

Report on an unannounced inspection of

HMP Send

by HM Chief Inspector of Prisons

18–29 June 2018

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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 Send, in Surrey, is a closed training prison for women which has a highly complex population of up to 282 often high-risk offenders. Three-quarters of those held were serving over four years and 67 at the time we inspected were serving indeterminate sentences, including life. A substantial number, although not all, of those held lived on one of three therapeutic or specialist facilities which sought to address the needs of women as part of a structured personality disorder pathway.

When we last inspected Send in 2014 we found outcomes that were good in all four of our healthy prison tests, the highest assessment HM Inspectorate of Prisons can give. At this inspection, we again found outcomes that were excellent in three of our tests, although we report with some disappointment that there had been significant deterioration in the provision of learning and skills.

HMP Send was a very safe prison. Women were well cared for on arrival and there was very little violence. In our survey, women raised some concerns about issues of bullying and victimisation but we found the prison's response to such behaviour had improved, with a good multidisciplinary approach in place to create and sustain a safe environment for those held. Recorded self-harm had almost doubled but it remained much lower than comparable prisons; for those in crisis the assessment, care in custody and teamwork (ACCT) case management and care we observed were good. Security was applied proportionately and illicit drugs were not a significant problem. Interventions to support those with a drug dependency were impressive and a model of good practice. Force was rarely used, although it could have been managed better, and the prison, commendably, was able to operate without the need for a segregation unit.

Living conditions in the prison were clean and decent and most women reported very positively about many aspects of daily living. Relationships between staff and women were excellent and were at the heart of the prison's success. Work to promote equality had improved and was generally very good, although more could have been done to support some groups, notably younger women and foreign nationals. The chaplaincy provided excellent additional support and evidenced much good practice. Requests and complaints were managed very well and the quality of health care overall was reasonably good.

Our principal concern at this inspection was outcomes in the area of purposeful activity. Most women had more than 10 hours out of their cells and we found very few locked up during the working day. That said, the management of learning and skills was not robust and quality improvement lacked challenge. The range of education on offer was good but opportunities in work and vocational training were more limited. Allocations to activity needed improvement and employer engagement was insufficient. Attendance and retention in education and vocational training were mixed and in some vocation and work settings women were insufficiently productive. Achievement rates were reasonable, although progress was not always monitored well enough.

The management of resettlement, in contrast, was strong and offender management was at the heart of a prisoner's experience. The quality of case management we observed was good and most women knew they had a custody plan. Public protection arrangements were reasonably robust, although they could have been better in the otherwise excellent visiting arrangements. Support for women about to be released was comprehensive and integrated well with other aspects of offender management. The specialist and therapeutic units were very well managed and ensured useful outcomes and progress for those who needed to be held in them.

HMP Send was, to conclude, an excellent prison run by a very effective governor and caring staff. The women at the prison were treated with decency and care, being kept safe and treated with respect. The prison provided services for some very difficult and potentially dangerous women, yet did so with confidence and competence. There was work to do to improve education, vocational

training and work, so we have left the prison with a few recommendations which we hope will assist in this process.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

September 2018

Fact page

Task of the establishment

HMP Send is a closed resettlement prison for women.

Certified normal accommodation and operational capacity

Prisoners held at the time of inspection: 277

Baseline certified normal capacity: 282

In-use certified normal capacity: 282

Operational capacity: 282

Notable features from this inspection

75% of the population was serving four years and over (including 67 indeterminate sentences).

There had been no deaths in custody since the previous inspection.

The number of self-harm incidents had almost doubled since the previous inspection.

The complex population was managed without a segregation unit.

Only 7% of women were held in shared cells.

The mental health team supported 50% of the population.

The number of women benefitting from release on temporary licence had fallen by around 70% since the previous inspection.

Prison status (public or private) and key providers

Public

Physical health provider: Central and North West London NHS Foundation Trust

Mental health provider: Central and North West London NHS Foundation Trust

Substance misuse provider: Forward Trust

Learning and skills provider: Novus

Community rehabilitation company (CRC): Two CRCs deliver through-the-gate services in HMP Send: London CRC (owned by MTC Novo) and Kent, Surrey and Sussex CRC (owned by Seetec).

Escort contractor: GeoAmey

Prison group

Women's estate

Brief history

Originally an isolation hospital, HMP Send opened as a junior detention centre in 1962. In 1987, it was reclassified as a category C adult male training prison and by 1999 the prison had been completely rebuilt. It now operates as a closed training and resettlement prison for women. It has an 80-bed resettlement unit and the only democratic therapeutic community for women in prison.

Short description of residential units

A wing: 40 single-occupancy cells over two floors, providing preparation PIPE and progression PIPE

B wing: 38 single-occupancy cells over two floors – general population

C wing: 40 single-occupancy cells over two floors – general population

D wing: 10 cells, each shared by two women during induction

E and F wings: 40 single occupancy cells on each wing – resettlement units

J wing: 64 cells over two floors. The ground floor is for the general population and the first floor houses a therapeutic community

Name of governor and date in post

Carlene Dixon (since January 2015)

Independent Monitoring Board chair

Penny Panman

Date of last full inspection

3–14 February 2014

About this inspection and report

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

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

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

Safety women, particularly the most vulnerable, are held safely

Respect women are treated with respect for their human dignity

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

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

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

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

- **outcomes for women are good.**

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

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

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

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

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

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

- **outcomes for women are poor.**
There is evidence that the outcomes for women are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for women. Immediate remedial action is required.
- A6 Our assessments might result in one of the following:
- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
 - **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for women.
- A7 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with women; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.
- A8 Since April 2013, all our inspections have been unannounced, other than in exceptional circumstances. This replaces the previous system of announced and unannounced full main inspections with full or short follow-ups to review progress. All our inspections now follow up recommendations from the last full inspection.
- A9 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

This report

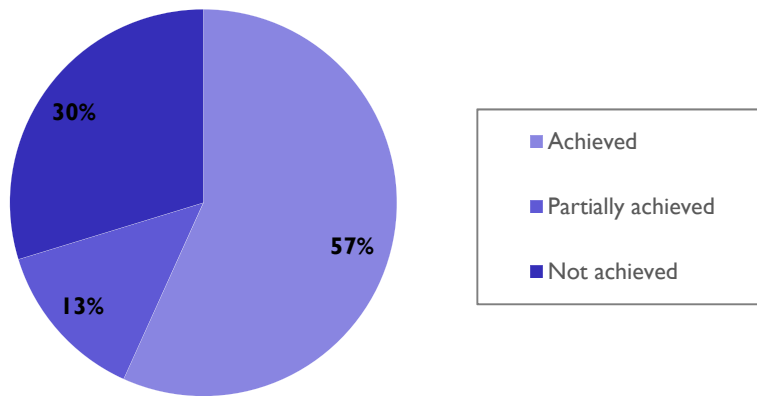
- A10 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follows five sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for women in prisons*. The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 6 collates all recommendations and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.
- A11 Details of the inspection team and the prison population profile can be found in Appendices I and III respectively.
- A12 Findings from the survey of women and a detailed description of the survey methodology can be found in Appendix IV of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.²

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

Summary

- S1 We last inspected HMP Send in 2014 and made 37 recommendations overall. The prison fully accepted 26 of the recommendations and partially (or subject to resources) accepted five. It rejected six of the recommendations.
- S2 At this follow-up inspection we found that the prison had achieved 21 of those recommendations, partially achieved five recommendations and not achieved 11 recommendations. No recommendations were no longer relevant.

Figure 1: HMP Send progress on recommendations from last inspection (n=37)



- S3 Since our last inspection, outcomes for prisoners stayed the same in all healthy prison areas apart from Purposeful Activity, which has worsened. Outcomes were good in each healthy prison area, except for Purposeful Activity, where outcomes were not sufficiently good.

Figure 2: HMP Send healthy prison outcomes 2014 and 2018³



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

Safety

S4 *Most women's experience of their arrival, first night and early days at the prison was good. We found a safe environment, where incidents of violence were rare. Despite some concerning survey findings, the prison's response to bullying and antisocial behaviour had improved. Levels of self-harm had increased but were lower than at similar prisons, and care for women at risk of self-harm was good. Safeguarding arrangements were also sound. Security was well managed and underpinned by good relationships between staff and women. Levels of use of force and segregation were low but governance of use of force required improvement. It was positive that there was no segregation unit. Substance use services were good. **Outcomes for women were good against this healthy prison test.***

S5 *At the last inspection in 2014 we found that outcomes for women in Send were good against this healthy prison test. We made eight recommendations in the area of safety. At this follow-up inspection we found that three of the recommendations had been achieved, one had been partially achieved and four had not been achieved.*

S6 Reception staff were welcoming and women received an interview in private and could access support from peer workers while in reception. The new first night procedures were good, as was the induction, which covered appropriate topics and was supported by peer workers.

S7 The prison provided a safe environment for women and this was supported by positive relationships. There was a comprehensive safer custody policy, which was supplemented by relevant linked documents, covering violence reduction, self-isolation and guidance on relationships. The committee structure had changed considerably since the previous inspection. Meetings now took place much more frequently, were well attended and had a stronger emphasis on multidisciplinary work. This helped to ensure that all staff had access to the information about prisoners that they needed.

S8 The level of violence remained low. However, women's perceptions about victimisation by other prisoners and staff were worse than at similar prisons. We found that the response to bullying and antisocial behaviour had improved and that a more multidisciplinary approach was being adopted, with greater effort being made to tackle underlying causes.

S9 Typically, there were between 10 and 15 assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm open at any one time. The number of self-harm incidents had almost doubled since the previous inspection but remained substantially lower than at other prisons. Women we spoke to who had been subject to ACCT care management procedures mostly spoke positively about their treatment by staff. The ACCT documents that we examined were of good quality; support plans and daily written entries were sufficiently detailed and reviews were usually multidisciplinary. Women at risk of self-harm were also well supported by Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) and an active outreach support from members of the chaplaincy.

S10 Links with the local authority social care department were good. Women with complex needs were referred for assessment soon after their arrival at the prison, and this could result in occupational therapy input or social care support. Nine women currently benefited from this type of help. Care plans had been produced for such women, and these cases were considered regularly within the safer custody forums.

- S11 The prison's security was supported by good relationships between staff and the women. Security-led meetings were well attended, and links between the small security department and the rest of the prison, particularly the substance use and safer custody teams, were strong. There were also close links with the local police. Risk management systems were well integrated and staff corruption arrangements were properly focused on keeping women safe. There were proactive measures in place to prevent drugs from getting into the prison, and substance use was not a significant problem.
- S12 Adjudications were conducted fairly but some charges could have been dealt through less formal means. The level of use of force was low. However, written accounts from officers involved in incidents, and the video footage we watched, did not always give assurance that de-escalation had been used to full effect. It was positive that the prison continued to manage the population without the need for a segregation unit. Governance of cellular confinement for the relatively few women who required it was good and the regime, although basic, had improved.
- S13 The establishment's substance misuse strategy took a whole-prison approach to supply and demand reduction and was informed by the needs of the population. A fully integrated substance use service provided a wide range of interventions at different levels of intensity. Drug and alcohol programmes were more flexible and accessible, and peer support and mutual aid groups had expanded. The clinical management of the 16 women currently prescribed opiate substitute treatment was good, but the timing of medicine administration disrupted activities. Joint working with mental health services was underdeveloped.

Respect

S14 *Living conditions were good. Residential units, although shabby in places, were clean and women had good access to cleaning materials, bedding and property. Good staff–prisoner relationships had a positive impact across all aspects of life at the prison. The management of equality and diversity had improved, diversity was promoted well and consultation had developed since the previous inspection. Provision for most groups was generally good but did not adequately meet the needs of younger and foreign national women. Faith provision was excellent. Complaints were well managed and legal services were good. With the exception of the dentist, health services were reasonably good. The quality of the food served was good but facilities for women to cook for themselves were underdeveloped. **Outcomes for women were good against this healthy prison test.***

S15 *At the last inspection in 2014 we found that outcomes for women in Send were good against this healthy prison test. We made 15 recommendations in the area of respect. At this follow-up inspection we found that 11 of the recommendations had been achieved and four had not been achieved.*

- S16 All of the wings were clean and decent but most were shabby in places, although a painting programme began during the inspection. Women valued the fact that most cells were single occupancy, with integral showers and toilets. In our survey, women reported positively about most aspects of daily living, such as access to cleaning materials, sheets and stored property. They could wear their own clothes, and clothing could be handed or sent in. The Sensations shop sold clothing cheaply and was popular. The applications process was well understood and generally worked reasonably well.
- S17 We witnessed many examples of excellent interactions between staff and prisoners which were warm and friendly, and showed that staff and prisoners knew each other well. Some

staff demonstrated excellent listening skills. The personal officer scheme generally worked well.

- S18 The management of equality was stronger than at the time of the previous inspection. The equality action team meeting was well attended, action planning was reasonable and there was detailed monitoring of potential differential outcomes for protected groups. Consultation was regular and improving. The number of discrimination incident report forms submitted was low, and awareness of the process was poor, but investigations were thorough. Work to celebrate diversity through events and creative activities was strong. Women had the opportunity to be involved in the planning for specific celebrations, and many attended and enjoyed these.
- S19 In our surveys, women from different groups generally reported similarly to their counterparts and we assessed outcomes for most women as equitable. However, women with disabilities reported more negatively about bullying from other prisoners, and younger women and those from a black and minority ethnic background were less positive about relationships with staff. These concerns needed exploring. Support for most older women and those with disabilities was generally good but there were gaps in provision for younger and foreign national women.
- S20 Access to worship was good, and a wide range of spiritual activities was available. The chaplaincy was visible, accessible and well integrated into the prison. Chaplaincy use of volunteers to support the social, pastoral and spiritual life of the prison was a model of good practice.
- S21 The complaints system operated well. The Prisoner Advice Service, supported by two peer supporters, delivered useful fortnightly prison law advice sessions, which were popular with the women. Women were inappropriately required to open Rule 39 mail (legal and confidential access correspondence) in front of officers.
- S22 The overall quality and access to most health care services were reasonably good but waiting times to receive routine dental treatment were too long. Governance arrangements were mostly effective, with good user involvement, but a discrete confidential health care complaints system was only introduced during the inspection.
- S23 Health promotion was generally good but information was not available in a range of formats for all women. There was an emphasis on women's services, including appropriate screening and effective use of visiting health specialists. Nurse triage sessions were clinically effective but not popular with many of the women we spoke to. An appropriate range of primary care services was provided, with effective management of long-term conditions. The management of medicines was reasonably good. A wide range of therapeutic groups and interventions was delivered by an enthusiastic multidisciplinary mental health team, and these met the needs of the population.
- S24 Menus were varied and the quality of the food that we tasted was good. Dining arrangements were satisfactory but women had little opportunity to prepare their own meals.

Purposeful activity

- S25** *The regime was very good; most women could spend 10 hours out of their cell during the week and access a range of social and creative activities, in addition to education, training and work. Despite this, education, learning and work required improvement and the leadership and management of learning and skills did not ensure that all provision met the needs of the prison population. There were sufficient activity places for all women to be employed full time. However, the allocations process did not sufficiently prioritise education or vocational training. The range of education activities was good but the vocational training and work opportunities were more limited. Achievement rates were mainly good, although progress was not monitored effectively in vocational training. The library provided a good service. Access to recreational gym was reasonable but staffing problems limited provision. **Outcomes for women were not sufficiently good against this healthy prison test.***
- S26** *At the last inspection in 2014 we found that outcomes for women in Send were good against this healthy prison test. We made six recommendations in the area of purposeful activity. At this follow-up inspection we found that three of the recommendations had been achieved and three had been partially achieved.*
- S27** Most women could have over 10 hours a day out of their cell from Monday to Thursday, and around nine hours from Friday to Sunday. There had been some recent slippage in the regime which had reduced this, but this was corrected during the inspection. Around 100 women were never locked in their cells. Women had good access to a wide range of social and creative activities. However, in our roll checks we found around 8% of women locked up during the working day, which was more than at the previous inspection.
- S28** The strategy for learning, skills and work required further development to meet the needs of the women. No plans had been made for delivering information, advice and guidance to women with regard to their career aspirations on release. Managers had a good focus on the operational delivery of learning, skills and work in the prison. They had established a collaborative relationship with the college and other departments but did not pose sufficient challenge to the college concerning the provision of courses during staff absences. Prison leaders and managers did not use data sufficiently well to identify the progress that learners made in their courses. The self-assessment process was inclusive but did not illustrate sufficiently the impact on learners. The quality improvement plan was not sufficiently challenging. Leaders encouraged a positive and welcoming culture through the learning environment, and staff and learners worked well together in activities. The education and training (OLASS) provider had identified the strengths and weaknesses in its provision and had improved the provision of English and mathematics functional skills.
- S29** There were enough spaces to occupy the prison population. The range of education provision was good but the variety of work and vocational training was more limited. The allocations process did not always place due priority on education and vocational training. There were long waiting lists for the most popular courses. The pay policy did not act as a disincentive to women's attendance at education sessions. There was insufficient employer involvement in supporting the provision of education, learning and skills.
- S30** In vocational training, women could progress to higher-level courses. The hair and beauty salon was well equipped and simulated a real working environment. English and mathematics were not embedded adequately in work or in a few vocational areas run by the prison. Individual learning plans were not completed in a timely manner to help the learner progress. In education classes, the monitoring and recording of progress was effective and women received constructive feedback. They received appropriate support by trained peer mentors.

The more able women were not suitably challenged by their learning activities, and in a minority of lessons the pace of learning was slow.

- S31 Women were respectful to their tutors and each other. They gained in confidence and those attending education classes were keen to learn and worked hard; however, they were not fully productive in work or in some vocational training run by the prison. They adhered to safe working practices, behaved well and took pride in their work. Attendance in education classes and vocational training was not high enough.
- S32 The standards of work demonstrated by a high proportion of learners were good. Learners undertaking English and mathematics functional skills achieved their qualifications and made good progress to the next level. Most of the women who completed their vocational qualifications achieved them. However, their progress was not measured effectively. A few areas in vocational training had poor retention. Staff shortages had reduced the number of qualifications achieved in the gym and the construction multi-skills workshop. Learners made good progress in education courses.
- S33 The libraries were welcoming and contained a wide range of books and resources. The librarian and orderlies were friendly and promoted literacy well, and peer mentors helped prisoners with poor reading skills. PE facilities were good but access to remedial and recreational gym was restricted to the evenings and weekends. In addition, the gym did not offer qualifications.

Resettlement

S34 *The strategic management of resettlement was strong. Offender management was at the centre of women's experiences and most cases were well managed by offender supervisors. There were robust processes and assessments in place to support categorisation and release on temporary licence (ROTL) decisions, although the number of women accessing ROTL had fallen. Reintegration work was well developed and the introduction of pre-discharge boards was positive. Provision across the resettlement pathways was mostly good, with a particularly comprehensive approach to the offending behaviour needs of the women. Children and families work was good, but careers advice needed to be improved, and also the monitoring of accommodation outcomes on release. The psychologically informed planned environment (PIPE), pre-PIPE and democratic therapeutic community were positive environments that supported women with particularly complex needs.*
Outcomes for women were good against this healthy prison test.

S35 *At the last inspection in 2014 we found that outcomes for women in Send were good against this healthy prison test. We made eight recommendations in the area of resettlement. At this follow-up inspection we found that four of the recommendations had been achieved, one had been partially achieved and three had not been achieved.*

S36 The overall strategic approach to reducing reoffending and offender management was good, with appropriate integration between the two. Offender management was central to the management of the women, with offender supervisors case-managing effectively. Levels of ROTL were lower than at the time of the previous inspection. Some women also complained about delays in accessing and progressing on ROTL. Despite this, ROTL was managed appropriately overall. In our survey, 75% of respondents said that their experience at the prison had made them less likely to reoffend in the future.

S37 There was a small backlog of offender assessment system (OASys) assessments, and this was being managed appropriately. The quality of case management in high risk of harm cases was

generally good, with an appropriate focus on issues of risk and harm reduction. We saw some comprehensive risk management plans. In lower risk of harm cases, levels of contact were more variable. However, in our survey 81% of women said that they had a custody plan, of whom 86% said that they knew what they needed to do to achieve their targets. Officer offender supervisors did not receive casework supervision, even though half of their cases involved sexual and/or violent offences. The model of sequencing introduced since the previous inspection was an excellent initiative and ensured that work to address offending and risk was at the forefront of activity. However, there was insufficient focus on ensuring that education, training and employment were prioritised appropriately where necessary. Home detention curfew (HDC) arrangements were reasonably well managed, and community rehabilitation company (CRC) resettlement plans were managed around HDC dates. Categorisation reviews were undertaken appropriately and were comprehensive.

- S38 Public protection arrangements were generally reasonable. Women assessed as presenting a high risk of harm were well managed and multi-agency public protection arrangements (MAPPAs) F reports (required when women are to be released at MAPPA level 2 or 3) were completed to a good standard. The management of medium-risk MAPPA cases was less comprehensive. MAPPA management levels were not routinely confirmed six months before release.
- S39 The prison released an average of 14 women each month. All were seen by the CRCs approximately 12 weeks before release. Higher-risk women were managed well through close liaison with National Probation Service responsible officers. We saw some excellent pre-release OASys reviews. Resettlement plans for low- and medium-risk women were more variable. The introduction of pre-discharge boards was a good initiative but lacked a contribution from other departments. The chaplaincy ran Making Connections, an impressive community mentoring scheme which was offered to all women six months before release. In the previous year, around half of the women released had received support from this scheme.
- S40 The visitors centre was welcoming and efficient, and visitors valued the service. The visits hall was decent, with a good children's play area, but only women on the enhanced regime could have a visit every week. There was no system for identifying children visiting women with child contact restrictions, which posed potential child safeguarding risks. Both the Prison Advice and Care Trust and The Forward Trust employed a family engagement worker and around 50 women were receiving ongoing support.
- S41 There was reasonably good provision for women who had experienced domestic violence, and further work was in development. Women who had been involved in sex work were identified but needed more support to access services. Awareness of how to identify women who may have been trafficked was too low across the prison, but work was in development. Ninety staff had received Being Trauma Informed training. Women had been trained to deliver the Healing Trauma: Strategies for Abused Women course to their peers, and were delivering training to new staff, which was a model of good practice.
- S42 Housing support was provided by St Giles Trust and St Mungo's. Official figures suggested that all women released in the previous six months had had an address to go to, but CRC figures suggested around 10% did not have sustainable accommodation on release. No post-release follow-up was undertaken to establish actual outcomes.
- S43 Owing to the lack of appropriate provision in information, advice and guidance, the women did not receive an appropriate skills analysis on entering the prison, and there was no career planning. CRCs supported women nearing their release date with CV writing and job-seeking activities.

- S44 Pre-release planning for prisoners with health care and substance use needs was timely and effective.
- S45 CRC staff offered some basic advice and support for women with debt problems, but only in the last 12 weeks of their sentence. Nevertheless, there was money management provision through the education department, and the women could open bank accounts before release.
- S46 Alongside the specialist units, a wide range of interventions was run by the chaplaincy, education, mental health and substance abuse teams. Provision was well coordinated and specific needs were met but there were waiting lists for some interventions.
- S47 The overall strategic management of the specialist units was clear and detailed, and residents and staff understood their core objectives. The units operated well, and work to identify, refer and assess women for the women's offender personality disorder pathway had improved. Processes to screen and transfer women to the pathway were efficient. The overall therapeutic model adopted by the prison was good and many prisoners spoke extremely positively about their experience of the communities. There were some operational and institutional challenges but these were generally well managed and did not compromise the therapeutic work significantly. Women on all the units had a full regime, including creative and social activities and equivalent access to other services in the prison. The well-managed psychologically informed planned environments (PIPEs) provided a positive and supportive environment. The pilot preparation PIPE service worked with women who were unsuitable for other interventions, to prepare them to undertake further work, and was a welcome development. The progression PIPE provided a range of interventions to reinforce previous learning and was effective in enabling women to progress. Women were well supported to manage the impact of therapy.

Main concern and recommendation

- S48 Concern: The strategy for learning, skills and work required further development to meet the needs of the women. The allocations process did not always place due priority on education and vocational training. There was no careers advice and the variety of work and vocational training available was limited, with too little employer involvement. English and mathematics were not embedded in all activity areas and women did not attend sufficiently regularly.

Recommendation: Managers should develop and implement a robust and well-informed strategic plan for the development of the learning, skills and work offered, so that training and learning opportunities are maximised across all activities and women have better opportunities to develop their personal and employability skills, and gain qualifications which will be useful on release.

Section 1. Safety

Courts, escorts and transfers

Expected outcomes:

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

- I.1 Escort arrangements were reasonable and journey times to the establishment were not excessive. Most women were transferred in cellular vehicles which sometimes also held men. Some women said that they had waited on the van outside the gate or reception, particularly if they arrived over lunchtime, when reception was closed, but this was not a frequent occurrence. Most women arrived from HMPs Bronzefield, Peterborough or Eastwood Park, but none that we met had received any information about Send in advance.
- I.2 Women had at least 24 hours' notice of planned transfers but were not routinely told about hospital appointments in advance, unless some preparation was necessary, such as a period of nil by mouth.
- I.3 The video-link facility was no longer in use for court hearings.

Early days in custody

Expected outcomes:

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

- I.4 The reception area was clean and staff were welcoming. The atmosphere was relaxed and women had good opportunities to speak informally with a Listener (a prisoner trained by the Samaritans to provide confidential emotional support to fellow prisoners) and an Insider (a prisoner who introduces new arrivals to prison life). All women were offered a free telephone call and something to eat and were not strip-searched routinely. They had a private interview with an officer, and this covered appropriate topics, including vulnerability and risk. Much time was spent processing property, but most women preferred to do this rather than return to reception another time. In our survey, 49% of women said that they had spent two hours or more in reception.
- I.5 Insiders told us that, following the move of the first night centre from B wing (a busy unit on the main block) to D wing (a 20-bed self-contained unit) in March 2018, women now felt safer during their first few days at the prison. Managers had held some focus groups which confirmed this view and we met women on induction who were positive, relaxed and well supported. In our survey, 28% of respondents said that they had not felt safe on their first night, but this included women who had been held on B wing before March 2018 and we concluded that this was a misrepresentation of the current arrangements.
- I.6 Women were observed every four hours for their first 24 hours at the prison. As women on D wing were not locked in their cells, it was not possible to carry out observations more often, so those who needed frequent observations at night still had to go to other, busier wings. Those who had transferred to Send to join the therapeutic community or

psychologically informed planned environment (see section on specialist units) went straight to these units on arrival. The provision of basic supplies such as toiletries was good.

- I.7** A second interview was carried out on the morning after arrival, providing an opportunity for women to ask questions and raise concerns, and for staff and prisoners to develop relationships. However, this unhelpfully repeated some of the questions that had been asked in reception, and the interviews we saw were not sufficiently private. Some questions were repeated again during a subsequent interview with the offender supervisor.
- I.8** Induction started on the day after arrival and lasted a week. Nearly all women received it, even if they were not located on D wing. The content appeared comprehensive and a useful information booklet had just been published. However, in our survey only 61% of prisoners said that the induction had covered everything they needed to know. This process was supported by two caring Insiders, who showed women around the prison and accompanied them to the dining room.
- I.9** Women arriving from HMPs Bronzefield and Peterborough (private prisons) often experienced delays in the transfer of information relating to telephone credit, telephone numbers and visitor information. In the previous month, D wing managers had introduced systems to mitigate the impact of these administrative problems and these were beginning to take effect. For women who arrived on a Friday, there were still occasional delays with activating telephone PIN accounts.

Safe and supportive relationships

Expected outcomes:

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

- I.10** There was a comprehensive safer custody policy. This was supplemented by some relevant linked documents, covering violence reduction, self-isolation and guidance about how positive relationships should be maintained.
- I.11** The safer custody meeting took place monthly, but the overall structure of committee meetings associated with safety had changed considerably since the previous inspection. Meetings now took place much more frequently and three new forums had been introduced, each of which covered aspects of risk and harm. These were well attended and had a strong emphasis on multidisciplinary work. Data were collected on all relevant aspects of safer custody, and scrutiny had improved. The administrative arrangements linked to the safer custody meetings were efficient, and minutes were completed and circulated promptly to all relevant staff.
- I.12** The level of violence was low; since the beginning of 2018 there had been only two minor assaults on prisoners, one fight involving prisoners and one incident in which a prisoner was alleged to have touched a member of staff inappropriately.
- I.13** The establishment conducted a prisoner exit survey on safety, and the results were mostly positive. By contrast, the safety findings in a ‘measuring the quality of prison life’ survey conducted in September 2017 were more negative than the average and poorer than previously. Our survey findings were also negative, with too few respondents saying that they had not experienced some form of abuse or intimidation from other prisoners (47%;

worse than the comparator and at the time of the previous inspection) or from staff (62%; worse than the comparator).

- I.14** The recently introduced the Challenging Support Intervention Plan (CSIP) process, which was designed to tackle bullying and address antisocial behaviour, was a promising initiative and an improvement on the previous model, as it placed greater emphasis on trying to address underlying problems. There were currently four prisoners subject to this process, including alleged perpetrators and victims alike. Individuals subject to CSIP were closely monitored, and reviewed weekly by a multidisciplinary panel. We found evidence of staff challenging prisoners about antisocial behaviour in a constructive way, as well as providing reassurance and support to vulnerable individuals. Mediation was offered to women who were in conflict with each other, although the staff providing this intervention had not been trained.
- I.15** Few women were placed on the basic regime of the incentives and earned privileges (IEP) scheme; only one woman was on this regime during the inspection. In our survey, 43% of women said that the IEP scheme encouraged them to behave well but only 45% said that they felt they had been treated fairly in the scheme. We also received numerous complaints about the scheme from women who thought it was used punitively. However, a draft policy had recently been produced, which was intended to make the scheme more motivational and to reflect local need better.
- I.16** Vouchers for Sensations (see paragraph 2.3) and for the hairdressers were valued by women and were used effectively as competition prizes to promote positive behaviour.

Recommendation

- I.17 Staff should receive training in mediation.**

Self-harm and suicide prevention

Expected outcomes:

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

- I.18** There had been no deaths in custody at the establishment since the previous inspection, and women at risk of suicide or self-harm were well cared for. However, the number of self-harm incidents had almost doubled in this period, and there had been 163 recorded instances over the previous six months. This number remained far lower than at similar prisons. Safer custody staff told us that, although the overall number of incidents had increased, their seriousness had reduced. We were also told that the total number of women who harmed themselves had declined.
- I.19** Typically, there were between 10 and 15 assessment, care in custody and teamwork (ACCT) case management documents open at any one time. The quality of the documents that we examined was good; support plans and daily written entries were well written and sufficiently detailed. Efforts were made to ensure that staff chairing reviews were kept consistent and there was generally a multidisciplinary presence at these meetings. The ACCT reviews that we observed were managed well and women we spoke to who had been subject to these procedures mostly spoke positively about their treatment by staff, describing officers as kind.

- I.20 The safer custody committee monitored the circumstances of all women who were at risk of harming themselves.
- I.21 The constant watch cell was used approximately two to three times a month and its use was proportionate. All uses were authorised and women held under these circumstances were given the opportunity, under supervision, to carry out other simple activities such as cleaning or attending the library.
- I.22 Women at risk of self-harm were well supported by a group of suitably trained and organised Listeners, and prisoners had good access to them. The Listeners carried out regular 'wing walks', to promote their role and make themselves available, and there were two Listener suites. The local Samaritans manager, who was responsible for the Listeners scheme, spoke positively about the sensitivity of prison staff to the needs of vulnerable women. Chaplaincy staff also delivered an outreach service to women on open ACCT documents, visiting them two to three times a week.

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

Expected outcomes:

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

- I.23 The establishment had maintained its links with the Surrey County Council adult social care department, and a senior manager represented the prison at quarterly meetings in the community.
- I.24 Following admission, women with complex needs were identified quickly, by reception or health services staff. Where necessary, a referral was made for assessment by the local authority and this could result in occupational therapy or social care support. Nine women currently benefitted from additional support. Most of this work currently consisted of practical help, such as providing assistance in ordering prison shop items and making sure that the women were able to receive their meals, and was provided by prisoners who had been trained to carry out these tasks. One person had higher-level needs and was receiving personal care from a local authority member of staff.
- I.25 Care plans had been produced for women with complex needs, and these were kept under active review within the safer custody forums.

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

Security

Expected outcomes:

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

- I.26** Essential elements of dynamic security were in place. Staff–prisoner relationships were positive, and officers clearly knew about the personal circumstances of the women, which supported the general security of the prison (see also section on staff–prisoner relationships). Supervision in key areas around the prison, such as residential wings, education classrooms and prison workshops, was effective, the prison regime was predictable and the environment was relaxed. The flow of information into the security department was good and it was dealt with quickly by trained full-time collators and analysts, and communicated effectively to other departments.
- I.27** There were no obvious weaknesses in the prison's physical security. Cell searching was carried out proportionately, and regular checks and routine searches of perimeter fences and walls took place, along with searches of communal areas and activities buildings. Strip-searching was intelligence- or suspicion led, properly authorised and used appropriately.
- I.28** Contributions to monthly security committee meetings had improved since the previous inspection and reflected the higher priority given to security information and intelligence. Attendance at meetings was good 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 effective.
- I.29** The security risk assessments and subsequent management systems we reviewed were effective and included information about women's custodial behaviour as well as historical data. We saw no evidence to suggest that the prison was risk averse in allocating activity spaces. There were close links with the local police, and structures to deal with staff corruption clearly focused on keeping women safe.
- I.30** After several allegations of inappropriate relationships in the previous year, corruption prevention arrangements had been strengthened; training had been introduced and lone working arrangements reviewed (see also paragraph 2.8).
- I.31** There had been an increase in illicit drug use since the previous inspection, although levels were reasonably low. The random mandatory drug testing (MDT) positive rate averaged about 8% (12 positive test results) in the previous six months, which included two uses of new psychoactive substances.⁵ Suspicion tests were undertaken on time but, out of 14 tests carried out in the previous six months, only four had returned positive results. Most positive tests were consistent with prescribed medication.
- I.32** A newly reviewed drug reduction strategy had been introduced, along with a regularly reviewed supply reduction action plan. It was practical, well informed and focused on supporting women, alongside preventive measures.

⁵ 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.

Disciplinary procedures

Expected outcomes:

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

Disciplinary procedures

- I.33** There had been 113 adjudications in the previous six months, which was higher than at the time of the previous inspection but fewer than we usually see at other women's prisons.
- I.34** The room used for adjudications was located on a discrete corridor in the main prison block and was sufficiently private. Women could make their own way to adjudications, without an escort.
- I.35** Records of hearings that we examined were fair and demonstrated adequate enquiry before a finding of guilt. However, some cases were minor, and less formal systems, such as the IEP scheme, were not always used to deal with instances of low-level poor behaviour.
- I.36** The governance of adjudication processes had improved and was good. Data on the number and nature of adjudications were presented at the quarterly safety and order meetings, and were noted, categorised and used to identify and address trends. Adjudicating governors attended the meetings regularly and minutes reflected good levels of discussion of relevant issues.

The use of force

- I.37** The level of use of force had increased but remained comparatively low, with an average of about three uses a month.
- I.38** However, governance arrangements were not sufficiently robust. In some of the cases we reviewed, important paperwork was incomplete. Some reports from officers involved in incidents, and also video footage that we watched, did not give assurance that de-escalation techniques were used to full effect. In addition, some reports were inconsistent with video recordings of incidents.

Recommendations

- I.39** **Governance arrangements for use of force should be robust, and all associated paperwork and all video recordings should be examined by senior managers.**
- I.40** **De-escalation should always be used to full effect, and force used only as a last resort.**

Segregation

- I.41** The prison continued to operate without the need for a segregation unit. Women segregated under prison rules were always located in their own cells.

- I.42** Although the use of segregation had increased, numbers remained low. In the previous six months, there had been 26 separate cases, which was far lower than at similar prisons. Periods of segregation were relatively short – usually less than a week.
- I.43** Governance of segregation was good. Individual segregation folders were kept for each woman, including the authority to segregate, regular observational entries and a record of visitors.
- I.44** As well as having access to essential aspects of the regime, including use of a telephone and exercise, segregated women were often allowed to attend purposeful activities and keep their televisions, which was an improvement since the previous inspection.

Good practice

- I.45** *As well having as access to essential aspects of the regime, including use of a telephone and exercise, segregated women were often allowed to attend purposeful activities and keep their televisions.*

Substance misuse

Expected outcomes:

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

- I.46** The establishment's substance misuse strategy took a whole-prison approach to supply and demand reduction and the policy contained a detailed and up-to-date delivery plan, which was reviewed at bimonthly multi-agency meetings. Strategic oversight was good, and regular prisoner consultation informed service developments.
- I.47** The Forward Trust (previously the Rehabilitation of Addicted Prisoners Trust) provided both clinical and psychosocial substance misuse services. A robust governance policy framework underpinned service delivery, and a skilled, well-resourced team offered fully integrated care. Services were easily accessible and the team currently supported 121 women, with a wide range of interventions to meet individual need. A new three-session alcohol programme, acupuncture sessions and mindfulness training had been introduced and, following review, drug and alcohol programmes were now delivered more flexibly, at different levels of intensity. Participants no longer needed to reside on a designated unit (previously D wing), and levels of participation and the number of programme completions had risen as a result. Active peer support and regular mutual aid groups had expanded and were an integral part of service provision.
- I.48** The clinical management of the 16 women currently prescribed opiate substitute treatment was good, individualised prescribing regimes were reviewed regularly and women received a high level of care. Facilities for controlled drug administration had improved with a change of location, and consistent officer supervision reduced the likelihood of diversion. The timing of controlled drug administration (11am) disrupted education, work and activities.
- I.49** Although integrated clinical and psychosocial support was provided, joint care planning and care coordination with the mental health service for those with complex needs was underdeveloped. Substance misuse staff had begun to attend weekly multidisciplinary mental health team meetings, but joint working and information sharing was ad hoc and there was no care pathway.

Recommendation

- 1.50** **Substance misuse and mental health services should develop and implement a care pathway to improve joint care planning and care coordination for women with coexisting substance- and mental health-related problems.**

Good practice

- 1.51** *Women could access a wide range of drug and alcohol interventions at different levels of intensity. Peer support, mutual aid and service user involvement were an integral part of service provision and development.*

Section 2. Respect

Residential units

Expected outcomes:

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

- 2.1** All the wings were clean (with the exception of apparently unused baths on A–C wings) and decent, and the grounds were well presented. Women valued the fact that most cells were single occupancy (the only shared cells were on D wing), had integral showers and toilets, and had privacy locks. Many women had personalised their cells and most kept them clean and tidy. In some cells the curtains were inadequate.
- 2.2** With the exception of J wing, the wings were shabby. However, a painting programme began during the inspection and new furniture was ordered for D wing. Women and staff on E and F wings told us about extremes of temperature during the summer and winter months, and of an intermittent smell from the drains. Records showed that cell call bells were generally answered promptly.
- 2.3** In our survey, women were positive about access to sheets and cell cleaning equipment. They could wear their own clothing and have items posted or handed in twice a year. They could also purchase clothing from Sensations, a popular shop run by reception staff which sold new and donated clothing very cheaply, providing a valuable normalising experience. It was still difficult to obtain a hooded coat inside the prison, but these could now be handed or sent in. Access to stored property was much better than at the time of the previous inspection.
- 2.4** We witnessed prisoner information desk (PID) workers advising women on how to get things done and we saw staff meeting simple verbal requests. Women understood the applications system, which had two tiers: routine, non-confidential applications were processed by PID workers, and more sensitive applications were logged by officers. This system reduced pressure on staff, created useful employment opportunities for prisoners and avoided the risk of women being reluctant to use a peer-led system for fear of breaches of confidentiality. There was no system for checking that all applications were answered, but in our survey 60% of women, more than in comparator prisons, said that applications were usually dealt with within seven days.

Good practice

- 2.5** *The Sensations shop ensured that women could shop for clothing cheaply and simply, and provided a valuable normalising experience.*
- 2.6** *The two-tier applications system, involving prisoner information desk workers processing non-confidential, and staff processing confidential, applications reduced pressure on staff, created useful employment opportunities for prisoners and ensured that prisoner confidentiality was maintained.*

Staff-prisoner relationships

Expected outcomes:

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

- 2.7** In our survey, 70% of women said that most staff treated them respectfully but those under 25 years of age and from a black and ethnic minority background reported less positively (see section on protected characteristics and recommendation 2.26). Staff often introduced themselves by their first name and addressed women either in the same way, or more formally as Ms. We witnessed some excellent interactions between staff and prisoners which were warm and friendly, and showed that staff and prisoners knew each other well and had mutual respect. Some staff demonstrated exceptional listening skills, allowing and encouraging women to express emotion and then following up carefully to enable women to make decisions as necessary.
- 2.8** However, in the previous year, five staff had resigned or been dismissed following allegations of inappropriate relationships or conduct with prisoners. As a result, managers had reinforced corruption prevention training, were providing additional support to new staff and were very conscious of the risks of lone working.
- 2.9** The personal officer scheme generally worked well. Most women had a personal officer and 55% of respondents to our survey said that they found them helpful. The best personal officers made fortnightly entries in P-NOMIS (electronic case notes) which evidenced regular, constructive conversations and good knowledge of individual women. However, we found other cases where there was insufficient evidence of engagement to provide a chronological record of a prisoner's time in custody or to demonstrate that staff understood their circumstances. Appropriately, assessment, care in custody and teamwork (ACCT) case managers, chaplains and offender supervisors used P-NOMIS to share information about the work they were doing with individual women.

Equality and diversity

Expected outcomes:

The prison demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic⁶ are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), transgender issues, sexual orientation and age.

Strategic management

- 2.10** The strategic approach to equality was stronger than at the time of the previous inspection. The bimonthly equality action team meeting was well attended, and usually chaired by the governor. The equality policy and action plan were reasonable but not all activity related to equality work was recorded. An equality needs analysis had been undertaken and actions from this had been identified and completed.

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

- 2.11** Equality work was the responsibility of the safer custody team and was managed by a governor and custodial manager. There was a full-time foreign national and equalities officer but she was redeployed too often, which sometimes prevented her from completing tasks.
- 2.12** Potential differential outcomes for protected groups were monitored in detail. As well as looking at hub (Her Majesty's Prison and Probation Service monitoring tool) data (which was of limited use because it was out of date), the prison used local data. However, because of the small numbers of people involved, it was difficult to identify trends.
- 2.13** There was a published timetable of consultation meetings with groups with different protected characteristics. Attendance varied but was improving, as a result of the meetings becoming more focused and increased input from the senior management team.
- 2.14** Work to celebrate diversity, raise cultural awareness and build community was very strong. There was a regular and vibrant programme of events, often with a wide variety of social and creative activities connected to them. The equality team supported the work of a cultural events committee (made up of prisoners), which oversaw the programme. Women had the opportunity to be involved in the planning and implementing of activities for specific celebrations. Events were well publicised, participation was encouraged, and many women attended and enjoyed them.
- 2.15** In our surveys, women from distinct groups generally reported similarly to their comparator groups and we assessed outcomes for most women as equitable. However, there were some gaps in provision and differences in a few survey responses, and we assessed that some work needed was underdeveloped. (see below).
- 2.16** The number of discrimination incident report forms (DIRFs) submitted was low, with only 10 in the previous six months. Awareness of the process and how to use it was poor and forms were not available on all wings. Too many submitted DIRFs were not related to protected characteristics and could have been dealt with through other processes. Most responses to DIRFs appeared timely but not all were dated. Investigations were thorough and evidenced good conversations with all those involved in incidents. Quality assurance of responses was developing and external organisations offered scrutiny of the process.

Protected characteristics

- 2.17** There was no strategy for younger women, and there were no specific interventions for them, and most staff had little awareness of developmental needs. At the time of the inspection, there were 21 women aged 21–25. Young women were slightly overrepresented in some of the prison's local data relating to disciplinary procedures, and this needed to be explored in more detail and acted on. In our survey, fewer young women than their older counterparts said that staff treated them respectfully and that their visitors were respected. They generally felt less safe than older prisoners and were less engaged with the life of the prison.
- 2.18** Over a quarter (26%) of the population were aged 50 or over, and around 30% had been identified by the prison as having a disability. Need was generally identified well. In our survey, women with disabilities reported more negatively than others about bullying from other prisoners, and these experiences needed to be investigated.
- 2.19** Some good support was provided for older women and those with more significant disabilities, including highly effective use of peer social care workers. Care plans had been developed by social workers but relevant information was not shared routinely with residential staff or the peer workers, to ensure that need was met regularly.

- 2.20** Women who were less mobile were often located on the ground floor of J wing, which was considered a quieter environment. Those who were retired or unable to work were unlocked during the core day, and older women did not have to pay for televisions. However, there were too few activities for older women.
- 2.21** Black and minority ethnic women were less positive than their white counterparts in some areas in our survey. For example, far fewer said that staff treated them respectfully. Some black and minority ethnic women told us that some staff lacked cultural awareness, and work was needed to explore these perceptions.
- 2.22** Work with Traveller women was developing but still in its initial stages. The prison had identified 13 women as being from a Gypsy/Traveller/Romany background, which was consistent with our survey. The Irish Commission for Prisoners Overseas provided welfare support to individuals. Traveller women could add extra money to their PIN telephone account if they had this. At the time of the inspection, a Traveller representative had just been appointed and a recent focus group had led to an event where Traveller women cooked traditional food and ate together.
- 2.23** Gay women felt well supported. In our survey, they were positive about staff, and far more than their counterparts said that staff had checked on them in the previous week. There were three transgender people at the prison at the time of the inspection, and they had diverse needs and experiences. Although compacts had been drawn up, they were too generic and did not focus on accessing specialist support or information, or identify a key worker.
- 2.24** At the time of the inspection, there were 33 foreign national women at the prison. There were no detainees because the practice was to move women who were past their sentence end date to HMPs Peterborough or Bronzefield. Home Office input was adequate but some women received their notice of detention or intention to deport far too late. Women we spoke to were experiencing considerable distress and anxiety about their immigration status and there was no independent legal advice easily available. There was too little welfare support for foreign national women and not enough was done for the few women who spoke little English. Professional telephone interpreting services were underused and the prison depended too much on using other prisoners to interpret.
- 2.25** The few veterans identified received support from an officer, who could also put them in contact with outside agencies.

Recommendation

- 2.26** **Managers should investigate the reasons why younger and black and minority ethnic women feel less well respected by staff than their counterparts and develop a plan to meet their needs.**

Faith and religious activity

Expected outcomes:

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

- 2.27** There was one full-time managing chaplain, who was assisted by part-time and sessional staff and volunteers. All statutory responsibilities (visiting women on induction and during cellular confinement and supporting those who had received bad news) were carried out effectively. Facilities were reasonable, with a chapel, small group room and a multi-faith room with a small ablution space.
- 2.28** In our survey, 82% of women said that they had a faith, of whom 85% said that their faith was respected. In our survey, 94% of respondents said that they could speak to a chaplain in private if they wanted to. Women could drop in to the chaplaincy for personal reflection or to make appointments with the team. Welcoming orderlies supported the chaplaincy's work.
- 2.29** The chaplaincy was at the heart of the work of the prison and women spoke highly of the work of the team. Chaplains were visible and their work was well integrated into the prison. Minutes showed that chaplaincy members attended meetings across the establishment.
- 2.30** Pastoral support was strong. Chaplains attended ACCT reviews, where possible, and visited women on an ACCT at least three times a week. Alongside the well-being courses (see paragraph 4.55), the chaplaincy ran a parenting course and coordinated the official prison visitors scheme (see paragraph 4.30).
- 2.31** The use of volunteers by the chaplaincy was excellent. Over 80 volunteers supported their work, offering support to women, running groups and courses, and mentoring. A conservative estimate assessed this input as equivalent to six full-time posts. The training and supervision of volunteers was effective.
- 2.32** Links with local churches and faith groups were strong. The chaplaincy had created a charity, the Nazareth Way, that could assist women who had no external financial support, helping to fund activities. It also ran Making Connections, an impressive community mentoring scheme offered to all women six months before release. The chaplaincy had connections with organisations across the country that could support women. Volunteers worked with the women to refer them to local services, including faith groups, and offer mentoring support for concerns or fears about resettlement. Women who were particularly vulnerable could be met on release and taken to their address in the community. Some women could also be mentored on release, including those in approved premises. In the previous year, around half of the women released had received support from this scheme.

Good practice

- 2.33** *There was extensive use of volunteers to support the pastoral, social and spiritual life of the prison.*
- 2.34** *The community mentoring scheme, Making Connections, offered support to all women, not just those released locally, before and on release.*

Complaints

Expected outcomes:

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

- 2.35** The number of complaints submitted had increased slightly, with an average of 45 to 50 a month. Most were related to property and the incentives and eared privileges scheme. Responses were generally timely, polite and helpful. Checks carried out by managers helped to ensure that the quality of responses was consistent and there was an effective tracking system to limit the number of late replies. A relatively large proportion of the complaints raised by prisoners using the generic complaints system concerned health care. These cases were logged centrally by generic staff and then sent to health services staff, who responded to them. This created an unnecessary layer of bureaucracy, breached confidentiality and created additional delays. However, a confidential system was implemented during the inspection (see also paragraph 2.51).
- 2.36** Although we found the complaints process to be sound, in our survey only 34% of prisoners who had used it said that it was fair. Complaint forms were collected from the residential areas by uniformed night orderly staff, and this could have adversely affected prisoners' perceptions of independence.

Legal rights

Expected outcomes:

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

- 2.37** Legal visits took place in the main visits room, where there were no individual booths, and were not sufficiently private.
- 2.38** The Prisoner Advice Service had trained two women to provide simple advice and guidance about prison law to other prisoners. They ran a drop-in clinic every fortnight, which was attended every six weeks by a Prisoner Advice Service lawyer, who could address more complex queries. These sessions were popular with the women.
- 2.39** Women told us (and staff confirmed) that officers required them to open Rule 39 letters (legal and confidential access correspondence) in their presence.

Recommendation

- 2.40 Women should not routinely be required to open Rule 39 correspondence in front of staff.**

Health services

Expected outcomes:

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

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

Governance arrangements

2.42 Central and North West London (CNWL) NHS Foundation Trust provided both primary care and mental health services. Commissioners monitored the contract via quarterly meetings and assurance visits. A range of strategic governance meetings were reasonably well attended by key stakeholders, including senior prison managers, and covered essential issues. Emerging priorities from the June 2017 refreshed health needs assessment and the health and social care improvement plan informed service delivery.

2.43 The service was well led and we observed a conscientious team who knew their patients well. Staff had an appropriate skill mix, and services were provided between 7.30am and 6.30pm from Monday to Friday, and until 5.30pm at weekends.

2.44 Most services were provided from the health centre. This was bright and clean, and operated like a community practice, with a receptionist and open access to the waiting room.

2.45 An annual infection control audit had been completed in June 2017. The resulting actions had mostly been addressed, although the replacement of some fixtures and fittings had been delayed, but this was scheduled to take place imminently.

2.46 A range of clinical meetings, including weekly multidisciplinary complex-case reviews, identified clinical concerns and demonstrated effective joint working.

2.47 A total of 34 clinical incidents had been reported since January 2018, with evidence of lessons learned. However, we came across a few issues which would have benefited from being reported via the clinical electronic reporting system, Datix, to enable identification of trends and more effective monitoring.

2.48 The progress notes within clinical records that we examined were comprehensive. However, care planning was mixed in all areas; there were some good individualised examples but some were too generic and did not effectively address ongoing needs. There was no record-keeping audit, to help to identify any actions required.

2.49 Effective patient engagement, with regular surveys and 'proposal meetings', fed into well-attended health council meetings. There had been positive responses, both to the surveys and the issues raised in the proposal meetings, and this had resulted in service improvements. Two well-supported health champions had helped with health promotion, inductions and health-related queries since the introduction of User Voice (a charity which

⁷ 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>.

specialises in consultation with, and engagement of, offenders) in July 2017. Mental health and recovery champions had also joined the User Voice group to represent service users.

- 2.50** Annual appraisals were in-date and all staff received clinical and managerial supervision, but there were long gaps between sessions for some primary care staff. Professional development was encouraged and most staff were up to date with mandatory training, included safeguarding. However, some primary care staff were unclear of their responsibility to report a safeguarding incident, although they told us that they would report it to their manager.
- 2.51** At the beginning of the inspection, there was no discrete health care complaints system. However, when we raised this with health service managers, a confidential system was implemented. The responses we sampled were timely and courteous, and mostly addressed the needs highlighted in the complaint.
- 2.52** Health promotion literature was clearly displayed and application forms were available on each unit, with separate boxes for health care forms. However, some information, including application forms, were not accessible to woman for whom English was an additional language or in an easy-read format, although managers started to address this when we pointed it out.
- 2.53** The prison had been smoke free since September 2017, aided by well-planned smoking cessation support, which was still available.
- 2.54** Emergency resuscitation equipment was in good order, stored appropriately and easily accessed, with effective monitoring. Prison officers we spoke to were familiar with the emergency code protocol and there were always first-aid trained staff on duty. Ambulances were called promptly in an emergency.
- 2.55** There was a thorough approach to the care of older woman, with a specific policy and care pathway, including regular health and welfare checks, menopause information and age-specific screening. Access to the mobile breast screening service was being organised, to deliver the service in-house.
- 2.56** Good use was made of visiting specialists, including sexual health specialists, and barrier protection was available from health services staff. There was good access to immunisations, screening and treatment for blood-borne viruses.

Recommendation

- 2.57** **Evidence-based care plans should reflect the individual needs of the patient and be reviewed regularly.**

Good practice

- 2.58** *There was a coordinated approach to the care of older woman, with a specific policy and pathway which identified and addressed the needs of this group.*

Delivery of care (physical health)

- 2.59** On arrival, women received a health screening from a registered nurse and appropriate referrals were made. A secondary health screening was completed within three days. A mental health champion visited women in reception to tell them about the mental health service, including issuing distraction packs.
- 2.60** A wide range of primary care services was provided, including podiatry, an optician and a visiting ultrasound service. Regular women's health clinics covered contraception and sexual health screening. Nurses had been allocated specialities in accordance with service/patient need, including training to undertake liver scans, cervical smears, minor injuries and diabetes clinics. Nurse triage was clinically effective, although many women we spoke to were dissatisfied about not being able to see a GP first.
- 2.61** There were five GP sessions a week. A routine appointment could be obtained within 7 days and urgent on- the-day slots were available, prioritised according to clinical need. Women could see a female GP. Out-of-hours cover was provided to the same level as in the community.
- 2.62** The use of NHS England's Quality and Outcomes Framework supported the identification and monitoring of women with long-term conditions. Nurses liaised with the GP and external specialists to ensure a coordinated approach.
- 2.63** No pregnant women had been held at the prison for over a year, but there was a perinatal pathway for pregnant or post-natal women if needed.
- 2.64** Women were referred promptly for secondary health services. Appointments were rarely cancelled owing to insufficient prison staff escorts.

Pharmacy

- 2.65** Medicines were dispensed by the pharmacy in a nearby prison and were individually labelled. Patients on in-possession medication were supported to order their own repeat medication and this was generally received within 24 hours. There was a range of stock medication, and checks were accurately recorded. Medicines were stored and issued from the health centre and treatment rooms on A, D and J wings. The ambient temperatures in two of the treatment rooms were at the upper end of the acceptable range and there was evidence of occasions when the temperature had exceeded 25°C, which needed to be addressed. Drug refrigerator temperatures were well monitored.
- 2.66** An initial in-possession assessment was completed for patients on reception, and this was reviewed regularly, but staff had discretion regarding the medicines that could be issued in-possession, which could have led to inconsistency. Around 77% of patients received their medication in-possession, with a monthly supply for around 50%. Pharmacy staff provided clinics, including medicine use reviews, in-possession, asthma, smoking cessation and guidance on lactose intolerance.
- 2.67** Medicines were administered by two nurses each day at 8.30am and 4.30pm. There was good officer supervision at these times, which promoted patient confidentiality. There was provision for a midday supply from the main pharmacy if required. Several patients were given sedating medication, such as mirtazapine, at around 4.30pm, but for others staff issued night-time medication as a daily in-possession dose. Prisoners identified as attempting to divert medication such as quetiapine (an antipsychotic agent) were transferred onto a liquid

form of the medication. We found some bottles of liquid medication stored in the medicines cupboards without a lid.

- 2.68** Patients could receive ibuprofen, along with other simple medicines, from health services staff, and there was a policy to cover this. Packets of 16 paracetamol tablets were available from nurses in the treatment rooms. Patient group directions (which enable nurses to supply and administer prescription-only medicine) were available, although these were mainly for vaccinations. The pharmacy had introduced a private purchase list which included creams and vitamins, and this was popular and well received by patients.

Recommendations

- 2.69 All women receiving night sedation should have their medication at an appropriate therapeutic time.** (Repeated recommendation 2.74)
- 2.70 In-possession medication should be prescribed, reviewed and administered by health care professionals adhering to a policy and robust risk assessment of the patient and the medication.**

Dentistry

- 2.71** Tooth and Mouth Limited had been commissioned by NHS England to provide a full range of NHS treatment in two sessions a week, with a temporary additional session to try to deal with a long backlog. During the inspection, the commissioner agreed to extend the temporary provision further, to reduce the waiting list.
- 2.72** There were 31 prisoners on the waiting list for follow-up dental treatment, with the longest wait being 30 weeks, which was excessive. The dental therapist had a waiting list of 27, with similar waiting times to those of the dentist. The cases we reviewed demonstrated long waits for treatment, and this was reflected by the women we spoke to, some of whom were in pain while waiting, despite being prescribed pain relief.
- 2.73** The dental suite was clean and fit for purpose, apart from the floor around the newly installed dental chair, which was in need of repair and was therefore not compliant with infection control guidelines. Dental waste was disposed of professionally.

Recommendation

- 2.74 Women should have access to routine dental treatment within six weeks.**

Delivery of care (mental health)

- 2.75** In our survey, 54% of woman said that they had mental health problems, of whom 71% said that they had been helped.
- 2.76** The mental health in-reach team (MHIRT) provided a stepped model of care with an open referral system. The model offered individual and group, primary, secondary and trauma care therapeutic options. In addition to personal and group sessions using cognitive behavioural therapy, dialectical behaviour therapy and eye movement desensitisation therapy, group sessions were also delivered on mindfulness. The team was responsive to the identified

needs of their patients, starting new evidence-based groups to support them, and had just introduced an 'ending emotional eating group'.

- 2.77** The MHIRT provided a weekday service and consisted of psychologists, assistant psychologists, an occupational therapist, mental health nurses, a learning disability nurse, a support time and recovery worker (STR), and a counsellor. A consultant psychiatrist visited one day a week and was accessible by telephone for support if needed. The team had positive working relationships with prison and health colleagues, and usually attended ACCT reviews. Individual work was undertaken with The Forward Trust, for woman with mental health and substance misuse needs, but this was underdeveloped (see paragraph 1.49 and recommendation 1.50).
- 2.78** The team was supporting 140 patients via individual and group sessions. Over the previous two months, 26 referrals had been received and routine assessments were conducted within three to five days. Women presenting in crisis were seen quickly and the team provided regular advice and guidance for prison staff supporting women with complex mental health problems.
- 2.79** Health monitoring was in place for patients prescribed mood stabilisers and antipsychotic medication.
- 2.80** Between December 2017 and June 2018, no patients had been transferred to medium secure units under the Mental Health Act (1983).

Good practice

- 2.81** *Evidence-based groups had been developed and implemented in response to the needs of the population, including the 'ending emotional eating group'.*

Social care

- 2.82** Social care was provided by Surrey County Council and a memorandum of understanding was in place. During the inspection, eight women were receiving low-level social care provision, such as help with prison shop order sheets by two social care champions, or were in receipt of occupational therapy (OT) equipment following an OT assessment. The champions were trained by the social care practitioners, and received regular supervision from the assistant social care manager and regular group supervision from an STR, who was employed by the council. One woman was receiving social care from the STR. Between January and May 2018, 14 referrals had been received through self-referral or offender management unit, mental health, safer custody or health services staff.

Catering

Expected outcomes:

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

- 2.83** The kitchen was generally clean and well maintained. All staff and women employed in the preparation and serving of food had received basic hygiene and food handling training, at least. Women working in the kitchen could gain national vocational qualifications.

- 2.84** The prison operated a four-week menu cycle, with five options at both lunch and the evening meal. Lunch consisted of a cold sandwich with some snacks, and a hot meal was provided in the evening. The evening meal portions and sandwich lunches were good, but provision for breakfast was inadequate, with a pack of bread and cereal being given to the women on the evening before consumption.
- 2.85** In our survey, most women (56%) said that the food served was quite or very good, and the quality of the food we tasted was good. The menus we saw met the needs of different diets, including vegetarian, vegan and halal. The supply of fresh fruit and vegetables had improved and was good. The catering manager consulted women about the menu in six-monthly surveys, which received a high response rate and led to some improvements.
- 2.86** Women ate together in a supervised dining room; those on J wing had their own separate dining room. Meals were served at appropriate times and women were called on a rota basis from their wings. Comment books were available in both serveries, although women had to ask for them; catering staff responded to comments. There were kitchens on J and A wings but use was restricted to occasional events or specific cookery classes. Although there were toasters and microwave ovens on some wings, the women had no opportunity to cook or prepare their own meals.

Recommendation

- 2.87** **Women should have access to kitchens, to cook and prepare their own meals.**

Purchases

Expected outcomes:

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

- 2.88** Women could choose from a wide range of products from the DHL prison shop, including cosmetics, and tinned and fresh foods. In our survey, 58% of respondents said that the shop goods met their needs, which was far better than at the time of the previous inspection (37%).
- 2.89** A thriving craft club allowed women to purchase hobby items. They could also buy new clothes at Sensations (see paragraph 2.3).
- 2.90** Orders could only be submitted on one day a week, and new arrivals could wait up to 10 days until they received any goods. They could also buy goods from a wide range of catalogues, without an administration charge, and have items of property handed in to them twice a year. Newspapers could be ordered from a local newsagent, for which there was no delivery charge.

Recommendation

- 2.91** **Women should be able to place their first canteen order within 24 hours of their arrival and receive it within a reasonable period after the order has been placed.** (Repeated recommendation 2.91)

Section 3. Purposeful activity

Time out of cell

Expected outcomes:

All women are actively encouraged to engage in activities available during unlock and the prison offers a timetable of regular and varied activities.⁸

- 3.1 The amount of time out of cell was excellent. Most women could have over 10 hours a day out of their cell from Monday to Thursday, and over nine hours from Friday to Sunday. Women on D, E and F wings (around 100 women) were never locked up, although they were required to be in their cells by 10pm. There had been some recent slippage in the regime at mealtimes, which reduced the amount of time unlocked, but this was corrected as soon as we identified it.
- 3.2 During our roll checks, we found an average of 23 women locked up (8%), mostly because they were not required for work owing to prison staff shortages. This was much higher than during the previous inspection, when we had found only one woman locked up. During the inspection, the prison altered the regime for these women, so that they were unlocked at 11am and 4pm, an hour earlier than previously.
- 3.3 Many women had good access to time in the open air when they walked to and from work or the dining room. In the summer months, they could also spend time in the grounds during association. However, during the winter months, this access was reduced to the hours of daylight, and association was restricted to indoors only.
- 3.4 There were many valuable enrichment activities in the regime, including monthly Women's Institute meetings, well-being days and Fine Cell Work (a charity). At the time of the inspection, women were preparing an art exhibition in collaboration with a local gallery, which offered a weekly art class (see also paragraphs 2.14, 3.26 and 3.39).

⁸ Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

Learning and skills and work activities

Expected outcomes:

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

3.5 Ofsted⁹ made the following assessments about the learning and skills and work provision:

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

Management of learning and skills and work

- 3.6** The strategy for learning, skills and work required further improvement fully to meet the needs of the women. The strategic plan did not make good use of the needs analysis for prisoners, or of labour market information (see main recommendation S48).
- 3.7** Prison leaders and managers had not taken opportunities to secure and enrich the provision of activities. At the end of the National Careers Service contract, leaders and managers had not made the appropriate arrangements to provide women with effective careers information, advice and guidance while at the prison (see recommendation 3.12). Managers had not developed links with employers to ensure that they supported the provision of activities in the prison (see also section on education, training and employment, and main recommendation S48).
- 3.8** The provision of activities was not evaluated sufficiently well. Prison leaders and managers did not use data effectively to identify the progress that learners made, or scrutinise the quality of teaching, learning and assessment sufficiently across activities. Consequently, the self-assessment report, although inclusive of all partners, lacked impact and the quality improvement plan was not sufficiently challenging.
- 3.9** Good, collaborative partnerships had been developed with all training providers, and good practice was shared. Frequent communications ensured that matters such as learning support for women received the necessary emphasis. Leaders encouraged a positive and welcoming culture through the learning environment, and staff and learners worked well together in activities.

⁹ Ofsted is the Office for Standards in Education, Children's Services and Skills. It reports directly to the UK Parliament and is independent and impartial. It (inter alia) inspects and regulates services that provide education and skills for all ages, including those in custody. For information on Ofsted's inspection framework, please visit: <http://www.ofsted.gov.uk>.

- 3.10** Managers focused on operational concerns well. However, they did not pose sufficient challenge to the college to ensure that courses were provided during staff absences.
- 3.11** The education and vocational training provision provided by Novus was good. Managers had identified the strengths and weaknesses of their provision and had taken action to improve the decline in achievement in functional skills English and mathematics.

Recommendations

- 3.12** **Managers should ensure that there are effective processes for women to make realistic plans for their employment ambitions on release and to conduct research and job searches. An effective information, advice and guidance service should be re-established.**
- 3.13** **Evaluation of the activities provision should be improved, by using data to identify women's progress and achievements and the quality of the teaching, learning and assessment they receive.**
- 3.14** **The quality improvement plan should be appropriately challenging, so that it directs managers' actions to implement the improvements identified in the self-assessment report.**

Provision of activities

- 3.15** The number of activity spaces available was sufficient to occupy the prison population on a full-time basis. Since the previous inspection, the number of work spaces had decreased in favour of more places in education and vocational training.
- 3.16** Opportunities in work and vocational training were limited and there were not enough courses to promote independent life skills. Women did not have enough opportunities to take part in traditionally male occupations, such as painting and decorating. There were long waiting lists for the most popular courses and work areas (see main recommendation S48). Women working in the laundry and the waste recycling area had no opportunity to complete qualifications. The range of education provision was extensive, and there were opportunities to progress to level 3, and in some cases to level 4.
- 3.17** Induction was not used effectively to ensure that the knowledge and skills that women had developed before arriving at the prison were considered when planning their learning. The allocations process did not prioritise sufficiently the education, training and employment needs of the women to increase their chances of positive resettlement (see main recommendation S48). Managers did not tell women why they had been allocated to particular activities.
- 3.18** The pay policy did not act as a disincentive to women's attendance at education sessions. However, those taking a level 4 qualification which required them to supervise tasks received the same payment as those who were not in a supervisory role.

Recommendation

- 3.19** **There should be better liaison between offender supervisors and education, training and employment staff to ensure that learning, skills and work activities are given sufficient priority when offender supervisors sequence interventions.**

Quality of provision

- 3.20** The quality of teaching, learning and assessment was too variable. Prison instructors in work and some vocational training did not improve women's English and mathematics skills adequately (see main recommendation S48). In a minority of sessions, tutors did not manage the lessons well and women became confused and demotivated. Individual learning plans (ILPs) were not completed in a timely manner to help women to progress. We found that some ILPs were incomplete and failed to set the targets that would help learners to make good progress. Trained peer mentors provided effective support in classes. In a minority of lessons, the pace of learning was slow. The most able women did not receive suitable challenge when learning (see recommendation 3.34). Staff provided regular assessments and feedback, both in education classes and in the vocational areas delivered by the college, ensuring that women knew how they were progressing and what they needed to do to improve their skills.
- 3.21** In some vocational workshops, learning resources were minimal (see main recommendation S48). Women received valuable information but had no means to take notes. The hair and beauty salon was well equipped and successfully simulated a real working environment. Staff ensured that ILPs clearly highlighted the targets for supporting most learners to progress.

Personal development and behaviour

- 3.22** Not enough women attended education classes, and attendance in vocational training and work had also declined in the current year (see recommendation 3.35). During the inspection, attendance was low, with women attending other appointments, often medical, during the working day.
- 3.23** In the vocational training and work areas run by the prison, not all women received the necessary supervision to ensure that they developed skills such as attention to detail, or that they remained productive throughout the day. Many women completed their working tasks within a few hours and remained unoccupied for the rest of the working day.
- 3.24** In education classes, women developed their mathematics skills well, setting their business plans for their enterprise on release, applying numerical concepts and using calculations well.
- 3.25** Women were respectful to their tutors and each other, valuing the social and cultural diversity of their peers. They behaved well in lessons and grew in confidence. In education classes, women were keen to learn and worked hard. Tutors and learners worked safely.
- 3.26** Women had access to a wide variety of enrichment activities that enhanced their personal skills. For example, those coordinating the Watts Gallery annual art exhibition took great pride in their work and developed good planning skills. Those in the therapeutic community developed useful skills, such as cooking, which contributed to their independence.

Recommendation

- 3.27** **Women should be effectively supervised in vocational training and work, to ensure that they remain occupied during the working day and that they develop good employability skills.**

Education and vocational achievements

- 3.28** Most women who completed the vocational courses run by the prison achieved their qualifications. However, prison managers did not monitor women's progress from their starting points or the achievements of different groups of learners in vocational training areas. For example, they did not know the quality of women's English and mathematics skills in vocational areas.
- 3.29** Many women completed the courses they started but the number of learners who completed the horticulture qualification at level 1 was low. Achievement of qualifications in the cleaning courses required improvement.
- 3.30** The number of vocational training courses in the gym and the construction multi-skills workshop had reduced in the previous two years because of staff shortages, leading to a large drop in the number of qualifications gained by women in these areas.
- 3.31** Learners made good progress in education courses. In business administration, women took additional qualifications in peer mentoring and customer service, to make them more employable on release.
- 3.32** Achievement rates were good for those who took education courses and vocational training run by the college. Learners taking English and mathematics functional skills achieved their qualifications and made good progress to the next level. There were no significant differences in achievement between groups of learners in education.
- 3.33** Much of the work that women produced in vocational training, education classes and in the workplace was of a good standard. Women in the kitchens, in reception and in the laundry worked particularly productively.

Recommendations

- 3.34** **Tutors and managers should routinely monitor the progress that women make in all their activities, including in English and mathematics, to ensure that all groups of learners achieve as well as they can.**
- 3.35** **Managers should ensure that women attend their learning, skills and work activities regularly and complete their courses.**

Library

- 3.36** The libraries were well managed by an able librarian, supported by a team of enthusiastic library orderlies, and met the diverse needs of the prison population. Opening times during the week and at weekends were good, and closures for operational reasons never occurred. Prisoners could use the library at least three times a week, during the evening and at weekends.
- 3.37** Staff monitored library use fully, to generate management data on which groups of prisoners used the library less than others, to inform remedial action. In our survey, 41% of the population said that they attended the library at least twice a week, which was better than the comparator of 21%.
- 3.38** Both libraries were bright, spacious and well equipped. The range of reading material stocked was reasonable, and included fiction and non-fiction books, local and national newspapers,

magazines, easy reads, graphic novels and classic literature. A wide range of DVDs and audio books was also available to borrow. The librarian and his team were friendly and promoted literacy well, and peer mentors helped prisoners with poor reading skills.

- 3.39** A wide range of educational and vocational books was available for prisoners taking courses, and additional resources could be acquired through an excellent inter-library loan service. Library and education staff promoted reading effectively through well-supported initiatives such as the Shannon Trust reading scheme (providing peer-mentored reading plan resources and training to prisons), reading groups and the Six-Book Challenge (an initiative inviting individuals to select six books and record their reading in a diary). A popular range of other activities was also offered, including visits from practising authors, a book club and monthly book reviews.

Physical education and healthy living

Expected outcomes:

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

- 3.40** Gym facilities were good and well maintained. The sports hall was well designed for classes, circuit training, team games and coaching activities. The cardiovascular area and modular weight training facilities were mainly used during recreational sessions, and a well-equipped classroom could be used for theory sessions. Changing facilities were clean, and showers in good condition.
- 3.41** In our survey, only 33% of respondents said that they used the gym twice a week or more. Long-standing staff shortages limited provision to remedial and recreational PE in the evenings and at weekends. In addition, the gym did not offer vocational qualifications at the time of the inspection.

Recommendation

- 3.42 A full programme of physical activities that include a full range of qualifications, and activities to promote healthy living, should be implemented.**

Section 4. Resettlement

Strategic management of resettlement

Expected outcomes:

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

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

Good planning ensures a seamless transition into the community.

- 4.1** The prison's reducing reoffending strategy was comprehensive and detailed, outlining the various functions of departments and how they contributed to the engagement of women in reducing risk. The strategy was supported by a three-year development plan (2017–2019) and bimonthly resettlement policy committee meetings, which were well attended from across the prison. A needs analysis had also been undertaken by the prison in April 2018 but had been responded to by only 26% of the women. Nevertheless, the prison had a clear strategic direction, placed a strong emphasis on the importance of addressing issues of risk and harm, and ensured a good level of integration with the work of the offender management unit (OMU). In our survey, 72% of respondents said that their experience at the prison had made them less likely to reoffend in the future.
- 4.2** The role of offender management was central to the overall functioning of the prison. Offender supervisors – probation and band 4 officers alike – were, in essence, case managers. Decisions about the employment, progression and development of women all flowed through, and were determined by, offender supervisors. This ensured that offender management was a prison-wide function.
- 4.3** Levels of release on temporary licence (ROTL) had reduced substantially since the previous inspection. In 2014, 96 women had been released on licence in the previous six months, but this number had reduced to only 30 in the equivalent period at the time of the inspection. Nevertheless, this still amounted to 1,917 events. The working-out policy (2017) was comprehensive and reflected changes in national policy that had come into effect since the previous inspection. All women were reviewed and considered for ROTL as they approached their qualifying date, and decisions were considered carefully. However, for many women serving less than four years (around 25% of the population), release on home detention curfew (HDC) took precedence, with few, since recent national changes, not meeting the necessary criteria. Many women we spoke to felt frustrated and believed that they were experiencing some unnecessary delays in either starting ROTL or progressing from tier 1 to tier 2. Although there had been some ROTL delays because of staff shortages, in most cases these had been unavoidable, but had not been communicated effectively to the women.

Offender management and planning

Expected outcomes:

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

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

- 4.4** The OMU consisted of eight offender supervisors – four band 4 officers and four seconded probation staff. At the time of the inspection, there were two probation vacancies, one of which was being temporarily filled by an agency worker. Ninety-eight per cent of women were serving sentences of over 12 months, with 75% serving over four years (including those serving indeterminate sentences). Approximately half the prison population had been assessed as presenting either a high or very high risk of harm and were allocated to the probation offender supervisors. The other half were managed by the band 4 officers. Although this latter group had been assessed as presenting either a medium or low risk of harm, around half of them had been convicted of a multi-agency public protection arrangements (MAPPA)-eligible offence and would be managed by the National Probation Service (NPS) on release.
- 4.5** There was a small backlog (20) of offender assessment system (OASys) assessments but in each case the department was managing the delay appropriately, escalating, where necessary, those that were the responsibility of the NPS.
- 4.6** Overall, the quality of the casework for women assessed as presenting a high or very high risk of harm was good. There was an appropriate focus on issues of risk management and harm reduction, and communication with responsible officers in the community was generally good. In several cases, we saw excellent risk management plans that reflected how women might present a risk while in custody and on release, rather than simply focusing on their release.
- 4.7** In lower risk of harm cases, the level of engagement and quality of assessments were not as high, although were still of an acceptable standard. Some band 4 officer offender supervisors were inexperienced and had received limited training. Nevertheless, in our survey, 81% of women said that they had a custody plan, of whom 86% said that they knew what they needed to do to meet the targets that had been set.
- 4.8** All women were expected to be seen by their offender supervisor every four to six weeks, depending on need. In most cases, this target was achieved, although in some of the medium and low risk cases the focus of such contact was not always clear. The department kept contact logs (known as ‘Part Cs’) separate to the prison information system (P-NOMIS). This was justified by the confidential nature of some contact but in many cases there was no note on P-NOMIS to suggest that women were being seen, and staff in other departments might not have been aware of work that was being undertaken.
- 4.9** Although band 4 offender supervisors were enthusiastic about their work and positive about the level of management support they received, they did not receive casework supervision, in contrast to their probation colleagues. Such supervision was especially important, given that half of all their cases involved sexual and/or violent offences.
- 4.10** Since the previous inspection, the prison had introduced a model of sequencing which helped to plan the activities that women undertook at the establishment, and offender supervisors were central to it. The model ensured that the objectives and activities set by offender supervisors to address issues of risk and reoffending were prioritised in structuring the everyday work of women. Every woman at the prison had an individualised activity plan. When work to address offending was identified, this was incorporated into the plan. The

model was an excellent initiative and worked well, overall. However, some aspects of activity, including elements of employment, training and education, were marginalised inadvertently as offender supervisors were less aware of these activities than they were of those more directly addressing offending behaviour.

- 4.11** Since January 2018, all but two women who met the qualifying criteria for HDC had been granted release. Previous delays in getting reports back from the community now occurred less frequently, and it was anticipated that virtually all women meeting the criteria would be successful. The cases we reviewed were managed in a timely manner, with appropriate decisions made. Release planning, including resettlement plans compiled by the community rehabilitation company (CRC), was planned around HDC dates for women who met the criteria.

Good practice

- 4.12** *The model of sequencing and the central role of offender supervisions ensured that the objectives and activities set by the latter to address issues of risk and reoffending were prioritised in structuring the everyday work of women. Every woman at the prison had an individualised activity plan. When work to address offending was identified, this was incorporated into the plan.*

Public protection

- 4.13** Public protection arrangements were generally reasonable. The public protection manual was comprehensive and covered all key issues. The minutes of interdepartmental risk management meetings indicated that there was a good overview of women assessed as presenting a high risk of harm in the last months before release. There were also clear indications of good liaison with the responsible community officers. MAPPA F reports (required when women are to be released at MAPPA level 2 or 3) were completed by probation offender supervisors to a good standard.
- 4.14** The management of medium-risk MAPPA cases was less comprehensive. The prison did not routinely confirm women's MAPPA management level with responsible officers within six months of their release. Although we found no cases that raised immediate concerns, there was a serious risk that, without routine checks, women who should have been managed at MAPPA level 2 or 3 could have been identified too late to manage their release effectively.
- 4.15** Forty-five women had been identified as presenting a risk to children and/or subject to harassment procedures or restraining orders. Of these, four women had restrictions that still allowed them to receive visits from named children (see paragraph 4.32 and recommendation 4.36).

Recommendation

- 4.16** **Women subject to multi-agency public protection arrangements (MAPPA) arrangements should have their management level confirmed by the community responsible officer at least six months before release.**

Allocation

- 4.17** All women had their categorisation reviewed on arrival at the prison, and then annually or biannually, depending on the length of time left to serve. A total of 162 reviews had taken

place in the previous six months. In that time, 23 women had been downgraded from closed to open conditions. The reviews we looked at during the inspection appeared appropriate, with sufficient weight given to the levels of risk posed and potential benefit gained by such a change.

- 4.18** The prison also reviewed women serving indeterminate sentences. Although indeterminate-sentenced prisoners could only move to open conditions through direction by the parole board, such reviews focused attention on issues of risk and enabled any such assessed progress to be included when the parole board next considered the woman. In the previous six months, three women had been directed to open conditions by the parole board.
- 4.19** At the time of the inspection, 33 women were categorised as being suitable for open conditions. Staff told us that there were relatively few delays in moving women to an open prison. Many women chose to stay at the establishment, mainly for geographical reasons or because of wanting to take advantage of ROTL opportunities.

Indeterminate sentence women

- 4.20** The number of indeterminate-sentenced prisoners at the prison had risen slightly since the previous inspection, from 56 to 67, although the number sentenced to an indeterminate sentence for public protection had reduced from 19 to 11.
- 4.21** Lifer forums, available for woman serving an indeterminate sentence, had been run on several occasions so far in the current year. However, attendance had been variable and the last two had attracted only one woman on each occasion. Women we spoke to who were serving indeterminate sentences felt that their needs were being met though other mechanisms.
- 4.22** There were no significant delays in the parole process for women serving indeterminate sentences.

Reintegration planning

Expected outcomes:

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

- 4.23** The prison released an average of 14 women each month. Two CRCs were operating at the establishment. Kent, Surrey and Sussex (KSS) CRC oversaw women from that specific area, and London CRC was responsible for all other women. KSS CRC had a relatively small caseload of eight at the time of the inspection. It operated an in-reach model, attending the prison one day every fortnight.
- 4.24** Both CRCs saw all women approximately 12 weeks before release, although in some cases it was less than 12 weeks. The quality and effectiveness of resettlement plans varied. Higher-risk women were managed by the NPS, and in many cases there was little for the CRC to do as risk and risk management issues were planned by the NPS in conjunction with the probation offender supervisor, often through the interdepartmental risk management meeting. For several of the high risk of harm women we saw who were due to be released within the next two months, the pre-release arrangements were excellent, including updated risk management plans and, in some cases, comprehensive pre-release OASys reviews. Pre-

release tripartite meetings with the offender supervisor, offender manager and the women due to be released were also reasonably common.

- 4.25** However, arrangements for low- and medium-risk women were not always as comprehensive. All of the women we reviewed had a resettlement plan but in many cases this was less of an assessment and more of an interview, in which the CRC worker recorded what the woman told them. When appropriate, referrals were made to partner agencies for accommodation support and so forth, or to other departments, such as substance misuse or mental health. The outcome of such referrals or signposting was rarely recorded or forwarded to the responsible officer in the community.
- 4.26** The prison had introduced a pre-discharge board that reviewed women immediately before their release. In reality, the board comprised one person but it was useful to ensure that all practical arrangements, such as travel and licence conditions, were in place and understood by the women. However, other departments, including offender supervisors, did not contribute to these meetings, which was a missed opportunity.
- 4.27** There was an excellent community mentoring scheme called Making Connections, delivered through the chaplaincy (see paragraph 2.32).

Children, families and contact with the outside world

- 4.28** Personal officers and offender supervisors knew about the family circumstances of the women they looked after, but this information was not used strategically by managers to determine needs or to design services. A family strategy and an associated plan had been written in April 2018, partly based on a 'walk-through' of the visitor experience, and this had identified the need for a more strategic approach.
- 4.29** The Prison Advice and Care Trust employed a family support worker but the post had been filled only recently, and not enough staff or prisoners knew what support was available. The Forward Trust also employed a family support worker and ran family ties workshops for substance misuse service users. Together, these staff supported around 50 women and their families, and there were examples of some good joint working with offender supervisors and social services.
- 4.30** Staff organised 14 family visits a year, where women could meet family members in a more relaxed environment than on normal visits. They also ran a mother and toddler group nine times a year, where women had sole responsibility for looking after their child. Periodically, the education department ran a Saturday morning homework club. Women could exchange a visiting order for £1 telephone credit and could organise inter-prison telephone calls. The chaplaincy ran a parenting course and coordinated a group of 14 official prison visitors, who visited 16 women. The library ran the Storybook Mums scheme (in which prisoners record stories for their children) and 35 women had used this facility in the previous six months.
- 4.31** The visitors centre was pleasant and welcoming. Staff knew many of the visitors by name and visitors valued their friendliness and efficiency. Noticeboards advertised useful services and gave visitors information on how to contact the prison if they had concerns about their loved ones. Visitors could use a free bus service to and from the train station. Only women on the enhanced regime could have one visit a week.
- 4.32** Searching arrangements for visitors were proportionate and respectful. However, there was no system for identifying children visiting women with child contact restrictions, which posed potential child safeguarding risks.

- 4.33** The visits hall was decent, with a good children's play area. In our survey, only 38% of women said that visits usually started and finished on time. We found that visits were often fully booked and that it took a long time for all visitors to be searched and enter the visits hall, particularly when the drug dog was in use. Therefore, although visits for those who were first through the gate usually started promptly, many women had a later start to their visits.
- 4.34** Staff had created a good private visiting room, designed specifically for final contact visits. It was beginning to be used creatively for other support purposes, such as assessment, care in custody and teamwork (ACCT) case management reviews, but had not yet reached its full potential.
- 4.35** Access to telephones was reasonable but nearly all were poorly positioned in thoroughfares and were not sufficiently private. One of the telephones on B wing did not work consistently, and on D wing one had been out of order for five weeks. Mail was delivered to women within 24 hours of arriving in the prison but it was stamped with the date it was distributed rather than when it was received.

Recommendations

- 4.36 Children visiting women with child contact restrictions should be positively identified.**
- 4.37 Women should be able to use the telephone in private.**

Victimisation, abuse and vulnerability

- 4.38** Women were encouraged to disclose any experience of domestic violence, rape or abuse, and staff were generally aware of and sensitive to these issues. There was reasonably good provision for those who had experienced domestic violence, through Ixion (part of the Shaw Trust charity), which had contracted a local domestic violence charity, Aurora Dawn. This ran regular courses but the criteria for the funding excluded some women from being eligible to participate. The prison had identified this gap and contacted another local organisation, which had agreed to support women and train staff.
- 4.39** Women who had been involved in sex work had been identified but were reluctant to participate in a course for sex workers, although one was available. They were supported individually but needed more support to access all available services.
- 4.40** Awareness of how to identify women who may have been trafficked was too low across the prison. A single point of contact had recently been appointed for human trafficking, and training for staff from a specialist organisation had been agreed.
- 4.41** Ninety staff (uniformed and non-uniformed) had been trained in Becoming Trauma Informed. It was particularly positive that women from the democratic therapeutic community (DTC) supported the delivery of this training; this training was being rolled out to all new staff. Women had been trained to deliver the Healing Trauma: Strategies for Abused Women course to their peers, without staff present.

Good practice

- 4.42** *Women delivered the Healing Trauma course to their peers. They also supported the delivery of sessions on Becoming Trauma Informed to new staff, which helped them to develop an understanding of the impact of trauma.*

Accommodation

- 4.43** Housing support was provided by either the St Giles Trust, for women managed by KSS, or St Mungo's, for those managed by London CRC. Overall, the level of support was reasonable. St Giles also provided a wide range of support that extended beyond accommodation, including training and supporting women to gain qualifications in advice and guidance and to work as peer supporters. This included housing peer advisers, who offered a valuable service to women, although their role was restricted by the lack of access to telephones or the internet.
- 4.44** We were told that no women had left the establishment in the previous six months without at least an immediate address. However, these figures were unclear; some women did have an address but believed this to be only temporary and/or potentially unsuitable. It was estimated by offender supervisors and CRC staff that around 10% of women each month presented as having no fixed address on release or were released to temporary accommodation (not including approved premises). There was no post-release follow-up to evaluate where women had ended up or the stability of the accommodation to which they had been released. Given that 75% of women at the establishment were serving sentences of over four years, this was disappointing.

Recommendation

- 4.45** **All women should have sustainable accommodation on release.**

Education, training and employment

- 4.46** Owing to the lack of information, advice and guidance in the prison, women did not receive an appropriate skills analysis on entering the prison, and there was no career planning (see recommendation 3.12).
- 4.47** The number of women who benefited from ROTL opportunities had reduced considerably (see paragraph 4.3). For those who were released on ROTL, employers considered the women as valued members of their teams. However, prison managers did not gather enough information from the employers to determine the skills that women developed during their work placements.
- 4.48** The CRCs supported women nearing their release date with CV writing and job-seeking activities. The virtual campus (internet access for prisoners to community education, training and employment opportunities) was technically unreliable and this limited the research that women could carry out on distance learning courses and job searches (see recommendation 3.12).

Recommendation

- 4.49** Prison managers should seek feedback from employers, to monitor the skills that women develop during release on temporary licence placements and to allow the women to use this information on release as a record of their achievements.

Health care

- 4.50** Women attended a pre-discharge health clinic a few weeks before release. A GP summary was provided; those who did not have a GP were given information about the services available in the area to which they were to be released. Take-home medication was supplied. A draft palliative care policy was waiting for ratification at the time of the inspection. There were suitable arrangements for patients with palliative or end-of-life needs, based on individual need, either by linking with local services or transferring the woman to an inpatient facility with 24-hour health provision.
- 4.51** A transfer and discharge coordinator supported the mental health in-reach team (MHIRT) in managing complex cases. The MHIRT liaised effectively with community mental health teams, and pre-release planning for patients with enduring mental health problems was well managed. However, only six patients were subject to the care programme approach (CPA) – a framework to plan mental health care for those with enduring mental health problems which should follow the patient into the community. We were told that some community services discharged their patients who entered the criminal justice system, which undermined the CPA approach.

Drugs and alcohol

- 4.52** Preparation for release and the provision of harm reduction information included overdose prevention advice and naloxone training (to treat opiate overdose). Good links with community drug and alcohol services ensured treatment continuation on release, and The Forward Trust's recovery support team offered a 'meet and greet' service at the gate.

Finance, benefit and debt

- 4.53** Support under this pathway was limited. CRC staff offered some basic advice and support for women with debt problems but only in the last 12 weeks of their sentence. Before this, support was provided by offender supervisors, who had little or no training in this area of work, or via Ixion. Some money management provision was provided through the education department. Although the number of women who had completed the resettlement needs analysis was small (see paragraph 4.1), more than one in five had said that they had debts in excess of £5,000. Bank accounts could be opened before release.

Attitudes, thinking and behaviour

- 4.54** The prison was not resourced to run accredited offending behaviour programmes. However, alongside the specialist units (psychologically informed planned environments and DTC), there was a wide range of interventions and the prison had been successful at resourcing these. Interventions were allocated through the OMU, in line with sentence planning targets. Provision was well coordinated and the variety of courses ensured that women's specific needs were met, although some courses had waiting lists.

4.55 The education department ran a rolling assertiveness course, and the mental health and substance misuse teams organised a large number of groups. The chaplaincy ran three courses that supported women's emotional well-being. The Sycamore Tree programme developed victim awareness and an understanding of restorative justice principles. Making Sense of Forgiveness promoted constructive attitudes and addressed guilt and anger, and Living with Loss helped women to understand the impact of bereavement

Section 5. Specialist units

- 5.1** The establishment had three specialist units: a preparation psychologically informed planned environment (PIPE), a progression PIPE and a democratic therapeutic community (DTC). The PIPE units were part of the women's offender personality disorder pathway, overseen by Her Majesty's Prison and Probation Service (HMPPS) and the National Health Service (NHS). The services involved were commissioned by the NHS and delivered by Central and North West London NHS Foundation Trust. The DTC was commissioned by HMPPS, and delivered by HMPPS staff and clinical staff from Surrey and Borders Trust.
- 5.2** Work to identify, refer and assess women for the pathway had improved. A custodial manager had been allocated to this work and divided her time between the establishment and HMPs Bronzefield and Downview. She used offender assessment system (OASys) data to assess whether women might be suitable for the services, then visited them to discuss these in detail, and stayed in contact with them before and after transfer. This meant that the processes to screen and transfer women to the pathway were efficient.
- 5.3** The overall therapeutic model adopted by the prison was good and many prisoners spoke extremely positively about their experience of the communities. All units enabled women to take responsibility for themselves. Women and staff voted on which members took on distinct roles and responsibilities on the wings, and these rotated regularly.
- 5.4** Unlike the larger units in men's prisons, the PIPEs and DTC were not self-contained. Women had a full regime and generally attended education, training or work activities alongside unit-based activities. They had access to a wide range of social and creative activities, most of which they organised themselves. They had equivalent access to all services in the prison, could access the complaints process and could be involved in the prison-wide council.
- 5.5** Staff on all the units had received appropriate training and were able to suggest other areas of training that they would find helpful. There were good arrangements to support and supervise staff. The unit officers and clinical staff we spoke to were extremely motivated and positive about their work and the impact it could have on women's lives.
- 5.6** There were some operational and institutional challenges but these were generally well managed and did not appear to compromise the therapeutic work significantly. For example, all units had lodgers (women who were living on the wing but not part of the therapeutic group). Although this could sometimes cause tensions, the units had worked out ways of managing this and maintaining the group dynamic as effectively as possible.

Units for women with personality disorder

Expected outcomes:

Women undergo assessment and treatment in an environment that is psychologically, emotionally and physically safe, and have a clear understanding of the treatment process.

- 5.7** The preparation PIPE and progression PIPE were based on A wing. Facilities were good, with comfortable association rooms and a well-equipped but underused kitchen.
- 5.8** The preparation PIPE service worked with women who were unsuitable for other interventions, had not yet done any group work and who needed support to engage in work

gradually before moving on to a more intensive programme, and was a welcome development. The unit had been running for almost a year and was still in a developmental stage. Nine women were participating in the unit at the time of the inspection; although the need and demand for the unit exceeded this, the plan was to stabilise and assess the work before expanding the programme. Women had individual key work sessions and were being introduced to group work.

- 5.9** The progression PIPE was for women who had already undertaken some group work and were able to participate in the group work process and consolidate this work. It was effective at enabling women to progress to services in the community or in custody. Fifteen women were participating in the PIPE at the time of the inspection. Alongside groups and meetings, they had a creative panel, where women assessed other group members' ideas for social or creative activities. A wide range of activities took place on the unit.

Therapeutic communities

Expected outcomes:

In recognition of the special nature of prisons which operate as domestic therapeutic communities or which have units within them operating as democratic therapeutic communities, we augment our standard expectations to take account of some of the differences we expect to see.

The democratic therapeutic community (DTC) provides a safe environment which allows women to confront their offending behaviour by operating together respectfully in an environment in which everyone supports one another. Group therapy and the day-to-day experience of the community are used for everyone's therapeutic benefit.

- 5.10** Women applied for the DTC with the support of their offender supervisor, and received information about it before applying. There was a long application form and personal history form. At the time of the inspection, the assessment process was changing, with women being more integrated into groups after arrival on the unit. It was too early to assess the effectiveness of this.
- 5.11** Alongside the therapy and wing meetings, women were expected to participate in core creative therapies. Art, drama and psychodrama were available. Staff and peer support was strong. Women experiencing distress at night following a difficult group could access a 'buddy' – another group member – for support.
- 5.12** The unit was audited by the Community of Communities, a quality improvement programme run by the Royal College of Psychiatrists, and the most recent audit had been positive.
- 5.13** Women left the DTC either through a progressive move once therapy had been completed, or when they voluntarily withdrew or were voted out. An end of therapy report was written for all women who completed the programme, and a discharge report for those who left the unit before completion. In the previous year, 11 women had left the unit and all reports had been produced on time.

Section 6. Summary of recommendations and good practice

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

Main recommendation

To the governor

- 6.1** Managers should develop and implement a robust and well-informed strategic plan for the development of the learning, skills and work offered, so that training and learning opportunities are maximised across all activities and women have better opportunities to develop their personal and employability skills, and gain qualifications which will be useful on release. (S48)

Recommendations

Safe and supportive relationships

- 6.2** Staff should receive training in mediation. (1.17)

Disciplinary procedures

- 6.3** Governance arrangements for use of force should be robust, and all associated paperwork and all video recordings should be examined by senior managers. (1.39)
- 6.4** De-escalation should always be used to full effect, and force used only as a last resort. (1.40)

Substance misuse

- 6.5** Substance misuse and mental health services should develop and implement a care pathway to improve joint care planning and care coordination for women with coexisting substance- and mental health-related problems. (1.50)

Equality and diversity

- 6.6** Managers should investigate the reasons why younger and black and minority ethnic women feel less well respected by staff than their counterparts and develop a plan to meet their needs. (2.26)

Legal rights

- 6.7** Women should not routinely be required to open Rule 39 correspondence in front of staff. (2.40)

Health services

- 6.8** Evidence-based care plans should reflect the individual needs of the patient and be reviewed regularly. (2.57)
- 6.9** All women receiving night sedation should have their medication at an appropriate therapeutic time. (2.69, repeated recommendation 2.74)
- 6.10** In-possession medication should be prescribed, reviewed and administered by health care professionals adhering to a policy and robust risk assessment of the patient and the medication. (2.70)
- 6.11** Women should have access to routine dental treatment within six weeks. (2.74)

Catering

- 6.12** Women should have access to kitchens, to cook and prepare their own meals. (2.87)

Purchases

- 6.13** Women should be able to place their first canteen order within 24 hours of their arrival and receive it within a reasonable period after the order has been placed. (2.91, repeated recommendation 2.91)

Learning and skills and work activities

- 6.14** Managers should ensure that there are effective processes for women to make realistic plans for their employment ambitions on release and to conduct research and job searches. An effective information, advice and guidance service should be re-established. (3.12)
- 6.15** Evaluation of the activities provision should be improved, by using data to identify women's progress and achievements and the quality of the teaching, learning and assessment they receive. (3.13)
- 6.16** The quality improvement plan should be appropriately challenging, so that it directs managers' actions to implement the improvements identified in the self-assessment report. (3.14)
- 6.17** There should be better liaison between offender supervisors and education, training and employment staff to ensure that learning, skills and work activities are given sufficient priority when offender supervisors sequence interventions. (3.19)
- 6.18** Women should be effectively supervised in vocational training and work, to ensure that they remain occupied during the working day and that they develop good employability skills (3.27).
- 6.19** Tutors and managers should routinely monitor the progress that women make in all their activities, including in English and mathematics, to ensure that all groups of learners achieve as well as they can. (3.34)
- 6.20** Managers should ensure that women attend their learning, skills and work activities regularly and complete their courses. (3.35)

Physical education and healthy living

- 6.21** A full programme of physical activities that include a full range of qualifications, and activities to promote healthy living, should be implemented. (3.42)

Offender management and planning

- 6.22** Women subject to multi-agency public protection arrangements (MAPPA) arrangements should have their management level confirmed by the community responsible officer at least six months before release. (4.16)

Reintegration planning

- 6.23** Children visiting women with child contact restrictions should be positively identified. (4.36)
- 6.24** Women should be able to use the telephone in private. (4.37)
- 6.25** All women should have sustainable accommodation on release. (4.45)
- 6.26** Prison managers should seek feedback from employers, to monitor the skills that women develop during release on temporary licence placements and to allow the women to use this information on release as a record of their achievements. (4.49)

Examples of good practice

Disciplinary procedures

- 6.27** As well having access to essential aspects of the regime, including use of a telephone and exercise, segregated women were often allowed to attend purposeful activities and keep their televisions. (1.45)

Substance misuse

- 6.28** Women could access a wide range of drug and alcohol interventions at different levels of intensity. Peer support, mutual aid and service user involvement were an integral part of service provision and development. (1.51)

Residential units

- 6.29** The Sensations shop ensured that women could shop for clothing cheaply and simply, and provided a valuable normalising experience. (2.5)
- 6.30** The two-tier applications system, involving prisoner information desk workers processing non-confidential, and staff processing confidential, applications reduced pressure on staff, created useful employment opportunities for prisoners and ensured that prisoner confidentiality was maintained. (2.6)

Faith and religious activity

- 6.31** There was extensive use of volunteers to support the pastoral, social and spiritual life of the prison. (2.33)

- 6.32** The community mentoring scheme, Making Connections, offered support to all women, not just those released locally, before and on release. (2.34)

Health services

- 6.33** There was a coordinated approach to the care of older woman, with a specific policy and pathway which identified and addressed the needs of this group. (2.58)
- 6.34** Evidence-based groups had been developed and implemented in response to the needs of the population, including the 'ending emotional eating group' (2.81)

Offender management and planning

- 6.35** The model of sequencing and the central role of offender supervisions ensured that the objectives and activities set by the latter to address issues of risk and reoffending were prioritised in structuring the everyday work of women. Every woman at the prison had an individualised activity plan. When work to address offending was identified, this was incorporated into the plan. (4.12)

Reintegration planning

- 6.36** Women delivered the Healing Trauma course to their peers. They also supported the delivery of sessions on Becoming Trauma Informed to new staff, which helped them to develop an understanding of the impact of trauma. (4.42)

Section 7. Appendices

Appendix I: Inspection team

Martin Lomas	Deputy Chief Inspector
Angus Mulready-Jones	Team leader
Francesca Cooney	Inspector
Jeanette Hall	Inspector
Ian Macfadyen	Inspector
Keith McInnis	Inspector
Gordon Riach	Inspector
Tamara al Janabi	Researcher
Charli Bradley	Researcher
Jayne Price	Researcher
Patricia Taflan	Researcher
Sigrid Engelen	Substance misuse inspector
Maureen Jamieson	Health services inspector
Simon Pyke	Health services inspector
Peter Gibbs	Pharmacist
Andrea Crosby-Josephs	Care Quality Commission inspector
Maria Navarro	Ofsted inspector
Kate Hill	Ofsted inspector
Tracey Zimmerman	Ofsted inspector
Lynda Brown	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.

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2014, most women reported feeling safe during escorts to the prison. The reception process took too long but first night and induction procedures were good. Most prisoners felt safe and the number of incidents was low. Most problems related to minor verbal conflicts, but there were some good arrangements to manage poor behaviour. Levels of self-harm were lower than previously and support for prisoners considered at risk was good. Formal safeguarding arrangements had been developed. Security arrangements were mainly appropriate and the incentives and earned privileges (IEP) scheme was well managed. The use of force and cellular confinement was low. It was positive that there was no segregation unit. Substance misuse services were good. Outcomes for women were good against this healthy prison test.

Recommendations

Prisoners should be held in reception for as short a time as possible and their property should accompany them to the first night unit. (1.12)

Not achieved

Results from the prison's safety and exit surveys should be used to inform the safer custody strategy and safer custody continuous improvement action plan. (1.23)

Not achieved

Women subject to constant watches should where possible, be encouraged to take part in activities. (1.33)

Achieved

The gender of officers escorting women to hospital for intimate examinations should be recorded on the person escort record and monitored by a senior manager. (1.50)

Achieved

The establishment should improve the MDT environment. (1.51)

Achieved

Rigorous reviews should be conducted following the few occasions where force is used in conjunction with the observation cell or strip-clothing to ensure that such measures are taken only as a last resort. (1.64)

Not achieved

Methadone administration should take place at a more suitable time so as not to interrupt activities. (1.73)

Not achieved

The substance misuse strategy document should contain detailed development targets, be informed by a new needs analysis and outline how joint working between the substance misuse and mental health teams could be improved. (1.74)

Partially achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2014, living conditions and outside areas were mainly very good. Staff-prisoner relationships were excellent and the personal officer scheme was working well. The strategic management of equality and diversity needed to be improved, although prison staff's generally caring approach resolved most issues. Diversity was not promoted well enough and consultation with some key groups was underdeveloped. Complaints were well managed and legal services were particularly good. Health services were good and some proactive mental health support was provided. The food was good and communal dining arrangements excellent. There could be delays before prisoners received their first shop order. Outcomes for women were good against this healthy prison test.

Main recommendation

An overarching policy based on a needs analysis should be published to provide clear guidance on how equality and diversity should be managed and promoted in the prison (S41)

Achieved

Recommendations

Suitable weather proof coats should be available for women who require them. (2.10)

Achieved

Women should be able to get their stored property within a week of application. (2.11)

Achieved

Personal officers should play a more proactive role in supporting resettlement work through regular contact with resettlement workers. (2.16)

Achieved

The prison should carry out statistical analysis of information about all protected characteristics. (2.27)

Achieved

Care planning for older prisoners and those with disabilities should be improved. (2.37)

Achieved

Legal visits should take place in suitable privacy. (2.52)

Not achieved

There should be a named nurse with additional skills in the care and management of older prisoners. (2.62)

Achieved

Health care complaints should be managed confidentially. (2.63)

Achieved

Patients should be informed early on the day of their attendance at an outside hospital appointment so that they can prepare themselves appropriately. (2.67)

Achieved

The medicines management committee should consider introducing additional PGDs to enable the pharmacist or nurse to supply more potent medication, avoiding unnecessary consultations with the doctor. (2.73)

Achieved

All women receiving night sedation should have their medication at an appropriate therapeutic time. (2.74)

Not achieved (recommendation repeated, 2.69)

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

Not achieved

Women should be able to place their first canteen order within 24 hours of their arrival and receive it within a reasonable period after the order has been placed. (2.91)

Not achieved (recommendation repeated, 2.91)

There should be no charge for catalogue orders. (2.92)

Achieved

Purposeful activity

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

At the last inspection, in 2014, prisoners had very good time out of cell and access to pleasant outside areas. The leadership and management of learning and skills were good. The prison had sufficient activity places for the population and adopted a flexible approach to timetabling and allocations. A good range of activities was offered and teaching was generally good with learning tailored to the individual. Achievement rates were mainly good, although those in functional skills needed to be improved. The library and gym provided some very good opportunities. Outcomes for women were good against this healthy prison test.

Recommendations

Initial skills assessments should be completed promptly to inform the planning and scheduling of prisoners' activities more effectively. (3.11)

Partially achieved

All prison departments should use the prisoner schedules to identify when it is appropriate to add additional activities or appointments. (3.12)

Partially achieved

Better use should be made of data to monitor the provision and prisoners' progress and to identify specific factors that create barriers to learning. (3.13)

Partially achieved

The number of ESOL classes should be increased to ensure that non-English speaking prisoners' language skills improve as quickly as possible to enable them to integrate more easily into prison society. (3.19)

Achieved

A formal programme should be introduced to train and accredit peer mentors. (3.20)

Achieved

The success rates on English and mathematics courses should be improved by increasing the frequency and intensity of classes. (3.30)

Achieved

Resettlement

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

At the last inspection, in 2014, strategic management of resettlement was good and the provision was broad and appropriate. Offender supervisors and sentence planning considerations were central to many decisions about the management of prisoners. Offender management arrangements were very good and assessments robust. Although there was a backlog of assessments, this was well managed. A large number of women were being released on temporary licence. Reintegration work was good and support through most of the prison's resettlement work was well developed. There were too few family days and some reasonable support was offered for children and families but there was scope to further develop provision. Some excellent offending behaviour interventions were offered, but help for those involved in domestic violence and sex work needed to be improved. The TC provided women with very complex needs with a good environment in which to receive therapy and support. Together with the PIPE, it supported national work with prisoners with personality disorders. Outcomes for women were good against this healthy prison test.

Main recommendation

All prisoners should have an up-to-date OASys assessment. (S42)

Achieved

Recommendations

The National Offender Management Service should review whether the routine re-categorisation process delivers any useful outcomes for prisoners and decide whether or not to continue this work. (4.23)

Achieved

Housing peer workers should be able to use telephones and the internet for their work. (4.37)

Not achieved

The prison should have a qualified family support worker. (4.50)

Achieved

All prisoners should be able to have at least one visit a week. (4.51)

Not achieved

A dedicated therapeutic community with a population who were exclusively involved with the programme for women should be maintained to ensure that the different life experiences and specific needs of women are fully understood and met within a fully supportive therapeutic setting. (4.64)

Not achieved

More staff needed to attend specific awareness training of the issues relevant to women who had been sex workers in the community. (4.69)

Partially achieved

Prisoners should be encouraged and supported to disclose if they have previously been victimised or traumatised as a result of abuse, rape, domestic violence or involvement in prostitution. (4.70)

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	268	96.8
Recall	0	9	3.2
Convicted unsentenced	0	0	0
Remand	0	0	0
Civil prisoners	0	0	0
Detainees	0	0	0
Total	0	277	100

Sentence	18–20-year-olds	21 and over	%
Unsentenced	0	1	0
Less than six months	0	1	0.4
six months to less than 12 months	0	4	1.4
12 months to less than 2 years	0	9	3.2
2 years to less than 4 years	0	56	20.2
4 years to less than 10 years	0	104	37.6
10 years and over (not life)	0	36	13
ISPP (indeterminate sentence for public protection)	0	11	4
Life	0	56	20.2
Total	0	277	100

Age	Number of prisoners	%
Please state minimum age here: 21		
Under 21 years	0	0
21 years to 29 years	58	20.9
30 years to 39 years	89	32.1
40 years to 49 years	60	21.7
50 years to 59 years	47	17
60 years to 69 years	18	6.5
70 plus years	5	1.8
Please state maximum age here: 81		
Total	277	100

Nationality	18–20-year-olds	21 and over	%
British	0	244	88.1
Foreign nationals	0	33	11.9
Total	0	277	100

Security category	18–20-year-olds	21 and over	%
Female closed	0	244	88.1
Female open	0	33	11.9
Total	0	277	100

Ethnicity	18–20-year-olds	21 and over	%
White	0	202	72.9
British	0	170	61.4
Irish	0	3	1.1
Gypsy/Irish Traveller	0	10	3.6
Other white	0	19	6.9
Mixed	0	16	5.8
White and black Caribbean	0	6	2.2
White and black African	0	3	1.1
White and Asian	0	1	0.4
Other mixed	0	6	2.2
Asian or Asian British	0	15	5.4
Indian	0	8	2.9
Pakistani	0	2	0.7
Bangladeshi	0	0	0
Chinese	0	1	0.4
Other Asian	0	4	1.4
Black or black British	0	42	15.2
Caribbean	0	26	9.4
African	0	11	4
Other black	0	5	1.8
Other ethnic group	0	2	0.7
Arab	0	1	0.4
Other ethnic group	0	1	0.4
Not stated	0	0	0
Total	0		

Religion	18–20-year-olds	21 and over	%
Baptist	0	2	0.7
Church of England	0	55	19.9
Roman Catholic	0	60	21.7
Other Christian denominations	0	73	26.4
Muslim	0	19	6.9
Sikh	0	4	1.4
Hindu	0	1	0.4
Buddhist	0	2	0.7
Jewish	0	1	0.4
Other	0	18	6.5
No religion	0	42	15.2
Total	0	277	100

Sentenced prisoners only

Length of stay	18–20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	22	7.9
1 month to 3 months	0	0	45	16.2
3 months to six months	0	0	55	19.9
six months to 1 year	0	0	44	15.9
1 year to 2 years	0	0	52	18.8
2 years to 4 years	0	0	39	14.1
4 years or more	0	0	20	7.2
Total	0	0	276	100

Sentenced prisoners only

	18–20-year-olds	21 and over	%
Foreign nationals detained post sentence expiry	0	0	0
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).	0	45	16.3
Total			

Unsentenced prisoners only

Length of stay	18–20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	0	0
1 month to 3 months	0	0	0	0
3 months to 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
Total	0	0	0	0

Appendix IV: Summary of prisoner questionnaires and interviews

Prisoner survey methodology

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

Sampling

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

Distributing and collecting questionnaires

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

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

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

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

Survey response

At the time of the survey on 18 June 2018, the prisoner population at HMP Send was 277. Using the sampling method described above, questionnaires were distributed to 158 prisoners. We received a total of 131 completed questionnaires, a response rate of 83%. This included one questionnaire completed via face-to-face interview. Six prisoners declined to participate in the survey and 21 questionnaires were either not returned at all, or returned blank.

Presentation of survey results and analyses

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

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

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

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 Send 2018 compared with those from other HMIP surveys¹²

- Survey responses from HMP Send in 2018 compared with survey responses from the most recent inspection at all other women's training prisons.
- Survey responses from HMP Send in 2018 compared with survey responses from HMP Send in 2014.

Comparisons between different residential locations within HMP Send 2018

- Responses of prisoners on the resettlement units (E and F units) compared with those from the rest of the establishment.

Comparisons between sub-populations of prisoners within HMP Send 2018¹³

- White prisoners' responses compared with those of prisoners from black or minority ethnic groups.
- Disabled prisoners' responses compared with those who do not have a disability.
- Responses of prisoners with mental health problems compared with those who do not have mental health problems.
- Responses of prisoners aged 50 and over compared with those under 50.
- Responses of prisoners aged 25 and under compared with those over 25.
- Heterosexual prisoners' responses compared with those of other sexual orientations.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.¹⁴

¹² 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.

¹³ These analyses are carried out on summary data from selected survey questions only.

¹⁴ A minimum of 10 responses which must also represent at least 10% of the total response.

Survey summary

Background information

I.1	What wing or houseblock are you currently living on?	
	A Unit	15 (11%)
	B Unit	19 (15%)
	C Unit	15 (11%)
	D Unit	8 (6%)
	E Unit	23 (18%)
	F Unit	20 (15%)
	J Unit	31 (24%)
I.2	How old are you?	
	Under 21	0 (0%)
	21 - 25.....	15 (12%)
	26 - 29.....	13 (10%)
	30 - 39.....	44 (34%)
	40 - 49.....	25 (19%)
	50 - 59.....	24 (19%)
	60 - 69.....	7 (5%)
	70 or over	1 (1%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	75 (60%)
	White - Irish.....	1 (1%)
	White - Gypsy or Irish Traveller.....	6 (5%)
	White - any other White background	5 (4%)
	Mixed - White and Black Caribbean	5 (4%)
	Mixed - White and Black African	1 (1%)
	Mixed - White and Asian	2 (2%)
	Mixed - any other Mixed ethnic background	3 (2%)
	Asian/ Asian British - Indian.....	5 (4%)
	Asian/ Asian British - Pakistani.....	1 (1%)
	Asian/ Asian British - Bangladeshi.....	0 (0%)
	Asian/ Asian British - Chinese.....	1 (1%)
	Asian - any other Asian Background	1 (1%)
	Black/ Black British - Caribbean.....	13 (10%)
	Black/ Black British - African	2 (2%)
	Black - any other Black/ African/ Caribbean background.....	4 (3%)
	Arab.....	0 (0%)
	Any other ethnic group	1 (1%)
I.4	How long have you been in this prison?	
	Less than 6 months.....	28 (22%)
	6 months or more	101 (78%)
I.5	Are you currently serving a sentence?	
	Yes.....	127 (98%)
	Yes - on recall.....	2 (2%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee.....	0 (0%)

1.6 How long is your sentence?

Less than 6 months.....	3 (2%)
6 months to less than 1 year.....	6 (5%)
1 year to less than 4 years.....	32 (25%)
4 years to less than 10 years.....	45 (35%)
10 years or more.....	17 (13%)
IPP (indeterminate sentence for public protection).....	5 (4%)
Life.....	21 (16%)
Not currently serving a sentence.....	0 (0%)

Arrival and reception**2.1 Were you given up-to-date information about this prison before you came here?**

Yes.....	32 (25%)
No.....	85 (66%)
Don't remember.....	12 (9%)

2.2 When you arrived at this prison, how long did you spend in reception?

Less than 2 hours.....	56 (43%)
2 hours or more.....	63 (49%)
Don't remember.....	10 (8%)

2.3 When you were searched in reception, was this done in a respectful way?

Yes.....	106 (84%)
No.....	9 (7%)
Don't remember.....	11 (9%)

2.4 Overall, how were you treated in reception?

Very well.....	51 (40%)
Quite well.....	62 (48%)
Quite badly.....	9 (7%)
Very badly.....	4 (3%)
Don't remember.....	2 (2%)

2.5 When you first arrived here, did you have any of the following problems?

Problems getting phone numbers.....	30 (23%)
Contacting family.....	27 (21%)
Arranging care for children or other dependants.....	2 (2%)
Contacting employers.....	2 (2%)
Money worries.....	26 (20%)
Housing worries.....	14 (11%)
Feeling depressed.....	55 (43%)
Feeling suicidal.....	13 (10%)
Other mental health problems.....	31 (24%)
Physical health problems.....	25 (19%)
Drug or alcohol problems (e.g. withdrawal).....	14 (11%)
Problems getting medication.....	26 (20%)
Needing protection from other prisoners.....	8 (6%)
Lost or delayed property.....	17 (13%)
Other problems.....	10 (8%)
Did not have any problems.....	31 (24%)

2.6 Did staff help you to deal with these problems when you first arrived?

Yes.....	43 (35%)
No.....	49 (40%)
Did not have any problems when I first arrived.....	31 (25%)

First night and induction

3.1 Before you were locked up on your first night here, were you offered any of the following things?

Tobacco or nicotine replacement.....	79 (62%)
Toiletries / other basic items	66 (52%)
A shower.....	51 (40%)
A free phone call	86 (68%)
Something to eat.....	100 (79%)
The chance to see someone from health care	76 (60%)
The chance to talk to a Listener or Samaritans.....	42 (33%)
Support from another prisoner (e.g. Insider or buddy).....	47 (37%)
Wasn't offered any of these things	10 (8%)

3.2 On your first night in this prison, how clean or dirty was your cell?

Very clean	13 (10%)
Quite clean	52 (41%)
Quite dirty	29 (23%)
Very dirty	27 (21%)
Don't remember	6 (5%)

3.3 Did you feel safe on your first night here?

Yes	83 (66%)
No.....	35 (28%)
Don't remember	8 (6%)

3.4 In your first few days here, did you get:

	Yes	No	Don't remember
Access to the prison shop / canteen?	36 (31%)	69 (58%)	13 (11%)
Free PIN phone credit?	46 (39%)	59 (50%)	12 (10%)
Numbers put on your PIN phone?	58 (50%)	41 (35%)	17 (15%)

3.5 Did your induction cover everything you needed to know about this prison?

Yes.....	74 (58%)
No.....	47 (37%)
Have not had an induction.....	6 (5%)

On the wing

4.1 Are you in a cell on your own?

Yes.....	117 (92%)
No, I'm in a shared cell or dormitory.....	10 (8%)

4.2 Is your cell call bell normally answered within 5 minutes?

Yes.....	50 (40%)
No.....	26 (21%)
Don't know.....	19 (15%)
Don't have a cell call bell.....	29 (23%)

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?	112 (90%)	13 (10%)	0 (0%)
Can you shower every day?	125 (99%)	0 (0%)	1 (1%)
Do you have clean sheets every week?	121 (96%)	5 (4%)	0 (0%)
Do you get cell cleaning materials every week?	105 (84%)	20 (16%)	0 (0%)
Is it normally quiet enough for you to relax or sleep at night?	90 (73%)	32 (26%)	1 (1%)
Can you get your stored property if you need it?	70 (58%)	28 (23%)	22 (18%)

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

Very clean	21 (17%)
Quite clean	72 (58%)
Quite dirty	21 (17%)
Very dirty	10 (8%)

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

Very good	19 (15%)
Quite good	52 (41%)
Quite bad	32 (25%)
Very bad	23 (18%)

5.2 Do you get enough to eat at mealtimes?

Always	25 (20%)
Most of the time	41 (32%)
Some of the time	41 (32%)
Never	20 (16%)

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

Yes	70 (58%)
No	47 (39%)
Don't know	3 (3%)

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

Yes	88 (70%)
No	37 (30%)

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

Yes	96 (76%)
No	31 (24%)

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

Yes	51 (40%)
No	75 (60%)

6.4	How helpful is your personal or named officer?	
	Very helpful.....	35 (28%)
	Quite helpful.....	32 (25%)
	Not very helpful	18 (14%)
	Not at all helpful.....	18 (14%)
	Don't know.....	18 (14%)
	Don't have a personal / named officer	6 (5%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	18 (14%)
	Sometimes.....	38 (30%)
	Hardly ever.....	61 (48%)
	Don't know.....	10 (8%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes.....	63 (52%)
	No.....	59 (48%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	34 (27%)
	Yes, but things don't change.....	55 (44%)
	No.....	20 (16%)
	Don't know.....	16 (13%)

Faith

7.1	What is your religion?	
	No religion.....	23 (19%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	83 (67%)
	Buddhist.....	1 (1%)
	Hindu.....	1 (1%)
	Jewish	0 (0%)
	Muslim.....	11 (9%)
	Sikh	1 (1%)
	Other	4 (3%)
7.2	Are your religious beliefs respected here?	
	Yes.....	87 (69%)
	No.....	12 (10%)
	Don't know.....	4 (3%)
	Not applicable (no religion).....	23 (18%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes.....	96 (77%)
	No.....	4 (3%)
	Don't know.....	2 (2%)
	Not applicable (no religion).....	23 (18%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	97 (76%)
	No.....	5 (4%)
	Don't know.....	2 (2%)
	Not applicable (no religion).....	23 (18%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	66 (55%)
	No.....	55 (45%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	50 (39%)
	No.....	79 (61%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	111 (87%)
	No.....	16 (13%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	13 (10%)
	Quite easy	37 (29%)
	Quite difficult	36 (29%)
	Very difficult	35 (28%)
	Don't know.....	5 (4%)
8.5	How often do you have visits from family or friends?	
	More than once a week.....	5 (4%)
	About once a week.....	20 (17%)
	Less than once a week.....	66 (55%)
	Not applicable (don't get visits).....	28 (24%)
8.6	Do visits usually start and finish on time?	
	Yes	33 (38%)
	No.....	55 (63%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	67 (78%)
	No.....	19 (22%)

Time out of cell

9.1	Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?	
	Yes, and these times are usually kept to	105 (83%)
	Yes, but these times are not usually kept to	20 (16%)
	No.....	1 (1%)
9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours	9 (7%)
	2 to 6 hours.....	31 (26%)
	6 to 10 hours	39 (32%)
	10 hours or more	32 (26%)
	Don't know.....	10 (8%)

9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	14 (11%)
	2 to 6 hours.....	40 (32%)
	6 to 10 hours	40 (32%)
	10 hours or more	22 (18%)
	Don't know.....	8 (6%)
9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?	
	None	2 (2%)
	1 or 2	22 (17%)
	3 to 5.....	15 (12%)
	More than 5.....	82 (65%)
	Don't know.....	6 (5%)
9.5	How many days in a typical week do you get association, if you want it?	
	None	3 (2%)
	1 or 2	10 (8%)
	3 to 5.....	10 (8%)
	More than 5.....	100 (79%)
	Don't know.....	3 (2%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None	3 (2%)
	1 or 2	14 (11%)
	3 to 5.....	18 (14%)
	More than 5.....	90 (71%)
	Don't know.....	1 (1%)
9.7	Typically, how often do you go to the gym?	
	Twice a week or more	41 (33%)
	About once a week.....	14 (11%)
	Less than once a week.....	19 (15%)
	Never	52 (41%)
9.8	Typically, how often do you go to the library?	
	Twice a week or more	53 (41%)
	About once a week.....	31 (24%)
	Less than once a week.....	33 (26%)
	Never	11 (9%)
9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes	60 (47%)
	No.....	56 (44%)
	Don't use the library	11 (9%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes	100 (79%)
	No.....	20 (16%)
	Don't know.....	7 (6%)

10.2	If you have made any applications here, please answer the questions below:				
		Yes	No	Not made any applications	
	Are applications usually dealt with fairly?	79 (68%)	31 (26%)	7 (6%)	
	Are applications usually dealt with within 7 days?	65 (57%)	43 (37%)	7 (6%)	
10.3	Is it easy for you to make a complaint?				
	Yes			65 (52%)	
	No			33 (26%)	
	Don't know.....			28 (22%)	
10.4	If you have made any complaints here, please answer the questions below:				
		Yes	No	Not made any complaints	
	Are complaints usually dealt with fairly?	22 (19%)	43 (37%)	50 (43%)	
	Are complaints usually dealt with within 7 days?	19 (17%)	43 (38%)	50 (45%)	
10.5	Have you ever been prevented from making a complaint here when you wanted to?				
	Yes			27 (23%)	
	No			59 (49%)	
	Not wanted to make a complaint			34 (28%)	
10.6	In this prison, is it easy or difficult for you to...				
		Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	55 (45%)	14 (11%)	28 (23%)	26 (21%)
	Attend legal visits?	47 (41%)	8 (7%)	31 (27%)	29 (25%)
	Get bail information?	15 (14%)	9 (8%)	35 (32%)	52 (47%)
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?				
	Yes			37 (29%)	
	No			55 (44%)	
	Not had any legal letters			34 (27%)	

Health care

11.1	How easy or difficult is it to see the following people?					
		Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	4 (3%)	32 (26%)	40 (32%)	47 (38%)	2 (2%)
	Nurse	15 (12%)	54 (43%)	33 (26%)	24 (19%)	0 (0%)
	Dentist	2 (2%)	6 (5%)	21 (17%)	80 (64%)	16 (13%)
	Mental health workers	18 (15%)	33 (27%)	22 (18%)	14 (12%)	34 (28%)
11.2	What do you think of the quality of the health service from the following people?					
		Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	18 (15%)	51 (41%)	19 (15%)	29 (24%)	6 (5%)
	Nurse	14 (11%)	50 (40%)	21 (17%)	37 (30%)	2 (2%)
	Dentist	6 (5%)	21 (17%)	13 (11%)	41 (34%)	41 (34%)
	Mental health workers	29 (24%)	34 (29%)	6 (5%)	8 (7%)	42 (35%)
11.3	Do you have any mental health problems?					
	Yes					67 (54%)
	No					57 (46%)

11.4	Have you been helped with your mental health problems in this prison?	
	Yes	50 (39%)
	No.....	20 (16%)
	Don't have any mental health problems	57 (45%)
11.5	What do you think of the overall quality of the health services here?	
	Very good	12 (10%)
	Quite good	40 (32%)
	Quite bad	22 (18%)
	Very bad	42 (34%)
	Don't know.....	8 (6%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes	31 (25%)
	No.....	93 (75%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	10 (8%)
	No.....	19 (16%)
	Don't have a disability	93 (76%)
12.3	Have you been on an ACCT in this prison?	
	Yes	42 (34%)
	No.....	83 (66%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	26 (21%)
	No.....	15 (12%)
	Have not been on an ACCT in this prison.....	83 (67%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy.....	32 (26%)
	Quite easy.....	22 (18%)
	Quite difficult	3 (2%)
	Very difficult	3 (2%)
	Don't know.....	65 (52%)
	No Listeners at this prison.....	0 (0%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	18 (14%)
	No.....	108 (86%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	14 (11%)
	No.....	3 (2%)
	Did not / do not have an alcohol problem	108 (86%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	29 (23%)
	No.....	99 (77%)

13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	8 (6%)
	No.....	120 (94%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	10 (8%)
	No.....	118 (92%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	20 (16%)
	No.....	10 (8%)
	Did not / do not have a drug problem.....	94 (76%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	21 (17%)
	Quite easy	12 (10%)
	Quite difficult	7 (6%)
	Very difficult	9 (7%)
	Don't know.....	77 (61%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	4 (3%)
	Quite easy	2 (2%)
	Quite difficult	4 (3%)
	Very difficult	18 (15%)
	Don't know.....	96 (77%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	62 (49%)
	No.....	65 (51%)
14.2	Do you feel unsafe now?	
	Yes	23 (18%)
	No.....	103 (82%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse.....	51 (42%)
	Threats or intimidation.....	43 (36%)
	Physical assault.....	12 (10%)
	Sexual assault.....	2 (2%)
	Theft of canteen or property.....	15 (12%)
	Other bullying / victimisation	29 (24%)
	Not experienced any of these from prisoners here.....	57 (47%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	68 (56%)
	No.....	53 (44%)

14.5 Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply to you.)

Verbal abuse	32 (27%)
Threats or intimidation.....	22 (18%)
Physical assault.....	2 (2%)
Sexual assault.....	1 (1%)
Theft of canteen or property.....	3 (3%)
Other bullying / victimisation	19 (16%)
Not experienced any of these from staff here.....	74 (62%)

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

Yes	66 (55%)
No.....	55 (45%)

Behaviour management

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

Yes	51 (43%)
No.....	53 (45%)
Don't know what the incentives / rewards are	15 (13%)

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

Yes	56 (45%)
No.....	49 (40%)
Don't know.....	15 (12%)
Don't know what this is	4 (3%)

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

Yes	2 (2%)
No.....	124 (98%)

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

Yes	1 (1%)
No.....	1 (1%)
Don't remember	1 (1%)
Not been restrained here in last 6 months	124 (98%)

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

Yes	1 (1%)
No.....	122 (99%)

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

	Yes	No
Were you treated well by segregation staff?	1 (100%)	0 (0%)
Could you shower every day?	1 (100%)	0 (0%)
Could you go outside for exercise every day?	1 (100%)	0 (0%)
Could you use the phone every day (if you had credit)?	1 (100%)	0 (0%)

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

	Easy	Difficult	Don't know	Not available here
Education	83 (69%)	24 (20%)	14 (12%)	0 (0%)
Vocational or skills training	44 (39%)	35 (31%)	32 (29%)	1 (1%)
Prison job	74 (63%)	31 (26%)	11 (9%)	1 (1%)
Voluntary work outside of the prison	9 (8%)	31 (27%)	74 (64%)	1 (1%)
Paid work outside of the prison	7 (6%)	32 (28%)	74 (64%)	2 (2%)

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	89 (78%)	19 (17%)	6 (5%)
Vocational or skills training	71 (70%)	12 (12%)	18 (18%)
Prison job	53 (51%)	44 (42%)	7 (7%)
Voluntary work outside of the prison	25 (25%)	7 (7%)	69 (68%)
Paid work outside of the prison	28 (27%)	6 (6%)	68 (67%)

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

Yes	83 (70%)
No.....	28 (24%)
Not applicable (e.g. if you are retired, sick or on remand)	7 (6%)

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

Yes	98 (81%)
No.....	23 (19%)

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

Yes	82 (86%)
No.....	7 (7%)
Don't know what my objectives or targets are.....	6 (6%)

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

Yes	51 (57%)
No.....	32 (36%)
Don't know what my objectives or targets are.....	6 (7%)

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	53 (60%)	9 (10%)	27 (30%)
Other programmes	43 (49%)	14 (16%)	30 (34%)
One to one work	39 (46%)	10 (12%)	35 (42%)
Being on a specialist unit	17 (20%)	7 (8%)	59 (71%)
ROTL - day or overnight release	12 (14%)	5 (6%)	67 (80%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?			
	Yes			24 (19%)
	No			93 (74%)
	Don't know			8 (6%)
18.2	How close is this prison to your home area or intended release address?			
	Very near			1 (4%)
	Quite near			5 (22%)
	Quite far			12 (52%)
	Very far			5 (22%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?			
	Yes			18 (75%)
	No			6 (25%)
18.4	Are you getting help to sort out the following things for when you are released?			
		Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
	Finding accommodation	6 (26%)	8 (35%)	9 (39%)
	Getting employment	5 (25%)	10 (50%)	5 (25%)
	Setting up education or training	5 (24%)	8 (38%)	8 (38%)
	Arranging benefits	9 (39%)	7 (30%)	7 (30%)
	Sorting out finances	8 (35%)	9 (39%)	6 (26%)
	Support for drug or alcohol problems	5 (23%)	2 (9%)	15 (68%)
	Health / mental health support	3 (14%)	7 (33%)	11 (52%)
	Social care support	3 (15%)	4 (20%)	13 (65%)
	Getting back in touch with family or friends	5 (23%)	3 (14%)	14 (64%)

More about you

19.1	Do you have children under the age of 18?		
	Yes		68 (55%)
	No		56 (45%)
19.2	Are you a UK / British citizen?		
	Yes		113 (91%)
	No		11 (9%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?		
	Yes		10 (8%)
	No		114 (92%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?		
	Yes		4 (3%)
	No		121 (97%)
19.5	What is your gender?		
	Male		0 (0%)
	Female		125 (100%)
	Non-binary		0 (0%)
	Other		0 (0%)

19.6	How would you describe your sexual orientation?	
	Straight / heterosexual.....	94 (79%)
	Gay / lesbian / homosexual.....	8 (7%)
	Bisexual.....	16 (13%)
	Other.....	1 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes.....	0 (0%)
	No.....	120 (100%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend.....	6 (5%)
	Less likely to offend.....	86 (72%)
	Made no difference.....	28 (23%)

HMP Send 2018

Survey responses compared with those from other HMIP surveys of women's training prisons and with those from the previous survey

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

- Summary statistics from most recent surveys of all other women's training prisons (2 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.

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

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HMP Send 2018	All other women's training prisons	HMP Send 2018	HMP Send 2014
131	263	131	138

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DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n=129</i>	0%	3%	0%	0%
	Are you 25 years of age or younger?	<i>n=129</i>	12%		12%	
	Are you 50 years of age or older?	<i>n=129</i>	25%	13%	25%	17%
	Are you 70 years of age or older?	<i>n=129</i>	1%	0%	1%	0%
1.3	Are you from a minority ethnic group?	<i>n=126</i>	31%	24%	31%	31%
1.4	Have you been in this prison for less than 6 months?	<i>n=129</i>	22%		22%	
1.5	Are you currently serving a sentence?	<i>n=129</i>	100%		100%	100%
	Are you on recall?	<i>n=129</i>	2%	5%	2%	2%
1.6	Is your sentence less than 12 months?	<i>n=129</i>	7%	8%	7%	1%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=129</i>	4%	2%	4%	9%
7.1	Are you Muslim?	<i>n=124</i>	9%	9%	9%	6%
11.3	Do you have any mental health problems?	<i>n=124</i>	54%		54%	
12.1	Do you consider yourself to have a disability?	<i>n=124</i>	25%	27%	25%	24%
19.1	Do you have any children under the age of 18?	<i>n=124</i>	55%	53%	55%	44%
19.2	Are you a foreign national?	<i>n=124</i>	9%	14%	9%	13%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=124</i>	8%	10%	8%	3%
19.4	Have you ever been in the armed services?	<i>n=125</i>	3%	1%	3%	1%
19.5	Is your gender male or non-binary?	<i>n=125</i>	0%		0%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=119</i>	21%	22%	21%	29%
19.7	Do you identify as transgender or transsexual?	<i>n=120</i>	0%		0%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=129</i>	25%		25%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=129</i>	43%	55%	43%	48%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=126</i>	84%	92%	84%	87%
2.4	Overall, were you treated very / quite well in reception?	<i>n=128</i>	88%		88%	

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		n	HMP Send 2018	All other women's training prisons	HMP Send 2018	HMP Send 2014
2.5	When you first arrived, did you have any problems?	n=129	76%	73%	76%	59%
2.5	Did you have problems with:					
	- Getting phone numbers?	n=129	23%	19%	23%	5%
	- Contacting family?	n=129	21%	25%	21%	13%
	- Arranging care for children or other dependents?	n=129	2%		2%	
	- Contacting employers?	n=129	2%	1%	2%	1%
	- Money worries?	n=129	20%	16%	20%	16%
	- Housing worries?	n=129	11%	19%	11%	13%
	- Feeling depressed?	n=129	43%		43%	
	- Feeling suicidal?	n=129	10%		10%	
	- Other mental health problems?	n=129	24%		24%	
	- Physical health problems	n=129	19%	16%	19%	14%
	- Drugs or alcohol (e.g. withdrawal)?	n=129	11%		11%	
	- Getting medication?	n=129	20%		20%	
	- Needing protection from other prisoners?	n=129	6%	5%	6%	3%
	- Lost or delayed property?	n=129	13%	18%	13%	12%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	n=92	47%	44%	47%	39%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	n=127	62%	70%	62%	73%
	- Toiletries / other basic items?	n=127	52%	38%	52%	38%
	- A shower?	n=127	40%	34%	40%	24%
	- A free phone call?	n=127	68%	50%	68%	61%
	- Something to eat?	n=127	79%	57%	79%	60%
	- The chance to see someone from health care?	n=127	60%	63%	60%	73%
	- The chance to talk to a Listener or Samaritans?	n=127	33%	32%	33%	57%
	- Support from another prisoner (e.g. Insider or buddy)?	n=127	37%		37%	
	- None of these?	n=127	8%		8%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=127	51%		51%	
3.3	Did you feel safe on your first night here?	n=126	66%	71%	66%	83%
3.4	In your first few days here, did you get?					
	- Access to the prison shop / canteen?	n=118	31%	25%	31%	24%
	- Free PIN phone credit?	n=117	39%		39%	
	- Numbers put on your PIN phone?	n=116	50%		50%	

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3.5	Have you had an induction at this prison?	<i>n</i> =127	95%	92%	95%	96%
<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> =121	61%		61%	
ON THE WING						
4.1	Are you in a cell on your own?	<i>n</i> =127	92%		92%	
4.2	Is your cell call bell normally answered within 5 minutes?	<i>n</i> =124	40%	38%	40%	51%
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	<i>n</i> =125	90%	65%	90%	76%
	- Can you shower every day?	<i>n</i> =126	99%	98%	99%	99%
	- Do you have clean sheets every week?	<i>n</i> =126	96%	85%	96%	96%
	- Do you get cell cleaning materials every week?	<i>n</i> =125	84%	57%	84%	73%
	- Is it normally quiet enough for you to relax or sleep at night?	<i>n</i> =123	73%	55%	73%	78%
	- Can you get your stored property if you need it?	<i>n</i> =120	58%	47%	58%	16%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	<i>n</i> =124	75%		75%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	<i>n</i> =126	56%		56%	
5.2	Do you get enough to eat at meal-times always / most of the time?	<i>n</i> =127	52%		52%	
5.3	Does the shop / canteen sell the things that you need?	<i>n</i> =120	58%	64%	58%	37%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	<i>n</i> =125	70%	80%	70%	76%
6.2	Are there any staff here you could turn to if you had a problem?	<i>n</i> =127	76%	79%	76%	76%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<i>n</i> =126	41%	33%	41%	42%
6.4	Do you have a personal officer?	<i>n</i> =127	95%		95%	
<i>For those who have a personal officer:</i>						
6.4	Is your personal or named officer very / quite helpful?	<i>n</i> =121	55%		55%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	<i>n</i> =127	14%		14%	
6.6	Do you feel that you are treated as an individual in this prison?	<i>n</i> =122	52%		52%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	<i>n</i> =125	71%		71%	
	If so, do things sometimes change?	<i>n</i> =89	38%		38%	
FAITH						
7.1	Do you have a religion?	<i>n</i> =124	82%	76%	82%	78%
<i>For those who have a religion:</i>						
7.2	Are your religious beliefs respected here?	<i>n</i> =103	85%		85%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	<i>n</i> =102	94%		94%	
7.4	Are you able to attend religious services, if you want to?	<i>n</i> =104	93%		93%	

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CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=121	55%		55%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=129	39%	46%	39% 33%
8.3	Are you able to use a phone every day (if you have credit)?	n=127	87%		87%
8.4	Is it very / quite easy for your family and friends to get here?	n=126	40%		40%
8.5	Do you get visits from family/friends once a week or more?	n=119	21%		21%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	n=88	38%		38%
8.7	Are your visitors usually treated respectfully by staff?	n=86	78%		78%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=126	99%		99%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>					
9.1	Are these times usually kept to?	n=125	84%		84%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=121	7%	7%	7% 1%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=121	26%	34%	26% 25%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=124	11%		11%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=124	18%		18%
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=127	65%		65%
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=126	79%		79%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=126	71%		71%
9.7	Do you typically go to the gym twice a week or more?	n=126	33%		33%
9.8	Do you typically go to the library twice a week or more?	n=128	41%	21%	41% 30%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	n=116	52%	67%	52% 54%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	n=127	79%	86%	79% 89%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	n=110	72%	59%	72% 79%
	Are applications usually dealt with within 7 days?	n=108	60%	36%	60% 64%
10.3	Is it easy for you to make a complaint?	n=126	52%	63%	52% 58%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	n=65	34%	37%	34% 43%
	Are complaints usually dealt with within 7 days?	n=62	31%	32%	31% 47%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=86	31%		31%

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<i>For those who need it, is it easy to:</i>						
10.6	Communicate with your solicitor or legal representative?	<i>n=97</i>	57%		57%	
	Attend legal visits?	<i>n=86</i>	55%		55%	
	Get bail information?	<i>n=59</i>	25%		25%	
<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=92</i>	40%	48%	40%	48%
HEALTH CARE						
11.1	Is it very / quite easy to see:					
	- Doctor?	<i>n=125</i>	29%		29%	
	- Nurse?	<i>n=126</i>	55%		55%	
	- Dentist?	<i>n=125</i>	6%		6%	
	- Mental health workers?	<i>n=121</i>	42%		42%	
11.2	Do you think the quality of the health service is very / quite good from:					
	- Doctor?	<i>n=123</i>	56%		56%	
	- Nurse?	<i>n=124</i>	52%		52%	
	- Dentist?	<i>n=122</i>	22%		22%	
	- Mental health workers?	<i>n=119</i>	53%		53%	
11.3	Do you have any mental health problems?	<i>n=124</i>	54%		54%	
<i>For those who have mental health problems:</i>						
11.4	Have you been helped with your mental health problems in this prison?	<i>n=70</i>	71%		71%	
11.5	Do you think the overall quality of the health services here is very / quite good?	<i>n=124</i>	42%		42%	
OTHER SUPPORT NEEDS						
12.1	Do you consider yourself to have a disability?	<i>n=124</i>	25%	27%	25%	24%
<i>For those who have a disability:</i>						
12.2	Are you getting the support you need?	<i>n=29</i>	35%		35%	
12.3	Have you been on an ACCT in this prison?	<i>n=125</i>	34%		34%	
<i>For those who have been on an ACCT:</i>						
12.4	Did you feel cared for by staff?	<i>n=41</i>	63%		63%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	<i>n=125</i>	43%		43%	
ALCOHOL AND DRUGS						
13.1	Did you have an alcohol problem when you came into this prison?	<i>n=126</i>	14%	16%	14%	28%
<i>For those who had / have an alcohol problem:</i>						
13.2	Have you been helped with your alcohol problem in this prison?	<i>n=17</i>	82%	62%	82%	95%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	<i>n=128</i>	23%	32%	23%	27%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<i>n=128</i>	6%	3%	6%	2%

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Number of completed questionnaires returned

HMP Send 2018	All other women's training prisons	HMP Send 2018	HMP Send 2014
131	263	131	138

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

13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<i>n=128</i>	8%		8%	
<i>For those who had / have a drug problem:</i>						
13.6	Have you been helped with your drug problem in this prison?	<i>n=30</i>	67%	81%	67%	89%
13.7	Is it very / quite easy to get illicit drugs in this prison?	<i>n=126</i>	26%		26%	
13.8	Is it very / quite easy to get alcohol in this prison?	<i>n=124</i>	5%		5%	
SAFETY						
14.1	Have you ever felt unsafe here?	<i>n=127</i>	49%	39%	49%	40%
14.2	Do you feel unsafe now?	<i>n=126</i>	18%	12%	18%	13%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	<i>n=121</i>	42%		42%	
	- Threats or intimidation?	<i>n=121</i>	36%		36%	
	- Physical assault?	<i>n=121</i>	10%		10%	
	- Sexual assault?	<i>n=121</i>	2%		2%	
	- Theft of canteen or property?	<i>n=121</i>	12%		12%	
	- Other bullying / victimisation?	<i>n=121</i>	24%		24%	
	- Not experienced any of these from prisoners here	<i>n=121</i>	47%	63%	47%	69%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<i>n=121</i>	56%		56%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	<i>n=120</i>	27%		27%	
	- Threats or intimidation?	<i>n=120</i>	18%		18%	
	- Physical assault?	<i>n=120</i>	2%		2%	
	- Sexual assault?	<i>n=120</i>	1%		1%	
	- Theft of canteen or property?	<i>n=120</i>	3%		3%	
	- Other bullying / victimisation?	<i>n=120</i>	16%		16%	
	- Not experienced any of these from staff here	<i>n=120</i>	62%	78%	62%	72%
14.6	If you were being bullied / victimised by staff here, would you report it?	<i>n=121</i>	55%		55%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<i>n=119</i>	43%		43%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<i>n=124</i>	45%		45%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<i>n=126</i>	2%	5%	2%	1%
<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=3</i>	33%		33%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n=123</i>	1%	22%	1%	6%
<i>For those who have spent one or more nights in the segregation unit in the last 6 months</i>						

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Number of completed questionnaires returned

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

	HMP Send 2018	All other women's training prisons	HMP Send 2018	HMP Send 2014
Number of completed questionnaires returned	131	263	131	138

15.6	Were you treated well by segregation staff?	<i>n=1</i>	100%		100%	
	Could you shower every day?	<i>n=1</i>	100%		100%	
	Could you go outside for exercise every day?	<i>n=1</i>	100%		100%	
	Could you use the phone every day (if you had credit)?	<i>n=1</i>	100%		100%	
EDUCATION, SKILLS AND WORK						
16.1	In this prison, is it easy to get into the following activities:					
	- Education?	<i>n=121</i>	69%		69%	
	- Vocational or skills training?	<i>n=112</i>	39%		39%	
	- Prison job?	<i>n=117</i>	63%		63%	
	- Voluntary work outside of the prison?	<i>n=115</i>	8%		8%	
16.2	In this prison, have you done the following activities:					
	- Education?	<i>n=114</i>	95%	85%	95%	89%
	- Vocational or skills training?	<i>n=101</i>	82%	74%	82%	84%
	- Prison job?	<i>n=104</i>	93%	89%	93%	97%
	- Voluntary work outside of the prison?	<i>n=101</i>	32%		32%	
	- Paid work outside of the prison?	<i>n=102</i>	33%		33%	
<i>For those who have done the following activities, do you think they will help you on release</i>						
	- Education?	<i>n=108</i>	82%	66%	82%	77%
	- Vocational or skills training?	<i>n=83</i>	86%	53%	86%	78%
	- Prison job?	<i>n=97</i>	55%	52%	55%	53%
	- Voluntary work outside of the prison?	<i>n=32</i>	78%		78%	
	- Paid work outside of the prison?	<i>n=34</i>	82%		82%	
16.3	Do staff encourage you to attend education, training or work?	<i>n=111</i>	75%		75%	
PLANNING AND PROGRESSION						
17.1	Do you have a custody plan?	<i>n=121</i>	81%		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?	<i>n=95</i>	86%		86%	
17.3	Are staff helping you to achieve your objectives or targets?	<i>n=89</i>	57%		57%	
17.4	In this prison, have you done:					
	- Offending behaviour programmes?	<i>n=89</i>	70%		70%	
	- Other programmes?	<i>n=87</i>	66%		66%	
	- One to one work?	<i>n=84</i>	58%		58%	
	- Been on a specialist unit?	<i>n=83</i>	29%		29%	
	- ROTL - day or overnight release?	<i>n=84</i>	20%		20%	

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Number of completed questionnaires returned

HMP Send 2018	All other women's training prisons	HMP Send 2018	HMP Send 2014
131	263	131	138

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

<i>For those who have done the following, did they help you to achieve your objectives or targets.</i>					
	- Offending behaviour programmes?	<i>n=62</i>	86%		86%
	- Other programmes?	<i>n=57</i>	75%		75%
	- One to one work?	<i>n=49</i>	80%		80%
	- Being on a specialist unit?	<i>n=24</i>	71%		71%
	- ROTL - day or overnight release?	<i>n=17</i>	71%		71%
PREPARATION FOR RELEASE					
18.1	Do you expect to be released in the next 3 months?	<i>n=125</i>	19%		19%
<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=23</i>	26%		26%
18.3	Is anybody helping you to prepare for your release?	<i>n=24</i>	75%		75%
18.4	Do you need help to sort out the following for when you are released:				
	- Finding accommodation?	<i>n=23</i>	61%		61%
	- Getting employment?	<i>n=20</i>	75%		75%
	- Setting up education or training?	<i>n=21</i>	62%		62%
	- Arranging benefits?	<i>n=23</i>	70%		70%
	- Sorting out finances?	<i>n=23</i>	74%		74%
	- Support for drug or alcohol problems?	<i>n=22</i>	32%		32%
	- Health / mental Health support?	<i>n=21</i>	48%		48%
	- Social care support?	<i>n=20</i>	35%		35%
	- Getting back in touch with family or friends?	<i>n=22</i>	36%		36%
18.4	Are you getting help to sort out the following for when you are released, if you need it:				
	- Finding accommodation?	<i>n=14</i>	43%		43%
	- Getting employment?	<i>n=15</i>	33%		33%
	- Setting up education or training?	<i>n=13</i>	39%		39%
	- Arranging benefits?	<i>n=16</i>	56%		56%
	- Sorting out finances?	<i>n=17</i>	47%		47%
	- Support for drug or alcohol problems?	<i>n=7</i>	71%		71%
	- Health / mental Health support?	<i>n=10</i>	30%		30%
	- Social care support?	<i>n=7</i>	43%		43%
	- Getting back in touch with family or friends?	<i>n=8</i>	63%		63%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n=120</i>	72%		72%

HMP Send 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

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
39	87

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	0%
	Are you 50 years of age or older?	13%	28%
1.3	Are you from a minority ethnic group?		
7.1	Are you Muslim?	26%	2%
11.3	Do you have any mental health problems?	49%	58%
12.1	Do you consider yourself to have a disability?	17%	28%
19.2	Are you a foreign national?	14%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	3%	11%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	82%	84%
2.4	Overall, were you treated very / quite well in reception?	82%	91%
2.5	When you first arrived, did you have any problems?	82%	74%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	34%	52%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	61%	67%
3.5	Have you had an induction at this prison?	97%	94%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	57%	61%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	45%	39%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	92%	88%
	- Can you shower every day?	100%	99%
	- Do you have clean sheets every week?	97%	95%
	- Do you get cell cleaning materials every week?	86%	84%
	- Is it normally quiet enough for you to relax or sleep at night?	66%	77%
	- Can you get your stored property if you need it?	51%	60%

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Number of completed questionnaires returned

Black and minority ethnic	White
39	87

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	35%	58%
5.3	Does the shop / canteen sell the things that you need?	42%	64%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	51%	77%
6.2	Are there any staff here you could turn to if you had a problem?	71%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	28%	45%
6.6	Do you feel that you are treated as an individual in this prison?	46%	53%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	76%	88%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	91%	97%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	51%	57%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	40%	39%
8.3	Are you able to use a phone every day (if you have credit)?	78%	91%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	71%	80%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	6%	8%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	24%	27%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	49%	52%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	71%	83%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	63%	75%
10.3	Is it easy for you to make a complaint?	41%	57%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	17%	42%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	47%	24%

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Black and minority ethnic	White
39	87

Number of completed questionnaires returned

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	19%	32%
	- Nurse?	53%	56%
	- Dentist?	5%	6%
	- Mental health workers?	37%	44%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	63%	74%
11.5	Do you think the overall quality of the health services here is very / quite good?	30%	46%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	0%	46%
SAFETY			
14.1	Have you ever felt unsafe here?	54%	48%
14.2	Do you feel unsafe now?	24%	15%
14.3	Not experienced bullying / victimisation by other prisoners	49%	46%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	57%	56%
14.5	Not experienced bullying / victimisation by members of staff	46%	68%
14.6	If you were being bullied / victimised by staff here, would you report it?	46%	58%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	31%	48%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	27%	54%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	3%	1%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	1%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	68%	78%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	76%	82%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	58%	57%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	67%	78%
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?	69%	73%

HMP Send 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - disabled prisoners' responses are compared with those of prisoners who do not have a disability
 - responses of prisoners with mental health problems are compared with those of prisoners who do not have mental health problems
 Please note that these analyses are based on summary data from selected survey questions only.

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Number of completed questionnaires returned

Have a disability	Do not have a disability
31	93

Mental health problems	No mental health problems
67	57

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?	29%	24%	19%	30%
1.3	Are you from a minority ethnic group?	20%	32%	27%	35%
7.1	Are you Muslim?	3%	10%	11%	7%
11.3	Do you have any mental health problems?	80%	46%		
12.1	Do you consider yourself to have a disability?			36%	11%
19.2	Are you a foreign national?	7%	10%	3%	15%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	7%	9%	8%	9%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	80%	87%	77%	93%
2.4	Overall, were you treated very / quite well in reception?	84%	91%	86%	91%
2.5	When you first arrived, did you have any problems?	84%	73%	84%	66%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	48%	47%	41%	58%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	63%	67%	63%	71%
3.5	Have you had an induction at this prison?	97%	95%	97%	93%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	55%	63%	57%	66%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	23%	45%	40%	41%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	83%	92%	87%	93%
	- Can you shower every day?	100%	100%	100%	100%
	- Do you have clean sheets every week?	87%	99%	94%	98%
	- Do you get cell cleaning materials every week?	80%	85%	78%	90%
	- Is it normally quiet enough for you to relax or sleep at night?	60%	78%	62%	86%
	- Can you get your stored property if you need it?	53%	61%	53%	63%

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

Number of completed questionnaires returned

Have a disability	Do not have a disability
31	93

Mental health problems	No mental health problems
67	57

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	50%	54%
5.3	Does the shop / canteen sell the things that you need?	50%	63%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	68%	71%
6.2	Are there any staff here you could turn to if you had a problem?	71%	77%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	52%	36%
6.6	Do you feel that you are treated as an individual in this prison?	42%	57%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	83%	86%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	87%	96%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	47%	58%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	52%	34%
8.3	Are you able to use a phone every day (if you have credit)?	77%	90%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	84%	77%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	3%	8%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	29%	26%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	43%	56%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	77%	79%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	67%	74%
10.3	Is it easy for you to make a complaint?	48%	52%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	33%	35%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	25%	33%

53%	53%
59%	60%
65%	75%
72%	77%
46%	31%
44%	64%
78%	90%
92%	96%
58%	50%
46%	30%
83%	91%
77%	79%
5%	11%
27%	25%
48%	59%
83%	71%
68%	77%
57%	43%
34%	32%
28%	38%

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	Orange shading shows significant differences in demographics and background information
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	Grey shading indicates that we have no valid data for this question

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

Number of completed questionnaires returned

	Have a disability	Do not have a disability
	31	93

	Mental health problems	No mental health problems
	67	57

HEALTH CARE		
11.1	Is it very / quite easy to see:	
	- Doctor?	20% 32%
	- Nurse?	40% 59%
	- Dentist?	7% 7%
	- Mental health workers?	40% 45%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	72% 72%
11.5	Do you think the overall quality of the health services here is very / quite good?	42% 42%
OTHER SUPPORT NEEDS		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	35%
SAFETY		
14.1	Have you ever felt unsafe here?	61% 45%
14.2	Do you feel unsafe now?	23% 16%
14.3	Not experienced bullying / victimisation by other prisoners	21% 54%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	63% 53%
14.5	Not experienced bullying / victimisation by members of staff	64% 61%
14.6	If you were being bullied / victimised by staff here, would you report it?	70% 49%
BEHAVIOUR MANAGEMENT		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	38% 46%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	37% 50%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	3% 1%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0% 1%
EDUCATION, SKILLS AND WORK		
16.3	Do staff encourage you to attend education, training or work?	74% 75%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	83% 80%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	46% 63%
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% 81%
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?	79% 71%

	29%	30%
	53%	58%
	6%	6%
	59%	24%
	72%	
	42%	41%
	36%	33%
	52%	46%
	21%	16%
	46%	50%
	52%	60%
	56%	66%
	46%	64%
	40%	47%
	40%	52%
	2%	2%
	2%	0%
	72%	78%
	84%	77%
	55%	60%
	70%	77%
	74%	69%

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Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners aged 25 and under are compared with those of prisoners over 25
- responses of prisoners aged 50 and over are compared with those of prisoners under 50

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

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

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

Number of completed questionnaires returned

	25 and under		Over 25		
	15		114		
		50 and over		Under 50	
		32		97	

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.3	Are you from a minority ethnic group?	60%	27%	17%	35%
7.1	Are you Muslim?	33%	6%	0%	12%
11.3	Do you have any mental health problems?	47%	56%	43%	58%
12.1	Do you consider yourself to have a disability?	7%	28%	29%	24%
19.2	Are you a foreign national?	7%	8%	3%	10%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	7%	8%	7%	9%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	87%	84%	84%	84%
2.4	Overall, were you treated very / quite well in reception?	80%	89%	90%	88%
2.5	When you first arrived, did you have any problems?	79%	75%	81%	74%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	9%	51%	57%	43%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	53%	67%	55%	69%
3.5	Have you had an induction at this prison?	93%	96%	97%	95%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	50%	62%	60%	61%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	47%	40%	38%	42%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	87%	90%	100%	86%
	- Can you shower every day?	100%	99%	100%	99%
	- Do you have clean sheets every week?	93%	96%	97%	96%
	- Do you get cell cleaning materials every week?	86%	84%	73%	87%
	- Is it normally quiet enough for you to relax or sleep at night?	57%	75%	73%	73%
	- Can you get your stored property if you need it?	43%	60%	72%	53%

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

Number of completed questionnaires returned

	25 and under	Over 25
	15	114

	50 and over	Under 50
	32	97

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	40%	53%
5.3	Does the shop / canteen sell the things that you need?	53%	60%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	33%	75%
6.2	Are there any staff here you could turn to if you had a problem?	53%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	13%	45%
6.6	Do you feel that you are treated as an individual in this prison?	21%	56%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	62%	88%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	92%	96%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	20%	59%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	67%	35%
8.3	Are you able to use a phone every day (if you have credit)?	93%	87%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	36%	84%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	13%	7%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	20%	28%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	47%	52%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	80%	78%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	46%	75%
10.3	Is it easy for you to make a complaint?	27%	56%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	13%	37%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	54%	27%

	50 and over	Under 50
	53%	51%
	65%	57%
	83%	66%
	81%	74%
	32%	44%
	45%	54%
	100%	78%
	97%	94%
	39%	59%
	47%	37%
	87%	87%
	84%	76%
	14%	5%
	36%	24%
	42%	54%
	73%	80%
	62%	75%
	50%	53%
	33%	34%
	20%	35%

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

Number of completed questionnaires returned

	25 and under	Over 25		
	15	114	50 and over	Under 50
			32	97

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	7%	32%	26%	30%
	- Nurse?	40%	58%	48%	58%
	- Dentist?	7%	7%	10%	5%
	- Mental health workers?	33%	44%	33%	46%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	29%	76%	67%	73%
11.5	Do you think the overall quality of the health services here is very / quite good?	13%	46%	53%	39%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	0%	36%	33%	35%
SAFETY					
14.1	Have you ever felt unsafe here?	73%	46%	58%	46%
14.2	Do you feel unsafe now?	27%	17%	29%	15%
14.3	Not experienced bullying / victimisation by other prisoners	33%	49%	38%	50%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	27%	61%	67%	53%
14.5	Not experienced bullying / victimisation by members of staff	40%	64%	63%	61%
14.6	If you were being bullied / victimised by staff here, would you report it?	36%	57%	60%	52%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	15%	47%	32%	47%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	40%	46%	45%	46%
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%	1%	0%	1%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	79%	74%	75%	74%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	79%	81%	73%	83%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	44%	60%	67%	56%
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%	70%	60%	79%
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?	53%	74%	68%	73%

HMP Send 2018

Comparison of survey responses between sub-populations of prisoners

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

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

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Number of completed questionnaires returned

Gay/bisexual/other	Heterosexual
25	94

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	0%
	Are you 50 years of age or older?	4%	29%
1.3	Are you from a minority ethnic group?	21%	32%
7.1	Are you Muslim?	4%	11%
11.3	Do you have any mental health problems?	72%	51%
12.1	Do you consider yourself to have a disability?	28%	24%
19.2	Are you a foreign national?	0%	12%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	8%	7%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	91%	83%
2.4	Overall, were you treated very / quite well in reception?	88%	88%
2.5	When you first arrived, did you have any problems?	67%	79%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	63%	45%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	88%	61%
3.5	Have you had an induction at this prison?	96%	96%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	70%	60%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	46%	39%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	88%	92%
	- Can you shower every day?	100%	100%
	- Do you have clean sheets every week?	100%	95%
	- Do you get cell cleaning materials every week?	96%	81%
	- Is it normally quiet enough for you to relax or sleep at night?	68%	74%
	- Can you get your stored property if you need it?	64%	56%

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

Number of completed questionnaires returned

Gay/bisexual/other	Heterosexual
25	94

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	56%	51%
5.3	Does the shop / canteen sell the things that you need?	60%	58%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	72%	70%
6.2	Are there any staff here you could turn to if you had a problem?	76%	75%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	64%	32%
6.6	Do you feel that you are treated as an individual in this prison?	64%	48%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	88%	83%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	100%	92%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	72%	51%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	32%	43%
8.3	Are you able to use a phone every day (if you have credit)?	88%	86%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	78%	76%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	4%	8%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	22%	29%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	58%	49%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	84%	78%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	83%	68%
10.3	Is it easy for you to make a complaint?	64%	47%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	50%	31%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	33%	33%

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

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

	Gay/bisexual/other	Heterosexual
Number of completed questionnaires returned	25	94

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	42%	24%
	- Nurse?	67%	51%
	- Dentist?	13%	4%
	- Mental health workers?	50%	42%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	83%	65%
11.5	Do you think the overall quality of the health services here is very / quite good?	72%	33%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	71%	19%
SAFETY			
14.1	Have you ever felt unsafe here?	36%	53%
14.2	Do you feel unsafe now?	4%	21%
14.3	Not experienced bullying / victimisation by other prisoners	54%	45%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	38%	61%
14.5	Not experienced bullying / victimisation by members of staff	61%	61%
14.6	If you were being bullied / victimised by staff here, would you report it?	54%	54%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	63%	38%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	48%	45%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	4%	1%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	1%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	83%	73%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	96%	78%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	65%	52%
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%	73%
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?	74%	70%

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Comparison of survey responses from different residential locations

In this table responses from the resettlement units (E and F units) are compared with those from rest of the establishment.

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

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

Number of completed questionnaires returned

E and F units	Rest of the establishment
43	88

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	0%
	Are you 25 years of age or younger?	12%	12%
	Are you 50 years of age or older?	26%	24%
	Are you 70 years of age or older?	0%	1%
1.3	Are you from a minority ethnic group?	39%	27%
1.4	Have you been in this prison for less than 6 months?	14%	25%
1.5	Are you currently serving a sentence?	100%	100%
	Are you on recall?	0%	2%
1.6	Is your sentence less than 12 months?	0%	11%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	5%	4%
7.1	Are you Muslim?	7%	10%
11.3	Do you have any mental health problems?	40%	61%
12.1	Do you consider yourself to have a disability?	17%	29%
19.1	Do you have any children under the age of 18?	48%	59%
19.2	Are you a foreign national?	15%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	7%	9%
19.4	Have you ever been in the armed services?	2%	4%
19.5	Is your gender male or non-binary?	0%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	12%	26%
19.7	Do you identify as transgender or transsexual?	0%	0%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	23%	26%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	40%	45%
2.3	When you were searched in reception, was this done in a respectful way?	93%	80%
2.4	Overall, were you treated very / quite well in reception?	91%	87%

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

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	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

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

Number of completed questionnaires returned

E and F units	Rest of the establishment
43	88

2.5	When you first arrived, did you have any problems?	67%	81%
2.5	Did you have problems with:		
	- Getting phone numbers?	21%	24%
	- Contacting family?	14%	24%
	- Arranging care for children or other dependents?	0%	2%
	- Contacting employers?	2%	1%
	- Money worries?	14%	23%
	- Housing worries?	12%	10%
	- Feeling depressed?	33%	47%
	- Feeling suicidal?	10%	10%
	- Other mental health problems?	14%	29%
	- Physical health problems?	12%	23%
	- Drugs or alcohol (e.g. withdrawal)?	5%	14%
	- Getting medication?	14%	23%
	- Needing protection from other prisoners?	5%	7%
	- Lost or delayed property?	17%	12%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	58%	42%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	52%	68%
	- Toiletries / other basic items?	47%	55%
	- A shower?	37%	42%
	- A free phone call?	70%	67%
	- Something to eat?	70%	83%
	- The chance to see someone from health care?	51%	64%
	- The chance to talk to a Listener or Samaritans?	30%	35%
	- Support from another prisoner (e.g. Insider or buddy)?	30%	41%
	- None of these?	12%	6%
3.2	On your first night in this prison, was your cell very / quite clean?	62%	46%
3.3	Did you feel safe on your first night here?	56%	71%
3.4	In your first few days here, did you get?		
	- Access to the prison shop / canteen?	33%	29%
	- Free PIN phone credit?	39%	40%
	- Numbers put on your PIN phone?	53%	49%
3.5	Have you had an induction at this prison?	95%	95%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	60%	62%

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

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

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

Number of completed questionnaires returned

E and F units	Rest of the establishment
43	88

ON THE WING			
4.1	Are you in a cell on your own?	100%	88%
4.2	Is your cell call bell normally answered within 5 minutes?	15%	53%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	100%	85%
	- Can you shower every day?	100%	99%
	- Do you have clean sheets every week?	100%	94%
	- Do you get cell cleaning materials every week?	85%	83%
	- Is it normally quiet enough for you to relax or sleep at night?	81%	70%
	- Can you get your stored property if you need it?	77%	49%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	76%	75%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	39%	65%
5.2	Do you get enough to eat at meal-times always / most of the time?	43%	57%
5.3	Does the shop / canteen sell the things that you need?	56%	59%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	71%	70%
6.2	Are there any staff here you could turn to if you had a problem?	76%	75%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	42%	40%
6.4	Do you have a personal officer?	98%	94%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	68%	49%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	14%	14%
6.6	Do you feel that you are treated as an individual in this prison?	58%	49%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	88%	63%
	If so, do things sometimes change?	32%	42%
FAITH			
7.1	Do you have a religion?	78%	83%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	88%	83%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	91%	96%
7.4	Are you able to attend religious services, if you want to?	94%	93%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	53%	55%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	38%	39%
8.3	Are you able to use a phone every day (if you have credit)?	95%	84%
8.4	Is it very / quite easy for your family and friends to get here?	51%	34%
8.5	Do you get visits from family/friends once a week or more?	24%	19%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	31%	41%
8.7	Are your visitors usually treated respectfully by staff?	74%	80%

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TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	100%	99%
<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?	90%	81%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	2%	10%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	44%	18%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	12%	11%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	39%	7%
9.4	Do you have time to do domestics more than 5 days in a typical week?	67%	64%
9.5	Do you get association more than 5 days in a typical week, if you want it?	85%	77%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	83%	66%
9.7	Do you typically go to the gym twice a week or more?	36%	31%
9.8	Do you typically go to the library twice a week or more?	38%	43%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	63%	46%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	79%	79%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	78%	69%
	Are applications usually dealt with within 7 days?	56%	62%
10.3	Is it easy for you to make a complaint?	55%	50%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	48%	27%
	Are complaints usually dealt with within 7 days?	33%	30%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	35%	30%

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<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	61%	55%
	Attend legal visits?	69%	47%
	Get bail information?	29%	24%
<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?	34%	43%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	18%	34%
	- Nurse?	43%	61%
	- Dentist?	5%	7%
	- Mental health workers?	37%	45%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	56%	56%
	- Nurse?	44%	55%
	- Dentist?	29%	19%
	- Mental health workers?	40%	59%
11.3	Do you have any mental health problems?	40%	61%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	71%	72%
11.5	Do you think the overall quality of the health services here is very / quite good?	42%	42%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	17%	29%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	33%	35%
12.3	Have you been on an ACCT in this prison?	15%	42%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	83%	60%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	46%	42%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	10%	16%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	100%	77%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	7%	30%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	5%	7%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	10%	7%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	67%	67%
13.7	Is it very / quite easy to get illicit drugs in this prison?	26%	26%
13.8	Is it very / quite easy to get alcohol in this prison?	5%	5%

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SAFETY			
14.1	Have you ever felt unsafe here?	54%	47%
14.2	Do you feel unsafe now?	19%	18%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	45%	41%
	- Threats or intimidation?	35%	36%
	- Physical assault?	5%	12%
	- Sexual assault?	0%	3%
	- Theft of canteen or property?	10%	14%
	- Other bullying / victimisation?	25%	24%
	- Not experienced any of these from prisoners here	45%	48%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	59%	55%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	24%	28%
	- Threats or intimidation?	24%	15%
	- Physical assault?	0%	3%
	- Sexual assault?	0%	1%
	- Theft of canteen or property?	0%	4%
	- Other bullying / victimisation?	17%	15%
	- Not experienced any of these from staff here	61%	62%
14.6	If you were being bullied / victimised by staff here, would you report it?	56%	54%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	50%	39%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	60%	38%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	2%	1%
	<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?	100%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	1%
	<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?		100%
	Could you shower every day?		100%
	Could you go outside for exercise every day?		100%
	Could you use the phone every day (if you had credit)?		100%

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EDUCATION, SKILLS AND WORK		
16.1	In this prison, is it easy to get into the following activities:	
	- Education?	82% 62%
	- Vocational or skills training?	51% 34%
	- Prison job?	62% 64%
	- Voluntary work outside of the prison?	15% 4%
	- Paid work outside of the prison?	13% 3%
16.2	In this prison, have you done the following activities:	
	- Education?	97% 94%
	- Vocational or skills training?	91% 78%
	- Prison job?	91% 94%
	- Voluntary work outside of the prison?	39% 28%
	- Paid work outside of the prison?	37% 31%
<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	83% 82%
	- Vocational or skills training?	87% 85%
	- Prison job?	65% 50%
	- Voluntary work outside of the prison?	79% 78%
	- Paid work outside of the prison?	86% 80%
16.3	Do staff encourage you to attend education, training or work?	73% 76%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	85% 79%
<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?	91% 84%
17.3	Are staff helping you to achieve your objectives or targets?	61% 55%
17.4	In this prison, have you done:	
	- Offending behaviour programmes?	67% 71%
	- Other programmes?	73% 61%
	- One to one work?	55% 60%
	- Been on a specialist unit?	15% 36%
	- ROTL - day or overnight release?	32% 13%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	96% 80%
	- Other programmes?	82% 71%
	- One to one work?	94% 73%
	- Being on a specialist unit?	75% 70%
	- ROTL - day or overnight release?	90% 43%

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PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	17%	21%
<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?	33%	24%
18.3	Is anybody helping you to prepare for your release?	57%	82%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	43%	69%
	- Getting employment?	67%	79%
	- Setting up education or training?	29%	79%
	- Arranging benefits?	43%	81%
	- Sorting out finances?	71%	75%
	- Support for drug or alcohol problems?	0%	47%
	- Health / mental Health support?	17%	60%
	- Social care support?	0%	50%
	- Getting back in touch with family or friends?	0%	53%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	0%	55%
	- Getting employment?	0%	46%
	- Setting up education or training?	0%	46%
	- Arranging benefits?	33%	62%
	- Sorting out finances?	0%	67%
	- Support for drug or alcohol problems?		71%
	- Health / mental Health support?	0%	33%
	- Social care support?		43%
	- Getting back in touch with family or friends?		63%
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?	78%	69%