3 to 5.....		5 (3%)
	More than 5.....		157 (91%)
	Don't know.....		5 (3%)
<b>9.6</b>	<b>How many days in a typical week could you go outside for exercise, if you wanted to?</b>		
	None .....		0 (0%)
	1 or 2 .....		2 (1%)
	3 to 5.....		12 (7%)
	More than 5.....		165 (92%)
	Don't know.....		1 (1%)
<b>9.7</b>	<b>Typically, how often do you go to the gym?</b>		
	Twice a week or more .....		121 (69%)
	About once a week.....		3 (2%)
	Less than once a week.....		8 (5%)
	Never .....		43 (25%)
<b>9.8</b>	<b>Typically, how often do you go to the library?</b>		
	Twice a week or more .....		78 (44%)
	About once a week.....		28 (16%)
	Less than once a week.....		47 (27%)
	Never .....		23 (13%)
<b>9.9</b>	<b>Does the library have a wide enough range of materials to meet your needs?</b>		
	Yes .....		116 (68%)
	No.....		32 (19%)
	Don't use the library .....		23 (13%)

### Applications, complaints and legal rights

<b>10.1</b>	<b>Is it easy for you to make an application?</b>			
	Yes.....		138 (78%)	
	No.....		27 (15%)	
	Don't know.....		13 (7%)	
<b>10.2</b>	<b>If you have made any applications here, please answer the questions below:</b>			
		Yes	No	Not made any applications
	Are applications usually dealt with fairly?	96 (59%)	48 (29%)	20 (12%)
	Are applications usually dealt with within 7 days?	91 (55%)	53 (32%)	20 (12%)

<b>10.3</b>	<b>Is it easy for you to make a complaint?</b>				
	Yes.....			89 (50%)	
	No.....			38 (21%)	
	Don't know.....			50 (28%)	
<b>10.4</b>	<b>If you have made any complaints here, please answer the questions below:</b>				
		Yes	No	Not made any complaints	
	Are complaints usually dealt with fairly?	21 (13%)	37 (23%)	101 (64%)	
	Are complaints usually dealt with within 7 days?	21 (13%)	38 (24%)	101 (63%)	
<b>10.5</b>	<b>Have you ever been prevented from making a complaint here when you wanted to?</b>				
	Yes.....			26 (16%)	
	No.....			64 (40%)	
	Not wanted to make a complaint.....			70 (44%)	
<b>10.6</b>	<b>In this prison, is it easy or difficult for you to...</b>	Easy	Difficult	Don't know	
				Don't need this	
	Communicate with your solicitor or legal representative?	79 (46%)	14 (8%)	37 (22%)	42 (24%)
	Attend legal visits?	64 (39%)	10 (6%)	43 (26%)	49 (30%)
	Get bail information?	23 (14%)	8 (5%)	47 (29%)	85 (52%)
<b>10.7</b>	<b>Have staff here ever opened letters from your solicitor or legal representative when you were not present?</b>				
	Yes.....			35 (20%)	
	No.....			62 (35%)	
	Not had any legal letters.....			79 (45%)	

## Health care

<b>11.1</b>	<b>How easy or difficult is it to see the following people?</b>	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	24 (14%)	57 (32%)	41 (23%)	34 (19%)	20 (11%)
	Nurse	47 (27%)	84 (48%)	22 (13%)	10 (6%)	13 (7%)
	Dentist	13 (7%)	26 (15%)	46 (26%)	70 (40%)	20 (11%)
	Mental health workers	12 (7%)	21 (12%)	17 (10%)	24 (14%)	101 (58%)
<b>11.2</b>	<b>What do you think of the quality of the health service from the following people?</b>	Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	40 (23%)	67 (38%)	19 (11%)	14 (8%)	36 (20%)
	Nurse	63 (37%)	69 (40%)	21 (12%)	8 (5%)	11 (6%)
	Dentist	29 (17%)	36 (21%)	19 (11%)	17 (10%)	71 (41%)
	Mental health workers	17 (10%)	16 (9%)	6 (4%)	11 (6%)	121 (71%)
<b>11.3</b>	<b>Do you have any mental health problems?</b>					
	Yes.....					35 (20%)
	No.....					142 (80%)
<b>11.4</b>	<b>Have you been helped with your mental health problems in this prison?</b>					
	Yes.....					12 (7%)
	No.....					23 (13%)
	Don't have any mental health problems.....					142 (80%)

<b>11.5</b>	<b>What do you think of the overall quality of the health services here?</b>	
	Very good .....	29 (17%)
	Quite good .....	86 (49%)
	Quite bad .....	28 (16%)
	Very bad .....	20 (11%)
	Don't know.....	11 (6%)

#### Other support needs

<b>12.1</b>	<b>Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?</b>	
	Yes .....	38 (21%)
	No.....	139 (79%)
<b>12.2</b>	<b>If you have a disability, are you getting the support you need?</b>	
	Yes .....	19 (11%)
	No.....	17 (10%)
	Don't have a disability .....	139 (79%)
<b>12.3</b>	<b>Have you been on an ACCT in this prison?</b>	
	Yes .....	7 (4%)
	No.....	170 (96%)
<b>12.4</b>	<b>If you have been on an ACCT in this prison, did you feel cared for by staff?</b>	
	Yes .....	4 (2%)
	No.....	2 (1%)
	Have not been on an ACCT in this prison.....	170 (97%)
<b>12.5</b>	<b>How easy or difficult is it for you to speak to a Listener, if you need to?</b>	
	Very easy .....	48 (27%)
	Quite easy .....	36 (21%)
	Quite difficult .....	0 (0%)
	Very difficult .....	2 (1%)
	Don't know.....	88 (50%)
	No Listeners at this prison .....	1 (1%)

#### Alcohol and drugs

<b>13.1</b>	<b>Did you have an alcohol problem when you came into this prison?</b>	
	Yes .....	14 (8%)
	No.....	162 (92%)
<b>13.2</b>	<b>Have you been helped with your alcohol problem in this prison?</b>	
	Yes .....	9 (5%)
	No.....	4 (2%)
	Did not / do not have an alcohol problem .....	162 (93%)
<b>13.3</b>	<b>Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes .....	21 (12%)
	No.....	155 (88%)
<b>13.4</b>	<b>Have you developed a problem with illicit drugs since you have been in this prison?</b>	
	Yes .....	10 (6%)
	No.....	165 (94%)

<b>13.5</b>	<b>Have you developed a problem with taking medication not prescribed to you since you have been in this prison?</b>	
	Yes .....	6 (3%)
	No .....	170 (97%)
<b>13.6</b>	<b>Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes .....	18 (11%)
	No .....	4 (2%)
	Did not / do not have a drug problem.....	147 (87%)
<b>13.7</b>	<b>Is it easy or difficult to get illicit drugs in this prison?</b>	
	Very easy .....	54 (31%)
	Quite easy .....	13 (7%)
	Quite difficult .....	3 (2%)
	Very difficult .....	3 (2%)
	Don't know.....	102 (58%)
<b>13.8</b>	<b>Is it easy or difficult to get alcohol in this prison?</b>	
	Very easy .....	23 (13%)
	Quite easy .....	26 (15%)
	Quite difficult .....	4 (2%)
	Very difficult .....	6 (3%)
	Don't know.....	116 (66%)

## Safety

<b>14.1</b>	<b>Have you ever felt unsafe here?</b>	
	Yes .....	23 (13%)
	No .....	153 (87%)
<b>14.2</b>	<b>Do you feel unsafe now?</b>	
	Yes .....	10 (6%)
	No .....	165 (94%)
<b>14.3</b>	<b>Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)</b>	
	Verbal abuse .....	22 (13%)
	Threats or intimidation.....	15 (9%)
	Physical assault.....	4 (2%)
	Sexual assault.....	1 (1%)
	Theft of canteen or property.....	7 (4%)
	Other bullying / victimisation .....	8 (5%)
	Not experienced any of these from prisoners here.....	141 (85%)
<b>14.4</b>	<b>If you were being bullied / victimised by other prisoners here, would you report it?</b>	
	Yes .....	58 (34%)
	No .....	115 (66%)

<b>14.5</b>	<b>Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply to you.)</b>	
	Verbal abuse .....	44 (26%)
	Threats or intimidation.....	36 (21%)
	Physical assault.....	2 (1%)
	Sexual assault.....	0 (0%)
	Theft of canteen or property.....	3 (2%)
	Other bullying / victimisation .....	22 (13%)
	Not experienced any of these from staff here.....	111 (65%)
<b>14.6</b>	<b>If you were being bullied / victimised by staff here, would you report it?</b>	
	Yes .....	84 (48%)
	No.....	91 (52%)

### Behaviour management

<b>15.1</b>	<b>Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?</b>		
	Yes .....	92 (53%)	
	No.....	66 (38%)	
	Don't know what the incentives / rewards are .....	15 (9%)	
<b>15.2</b>	<b>Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?</b>		
	Yes .....	91 (52%)	
	No.....	51 (29%)	
	Don't know.....	22 (13%)	
	Don't know what this is .....	11 (6%)	
<b>15.3</b>	<b>Have you been physically restrained by staff in this prison in the last 6 months?</b>		
	Yes .....	3 (2%)	
	No.....	174 (98%)	
<b>15.4</b>	<b>If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?</b>		
	Yes .....	2 (1%)	
	No.....	0 (0%)	
	Don't remember .....	0 (0%)	
	Not been restrained here in last 6 months .....	174 (99%)	
<b>15.5</b>	<b>Have you spent one or more nights in the segregation unit in this prison in the last 6 months?</b>		
	Yes .....	3 (2%)	
	No.....	171 (98%)	
<b>15.6</b>	<b>If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:</b>		
		Yes	No
	Were you treated well by segregation staff?	1 (50%)	1 (50%)
	Could you shower every day?	0 (0%)	1 (100%)
	Could you go outside for exercise every day?	0 (0%)	1 (100%)
	Could you use the phone every day (if you had credit)?	0 (0%)	1 (100%)

**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	145 (85%)	5 (3%)	19 (11%)	1 (1%)
Vocational or skills training	78 (48%)	39 (24%)	46 (28%)	0 (0%)
Prison job	129 (76%)	29 (17%)	11 (7%)	0 (0%)
Voluntary work outside of the prison	25 (15%)	82 (48%)	62 (36%)	2 (1%)
Paid work outside of the prison	18 (11%)	87 (51%)	63 (37%)	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	73 (46%)	72 (45%)	15 (9%)
Vocational or skills training	74 (49%)	37 (25%)	39 (26%)
Prison job	70 (45%)	82 (53%)	4 (3%)
Voluntary work outside of the prison	45 (31%)	22 (15%)	80 (54%)
Paid work outside of the prison	43 (29%)	11 (7%)	94 (64%)

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

Yes .....	127 (77%)
No.....	36 (22%)
Not applicable (e.g. if you are retired, sick or on remand) .....	3 (2%)

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

Yes .....	140 (81%)
No.....	33 (19%)

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

Yes .....	128 (92%)
No.....	5 (4%)
Don't know what my objectives or targets are.....	6 (4%)

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

Yes .....	88 (67%)
No.....	38 (29%)
Don't know what my objectives or targets are.....	6 (5%)

**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	65 (50%)	24 (18%)	41 (32%)
Other programmes	48 (41%)	21 (18%)	47 (41%)
One to one work	32 (28%)	15 (13%)	67 (59%)
Being on a specialist unit	10 (9%)	11 (10%)	89 (81%)
ROTL - day or overnight release	77 (60%)	5 (4%)	47 (36%)

**Preparation for release**

<b>18.1</b>	<b>Do you expect to be released in the next 3 months?</b>			
	Yes .....			51 (29%)
	No .....			121 (69%)
	Don't know .....			4 (2%)
<b>18.2</b>	<b>How close is this prison to your home area or intended release address?</b>			
	Very near .....			6 (12%)
	Quite near .....			19 (38%)
	Quite far .....			18 (36%)
	Very far .....			7 (14%)
<b>18.3</b>	<b>Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?</b>			
	Yes .....			36 (71%)
	No .....			15 (29%)
<b>18.4</b>	<b>Are you getting help to sort out the following things for when you are released?</b>			
		Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
	Finding accommodation	3 (6%)	5 (10%)	41 (84%)
	Getting employment	12 (24%)	6 (12%)	32 (64%)
	Setting up education or training	5 (10%)	7 (14%)	38 (76%)
	Arranging benefits	4 (8%)	9 (18%)	36 (73%)
	Sorting out finances	3 (6%)	6 (13%)	39 (81%)
	Support for drug or alcohol problems	4 (8%)	2 (4%)	42 (88%)
	Health / mental health support	1 (2%)	6 (12%)	42 (86%)
	Social care support	1 (2%)	2 (4%)	46 (94%)
	Getting back in touch with family or friends	2 (4%)	2 (4%)	44 (92%)

**More about you**

<b>19.1</b>	<b>Do you have children under the age of 18?</b>		
	Yes .....		110 (63%)
	No .....		65 (37%)
<b>19.2</b>	<b>Are you a UK / British citizen?</b>		
	Yes .....		175 (100%)
	No .....		0 (0%)
<b>19.3</b>	<b>Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?</b>		
	Yes .....		4 (2%)
	No .....		171 (98%)
<b>19.4</b>	<b>Have you ever been in the armed services (e.g. army, navy, air force)?</b>		
	Yes .....		12 (7%)
	No .....		163 (93%)

<b>19.5</b>	<b>What is your gender?</b>	
	Male .....	175 (100%)
	Female .....	0 (0%)
	Non-binary .....	0 (0%)
	Other .....	0 (0%)
<b>19.6</b>	<b>How would you describe your sexual orientation?</b>	
	Straight / heterosexual .....	174 (99%)
	Gay / lesbian / homosexual .....	0 (0%)
	Bisexual .....	1 (1%)
	Other .....	0 (0%)
<b>19.7</b>	<b>Do you identify as transgender or transsexual?</b>	
	Yes .....	3 (2%)
	No .....	172 (98%)

### Final questions about this prison

<b>20.1</b>	<b>Do you think your experiences in this prison have made you more or less likely to offend in the future?</b>	
	More likely to offend .....	2 (1%)
	Less likely to offend .....	114 (67%)
	Made no difference .....	55 (32%)

## HMP Kirkham 2018

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

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

- Summary statistics from most recent surveys of all other open prisons (14 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from surveys of open prisons conducted since the introduction of the new questionnaire in September 2017 (2 prisons). Please note that this does not include all open prisons.
- Summary statistics from HMP Kirkham in 2018 are compared with those from HMP Kirkham in 2013. Please note that we do not have comparable data for the new questions introduced in September 2017.

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**Number of completed questionnaires returned**

*n=number of valid responses to question (HMP Kirkham 2018)*

HMP Kirkham 2018	All other open prisons	HMP Kirkham 2018	Open prisons surveyed since September 2017
180	1,985	180	265
180	160		

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION									
1.2	Are you under 21 years of age?	<i>n=177</i>	0%	1%	0%	0%	0%	0%	
	Are you 25 years of age or younger?	<i>n=177</i>	8%		8%	7%	8%		
	Are you 50 years of age or older?	<i>n=177</i>	22%	25%	22%	22%	22%	17%	
	Are you 70 years of age or older?	<i>n=177</i>	1%	2%	1%	0%	1%	1%	
1.3	Are you from a minority ethnic group?	<i>n=175</i>	17%	27%	17%	31%	17%	21%	
1.4	Have you been in this prison for less than 6 months?	<i>n=178</i>	38%		38%	33%	38%		
1.5	Are you currently serving a sentence?	<i>n=178</i>	100%		100%	100%	100%		
	Are you on recall?	<i>n=178</i>	1%	2%	1%	2%	1%	2%	
1.6	Is your sentence less than 12 months?	<i>n=177</i>	3%	2%	3%	1%	3%	3%	
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=177</i>	2%	12%	2%	9%	2%	11%	
7.1	Are you Muslim?	<i>n=179</i>	17%	13%	17%	15%	17%	17%	
11.3	Do you have any mental health problems?	<i>n=177</i>	20%		20%	21%	20%		
12.1	Do you consider yourself to have a disability?	<i>n=177</i>	22%	13%	22%	17%	22%	14%	
19.1	Do you have any children under the age of 18?	<i>n=175</i>	63%	49%	63%	53%	63%	57%	
19.2	Are you a foreign national?	<i>n=175</i>	0%	2%	0%	1%	0%	2%	
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=175</i>	2%	3%	2%	4%	2%	3%	
19.4	Have you ever been in the armed services?	<i>n=175</i>	7%	7%	7%	6%	7%	9%	
19.5	Is your gender female or non-binary?	<i>n=175</i>	0%		0%	1%	0%		
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=175</i>	1%	3%	1%	3%	1%	1%	
19.7	Do you identify as transgender or transsexual?	<i>n=175</i>	2%		2%	2%	2%		
ARRIVAL AND RECEPTION									
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=177</i>	26%	29%	26%	31%	26%	30%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=178</i>	39%	81%	39%	89%	39%	37%	
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=174</i>	91%	86%	91%	86%	91%	89%	
2.4	Overall, were you treated very / quite well in reception?	<i>n=178</i>	87%		87%	90%	87%		

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				180	1,985	180	265	180	160
2.5	When you first arrived, did you have any problems?	<i>n</i> =176	40%	43%	40%	45%	40%	29%	
2.5	Did you have problems with:								
	- Getting phone numbers?	<i>n</i> =176	9%	11%	9%	14%	9%	3%	
	- Contacting family?	<i>n</i> =176	8%	10%	8%	17%	8%	3%	
	- Arranging care for children or other dependents?	<i>n</i> =176	1%		1%	1%	1%		
	- Contacting employers?	<i>n</i> =176	3%	2%	3%	3%	3%	1%	
	- Money worries?	<i>n</i> =176	10%	10%	10%	8%	10%	8%	
	- Housing worries?	<i>n</i> =176	6%	8%	6%	6%	6%	7%	
	- Feeling depressed?	<i>n</i> =176	10%		10%	13%	10%		
	- Feeling suicidal?	<i>n</i> =176	2%		2%	1%	2%		
	- Other mental health problems?	<i>n</i> =176	9%		9%	7%	9%		
	- Physical health problems	<i>n</i> =176	9%		9%	8%	9%	7%	
	- Drugs or alcohol (e.g. withdrawal)?	<i>n</i> =176	2%		2%	1%	2%		
	- Getting medication?	<i>n</i> =176	7%		7%	7%	7%		
	- Needing protection from other prisoners?	<i>n</i> =176	0%	1%	0%	1%	0%	1%	
	- Lost or delayed property?	<i>n</i> =176	11%	11%	11%	12%	11%	7%	
<i>For those who had any problems when they first arrived:</i>									
2.6	Did staff help you to deal with these problems?	<i>n</i> =67	40%	47%	40%	38%	40%	44%	
<b>FIRST NIGHT AND INDUCTION</b>									
3.1	Before you were locked up on your first night, were you offered:								
	- Tobacco or nicotine replacement?	<i>n</i> =177	77%	55%	77%	58%	77%	59%	
	- Toiletries / other basic items?	<i>n</i> =177	49%	45%	49%	43%	49%	36%	
	- A shower?	<i>n</i> =177	57%	43%	57%	64%	57%	23%	
	- A free phone call?	<i>n</i> =177	31%	38%	31%	54%	31%	37%	
	- Something to eat?	<i>n</i> =177	70%	54%	70%	74%	70%	62%	
	- The chance to see someone from health care?	<i>n</i> =177	57%	71%	57%	57%	57%	76%	
	- The chance to talk to a Listener or Samaritans?	<i>n</i> =177	24%	41%	24%	30%	24%	42%	
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n</i> =177	22%		22%	28%	22%		
	- None of these?	<i>n</i> =177	6%		6%	9%	6%		
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n</i> =179	58%		58%	66%	58%		
3.3	Did you feel safe on your first night here?	<i>n</i> =180	95%	91%	95%	94%	95%	94%	
3.4	In your first few days here, did you get?								
	- Access to the prison shop / canteen?	<i>n</i> =175	58%	33%	58%	38%	58%	30%	
	- Free PIN phone credit?	<i>n</i> =166	47%		47%	32%	47%		
	- Numbers put on your PIN phone?	<i>n</i> =162	60%		60%	59%	60%		
3.5	Have you had an induction at this prison?	<i>n</i> =175	99%	95%	99%	100%	99%	95%	
<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</i> =174	70%		70%	69%	70%		

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<b>ON THE WING</b>							
4.1	Are you in a cell on your own?	n=179	87%		87%	53%	87%
4.2	Is your cell call bell normally answered within 5 minutes?	n=173	13%		13%	1%	13%
4.3	On the wing or houseblock you currently live on:						
	- Do you normally have enough clean, suitable clothes for the week?	n=179	85%		85%	86%	85%
	- Can you shower every day?	n=179	99%	98%	99%	98%	99%
	- Do you have clean sheets every week?	n=178	94%	68%	94%	88%	94%
	- Do you get cell cleaning materials every week?	n=176	72%	64%	72%	72%	72%
	- Is it normally quiet enough for you to relax or sleep at night?	n=177	87%	78%	87%	79%	87%
	- Can you get your stored property if you need it?	n=176	43%	47%	43%	48%	43%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=178	75%		75%	65%	75%
<b>FOOD AND CANTEEN</b>							
5.1	Is the quality of the food in this prison very / quite good?	n=180	61%		61%	56%	61%
5.2	Do you get enough to eat at meal-times always / most of the time?	n=180	47%		47%	57%	47%
5.3	Does the shop / canteen sell the things that you need?	n=178	71%	60%	71%	66%	71%
<b>RELATIONSHIPS WITH STAFF</b>							
6.1	Do most staff here treat you with respect?	n=178	56%	82%	56%	71%	56%
6.2	Are there any staff here you could turn to if you had a problem?	n=177	68%	81%	68%	77%	68%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=179	29%	37%	29%	38%	29%
6.4	Do you have a personal officer?	n=179	96%		96%	95%	96%
<i>For those who have a personal officer:</i>							
6.4	Is your personal or named officer very / quite helpful?	n=171	61%		61%	58%	61%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=178	12%		12%	29%	12%
6.6	Do you feel that you are treated as an individual in this prison?	n=174	44%		44%	60%	44%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=178	48%		48%	56%	48%
	If so, do things sometimes change?	n=86	33%		33%	48%	33%
<b>FAITH</b>							
7.1	Do you have a religion?	n=179	68%	70%	68%	61%	68%
<i>For those who have a religion:</i>							
7.2	Are your religious beliefs respected here?	n=120	78%		78%	79%	78%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=121	85%		85%	74%	85%
7.4	Are you able to attend religious services, if you want to?	n=122	97%		97%	93%	97%
<b>CONTACT WITH FAMILY AND FRIENDS</b>							
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=177	50%		50%	52%	50%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=176	23%	19%	23%	18%	23%
8.3	Are you able to use a phone every day (if you have credit)?	n=176	98%		98%	96%	98%
8.4	Is it very / quite easy for your family and friends to get here?	n=175	58%		58%	52%	58%
8.5	Do you get visits from family/friends once a week or more?	n=173	34%		34%	29%	34%
<i>For those who get visits:</i>							
8.6	Do visits usually start and finish on time?	n=128	75%		75%	83%	75%
8.7	Are your visitors usually treated respectfully by staff?	n=127	87%		87%	89%	87%

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<b>TIME OUT OF CELL</b>								
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n</i> =176	100%		100%	98%	100%	
<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> =176	91%		91%	90%	91%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<i>n</i> =173	2%	2%	2%	2%	2%	3%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<i>n</i> =173	49%	57%	49%	63%	49%	59%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<i>n</i> =176	6%		6%	6%	6%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<i>n</i> =176	38%		38%	50%	38%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	<i>n</i> =174	78%		78%	87%	78%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	<i>n</i> =172	91%		91%	94%	91%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<i>n</i> =180	92%		92%	92%	92%	
9.7	Do you typically go to the gym twice a week or more?	<i>n</i> =175	69%		69%	62%	69%	
9.8	Do you typically go to the library twice a week or more?	<i>n</i> =176	44%	33%	44%	48%	44%	33%
<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> =148	78%	74%	78%	74%	78%	86%
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>								
10.1	Is it easy for you to make an application?	<i>n</i> =178	78%	87%	78%	87%	78%	80%
<i>For those who have made an application:</i>								
10.2	Are applications usually dealt with fairly?	<i>n</i> =144	67%	74%	67%	74%	67%	71%
	Are applications usually dealt with within 7 days?	<i>n</i> =144	63%	63%	63%	68%	63%	58%
10.3	Is it easy for you to make a complaint?	<i>n</i> =177	50%	54%	50%	56%	50%	44%
<i>For those who have made a complaint:</i>								
10.4	Are complaints usually dealt with fairly?	<i>n</i> =58	36%	40%	36%	36%	36%	29%
	Are complaints usually dealt with within 7 days?	<i>n</i> =59	36%	41%	36%	35%	36%	36%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n</i> =90	29%		29%	26%	29%	
<i>For those who need it, is it easy to:</i>								
10.6	Communicate with your solicitor or legal representative?	<i>n</i> =130	61%		61%	68%	61%	
	Attend legal visits?	<i>n</i> =117	55%		55%	64%	55%	
	Get bail information?	<i>n</i> =78	30%		30%	34%	30%	
<i>For those who have had legal letters:</i>								
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	<i>n</i> =97	36%	34%	36%	35%	36%	42%

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<b>HEALTH CARE</b>							
11.1	Is it very / quite easy to see:						
	- Doctor?	n=176	46%	46%	78%	46%	
	- Nurse?	n=176	74%	74%	88%	74%	
	- Dentist?	n=175	22%	22%	28%	22%	
	- Mental health workers?	n=175	19%	19%	31%	19%	
11.2	Do you think the quality of the health service is very / quite good from:						
	- Doctor?	n=176	61%	61%	69%	61%	
	- Nurse?	n=172	77%	77%	82%	77%	
	- Dentist?	n=172	38%	38%	34%	38%	
	- Mental health workers?	n=171	19%	19%	22%	19%	
11.3	Do you have any mental health problems?	n=177	20%	20%	21%	20%	
<i>For those who have mental health problems:</i>							
11.4	Have you been helped with your mental health problems in this prison?	n=35	34%	34%	58%	34%	
11.5	Do you think the overall quality of the health services here is very / quite good?	n=174	66%	66%	73%	66%	
<b>OTHER SUPPORT NEEDS</b>							
12.1	Do you consider yourself to have a disability?	n=177	22%	22%	17%	22%	14%
<i>For those who have a disability:</i>							
12.2	Are you getting the support you need?	n=36	53%	53%	40%	53%	
12.3	Have you been on an ACCT in this prison?	n=177	4%	4%	1%	4%	
<i>For those who have been on an ACCT:</i>							
12.4	Did you feel cared for by staff?	n=6	67%	67%	33%	67%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=175	48%	48%	43%	48%	
<b>ALCOHOL AND DRUGS</b>							
13.1	Did you have an alcohol problem when you came into this prison?	n=176	8%	8%	7%	8%	16%
<i>For those who had / have an alcohol problem:</i>							
13.2	Have you been helped with your alcohol problem in this prison?	n=13	69%	69%	68%	69%	87%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=176	12%	12%	6%	12%	12%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=175	6%	6%	2%	6%	1%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=176	3%	3%	2%	3%	
<i>For those who had / have a drug problem:</i>							
13.6	Have you been helped with your drug problem in this prison?	n=22	82%	82%	81%	82%	91%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=175	38%	38%	31%	38%	
13.8	Is it very / quite easy to get alcohol in this prison?	n=175	28%	28%	30%	28%	

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		Number of completed questionnaires returned		HMP Kirkham 2018	All other open prisons	HMP Kirkham 2018	Open prisons surveyed since September 2017	HMP Kirkham 2018	HMP Kirkham 2013
				180	1,985	180	265	180	160
<b>SAFETY</b>									
14.1	Have you ever felt unsafe here?	<i>n</i> =176	13%	19%		13%	15%	13%	11%
14.2	Do you feel unsafe now?	<i>n</i> =175	6%	7%		6%	7%	6%	4%
14.3	Have you experienced any of the following from other prisoners here:								
	- Verbal abuse?	<i>n</i> =165	13%			13%	14%	13%	
	- Threats or intimidation?	<i>n</i> =165	9%			9%	11%	9%	
	- Physical assault?	<i>n</i> =165	2%			2%	3%	2%	
	- Sexual assault?	<i>n</i> =165	1%			1%	1%	1%	
	- Theft of canteen or property?	<i>n</i> =165	4%			4%	7%	4%	
	- Other bullying / victimisation?	<i>n</i> =165	5%			5%	7%	5%	
	- Not experienced any of these from prisoners here	<i>n</i> =165	86%	84%		86%	77%	86%	88%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<i>n</i> =173	34%			34%	40%	34%	
14.5	Have you experienced any of the following from staff here:								
	- Verbal abuse?	<i>n</i> =170	26%			26%	17%	26%	
	- Threats or intimidation?	<i>n</i> =170	21%			21%	15%	21%	
	- Physical assault?	<i>n</i> =170	1%			1%	2%	1%	
	- Sexual assault?	<i>n</i> =170	0%			0%	2%	0%	
	- Theft of canteen or property?	<i>n</i> =170	2%			2%	3%	2%	
	- Other bullying / victimisation?	<i>n</i> =170	13%			13%	16%	13%	
	- Not experienced any of these from staff here	<i>n</i> =170	65%	80%		65%	70%	65%	75%
14.6	If you were being bullied / victimised by staff here, would you report it?	<i>n</i> =175	48%			48%	52%	48%	
<b>BEHAVIOUR MANAGEMENT</b>									
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<i>n</i> =173	53%			53%	53%	53%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<i>n</i> =175	52%			52%	55%	52%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<i>n</i> =177	2%	3%		2%	3%	2%	
<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</i> =2	100%			100%	0%	100%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n</i> =174	2%			2%	0%	2%	
<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</i> =2	50%			50%	50%	50%	
	Could you shower every day?	<i>n</i> =1	0%			0%	100%	0%	
	Could you go outside for exercise every day?	<i>n</i> =1	0%			0%	100%	0%	
	Could you use the phone every day (if you had credit)?	<i>n</i> =1	0%			0%	100%	0%	

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**Number of completed questionnaires returned**

		HMP Kirkham 2018	All other open prisons	HMP Kirkham 2018	Open prisons surveyed since September 2017	HMP Kirkham 2018	HMP Kirkham 2013
		180	1,985	180	265	180	160
<b>EDUCATION, SKILLS AND WORK</b>							
16.1	In this prison, is it easy to get into the following activities:						
	- Education?	n=170	85%	85%	80%	85%	
	- Vocational or skills training?	n=163	48%	48%	52%	48%	
	- Prison job?	n=169	76%	76%	86%	76%	
	- Voluntary work outside of the prison?	n=171	15%	15%	35%	15%	
	- Paid work outside of the prison?	n=170	11%	11%	17%	11%	
16.2	In this prison, have you done the following activities:						
	- Education?	n=160	91%	91%	84%	91%	89%
	- Vocational or skills training?	n=150	74%	74%	72%	74%	79%
	- Prison job?	n=156	97%	97%	95%	97%	93%
	- Voluntary work outside of the prison?	n=147	46%	46%	59%	46%	
	- Paid work outside of the prison?	n=148	37%	37%	50%	37%	
<i>For those who have done the following activities, do you think they will help you on release:</i>							
	- Education?	n=145	50%	50%	66%	50%	50%
	- Vocational or skills training?	n=111	67%	67%	78%	67%	52%
	- Prison job?	n=152	46%	46%	39%	46%	46%
	- Voluntary work outside of the prison?	n=67	67%	67%	62%	67%	
	- Paid work outside of the prison?	n=54	80%	80%	88%	80%	
16.3	Do staff encourage you to attend education, training or work?	n=163	78%	78%	75%	78%	
<b>PLANNING AND PROGRESSION</b>							
17.1	Do you have a custody plan?	n=173	81%	81%	82%	81%	
<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=139	92%	92%	95%	92%	
17.3	Are staff helping you to achieve your objectives or targets?	n=132	67%	67%	69%	67%	
17.4	In this prison, have you done:						
	- Offending behaviour programmes?	n=130	69%	69%	50%	69%	
	- Other programmes?	n=116	60%	60%	39%	60%	
	- One to one work?	n=114	41%	41%	37%	41%	
	- Been on a specialist unit?	n=110	19%	19%	18%	19%	
	- ROTL - day or overnight release?	n=129	64%	64%	72%	64%	
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>							
	- Offending behaviour programmes?	n=89	73%	73%	76%	73%	
	- Other programmes?	n=69	70%	70%	70%	70%	
	- One to one work?	n=47	68%	68%	78%	68%	
	- Being on a specialist unit?	n=21	48%	48%	43%	48%	
	- ROTL - day or overnight release?	n=82	94%	94%	94%	94%	

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**Number of completed questionnaires returned**

		HMP Kirkham 2018	All other open prisons	HMP Kirkham 2018	Open prisons surveyed since September 2017	HMP Kirkham 2018	HMP Kirkham 2013
		180	1,985	180	265	180	160
<b>PREPARATION FOR RELEASE</b>							
18.1	Do you expect to be released in the next 3 months?	<i>n</i> =176	29%		29%	24%	29%
<i>For those who expect to be released in the next 3 months:</i>							
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n</i> =50	50%		50%	56%	50%
18.3	Is anybody helping you to prepare for your release?	<i>n</i> =51	71%		71%	73%	71%
18.4	Do you need help to sort out the following for when you are released:						
	- Finding accommodation?	<i>n</i> =49	16%		16%	53%	16%
	- Getting employment?	<i>n</i> =50	36%		36%	58%	36%
	- Setting up education or training?	<i>n</i> =50	24%		24%	40%	24%
	- Arranging benefits?	<i>n</i> =49	27%		27%	53%	27%
	- Sorting out finances?	<i>n</i> =48	19%		19%	44%	19%
	- Support for drug or alcohol problems?	<i>n</i> =48	13%		13%	18%	13%
	- Health / mental Health support?	<i>n</i> =49	14%		14%	19%	14%
	- Social care support?	<i>n</i> =49	6%		6%	22%	6%
	- Getting back in touch with family or friends?	<i>n</i> =48	8%		8%	18%	8%
18.4	Are you getting help to sort out the following for when you are released, if you need it:						
	- Finding accommodation?	<i>n</i> =8	38%		38%	34%	38%
	- Getting employment?	<i>n</i> =18	67%		67%	29%	67%
	- Setting up education or training?	<i>n</i> =12	42%		42%	36%	42%
	- Arranging benefits?	<i>n</i> =13	31%		31%	34%	31%
	- Sorting out finances?	<i>n</i> =9	33%		33%	39%	33%
	- Support for drug or alcohol problems?	<i>n</i> =6	67%		67%	90%	67%
	- Health / mental Health support?	<i>n</i> =7	14%		14%	40%	14%
	- Social care support?	<i>n</i> =3	33%		33%	23%	33%
	- Getting back in touch with family or friends?	<i>n</i> =4	50%		50%	40%	50%
<b>FINAL QUESTION ABOUT THIS PRISON</b>							
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n</i> =171	67%		67%	68%	67%

## HMP Kirkham 2018

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

In this table the following analyses are presented:

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

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

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Number of completed questionnaires returned

Black and minority ethnic		White		Muslim		Non-Muslim	
	29		146		30		149

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	0%	0%	0%	0%
	Are you 50 years of age or older?	14%	24%	17%	23%
1.3	Are you from a minority ethnic group?			90%	2%
7.1	Are you Muslim?	90%	2%		
11.3	Do you have any mental health problems?	0%	24%	11%	22%
12.1	Do you consider yourself to have a disability?	4%	26%	11%	24%
19.2	Are you a foreign national?	0%	0%	0%	0%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	3%	3%	2%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	90%	91%	87%	92%
2.4	Overall, were you treated very / quite well in reception?	90%	86%	90%	86%
2.5	When you first arrived, did you have any problems?	29%	43%	28%	43%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	50%	39%	63%	37%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	100%	94%	100%	94%
3.5	Have you had an induction at this prison?	100%	99%	100%	99%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	68%	70%	69%	70%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	7%	14%	11%	14%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	90%	83%	90%	84%
	- Can you shower every day?	97%	100%	97%	100%
	- Do you have clean sheets every week?	93%	94%	93%	94%
	- Do you get cell cleaning materials every week?	75%	71%	80%	70%
	- Is it normally quiet enough for you to relax or sleep at night?	89%	86%	90%	86%
	- Can you get your stored property if you need it?	36%	43%	39%	44%

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Number of completed questionnaires returned

	Black and minority ethnic	White	Muslim	Non-Muslim
	29	146	30	149

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	38%	48%	40%	48%
5.3	Does the shop / canteen sell the things that you need?	46%	77%	50%	76%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	52%	57%	53%	57%
6.2	Are there any staff here you could turn to if you had a problem?	79%	67%	86%	65%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	28%	30%	33%	28%
6.6	Do you feel that you are treated as an individual in this prison?	56%	42%	57%	41%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	86%	75%	93%	74%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	86%	84%	89%	84%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	55%	48%	60%	48%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	17%	25%	23%	23%
8.3	Are you able to use a phone every day (if you have credit)?	100%	97%	100%	97%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	89%	87%	82%	88%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	2%	0%	2%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	23%	54%	30%	52%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	77%	78%	78%	78%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	89%	75%	93%	74%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	77%	64%	81%	65%
10.3	Is it easy for you to make a complaint?	54%	49%	59%	49%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	56%	31%	63%	32%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	33%	28%	33%	28%

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Number of completed questionnaires returned

	Black and minority ethnic	White	Muslim	Non-Muslim
	29	146	30	149

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	46%	46%	48%	46%
	- Nurse?	75%	73%	76%	74%
	- Dentist?	18%	23%	17%	23%
	- Mental health workers?	18%	19%	17%	19%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	34%		33%	34%
11.5	Do you think the overall quality of the health services here is very / quite good?	70%	64%	75%	64%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	100%	51%	100%	50%
SAFETY					
14.1	Have you ever felt unsafe here?	7%	13%	7%	14%
14.2	Do you feel unsafe now?	7%	5%	3%	6%
14.3	Not experienced bullying / victimisation by other prisoners	96%	83%	96%	84%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	41%	33%	41%	32%
14.5	Not experienced bullying / victimisation by members of staff	65%	65%	65%	65%
14.6	If you were being bullied / victimised by staff here, would you report it?	44%	50%	43%	49%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	67%	51%	70%	50%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	52%	52%	54%	52%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	2%	0%	2%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	2%	0%	2%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	85%	76%	89%	75%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	93%	78%	93%	78%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	72%	66%	78%	64%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	63%	74%	75%	70%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	85%	63%	93%	62%

## HMP Kirkham 2018

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

In this table the following analyses are presented:

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

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

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Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
35	142	38	139

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	0%	0%	0%	0%
	Are you 50 years of age or older?	11%	25%	30%	20%
1.3	Are you from a minority ethnic group?	0%	20%	3%	19%
7.1	Are you Muslim?	9%	18%	8%	18%
11.3	Do you have any mental health problems?			53%	11%
12.1	Do you consider yourself to have a disability?	57%	13%		
19.2	Are you a foreign national?	0%	0%	0%	0%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	9%	1%	8%	1%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	89%	91%	86%	92%
2.4	Overall, were you treated very / quite well in reception?	89%	86%	87%	87%
2.5	When you first arrived, did you have any problems?	60%	35%	68%	32%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	40%	41%	56%	32%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	86%	97%	90%	96%
3.5	Have you had an induction at this prison?	100%	99%	100%	99%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	60%	72%	66%	71%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	19%	12%	24%	11%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	74%	87%	87%	84%
	- Can you shower every day?	100%	99%	100%	99%
	- Do you have clean sheets every week?	94%	94%	100%	92%
	- Do you get cell cleaning materials every week?	65%	75%	76%	72%
	- Is it normally quiet enough for you to relax or sleep at night?	73%	90%	83%	88%
	- Can you get your stored property if you need it?	42%	44%	42%	44%

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Number of completed questionnaires returned

	Mental health problems	No mental health problems	Have a disability	Do not have a disability
	35	142	38	139

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	40%	49%	53%	45%
5.3	Does the shop / canteen sell the things that you need?	77%	71%	82%	70%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	46%	58%	58%	55%
6.2	Are there any staff here you could turn to if you had a problem?	54%	71%	66%	69%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	26%	30%	32%	29%
6.6	Do you feel that you are treated as an individual in this prison?	32%	47%	41%	45%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	68%	80%	77%	78%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	74%	89%	81%	88%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	51%	49%	58%	47%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	26%	23%	25%	23%
8.3	Are you able to use a phone every day (if you have credit)?	91%	99%	97%	98%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	92%	87%	84%	90%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	9%	0%	5%	1%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	51%	48%	49%	49%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	72%	80%	83%	77%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	69%	80%	76%	78%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	50%	71%	56%	69%
10.3	Is it easy for you to make a complaint?	49%	51%	49%	51%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	23%	40%	31%	38%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	44%	24%	38%	26%

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

Number of completed questionnaires returned

	Mental health problems	No mental health problems		
	35	142	Have a disability	Do not have a disability
			38	139

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	49%	46%	54%	44%
	- Nurse?	76%	75%	84%	73%
	- Dentist?	21%	23%	32%	20%
	- Mental health workers?	32%	16%	22%	18%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	34%		35%	33%
11.5	Do you think the overall quality of the health services here is very / quite good?	60%	68%	73%	64%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	44%	61%	53%	
SAFETY					
14.1	Have you ever felt unsafe here?	27%	10%	22%	11%
14.2	Do you feel unsafe now?	15%	4%	11%	4%
14.3	Not experienced bullying / victimisation by other prisoners	69%	90%	76%	88%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	31%	34%	38%	32%
14.5	Not experienced bullying / victimisation by members of staff	44%	71%	59%	67%
14.6	If you were being bullied / victimised by staff here, would you report it?	54%	47%	60%	45%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	41%	56%	58%	52%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	37%	55%	53%	52%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	6%	1%	5%	1%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	6%	1%	6%	1%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	78%	78%	82%	77%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	73%	83%	72%	83%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	52%	69%	65%	67%
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%	63%	89%	67%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	61%	68%	58%	69%

## HMP Kirkham 2018

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

In this table the following analyses are presented:

- 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

	50 and over	Under 50
Number of completed questionnaires returned	39	138

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.3	Are you from a minority ethnic group?	10%	19%
7.1	Are you Muslim?	13%	18%
11.3	Do you have any mental health problems?	10%	23%
12.1	Do you consider yourself to have a disability?	28%	19%
19.2	Are you a foreign national?	0%	0%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	2%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	95%	90%
2.4	Overall, were you treated very / quite well in reception?	87%	87%
2.5	When you first arrived, did you have any problems?	50%	37%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	56%	35%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	92%	96%
3.5	Have you had an induction at this prison?	100%	99%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	68%	69%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	11%	14%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	90%	83%
	- Can you shower every day?	100%	99%
	- Do you have clean sheets every week?	95%	93%
	- Do you get cell cleaning materials every week?	87%	67%
	- Is it normally quiet enough for you to relax or sleep at night?	87%	87%
	- Can you get your stored property if you need it?	33%	46%

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

Number of completed questionnaires returned

	50 and over	Under 50
	39	138

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	54%	44%
5.3	Does the shop / canteen sell the things that you need?	74%	71%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	74%	51%
6.2	Are there any staff here you could turn to if you had a problem?	74%	67%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	33%	27%
6.6	Do you feel that you are treated as an individual in this prison?	45%	44%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	81%	77%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	90%	83%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	53%	49%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	28%	23%
8.3	Are you able to use a phone every day (if you have credit)?	97%	98%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	92%	86%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	3%	2%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	43%	51%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	74%	79%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	69%	79%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	67%	66%
10.3	Is it easy for you to make a complaint?	49%	50%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	40%	35%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	25%	31%

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

	50 and over	Under 50
<b>Number of completed questionnaires returned</b>	<b>39</b>	<b>138</b>

<b>HEALTH CARE</b>			
11.1	Is it very / quite easy to see:		
	- Doctor?	39%	47%
	- Nurse?	77%	73%
	- Dentist?	32%	20%
	- Mental health workers?	16%	20%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	0%	39%
11.5	Do you think the overall quality of the health services here is very / quite good?	62%	67%
<b>OTHER SUPPORT NEEDS</b>			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	55%	50%
<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	13%	13%
14.2	Do you feel unsafe now?	5%	5%
14.3	Not experienced bullying / victimisation by other prisoners	83%	86%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	51%	29%
14.5	Not experienced bullying / victimisation by members of staff	65%	65%
14.6	If you were being bullied / victimised by staff here, would you report it?	47%	49%
<b>BEHAVIOUR MANAGEMENT</b>			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	61%	52%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	63%	49%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	3%	2%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	2%
<b>EDUCATION, SKILLS AND WORK</b>			
16.3	Do staff encourage you to attend education, training or work?	76%	78%
<b>PLANNING AND PROGRESSION</b>			
17.1	Do you have a custody plan?	74%	83%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	73%	64%
<b>PREPARATION FOR RELEASE</b>			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	67%	71%
<b>FINAL QUESTION ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	63%	69%