



HM Inspectorate of Prisons



Youth Justice Board  
Bwrdd Cyfiawnder Ieuencid

## **Children in Custody 2017–18**

**An analysis of 12–18-year-olds' perceptions of their experiences  
in secure training centres and young offender institutions**



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## Acknowledgements

This report was written by:

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Research Officer

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The research, development and thematics (RDT) team at HM Inspectorate of Prisons also appreciates the help given by staff at each secure training centre and young offender institution.

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## Foreword

HM Inspectorate of Prisons, as part of its regular inspection process at secure training centres (STCs) and young offender institutions (YOIs) conducts surveys of the children who are detained in those establishments. These surveys contribute to the evidence we use to judge the treatment and conditions experienced by those being held in custody. They are particularly valuable, not only in providing data about the perceptions at the time of the inspection, but also in giving indications of trends. That is why we consider it essential that we maintain the tempo of our inspection activity in STCs and YOIs.

Last year I commented on the broader context in which our surveys had taken place. I pointed out that in February 2017 I had written to Dr Phillip Lee, then Minister for Victims, Youth and Family Justice, expressing my concerns that at that time, HM Inspectorate of Prisons could not classify any STC or YOI as safe enough to hold children. This year there have been some encouraging signs of improvement in safety at some establishments, but history tells us that all too often early signs of improvement have not been sustained.

A key factor in securing a safe environment for children in custody is finding positive ways to encourage good behaviour. During the year we published a thematic report on this subject, the key finding of which was that all effective behaviour management was underpinned by positive relationships between staff and children. Building those positive relationships is a key challenge for both STCs and YOIs, given the shortages of staff, their high turnover rates and, in too many establishments, very poor time out of cell for the children.

Even though there has been some welcome improvement in inspection findings, it is notable that there has been no statistically significant shift in the perceptions of children about their treatment and conditions – either in STCs or YOIs. Too many children (34% in STCs and 40% in YOIs) report having felt unsafe since coming into custody. It is also interesting to note that significantly more (87%) of children in STCs report being treated respectfully by staff than the 64% of boys who do so in YOIs. In light of what our thematic report found about what works in incentivising good behaviour, this is clearly an important finding and deserves to be fully understood.

I trust that the details of this report will prove useful to those whose responsibility it is to provide safe, respectful and purposeful custody for children. As we all know, the perceptions of children in custody, will, for them, be the reality of what is happening. That is why we should not allow the recent improvement in inspection findings to give rise to complacency.

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

## Key findings

This independent report by HM Inspectorate of Prisons (HMIP), commissioned by the Youth Justice Board (YJB), presents the findings from 686 surveys completed by children detained at every secure training centre (STC) (N=3) and young offender institution (YOI) (N=5, plus a separate specialist unit at one site) between 1 April 2017 and 31 March 2018. All surveys were conducted to support unannounced inspections of each establishment. The surveys enable comparisons to be made with the results from 2016–17 and between children with different characteristics or experiences.

In relation to STCs, our survey findings during 2017–18 show that:

- broadly speaking the profile of children in STCs has not changed since 2016–17:
  - 42% of all children in STCs identified as being from a black or other minority ethnic background;
  - 8% of children identified as female;
  - one in eight (13%) children identified as Muslim;
  - the proportion who said they were from a Gypsy, Romany or Traveller background was 11%, which compares with estimates of 0.01% in the population as a whole;<sup>1</sup>
- over a third of children (34%) reported feeling unsafe at some point since arriving at the STC. Fourteen per cent felt unsafe at the time of the inspection – those children who reported having felt unsafe also reported poorer experiences in the area of victimisation than those who did not;
- over half of children (56%) in STCs reported that they had been physically restrained in the centre;
- nearly a third of children (30%) reported being victimised by other children by being shouted at through windows.

In relation to YOIs, our survey findings during 2017–18 show that:

- the profile of boys in YOIs has not changed significantly since 2016–17:
  - over half (51%) of boys identified as being from a black or minority ethnic background, the highest rate recorded through our surveys in the secure estate;
  - the proportion of boys who had experienced local authority care was 39%;
  - nearly a quarter (23%) of boys identified as Muslim;
  - almost one-fifth (19%) of boys reported having a disability;
  - fewer than one boy in 10 (6%) identified themselves as being from a Gypsy, Romany or Traveller background;

<sup>1</sup> Office for National Statistics (2014) *What does the 2011 census tell us about the characteristics of Gypsy or Irish Travellers in England and Wales?* London: ONS.

- half of children (50%) reported that they had been physically restrained in their establishment;
- when asked if they had ever felt unsafe at their establishment, 40% of boys said they had felt unsafe;
- children who had felt unsafe were more likely than other children to report negatively across a range of areas of daily life, such as relationships with staff and victimisation from both other children and members of staff, suggesting that strategies to help children feel safer should focus on addressing a range of issues.

A comparison between the survey responses of young people held in YOIs and STCs during 2017–18 showed that children in STCs were more likely to report that staff treated them with respect (87% compared with 64% in YOIs).

## 1. Scope of this report

This report sets out what children surveyed in secure training centres (STCs) and young offender institutions (YOIs) during 2017–18 told us about their experiences of custody. It is based solely on children’s self-reported perceptions and experiences and may therefore differ from administrative data held by STCs and YOIs and data reported by the Youth Justice Board (YJB).

Since 2001, a team of researchers from HM Inspectorate of Prisons (HMIP) has conducted surveys of children (aged 15 to 18) held in each YOI. The objective of the survey is to understand children’s perspectives on their treatment and conditions in custody, as part of the evidence base used by HMIP and the YJB. As well as being published in this annual report, the data collected are used during inspections, where they are triangulated with inspectors’ observations, discussions with the children themselves and the staff working with them, and documentation held in the establishment, to inform overall inspection judgements and recommendations. In April 2008 we began surveying in YOIs annually, and these surveys now form part of the yearly unannounced inspections of each YOI. This is the thirteenth annual report to detail survey responses from children in the YOI estate.<sup>2</sup>

In 2012–13, HMIP, Ofsted and the Care Quality Commission (CQC) began jointly inspecting STCs; each centre is now inspected annually on an unannounced basis. A survey was developed by HMIP in collaboration with Ofsted and CQC and in consultation with children and staff in STCs, as well as the YJB, to ensure that children are able to comment on their treatment and conditions in custody. As part of the inspection process, children are surveyed about their experiences of the establishment. These survey findings are considered in conjunction with other evidence and form part of the evidence base for each inspection report, feeding into the overall judgements and recommendations.<sup>3</sup>

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2 Individual YOI inspection reports can be found at: [www.justiceinspectorates.gov.uk/hmiprisons](http://www.justiceinspectorates.gov.uk/hmiprisons)

3 Individual STC inspection reports can be found at: [http://www.justiceinspectorates.gov.uk/hmiprisons/inspections/?post\\_type=inspection&s&prison-inspection-type=secure-training-centre-inspections](http://www.justiceinspectorates.gov.uk/hmiprisons/inspections/?post_type=inspection&s&prison-inspection-type=secure-training-centre-inspections); [www.ofsted.gov.uk](http://www.ofsted.gov.uk); or [www.cqc.org.uk](http://www.cqc.org.uk)

## 2. Methodology

The data for this report derives from surveys conducted at all secure training centres (STCs) and young offender institutions (YOIs) between 1 April 2017 and 31 March 2018. All surveys were conducted to inform an upcoming inspection.

Separate questionnaires are used at STCs and YOIs as they are tailored to support the different inspection criteria used for each setting.<sup>4</sup> The YOI questionnaire has been used since 2012. As well as forming a key piece of evidence to inform the inspection, survey data assists us in tracking trends over time and monitoring change within and between institutions. The questionnaires are included in online appendices A and B.<sup>5</sup>

### Sampling and recruiting respondents

All children in each STC and YOI at the time of the surveys were invited by researchers from HMIP to complete a questionnaire. Every effort was made to speak to each child individually to explain the purpose and confidentiality of the survey and the independence of the inspection process. At STCs, HMIP researchers offered to administer the questionnaire via an interview with any children who said they needed assistance; similarly at YOIs, researchers offered an interview with any boys who said they needed help due to literacy or language difficulties. Self-completed questionnaires were placed in sealed envelopes and collected by HMIP researchers.

To ensure any child protection and safeguarding issues could be followed up, each questionnaire was numbered so that any relevant comments could be traced back to the respondent. Children were made aware of this.

During 2017–18, 97% of children detained in YOIs and STCs at the time of our inspections were offered a questionnaire and/or agreed to be interviewed by an HMIP researcher.<sup>6</sup> As shown in Table 1, questionnaires were completed by 82% of the children who were resident in the establishment at the time the survey was conducted, either through self-completion or via an interview.

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4 For YOIs: HM Inspectorate of Prisons *Expectations: Criteria for assessing the treatment of children and young people and conditions in prisons*. For STCs: *Inspections of secure training centres: Framework for inspection*.

5 Online appendices are available at [www.justiceinspectors.gov.uk/hmiprisons/children-in-custody-2017-18](http://www.justiceinspectors.gov.uk/hmiprisons/children-in-custody-2017-18)

6 In some instances, for example when a child was at court or an outside hospital, it was not possible to offer them a questionnaire.

**Table 1: Sample sizes and response rates across STCs and YOIs during 2017–18**

YOIs	Date of survey	Population on survey date	Number of questionnaires distributed	Number of returned questionnaires	Response rate <sup>7</sup>
Cookham Wood	14 August 2017	159	156	135	85%
Parc	16 October 2017	43	43	39	91%
Feltham	20 December 2017	142	134	106	75%
Werrington	15 January 2018	94	92	83	88%
Wetherby	5 March 2018	181	179	153	85%
Keppel Unit	5 March 2018	47	45	39	83%
<b>YOI total</b>		<b>666</b>	<b>649</b>	<b>555</b>	<b>83%</b>
STCs	Date of survey	Population on survey date	Number of questionnaires distributed	Number of returned questionnaires	Response rate <sup>8</sup>
Rainsbrook	13 June 2017	58	58	46	79%
Oakhill	26 September 2017	75	72	49	65%
Medway	20 February 2018	38	37	36	95%
<b>STC total</b>		<b>171</b>	<b>167</b>	<b>131</b>	<b>77%</b>
<b>YOI AND STC TOTAL</b>		<b>837</b>	<b>816</b>	<b>686</b>	<b>82%</b>

### Non-responses

Missing data, where respondents have not answered a question, have been excluded from the analysis. This means that percentages have been calculated from different totals where there are different response rates across questions.

Figures quoted in this report have been rounded to the nearest whole number. In some cases, due to the way we round the data, a result of zero per cent can, in fact, have been reported and/or experienced by a very small number of children. For example, across the entire YOI sample of 555 individuals, the responses of two children on a given issue would appear as 0% in our report. In these instances, reporting of the exact number of children has been suppressed to preserve respondents' anonymity.

<sup>7</sup> Calculated as a proportion of children resident in the establishment at the time of the survey.

<sup>8</sup> Calculated as a proportion of children resident in the centre at the time of the survey.

## Analyses conducted

Survey responses for STCs and YOIs were analysed separately. The following was produced separately for STCs and YOIs:

- analysis of responses by centre/YOI as well as the overall average response from children in the relevant custody setting;
- a comparison between survey responses in 2017–18 and 2016–17, which were tested for statistically significant differences<sup>9</sup> – highlighting is used in the tables to show where there are significant differences;
- statistical comparisons between different subgroups within the 2017–18 responses, where numbers allowed – highlighting is again used in tables to show where there are significant differences.

For STCs, survey data were analysed to compare the experiences of:

- boys and girls;
- children aged under 16 and those aged 16–18;
- black and minority ethnic children and white children;
- Muslim children and non-Muslim children;
- those who considered themselves to be Gypsy, Romany or Traveller and those who did not;
- those who considered themselves to have a disability and those who did not;
- children who reported having been in local authority care and those who did not;
- children who said that they had been physically restrained at their centre and those who said they had not;
- children who said they had ever felt unsafe at their centre and those who said they had never felt unsafe.

The full results from these analyses can be found in online appendix A.

For YOIs, we undertook analyses to compare the experiences of:

- boys aged under 17 and those aged 17–18;
- black and minority ethnic boys and white boys;
- Muslim boys and non-Muslim boys;
- those who considered themselves to be Gypsy, Romany or Traveller and those who did not;
- boys who considered themselves to have a disability and those who did not;
- boys who said they had been in local authority care and those who said they had not;

<sup>9</sup> This refers to findings that are statistically significant at  $p < 0.01$ . This threshold is used to adjust p-values for multiple testing. There is a 99% probability that the result has not occurred by chance (i.e. if you were to collect data from 100 samples of a similar size and replicated the analysis, one finding in 100 would be false).

- sentenced and unsentenced boys;
- boys in custody for the first time and those with prior experience of detention;
- boys who said they had been physically restrained at their establishment and those who did not report having been physically restrained;
- boys who said they had been held overnight in the care and separation unit and those who said they had not;
- boys who said they had ever felt unsafe at their establishment and those who said they had never felt unsafe;
- boys who said they had emotional or mental health problems and those who said they did not.

The full results from these analyses can be found in online appendix B.

Finally, a comparison was also conducted between survey responses received from children in STCs and boys held in YOIs for the small number of comparable questions which are asked in both settings.

### Structure of the report

This is the fifth annual report to present survey responses from both STCs and YOIs.

Section 3 provides background to and context for the survey findings.

Section 4.1 describes main findings from surveys conducted at STCs during 2017–18. It includes an overview of the significant differences identified within the 2017–18 responses among specific subgroups of the STC population.

Section 4.2 presents the main findings from surveys conducted at YOIs during 2017–18. It begins by outlining the self-reported characteristics of YOI survey respondents, as well as survey findings under each of HMIP's healthy prison areas: safety, respect, purposeful activity and resettlement.<sup>10</sup> It also includes an overview of the significant differences identified within the 2017–18 responses among specific sub-groups of the YOI population.

Section 4.3 presents a comparison of findings between YOIs and STCs in 2017–18.

The full analyses and questionnaire templates are also available in online appendices A and B. In tables, cells are highlighted where the figure is significantly different to the comparison figure.

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<sup>10</sup> The Inspectorate assesses YOIs against a set of inspection criteria known as *Expectations: Criteria for assessing the treatment of children and young people and conditions in prisons*. The children's Expectations were revised in 2018; however, all inspections conducted in 2017–18 were assessed against the previous 2012 Expectations.

## 3. Background

### Children in custody

Children are held either in a secure training centre (STC), a young offender institution (YOI), or a secure children's home (SCH). STCs were originally intended to hold boys and girls aged between 12 and 15, but following the introduction of detention and training orders (DTOs) in 2000, the age range was raised to 18 years. YOIs hold only boys aged between 15 and 18. Before 2013, there were specialist YOI units for girls aged 17 but after the closure of these specialist units, all girls under 18 are now held in either STCs or SCHs. SCHs are run by local authorities or other providers and can hold children aged between 10 and 17. As well as those held on youth justice grounds, SCHs can also hold those detained for welfare reasons under Section 25 of the Children Act. This report focuses on the responses from children held in YOIs and STCs, as HM Inspectorate of Prisons (HMIP) has no remit to inspect in SCHs. The statutory responsibilities for these inspections rest with Ofsted in England, and with the Care and Social Services Inspectorate Wales and Estyn in Wales.

Between 2013–14 and 2017–18, the number of children (including 18-year-olds) held in YOIs, STCs and SCHs fell by 24%, from 1,318 to 997.<sup>11,12</sup> The average number of children aged under 18 held in custody in 2017–18 was 903, falling by 26% from 1,216 children in 2013–14. The number of children held in YOIs, STCs and SCHs has remained relatively stable since 2016.

The number of children in custody who are under 18 fell by 26% between April 2013 and April 2018 (from 1,263 to 940).<sup>13</sup> Figure 1 shows that the population in YOIs increased by 11% from January 2018 to April 2018 but the populations of STCs and SCHs declined slightly.

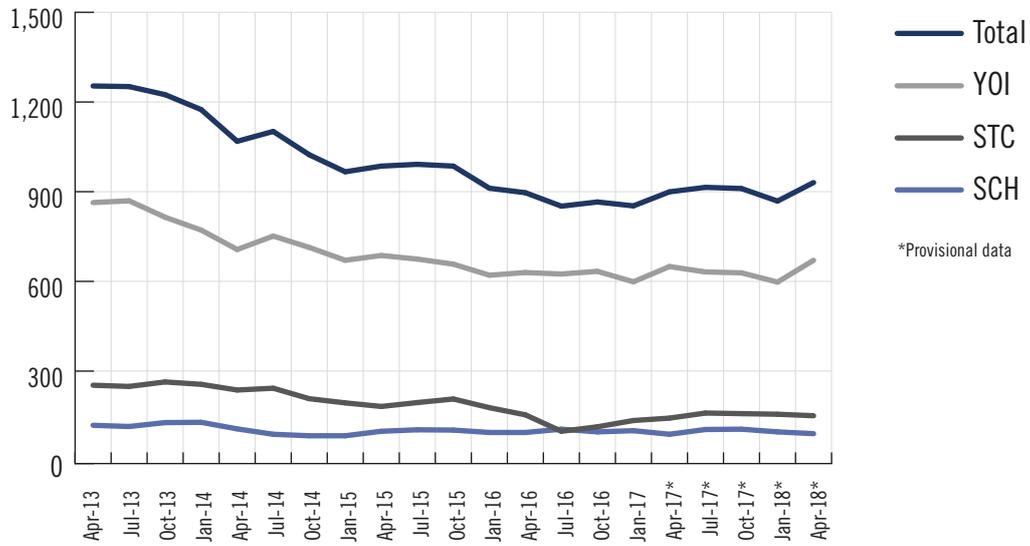
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11 Note: Some children are detained in YOIs, STCs and SCHs past their 18th birthday. This report will continue to refer to all people held in YOIs and STCs, regardless of age, as children.

12 Youth Justice Board (2018) *Youth custody report: April 2018*. London: YJB.

13 Provisional data from the *Youth custody report*.

**Figure 1: Number of children (under 18) in custody over the past five years and numbers held in each type of accommodation<sup>14</sup>**



14 It is not possible to provide a breakdown by accommodation type which includes 18-year-olds.

## Youth custodial estate in 2017–18

### STCs

During 2017–18, there were three STCs operating, two of them privately run on behalf of the Youth Justice Board (YJB) and the third run by HM Prison and Probation Service (HMPPS) on behalf of the Ministry of Justice (MoJ). All of the STCs were purpose-built and were not located within an existing prison. HMIP and Ofsted, together with the CQC, inspected all three establishments during 2017–18.

- **Medway (Rochester, Kent)** is operated by HMPPS. It opened in April 1998. The centre offered secure accommodation for up to 67 boys and girls at the time of inspection. The NHS commissions on-site health care.
- **Oakhill (Milton Keynes)** is operated by G4S. It opened in 2004 and can currently hold up to 80 boys. The MoJ remains responsible for commissioning health care.
- **Rainsbrook (Rugby)** is operated by MTCnovo. It opened in 1999 and was expanded in 2002 to accommodate up to 87 girls and boys. At the time of inspection, there were spaces for 76 children. In 2007, a purpose-built mother and baby unit opened to accommodate those girls in the final stages of pregnancy and their newborn babies. The NHS commissions on-site health care.

### YOIs

During 2017–18, there were five YOIs and one specialist unit operating. Three of the five YOIs were dedicated for young offenders, while two were within an existing establishment that held either adults or young adults. Any boys held on split sites are held on dedicated wings or units and should be kept completely separate from adults and young adults.

- **Cookham Wood (Rochester, Kent)** became a YOI in May 2008. It is a dedicated site with a certified normal accommodation (CNA) and operational capacity of 188.<sup>15</sup>
- **Feltham (Middlesex)** is a split site holding boys (Feltham A) and, separately, young adults (Feltham B). Feltham A has a CNA of 240 and operational capacity of 180. It holds both sentenced and unsentenced boys.
- **Parc (Bridgend)** is a split site, and the only prison in England and Wales to hold adults, young adults and boys. The boys' unit has a CNA of 64 and an operational capacity of 60, and holds both sentenced and unsentenced boys. It is privately run by G4S.
- **Werrington (Stoke-on-Trent)** is a dedicated site holding sentenced boys and boys on remand, with a CNA and operational capacity of 118.
- **Wetherby (West Yorkshire)** is a dedicated site holding sentenced boys and boys on remand. It has a CNA and operational capacity of 288.
- **Keppel Unit (Wetherby)** is 48-bed specialist unit within Wetherby. It is a national resource for very vulnerable boys and those who find it hard to engage in the larger YOIs.

<sup>15</sup> CNA refers to the number of people a prison can accommodate without being crowded. Operational capacity is the total number of prisoners that an establishment can hold, taking into account control, security and the proper operation of the planned regime.

### Recent inspection findings on YOIs and STCs

In 2017–18 there was a reorganisation of the agencies that coordinate the operation of the children’s custodial estate. The Youth Custody Service (YCS) was created within HMPPS to manage and oversee custodial institutions holding children, and took over some of the previous functions of the YJB on 1 September 2017. The YJB retained responsibility for providing advice to ministers on the whole youth justice system, including custodial institutions. Responsibility for commissioning services moved to the MoJ, which also controls youth justice policy.

The significant challenge in both YOIs and STCs during 2017–18 was to develop an effective response to the continued high levels of violence across the estate. Children’s perceptions of their safety remained a concern.

During the year, we published a thematic report on incentivising positive behaviour in children’s custody to examine how young people’s behaviour is managed within secure settings. The key finding was that positive relationships between staff and those in their care underpinned all effective behaviour management systems. However, a combination of staff shortages, high staff turnover and a lack of time out of cell were, according to young people and staff we spoke to, preventing the formation of such relationships. As a result, most establishments were struggling to manage behaviour effectively.

Throughout the thematic inspection it was clear from the accounts of children and staff that for behaviour to improve, residential officers needed to focus on creating caring, trusting and effective relationships.

The number of children separated in designated segregation units fell in all establishments during 2017–18, and remained commendably low at Parc. A judicial review in July 2017<sup>16</sup> challenging the isolation of a boy at Feltham had led to an increase in the application of good order and discipline processes – designed for segregation units – on normal location. We have seen no evidence that this has impacted on outcomes for children.

Since the thematic we have seen improvements in practice, in particular at Feltham, where we found a strategy that was very much reward-focused. The opening of a new enhanced support unit there was potentially very positive for the whole estate. It provided a decent regime for a small number of boys who would otherwise be disruptive in the general population or isolated in the segregation unit. However, key areas of the approach were relatively new and not yet embedded. They required continued management oversight to ensure that the improvements being made would be sustainable.

In other YOIs we also saw outcomes improve in many areas, in particular at Parc, Wetherby and the specialist Keppel Unit. Keppel was now providing good levels of care and support for some of the most vulnerable boys in the country.

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16 Available at <https://howardleague.org/news/felthamsolitaryconfinementhighcourtjudgment/>

In contrast, there has been particular instability in STCs, leading to outcomes deteriorating across the sector. Oakhill was assessed as inadequate overall and Rainsbrook and Medway required improvement.

At the time of the inspection, Oakhill was operating at near maximum capacity and there was no evidence that staff could adequately care and control this volume of young people.

Unlike previous years, where we found some good work in areas such as education, resettlement and health care, outcomes across all STCs and inspection criteria were either inadequate or required improvement, except at Medway where health care was rated as good.

## 4. Results

### 4.1 Secure training centres – main findings

#### Demographics

All three secure training centres (STCs) were visited during 2017–18. Overall, 77% of the resident children completed a questionnaire, resulting in a total of 131 questionnaires gathered from the three STCs. Of the children who filled in a questionnaire, the vast majority of them were boys (92%) and over a third (39%) reported that they were under 16.

Black and minority ethnic children accounted for 42% of the STC population. However, the reported ethnicity varied between centres: from 33% of children identifying as being from a black or minority ethnic background at Oakhill to 55% of children reporting this at Medway. When asked about their religious beliefs, nearly half of children (47%) said they had no religious faith, over a third (35%) identified as Christian and 13% said they were Muslim, which ranged from 7% of children at Oakhill to nearly a quarter (21%) at Rainsbrook. Eleven per cent of children said they were from a Gypsy, Romany or Traveller background, with a similar proportion across all of the STCs. A quarter of children (25%) reported having a disability, which ranged from 17% at Oakhill to nearly a third (31%) at Medway. Overall, 44% of children reported having experience of local authority care prior to entering the STC, with the highest proportion at Rainsbrook (56%).

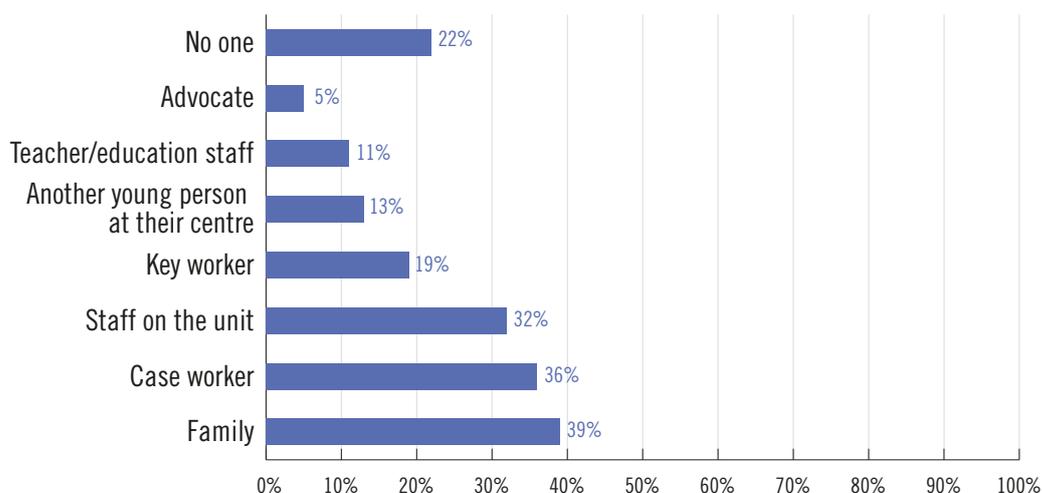
#### The journey to the centre and the first 24 hours

A high proportion of children (84%) said that they felt looked after by staff on their journey to the centre. Eighty-four per cent of children said they were searched on their arrival. Just over three-quarters of children (76%) reported that they were treated with respect during the search; however, over a third (37%) of children who were searched said that staff did not explain why the search was taking place. While 85% of children said that they saw a doctor or nurse at the centre before they went to bed on their first night, fewer children (71%) said that a member of staff had asked them about how they were feeling. Eighty-two per cent of children said that they felt safe during their first night at the centre.

#### Daily life

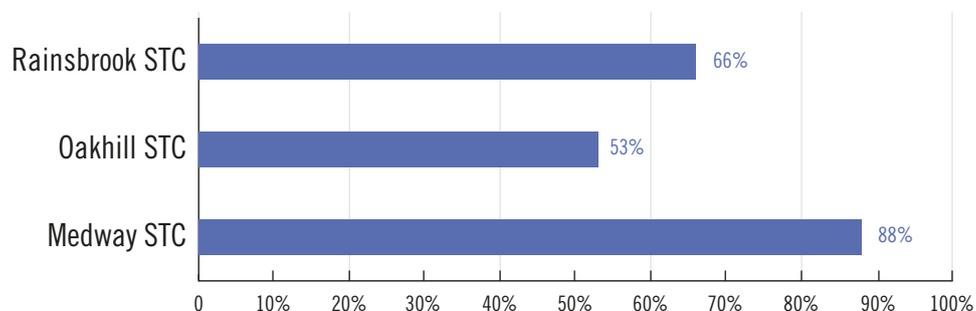
Just over two-thirds (67%) of children said they were told everything they needed to know about the centre in their first few days. While a high proportion of children (87%) said that they felt staff treated them with respect, around one in five children (22%) said that they would turn to no one if they had a problem. As shown in Figure 2, children were most likely to say that they would turn to family if they had a problem (39%) and least likely to turn to an advocate (5%).<sup>17</sup> Under a third of children (32%) said they would go to a member of unit staff with a problem; this varied between centres, however, with 45% of children saying they would turn to a member of unit staff at Rainsbrook, but only 15% saying they would do the same at Medway.

<sup>17</sup> Advocates are independent from the STC and their role is to ensure that children understand their rights and that the centre is upholding these rights.

**Figure 2: Who children said they would turn to if they had a problem (2017–18)<sup>18</sup>**

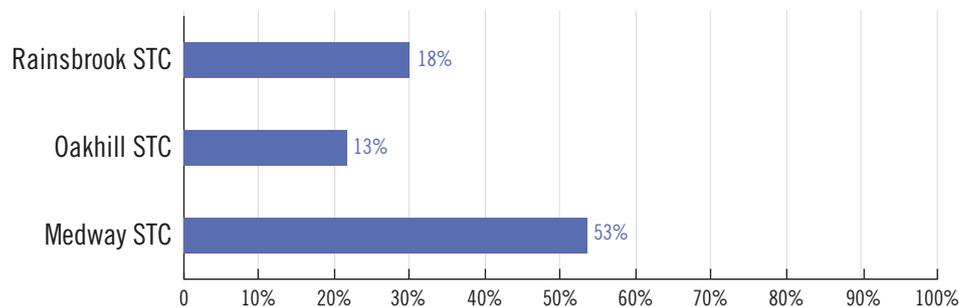
Two-thirds of children (68%) said that they had a key worker on their unit. Of those who had a key worker, the majority of children felt that this person had helped them (86%). However, it is worth noting that only 19% said that they would turn to their key worker if they had a problem.

Most children who had religious beliefs said they could follow their religious beliefs if they wanted to (67%). As shown in Figure 3, this varied between the STCs.

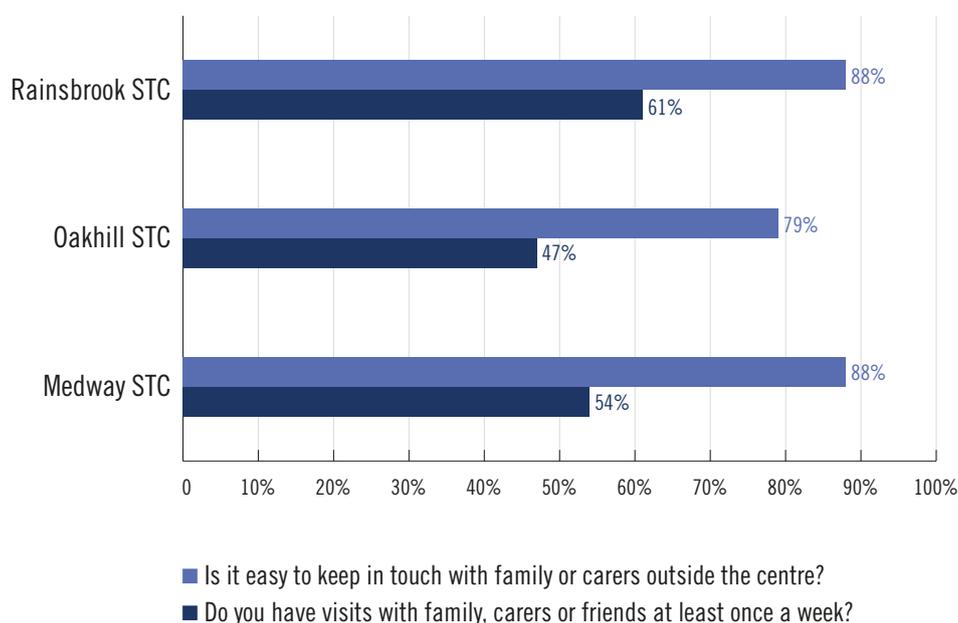
**Figure 3: Proportion of children who said they could follow their religion if they wanted to (2017–18)**

Only 13% of children at Oakhill felt that the food provided by the centre was 'very good' or 'good'. In comparison, over half (53%) of children at Medway said the same (see Figure 4).

<sup>18</sup> Percentages add up to more than 100% as respondents are able to tick more than one option.

**Figure 4: Proportion of children who thought the food was good/very good at their centre (2017–18)****Contact with the outside world**

While most children (85%) said that it was easy to keep in touch with family or carers outside the centre, only 54% said that they received a visit from their friends or carers at least once a week. When asked their views on whether it was easy to keep in contact with family or carers, only 79% of children at Oakhill said it was easy, compared with 88% of children at both Rainsbrook and Medway. Sixty-one per cent of children at Rainsbrook were also most likely to say that they had received visits from family, carers or friends at least once a week. This compared with 54% of children at Medway and only 47% of children at Oakhill (see Figure 5).

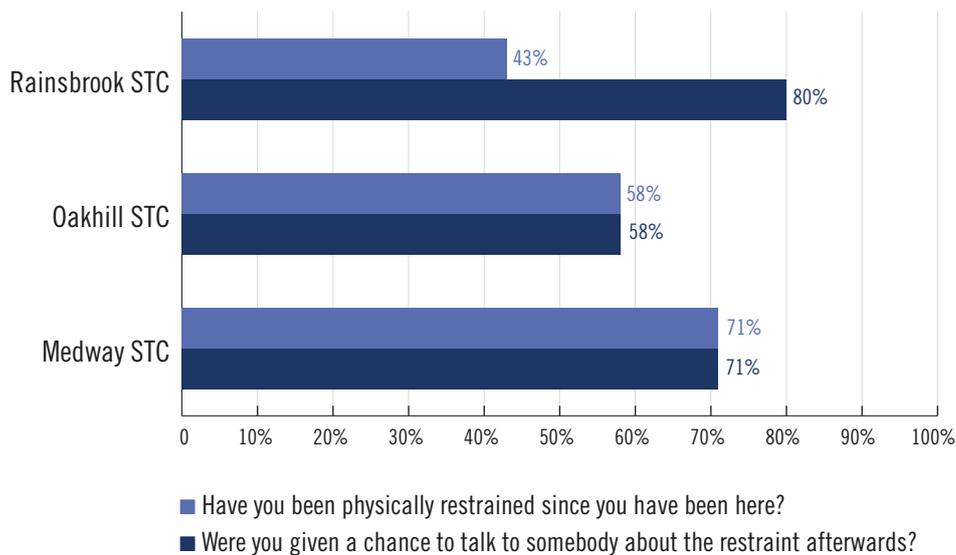
**Figure 5: Proportion of children who said it was easy to keep in touch with family outside the centre and who said that they received weekly visits (2017–18)**

## Behaviour

Of the children surveyed during 2017–18, 65% said that the incentives and sanctions scheme encouraged them to change their behaviour, and a slightly lower proportion thought it was a fair scheme (59%). Similarly, while 81% of children said that staff would let them know what they had done wrong if they got into trouble, 63% of children reported that staff would tell them if their behaviour was good (ranging from 47% at Medway to 81% at Rainsbrook). Nearly two-thirds (64%) said that they had been made to stay in their room away from the other children because of something they had done. This ranged from 58% of children at Oakhill, to 77% of children at Medway.

Just over half of children (56%) said they had been restrained since their arrival at the centre. Of these children, 69% said that they had been given an opportunity to speak to somebody about the restraint after the event. As shown in Figure 6, Rainsbrook had the lowest self-reported level of restraint (43%) and, of those who reported having been restrained, the highest proportion of children who said that they were given the opportunity to talk to someone after the restraint was also at Rainsbrook (80%).

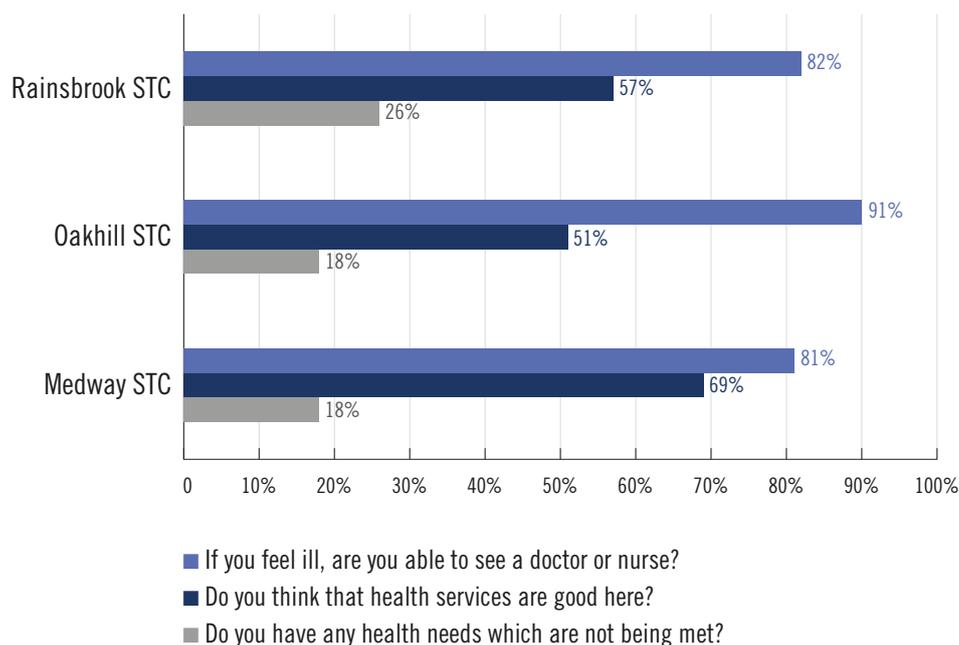
**Figure 6: Children's responses to questions relating to physical restraint (2017–18)**



Children who had been restrained were significantly more likely to say that they had been made to stay in their room away from other young people because of something that they had done (85% of children compared with 37% of children who had not been restrained). Children who had been restrained were also significantly less likely to be encouraged by the incentives and sanctions scheme (52% of children compared with 81% who had not been restrained).

## Health care

Most children (85%) said that they could see a doctor or nurse if they felt unwell. However, only 58% felt that the health services at their STC were 'good', ranging from 51% at Oakhill to 69% at Medway. Twenty-one per cent of children reported that they had health needs which were not being met, which ranged from 18% of children at Oakhill and Medway to 26% at Rainsbrook. These responses are shown in Figure 7.

**Figure 7: Responses to key questions on health care (2017–18)**

## Complaints

Nearly all children (95%) surveyed knew how to make a complaint. Of those who had made a complaint, just over half (52%) felt this was dealt with fairly. Children's views on the fairness of the complaint process varied across the three STCs, with less than a quarter (24%) of children at Medway and over two-thirds (67%) of children at Rainsbrook saying complaints were dealt with fairly. Twenty-one per cent of children said they had not made a complaint because they were worried about the consequences. Only 7% of children at Rainsbrook expressed this view, compared with over a third of children (36%) at Medway.

## Education and activities

Over a third of children (38%) said that they had a care plan,<sup>19</sup> ranging from 33% of children at Rainsbrook to 49% at Medway. About three in five children (61%) said that they had been given advice about training or jobs, while over half of children (57%) reported being able to learn skills for jobs they might want in the future. Sixty-four per cent of children felt that the education they had received would help them on release.

Many children (70%) said they had been able to learn 'life skills' (everyday activities such as ironing or food preparation) at the centre and an even higher proportion of children (82%) said that they were encouraged by staff to take part in activities outside of the core day.

Of those children surveyed, 73% knew where they would be living once they left the centre, although this varied from 66% of children at Medway to 81% of children at Oakhill. Over half (56%) of children who were sentenced said that they had done something in the centre to make them less likely to offend in the future. This ranged from nearly two-thirds (64%) of children at Medway to less than half (48%) of children at Oakhill.

<sup>19</sup> Care plans are opened for young people who may have specific needs, for example those who are particularly vulnerable or who are displaying challenging behaviour.

## Safety

Just over a third of children (34%) held in STCs during 2017–18 said that they had felt unsafe at some point and 14% reported feeling unsafe at the time of the survey. The number of children feeling unsafe at the time of the survey varied from 9% of children at Rainsbrook to 21% of children at Medway.

### **How did the characteristics and experiences of children differ, between those who said that they had felt unsafe at some point at their centre and those who said they had not?**

Children who said that they had felt unsafe at some point in their centre were significantly less likely to report that they felt safe on their first night (63% compared with 94%) or that staff treated them with respect (70% compared with 97%).

These children were also significantly more likely to report that they did not make a complaint because they were worried about what would happen to them (45% compared with 7% of children who said they had not felt unsafe).

Children who said that they had felt unsafe at some point in their centre were significantly more likely than those who had not to report that they had experienced victimisation from other children at their centre in the form of:

- insulting remarks (64% compared with 14%);
- physical abuse (46% compared with 16%);
- feeling threatened or intimidated (46% compared with 4%);
- being shouted/yelled at through windows (61% compared with 15%);
- having their canteen/property taken (33% compared with 3%).

Children were significantly more likely to say that they were victimised by other children because of:

- their religion or religious beliefs (12% compared with 0%);
- their nationality (15% compared with 0%);
- their offence or crime (21% compared with 3%).

In addition, children who said they had felt unsafe were more likely to have experienced victimisation by members of staff in the form of insulting remarks (47% compared with 6%) or feeling threatened or intimidated (41% compared with 3%). These children were more likely to say that they were victimised by staff because of their offence or crime (13% compared with 0%) or because they had made a complaint (13% compared with 0%).

Children were asked about the types of victimisation that they had experienced from other children. Nearly half of the children (44%) reported some form of victimisation by their peers, as shown in Table 2. The most commonly reported form of victimisation was insulting remarks and shouting from windows, which 30% of children who answered this question experienced. The next most commonly reported form of victimisation was physical abuse, experienced by one in four children (25%). Children also reported feeling threatened or intimidated by their peers (18%).

When asked about what the reason was behind their victimisation by other children, the most common responses were being new at the centre (16%) and that it was about their family or friends (12%).

**Table 2: Types and causes of victimisation reported by children in STCs (2017–18)**

	By other young people	By members of staff
<b>Number of children who answered these questions</b>	<b>108</b>	<b>103</b>
<b>Have you experienced any of the following here?</b>		
Insulting remarks?	30%	19%
Physical abuse?	25%	7%
Sexual abuse?	6%	3%
Feeling threatened or intimidated?	18%	16%
Shout outs/yelling through windows?	30%	
Having your canteen/property taken? <sup>20</sup>	12%	11%
<i>Not experienced any of these</i>	<i>56%</i>	<i>70%</i>
<b>What did it relate to?</b>		
Your race or ethnic origin?	9%	0%
Your religion or religious beliefs?	4%	1%
Your nationality?	5%	0%
Your being from a different part of the country than others?	8%	2%
Your being from a Traveller community?	4%	0%
Your sexual orientation?	1%	0%
Your age?	5%	1%
Your having a disability?	4%	0%
Your being new here?	16%	2%
Your offence or crime?	8%	4%
Gang-related issues or people you know or mix with?	7%	5%
About your family or friends?	12%	4%
Drugs?	6%	0%
Medications you receive?	1%	2%
Your gender?	3%	0%
Because you made a complaint?		4%

Children were also asked whether they had experienced victimisation from staff and nearly a third (30%) reported that they had. The most commonly reported form of victimisation, experienced by 19% of children, was insulting remarks, while 16% of children reported having felt threatened or intimidated.

Three in five children (60%) said that they would tell a member of staff if they were being bullied or picked on.

<sup>20</sup> The canteen is a service within establishments that allows children to buy approved products such as food and toiletries on a weekly basis.

## Diversity

The survey allows us to compare children's experiences of discrimination based on different diversity and protected characteristics. The full results from these analyses are available in the online appendices A4–A12.

### Girls

Eight per cent of children in STCs self-identified as girls. Their experiences when compared with boys were very similar, with only a few statistically significant differences observed: that girls were more likely than boys to say they had a care plan (80% compared with 32% of boys); that girls were more likely to have felt unsafe in the centre (80% compared with 29% of boys); and that girls were more likely than boys to have experienced insulting remarks from other young people (80% compared with 24%).

### Children under 16

More than a third (39%) of children who completed our questionnaires said they were under the age of 16, ranging from 27% at Rainsbrook to 56% at Medway. Experiences of those under and over 16 were very similar and no statistically significant differences were found in our 2017–18 surveys.

### Children from a black or other minority ethnic group

Just over two-fifths (42%) of children self-identified as being from a black or minority ethnic group. These children were significantly more likely to report being Muslim (28% compared with 3% of white children). Children from a black or minority ethnic background were significantly more likely than white children to say that they could follow their religion if they wanted to (82% compared with 56%). This was the only statistically significant difference observed in the survey responses between the experiences of these two groups of children in STCs.

### Muslim children

In 2017–18, 13% of children in STCs identified as being Muslim, with a significantly higher proportion of these children being from a black or minority ethnic background (87% compared with 33%). No other significant differences were found between Muslim and non-Muslim children.

### Gypsy, Romany or Traveller children

Of those children detained in STCs during 2017–18, 11% considered themselves to be Gypsy, Romany or Traveller. These children were significantly less likely to be a British citizen (63% compared with 97% of children who did not identify as Gypsy, Romany or Traveller).

### Children who identified themselves as having a disability

A quarter of children (25%) surveyed in STCs during 2017–18 identified themselves as having a disability.

### **Children who had been in local authority care**

Nearly half (44%) of the children held in STCs during 2017–18 reported that they had been in local authority care. Their responses were similar to children who had not been in local authority care, but there were two significant differences: they were more likely to report that most staff treated them with respect (98% compared with 79%) and were less likely to know where they would be living when they left the STC (57% compared with 89%).

### **Comparison with STC survey responses in 2016–17**

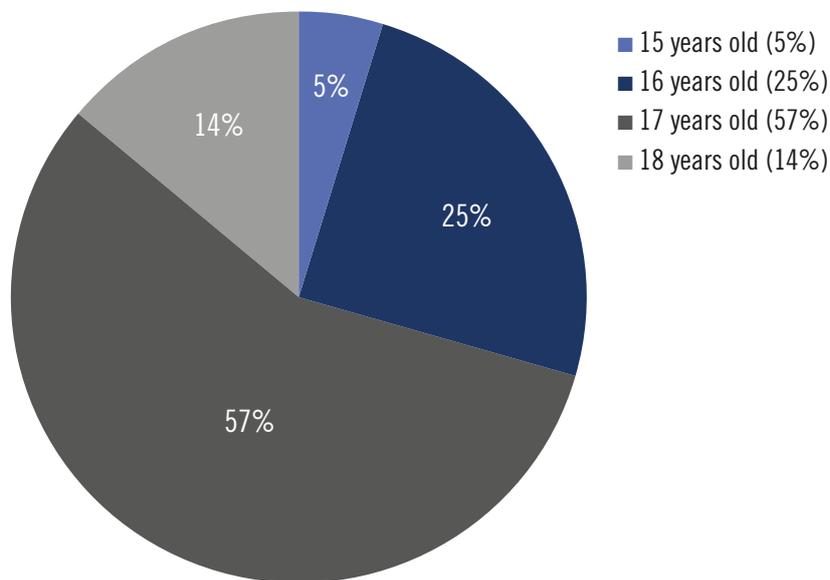
A full comparison of STC survey responses in the 2017–18 and 2016–17 reporting years is available in online appendix A3. There were no significantly different findings.

## 4.2 Young offender institutions – main findings

### Demographics

Five young offender institutions (YOIs) were inspected during 2017–18, as well as the specialist unit Keppel, which is part of Wetherby YOI (full results can be found online in appendix B). Three were dedicated young offender sites (Cookham Wood, Werrington and Wetherby), while two (Parc and Feltham) were split sites. Overall, 83% of those children detained in YOIs at the time of our inspections completed a survey, resulting in a total of 555 surveys. All those held in YOIs were boys. Most of the boys were 17 years old (57%) and just 5% said they were 15. Overall, 14% said they were 18. The proportion of boys aged 18 varied across the YOI estate, from 6% at Feltham to 28% at the Keppel Unit.<sup>21</sup>

**Figure 8: Ages of boys in YOIs (2017–18)**



Seven per cent of boys said that they were foreign nationals and this varied from 3% of boys at Parc and the Keppel Unit to 10% of boys at Cookham Wood. All the boys held in YOIs said that they understood spoken English and nearly all (98%) understood written English.

Over half of the boys (51%) identified themselves as black or minority ethnic – the highest rate recorded in our surveys since 2001. The proportion of boys who identified as being from a black or minority ethnic background varied considerably, from just one in five (21%) boys at the Keppel Unit to nearly three-quarters (71%) at Feltham.

Of those surveyed, 63% of boys reported that they had religious beliefs, with the largest proportions identifying as Christian (40% of boys) or Muslim (23%). The proportion of boys who said they were Muslim varied markedly across the surveyed sites, ranging from none at the Keppel Unit to 37% at Feltham.

<sup>21</sup> If children only have a short time left to serve after their 18th birthday, it may be considered too disruptive to move them to a different type of establishment for such a short period, in which case – dependent on a risk assessment – they would remain in the YOI. Children turning 18 but sentenced to a Detention and Training Order will also remain in a YOI unless they pose a risk to other young people.

Six per cent of boys considered themselves to be from a Gypsy, Romany or Traveller background.

Almost one in five boys (19%) said they had a disability. The levels of self-reported disability ranged from 15% to 29% across all sites inspected.

In our surveys during 2017–18, 39% of boys said that they had been in local authority care at some point in their lives. The proportion of boys stating this varied across the YOI estate, ranging from 31% at Parc to over half (56%) at the Keppel Unit.

Eight per cent of boys said that they had children, ranging from 3% at Parc to 14% at Werrington.

### **Sentence status and length**

During 2017–18, just over three-quarters (76%) of YOI respondents said that they were sentenced. This ranged from 65% of boys at Cookham Wood to 92% of boys at the Keppel Unit. Over a quarter of boys (27%) reported that they were serving a sentence of 12 months or less, and the same proportion were serving a sentence of two years or more. Only 2% said that they were subject to an indeterminate sentence for public protection (IPP).<sup>22</sup> Almost two-thirds (64%) of boys had been in the establishment for six months or less at the time of our inspection, while 17% said they had been there for more than a year.

Sentenced boys were significantly more likely to be 18 years old (17% compared with 5% of unsentenced boys) and were significantly less likely to be from a black or minority ethnic background (46% compared with 65%). Sentenced boys were significantly less likely to have been in their establishment for one month or less at the time of the survey (9% compared with 39% of sentenced boys).

In terms of applications and complaints, a significantly smaller proportion of unsentenced boys said that it was easy for them to make an application (46% compared with 69% of sentenced boys) and, similarly, significantly fewer unsentenced boys said it was easy to make a complaint (37% compared with 60% of sentenced boys).

With regards to rewards and sanctions, unsentenced boys were significantly less likely to have been on a minor report since being at the establishment (32% compared with 55% of sentenced boys) and significantly less likely to have had an adjudication (54% compared with 74% of sentenced boys). Unsentenced boys were also significantly less likely to have been physically restrained (30% compared with 56% of sentenced boys).

Unsentenced boys were significantly less likely to report that shouting through windows was a problem at their establishment (28% compared with 43% of sentenced boys).

While significantly fewer unsentenced boys said they had problems with alcohol when they first arrived (1% compared with 10% of sentenced boys), they were significantly less likely to have received help with alcohol problems at their establishment (0% compared with 7% of sentenced boys). Unsentenced boys were also significantly less likely to report it was easy to see the dentist (27% compared with 42% of sentenced boys).

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22 The IPP sentence was abolished in 2012.

Unsentenced boys were significantly less likely than sentenced boys to have been 14 years old or younger when they were last at school (30% compared with 45% of sentenced boys) and were also significantly less likely to have skipped school before coming into custody (58% compared with 77%).

In terms of activities in their establishments, unsentenced boys were significantly less likely to be involved in offending behaviour programmes (8% compared with 24% of sentenced boys) and significantly more likely to not be involved in anything (24% compared with 13% of sentenced boys). Of those boys who had taken part in an activity, unsentenced boys were significantly less likely than sentenced boys to report that they would be helped on release by having a job in the establishment (27% compared with 51% of sentenced boys) and taking part in offending behaviour programmes (33% compared with 58% of sentenced boys).

Of those who said that they did have a caseworker, unsentenced boys were significantly less likely than sentenced boys to report that their caseworker had helped them to prepare for release (24% compared with 53%).

### **Prior experiences of custody**

Overall, 62% of boys said that this was their first time in custody. Our survey results show that the experiences of those in custody for the first time differed slightly from the experiences of those who had been in custody before.

Boys who were in custody for the first time were significantly less likely than boys who had been in custody previously to have been in local authority care at some point in their lives (29% compared with 56%). Those new to custody were significantly less likely than the rest to have been 14 years old or younger when they were last in school (32% compared with 57%) or to have ever been excluded from school (85% compared with 95%).

Boys in custody for the first time were significantly less likely to feel safe on their first night (69% compared with 82%) and were also significantly less likely to report that they had access to an advocate (30% compared with 42%).

In contrast, boys in custody for the first time were more positive about rewards and sanctions. Significantly more boys in custody for the first time were on the enhanced level of the reward scheme than those who had been in custody before (37% compared with 24%).

In terms of activities in their institutions, those new to custody were significantly more likely than those who had previously been in custody to say that they had association every day (60% compared with 46%). Boys new to custody were also significantly more likely than the other boys to report receiving at least one visit a week from family and friends (45% compared with 30%).

With regards to preparation for release, boys who were new to custody were significantly less likely to think that they would have a problem with continuing health services (4% compared with 10%) and were also more likely to know who to contact for help getting a job (41% compared with 27%) compared with those who had previously been in custody.

### **The journey to the establishment**

Over three-quarters (77%) of boys held in YOIs during 2017–18 said that they had felt safe on their most recent journey to the establishment. Approximately a third of boys (32%) reported travelling with adults (people aged 18 or over, male or female), ranging from 25% at Feltham to 46% at Parc.

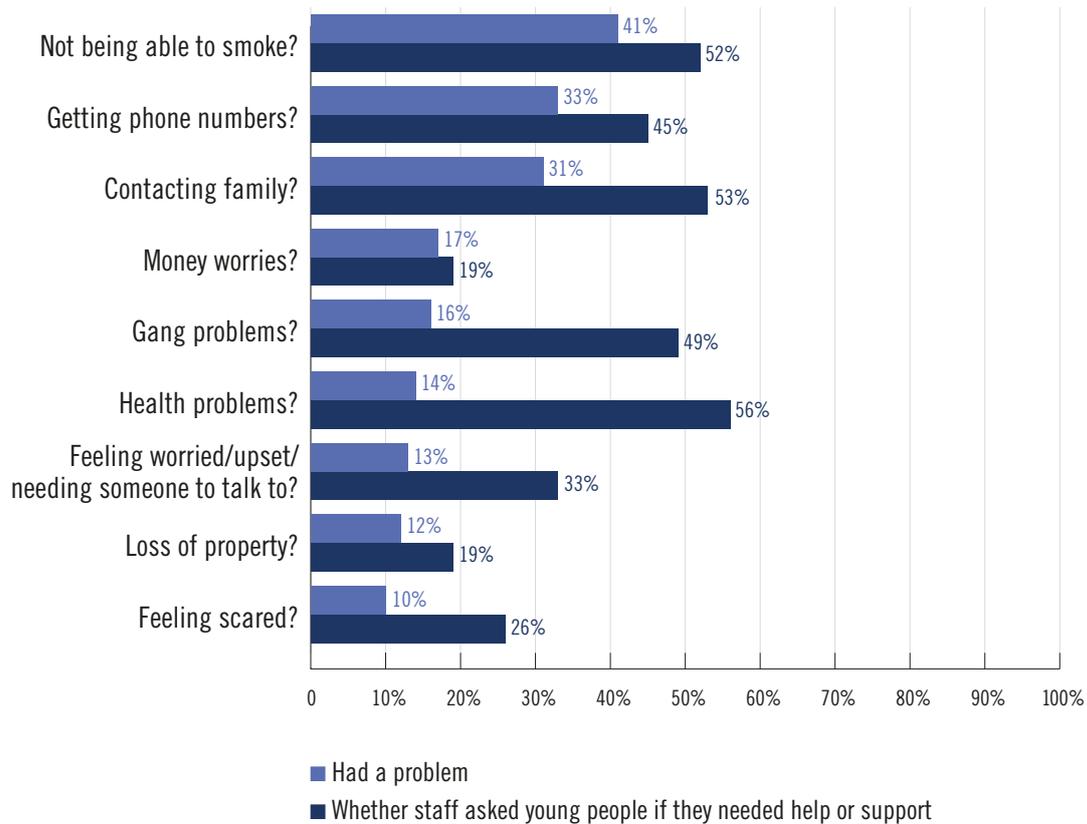
Fifty per cent of the boys surveyed said that they spent more than two hours in the escort van on their journey to the establishment, with 7% reporting that they had spent more than four hours travelling. Of those who spent two hours or more in the escort van, only 13% said that they were offered a toilet break and just under half (45%) said they had been offered something to eat or drink.

Over three-fifths (62%) of boys said that they were treated ‘well’ or ‘very well’ by escort staff, but only 14% said that they had received useful information to prepare them for coming to the establishment.

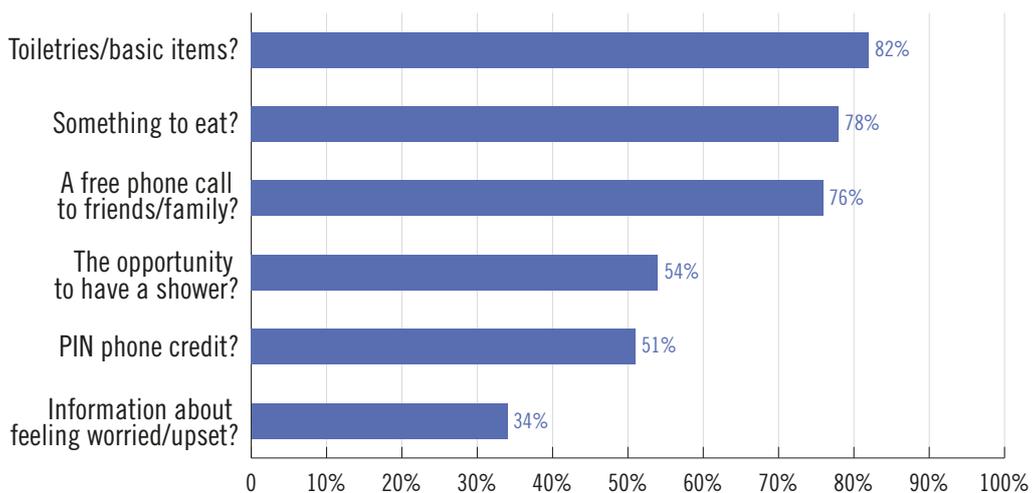
### **First days in custody**

Four-fifths (80%) of boys detained in YOIs said that they were in reception for less than two hours on arrival at the establishment and the same proportion of boys felt that, when they were searched in reception, this was carried out in a respectful way. This varied across the inspected YOIs, ranging from 87% of boys at the Keppel Unit to 62% of boys at Parc. Overall, three-quarters (68%) of boys reported being treated ‘well’ or ‘very well’ in reception, but again this experience varied considerably between establishments, from 85% at Werrington to just 50% at Parc.

In our survey, boys were asked if they had any problems on arrival at the establishment and whether staff had asked them whether they needed help or support in these areas (even if it was not an issue for them). Their responses are set out in Figure 9. Overall, 74% of boys reported having one or more problems when they first arrived in the establishment. The most commonly reported problem was not being able to smoke, mentioned by 41% of boys. The next most commonly reported problems were getting phone numbers (33%), and problems contacting family (31%). On arrival, boys were most likely to be asked by staff if they needed help with the following: health problems (56% of boys), contacting family (53%) and/or not being able to smoke (52%). Just under half of the boys (45%) were asked if they needed help getting phone numbers, even though it was one of the most common problems mentioned by the boys.

**Figure 9: Problems experienced by boys and help offered to them on arrival (2017–18)**

On arriving at the establishment, although over four-fifths of boys said they were given toiletries/basic items (82%), only 34% said that they were given information about feeling worried or upset.

**Figure 10: What boys received on their arrival at the YOI (2017–18)**

Boys' responses about arrival varied across the YOI estate. For example, 90% of boys said they were offered the opportunity to have a shower on their arrival at Werrington, whereas just over a quarter of boys (28%) reported the same at Wetherby. Furthermore, 92% of boys at Werrington were offered a free telephone call to family, while just over half (53%) reported the same at Parc. PIN phone credit was offered to 71% of boys at Werrington, but to only 25% of boys at Parc.

When asked about people or services they had access to, there was less variation in boys' responses. One in 10 had access to a peer mentor (10%), ranging from 3% at Parc to 15% at Cookham Wood, and just 14% of boys had access to Childline or the Samaritans. Twelve per cent of boys reported having access to the prison shop/canteen, and this varied from 9% of boys at Werrington and Wetherby to 22% at the Keppel Unit. Just under two-fifths of boys (39%) said they had access to the chaplain in the first 24 hours, but there were still some differences between establishments, as 51% of boys at Parc reported having access to the chaplain compared with just over a quarter (28%) of boys at Feltham.

While most boys (73%) reported feeling safe on their first night, it is worth highlighting that just over a quarter of boys (27%) did not. There were also quite big differences between the YOIs, with 85% of boys feeling safe on their first night at Werrington, but only 57% of boys reporting the same at the Keppel Unit. Of those who had been on an induction course (87%), just over half (54%) said that it covered everything they needed to know about the establishment, although this varied from 70% at Parc to 30% at Keppel.

### Perception of safety and experiences of victimisation

About two-fifths of boys (40%) said that they had felt unsafe at some point in their establishment and 16% of boys said that they felt unsafe at the time of the survey, which remained broadly the same as the 2016–17 survey. Perceptions of safety varied across the YOI estate: boys from the Keppel Unit were most likely to say that they had ever felt unsafe at the establishment (61%), while boys at Cookham Wood were most likely to report feeling unsafe at the time of the survey (25%). This had changed from last year, where boys at Cookham Wood were less likely to report feeling unsafe at the time of the survey (10% in 2016–17). In 2017–18, the Keppel Unit had the lowest proportion of boys feeling unsafe at the time of the survey (6%), while Werrington had the lowest proportion of boys who had ever felt unsafe (28%).

#### **How did the characteristics and experiences of boys differ, between those who said that they had felt unsafe at some point in their YOI and those who said they had never felt unsafe?**

Boys who reported having felt unsafe at some point were significantly more negative in a number of areas including, but not limited to:

- being less likely to have felt safe during their journey to the YOI (62% compared with 88%);
- being less likely to feel that they were treated well by escort staff (52% compared with 70%);
- being less likely to feel that they were searched respectfully (73% compared with 84%);
- being less likely to feel that they were treated well/ very well in reception (55% compared with 76%);

- being less likely to feel safe on their first night at the YOI (53% compared with 87%);
- being less likely to say that the induction, for those who had had one, covered everything they needed to know about the establishment (42% compared with 61%).

As well as being significantly more likely to arrive with one or more problems (86% compared with 67%), a significantly higher proportion of these boys reported problems on arrival in the following areas:

- feeling scared (24% compared with 2%);
- problems with gangs (22% compared with 13%);
- contacting family (45% compared with 22%);
- money worries (26% compared with 12%);
- feeling worried/upset/needing someone to talk to (25% compared with 4%);
- health problems (21% compared with 11%);
- getting phone numbers (43% compared with 27%).

In addition, boys who reported having felt unsafe were significantly less likely (than boys who had never felt unsafe) to have been asked by staff if they needed help or support with:

- gang problems (41% compared with 54%);
- contacting family (45% compared with 58%);
- getting phone numbers (34% compared with 52%).

In terms of daily life in custody, boys who had felt unsafe at some point were also significantly less likely than the other boys to report that:

- the food was good/very good (10% compared with 22%);
- most staff treated them with respect (51% compared with 72%);
- it was easy to make an application (54% compared with 70%);
- applications were sorted out fairly (46% compared with 66%);
- applications were sorted out quickly (33% compared with 50%);
- they had been treated fairly in their experience of the reward scheme (31% compared with 47%);
- if they had an adjudication, that the process was clearly explained to them (77% compared with 89%).

They were also significantly more likely to report that they had felt too scared or intimidated to make a complaint (25% compared with 3%).

Forty-two per cent of boys who had ever felt unsafe were also feeling unsafe at the time of the survey. These boys fared worse in the area of victimisation, with 55% of them saying that they had been victimised by other young people in their YOI compared with only 17% of boys who had never felt unsafe. Compared with boys who had never felt unsafe, boys who had felt unsafe were significantly more likely to have experienced the following from other young people:

- insulting remarks (37% compared with 4%);
- being hit, kicked or assaulted (27% compared with 7%);
- being threatened or intimidated (27% compared with 1%);
- having their canteen/property taken (8% compared with 1%);
- victimisation because of their race or ethnic origin (6% compared with 0%);
- victimisation because of their religion/religious beliefs (6% compared with 0%);
- victimisation because of their nationality (6% compared with 0%);
- victimisation because they were from a different part of the country (7% compared with 0%);
- victimisation because they were new at the establishment (15% compared with 1%);
- victimisation because of their offence/crime (7% compared with 1%).

Boys who had felt unsafe were significantly more likely than those who had not felt unsafe to have experienced the following from staff (43% compared with 20%):

- insulting remarks (26% compared with 9%);
- being hit, kicked or assaulted (12% compared with 4%);
- threats or intimidation (14% compared with 4%);
- victimisation because of medication (3% compared with 0%);
- victimisation because they were from a different part of the country (5% compared with 1%);
- victimisation because they were new at the establishment (6% compared with 1%);
- victimisation because of their offence/crime (5% compared with 0%).

A full breakdown of the results can be found in online appendix B13.

During 2017–18, 39% of boys reported shouting through the windows as being a problem at their establishment. This varied across the YOI estate, with boys at the Keppel Unit (60%) being more than twice as likely to say this as boys at Feltham (25%).

Nearly a third of the boys (32%) reported being victimised by other young people in their establishment. The most common types and causes of victimisation by their peers were: insulting remarks (17%), being hit, kicked or assaulted (15%), or feeling threatened or intimidated (11%). Other issues were reported by less than 10% of boys in YOIs during 2017–18. For the full breakdown, see Table 3.

Thirty per cent of boys reported being victimised by staff in their establishment. Insulting remarks were again the most commonly reported type of victimisation, with 16% of boys having experienced them. Other forms of victimisation included feeling threatened and intimidated (8%) or being hit, kicked or assaulted (7%). For the full breakdown, see Table 3.

**Table 3: Types and causes of victimisation reported by boys in YOIs (2017–18)**

	By other young people	By members of staff
<b>Number of children who answered this question</b>	<b>555</b>	<b>555</b>
Have you ever been victimised here?	32%	30%
<b>Have you experienced any of the following here?</b>		
Insulting remarks about you, your family or friends?	17%	16%
Being hit, kicked or assaulted?	15%	7%
Being sexually abused?	1%	2%
Being threatened or intimidated?	11%	8%
Having your canteen/property taken?	4%	4%
<b>Reasons for this victimisation:</b>		
Victimised you because of medication?	1%	2%
Victimised you because of debt?	1%	1%
Victimised you because of drugs?	1%	1%
Victimised you because of your race or ethnic origin?	3%	5%
Victimised you because of your religion/religious beliefs?	2%	3%
Victimised you because of your nationality?	3%	3%
Victimised you because you were from a different part of the country?	3%	3%
Victimised you because you are from a Traveller community?	1%	1%
Victimised you because of your sexual orientation?	1%	0%
Victimised you because of your age?	1%	2%
Victimised you because you have a disability?	1%	1%
Victimised you because you were new here?	7%	3%
Victimised you because of your offence/crime?	3%	2%
Victimised you because of gang-related issues?	6%	1%
Victimised you because you made a complaint?		6%

Only 32% of boys said that they would report any victimisation to a member of staff, ranging from 49% of boys at the Keppel Unit to just 25% of boys at Werrington. Furthermore, only 30% of boys thought that staff would take them seriously if they reported being victimised; this ranged from just 20% of boys at Feltham to 50% of boys at the Keppel Unit.

## Behaviour management

Two-fifths of boys (40%) felt that they had been treated fairly by the reward scheme and around half (49%) reported that the scheme encouraged them to change their behaviour. During 2017–18, 50% of boys in YOIs said that they had received a minor report, ranging from 31% of boys at Cookham Wood to 70% of boys at Wetherby. Of those who had received a minor report, 68% thought that the process was clearly explained to them.

Over two-thirds of boys (70%) reported having received an adjudication since their arrival and, of these, 84% felt that the process was clearly explained to them. Fifty per cent of boys surveyed reported being restrained while in their establishment and there was little variation between establishments.

### How did the characteristics and experiences of boys who said that they had been restrained by YOI staff during 2017–18 compare to those boys who said they had not?

Boys who had been restrained reported more negatively in many areas. They were significantly less likely to say that:

- they were treated with respect by staff (55% compared with 73%);
- a staff member had personally checked on them in the past week (33% compared with 47%);
- they were on the enhanced (top) level of the reward scheme (22% compared with 44%);
- they had been treated fairly in their experience of the reward scheme (31% compared with 51%).

In addition, boys who had been restrained were significantly more likely to have had a minor report (67% compared with 32%) and an adjudication (98% compared with 40%).

These boys were also significantly more likely to report victimisation by staff (44% compared with 17%), with the victimisation involving:

- being hit, kicked or assaulted (14% compared with 1%);
- having had insulting remarks made about them (24% compared with 8%);
- having felt threatened or intimidated (14% compared with 3%).

A full breakdown of the results can be found in online appendix B11.

Nearly a third (30%) of boys in YOIs said that they had spent a night in the segregation unit. Of these, around two-fifths (38%) reported that staff treated them 'very well' or 'well'. This varied from about a quarter of boys (23%) at Feltham, to just over a half of boys (54%) at Werrington.

### How did the characteristics and experiences of boys who said that they had been in the segregation unit during 2017–18 compare with those boys who said they had not?

Boys who had been to segregation were significantly more likely than others to be from a black or minority ethnic background (61% compared with 47%).

In addition, boys who had been in segregation reported more negatively in many areas, including, but not limited to:

- being significantly less likely to say that: staff treated them with respect (45% compared with 72%); they were on the enhanced (top) level of the rewards scheme (23% compared with 36%); and that the different levels of the reward scheme encouraged them to change their behaviour (37% compared with 55%).

Furthermore, those boys who had been held in segregation were significantly more likely to say that they had:

- had a minor report (62% compared with 44%);
- had an adjudication (89% compared with 61%);
- been physically restrained since being at the establishment (82% compared with 36%);
- been victimised by a member of staff (46% compared with 22%).

A full breakdown of the results can be found in online appendix B12.

### Respect

Overall, 64% of boys detained in YOIs during 2017–18 reported that staff treated them with respect. More than one in five (22%) said that they would have no one to turn to if they had a problem, ranging from 14% of boys at the Keppel Unit to over a quarter (26%) of boys at Parc and Cookham Wood. Furthermore, only 40% of boys reported that staff had checked on them personally in the last week to see how they were getting on. While 69% of young people said they had a personal officer, just over half of these boys (57%) said that they saw their personal officer at least once a week. This varied from 28% of boys at Cookham Wood to 70% of boys at Parc and Keppel. Around three-fifths (62%) said that their personal officer had tried to help them.

Only around a quarter (26%) of boys said that their cell bell was answered within five minutes, ranging from 19% of boys at Wetherby to 49% of boys at Parc.

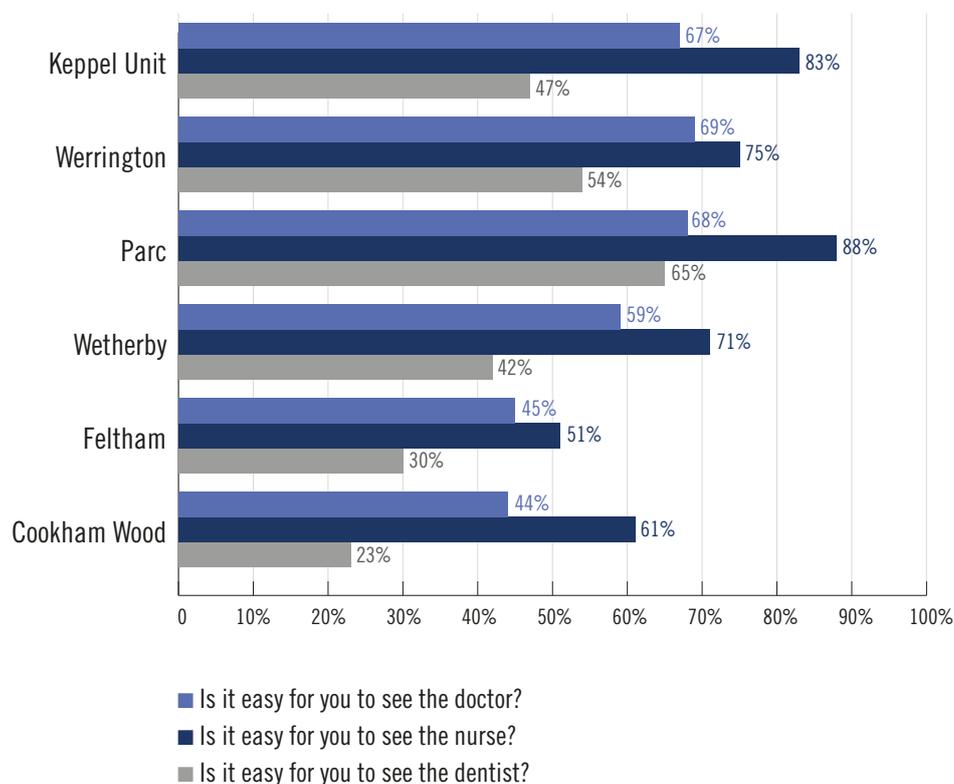
Less than half (44%) of the boys reported that it was 'very easy' or 'easy' to attend religious services, although a slightly higher proportion (53%) reported that they felt their religious beliefs were respected. This varied across the YOI estate, with only 31% of boys at the Keppel Unit saying their religious beliefs were respected, compared with 62% of boys at both Feltham and Werrington.

Only 17% of boys said that the food in their YOI was 'very good' or 'good'. This, again, varied across different establishments, with only 8% of boys at Parc reporting that the food was 'good' or 'very good' compared with 29% of boys at the Keppel Unit.

## Health services

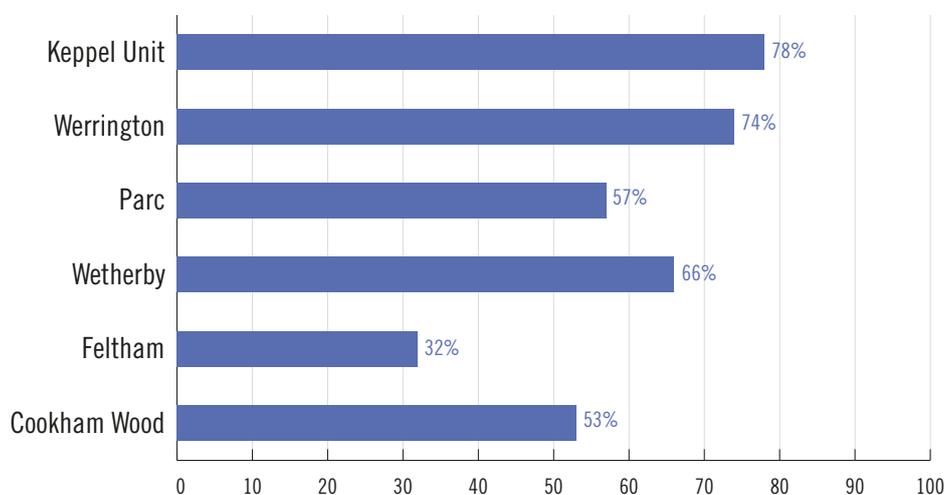
While 67% of young people felt that it was easy to see a nurse, only 56% reported that it was easy to see a doctor and fewer still (39%) reported that it was easy to see a dentist. This varied across the YOIs and can be seen in Figure 11.

**Figure 11: Access to health services across YOIs (2017–18)**



Over half of the young people (58%) who had experience of health care said that it was 'very good' or 'good'. This varied across the estate, as shown in Figure 12.

**Figure 12: Responses to the question 'Is the quality of health services good/very good?' across YOIs (2017–18)**



During 2017–18, around a third of boys (32%) reported having an emotional or mental health problem and this varied across the YOI estate: from 26% at Feltham to 63% at the Keppel Unit. Of those boys who reported emotional or mental health problems, 59% of boys said that they were being helped by someone in their establishment. Again, this varied across the establishments inspected, from 42% of boys at Feltham to 75% of boys at Parc.

Almost a third of boys (32%) reported having a drug problem on arrival at the YOI, ranging from 19% at Feltham to over half of the boys (52%) at Parc.

### **Applications and complaints**

Overall, 63% of boys said that it was ‘easy’ to make an application in their YOI, ranging from 85% of boys at Werrington to 49% of boys at Cookham Wood. Over half of the young people in YOIs (57%) felt that their applications were handled fairly; however, fewer boys (42%) felt that applications were processed quickly (within seven days).

Over half of the boys in YOIs (54%) said that it was ‘easy’ to make a complaint, but only 32% of those who had made a complaint felt that the process was fair. Fewer still (25% of those who had complained) felt that complaints were sorted out quickly. Responses varied across the estate, with boys at Werrington being most likely to say that complaints were sorted out quickly (42%), while boys at Cookham Wood were least likely to say this (11%).

Twelve per cent of boys said that they had felt too scared or intimidated to make a complaint, varying from 3% at Feltham to 21% at Werrington.

### **Purposeful activity**

In 2017–18, at the time of our inspections, 79% of boys in YOIs said that they were involved in some form of education. Fourteen per cent of boys reported having a job in the establishment, with employment ranging from 3% of boys at Parc to 22% of boys at Werrington. One in five young people (20%) reported being enrolled in offending behaviour courses, varying from 16% of boys at Wetherby to 38% at the Keppel Unit. Fewer boys (9%) were involved in any form of vocational and skills training.

Overall, around two-thirds (65%) of boys who had been involved in education felt that it would help them on their release, while just over half of the boys (54%) who took part in offending behaviour programmes believed that it would help when they were released. Of those involved in vocational or skills training and/or prison jobs, just under half (46% and 47% respectively) thought that these activities would benefit them post-release.

### **Resettlement**

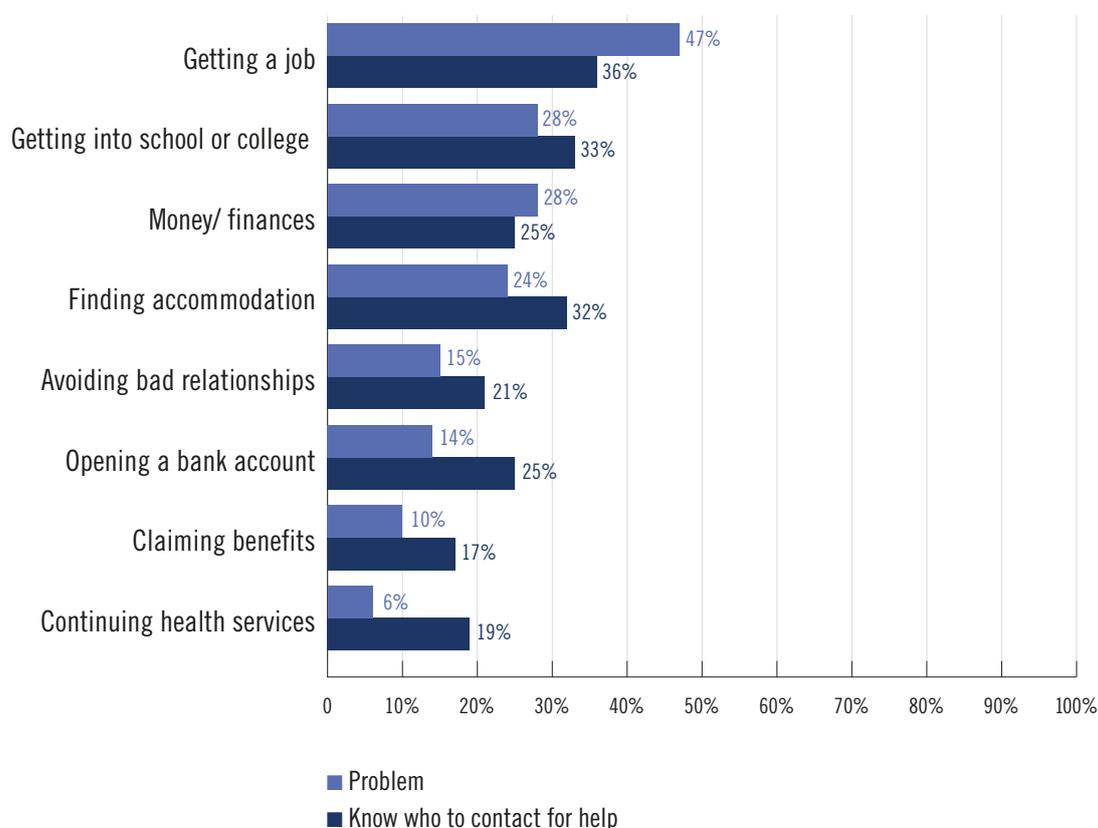
Around three-quarters (73%) of boys said they could access and use a phone on a daily basis, ranging from 91% of boys at Parc to only 45% of boys at Feltham. However, 45% of boys reported having problems sending or receiving letters or parcels.

Fewer than two in five (39%) boys reported having one or more visits from family or friends each week, with a similar proportion reporting that it was ‘very easy’ or ‘easy’ for their family or friends to visit them (31%). Only 41% of boys reported that their visits started on time. Boys at the Keppel Unit were least likely to have one or more visits a week (18%), but nearly half of boys (45%) at Feltham had at least one visit a week.

Only 48% of boys said that they had a training, sentence or remand plan. Of those, 84% said they had been involved in the development of the plan and 92% said they understood the targets within it. The vast majority of boys (94%) said they had a caseworker, but less than half of those (46%) felt that the caseworker had helped them to prepare for release.

Boys were asked to indicate whether they would have any problems on release as well as whether or not they knew who to contact in their establishment for help with these problems. Overall, nearly half (47%) of boys reported that they would have a problem getting a job on release and only 36% knew who to contact for help with this. Further responses are set out below in Figure 13.

**Figure 13: Problems anticipated by boys post-release and the extent to which they were aware of who to contact for help (2017–18)**



Forty-four per cent of boys felt that they had a say about what would happen to them when they were released. While 87% of sentenced boys said that they wanted to stop offending, only just over half of those sentenced (52%) felt that they had done something, or something had happened to them while in custody, that would make them less likely to offend in the future.

### Diversity

The survey allows us to compare boys' experiences of discrimination and differential treatment based on a range of diversity and protected characteristics. The full results from these analyses are available in the online appendices B4–B15.

### Younger boys

Twenty-nine per cent of young people detained during 2017–18 were under 17 at the time of our survey. Some of the experiences of these younger boys were more positive than those of older boys, while others were more negative.

Younger boys were significantly more likely to report being treated well/very well by escort staff (71% compared with 58%) and significantly less likely to have any problems when they first arrived (63% compared with 79%). Of those boys who had been on an induction course, younger boys were also significantly more likely to feel that that the induction covered everything they needed to know about the establishment (68% compared with 48%).

On the other hand, younger boys were significantly less likely to feel that complaints were dealt with quickly (13% compared with 30%) and were significantly less likely to be on the enhanced level of the reward scheme (22% compared with 36%).

### Boys from a black or minority ethnic background

During 2017–18, over half of the boys in YOIs (51%) self-identified as being from a minority ethnic group. Young people from a black and minority ethnic background were significantly more likely to be Muslim than white boys (42% compared with 4%) and significantly less likely to report that they:

- were Gypsy, Romany or Traveller (2% compared with 10%);
- had a disability (14% compared with 25%);
- had emotional or mental health problems (23% compared with 42%);
- had been in local authority care (34% compared with 45%);
- were sentenced (69% compared with 83%);
- had a sentence that was 12 months or less (19% compared with 36%).

The experiences in custody of boys from an ethnic minority background differed to the experiences of white boys in a number of areas. One area in which black and minority ethnic boys reported more positively than white boys was religion, with 63% of black and minority ethnic boys saying that their religious beliefs were respected, compared with 42% of the other boys.

Boys from a black and minority ethnic background were significantly less likely than others to report that they had problems with the following on arrival at their establishment:

- feeling scared on arrival (6% compared with 15%);
- not being able to smoke on arrival (30% compared with 51%);
- drugs (21% compared with 42%).

These boys were also less likely to report that shouting through the windows was a problem at their YOI (27% compared with 53%). They were significantly less likely to report having been victimised at their YOI by other young people (24% compared with 40%) and were also significantly less likely to say that they had:

- had insulting remarks made about them, their family or their friends (11% compared with 24%);
- been threatened or intimidated (6% compared with 17%);
- been victimised because they were new at the establishment (3% compared with 10%).

Furthermore, black and minority ethnic boys were significantly less likely to believe that they would have a problem claiming benefits (5% compared with 13%) or avoiding bad relationships on release (10% compared with 21% of white boys).

However, boys from black and minority ethnic backgrounds reported more negatively than white boys in some areas. In particular, black and minority ethnic boys reported that staff were significantly less likely to ask them if they needed help or support with:

- not being able to smoke (40% compared with 64%);
- loss of property (14% compared with 24%);
- feeling scared (17% compared with 36%);
- money worries (14% compared with 24%);
- feeling worried/upset/needing someone to talk to (24% compared with 42% of white boys).

They were also significantly less likely to say that: they were given information about feeling upset/worried (25% compared with 43%) and that within the first 24 hours they had access to a chaplain (33% compared with 45%) or to Childline/the Samaritans (10% compared with 18%).

Boys from an ethnic minority background also reported more negatively with regards to aspects of daily life, respect and relationships with staff. Black and minority ethnic boys were significantly less likely than other boys to say that:

- they were able to have a shower every day (66% compared with 85%);
- the canteen sold a wide enough variety of products (34% compared with 47%);
- they could speak to a member of the Independent Monitoring Board (IMB) (14% compared with 24%);
- they had met their personal officer, for those that had them, in the first week (23% compared with 41%).

In terms of applications and complaints, black and minority ethnic boys were significantly less likely than white boys to feel that applications were sorted out fairly (46% compared with 71%) or quickly (31% compared with 57%) or that complaints were sorted out fairly (26% compared with 41%) or quickly (18% compared with 34%).

Boys from an ethnic minority background were also significantly less likely than others to believe that they had been treated fairly in their experience of the reward scheme (33% compared with 48%) and were more likely than other boys to have had a nicking (76% compared with 62%).<sup>23</sup>

With regards to victimisation, black and minority ethnic boys were significantly more likely to say that they had been victimised by a member of staff because of their race or ethnic origin (9% compared with 1%). In addition, they were significantly less likely to say that they would tell a member of staff if they were being victimised (26% compared with 40%) and significantly less likely to feel that staff would take them seriously if they told them they were being victimised (23% compared with 37%).

Black and minority ethnic boys were generally more negative about their experiences with health services at their establishment. They were significantly less likely than white boys to report that:

- it was easy for them to see the dentist (33% compared with 46%);
- the overall quality of health services was good, if they had used them (52% compared with 65%);
- they had received help with any drug problems while at the establishment (15% compared with 29%).

However, boys from an ethnic minority background were significantly more likely to be able to keep some/all of their medication in their cell, if they were taking any (47% compared with 27% of white boys).

When asked about activities and education, black and minority ethnic boys were significantly less likely than others to say that they had skipped school prior to coming into custody (66% compared with 80%). Only 46% of boys from a black and minority ethnic background said that they had association every day, compared with 67% of white boys.

In terms of preparation for release, black and minority ethnic boys were significantly more likely to think they would have a problem with getting into school or college on their release (35% compared with 21%) and significantly less likely to know who to contact for help in avoiding bad relationships (15% compared with 26%). Finally, for those who had a caseworker, these boys were significantly less likely than white boys to report that their caseworker had helped prepare them for release (38% compared with 55%).

### Muslim boys

In 2017–18, 23% of boys in YOIs identified themselves as Muslim. They were significantly more likely than non-Muslim boys to be from a black or minority ethnic background (92% compared with 38%). Muslim boys' experiences at YOIs were more positive than those of non-Muslim boys in some areas and more negative in others.

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23 A nicking is a slang term for an adjudication which involves the child being placed on report for an alleged breach of the rules.

One area where Muslim boys reported positively was religious services. They were significantly more likely than non-Muslim boys to report that:

- it was easy/very easy to attend religious services (62% compared with 40%);
- they felt their religious beliefs were respected (80% compared with 46%);
- they could speak to a chaplain of their faith in private (72% compared with 54%).

However, a significantly higher proportion of Muslim boys said that they had experienced victimisation by staff because of their religion/religious beliefs (10% compared with 2%).

Furthermore, Muslim boys were less positive about their experience on their most recent journey to the establishment and in their first few days there. Muslim boys were significantly less likely than non-Muslim boys to report that they were treated well/very well by escort staff (51% compared with 66%). In addition, they were significantly less likely to have been asked by staff if they needed help with not being able to smoke (39% compared with 56%), to have been asked if they needed help because they felt worried, upset or needed someone to talk to (17% compared with 36%), and to have been given information about feeling worried/upset (22% compared with 37% of non-Muslim boys).

Muslim boys also reported more negatively on aspects of daily life and respect. A significantly lower proportion of Muslim boys reported that they could normally have a shower every day if they wanted to (66% compared with 78%) and a significantly lower proportion of Muslim boys said that staff treated them with respect (52% compared with 68%).

With regards to applications and complaints, again, Muslim boys reported more negatively. A significantly lower proportion of Muslim boys said it was easy to make an application (53% compared with 68%) or complaint (40% compared with 58%). Of those boys who had made a complaint, a significantly lower proportion of Muslim boys felt that their complaints were dealt with fairly (18% compared with 37% of non-Muslim boys).

Muslim boys' experiences of health services differed from those of non-Muslim boys. While significantly more Muslim boys said they were able to keep some/all of their medication (if they took any) in their cell (52% compared with 32%), they were significantly less likely to say that it was easy for them to see the nurse (57% compared with 72%).

Finally, Muslim boys were significantly less likely to report having a say about what would happen to them when they were released (32% compared with 48%).

### **Gypsy, Romany or Traveller boys**

Those boys who considered themselves to be Gypsy, Romany or Traveller (6% as self-identified in our surveys during 2017–18) reported similar experiences to those of other boys, although there were some areas, particularly safety and victimisation, where Gypsy, Romany or Traveller boys reported more negatively.

In terms of their personal characteristics, Gypsy, Romany or Traveller boys were significantly more likely than others to consider themselves to have a disability (47% compared with 17%).

Gypsy, Romany and Traveller boys were significantly less likely than others to report feeling safe on their most recent journey to the establishment (53% compared with 78%) and on their first night there (48% compared with 74%). They were also more likely to have reported feeling scared when they first arrived (30% compared with 9%).

In addition, Gypsy, Romany and Traveller boys were significantly more likely to report having felt too scared or intimidated to make a complaint (32% compared with 10%).

Gypsy, Romany or Traveller boys were significantly more likely to report feeling unsafe at the time of the survey (41% compared with 16%). Significantly, more of these boys reported having been victimised by other young people in the form of threats or intimidation (28% compared with 10%).

A significantly higher proportion of Gypsy, Romany or Traveller boys reported having problems with alcohol when they arrived (29% compared with 7%) and problems with drugs at the time of the survey (22% compared with 5%).

### **Disabled boys**

Boys who said they had a disability (19% as self-identified in our surveys) reported significantly worse experiences of custody across a range of areas.

In terms of their personal characteristics, disabled boys were significantly less likely than those without a disability to report being from a minority ethnic group (36% compared with 54%). They were significantly more likely to report being from a Gypsy, Romany or Traveller background (14% compared with 4%), to have children (17% compared with 5%) and to have emotional or mental health problems (72% compared with 23%).

Disabled boys reported more positively in some areas: they were significantly more likely to have had access to the prison shop/canteen than other boys (20% compared with 10%) and to have received help with drug problems while being in the establishment (33% compared with 19%).

However, from when they first arrived, disabled boys reported having more problems than those without a disability. They were significantly more likely to have spent more than two hours in the escort van on their journey to the establishment (16% compared with 5%), to have had problems with loss of property (21% compared with 10%), and to have had health problems on arrival (27% compared with 11%). They were also significantly less likely to have felt safe on their first night at the establishment (62% compared with 76%).

Disabled boys' experiences of safety in custody were significantly worse than those of other boys. They were significantly more likely to report ever having felt unsafe at the establishment (56% compared with 36%) and to report having been victimised by other young people at the establishment (45% compared with 29%).

In terms of health services, disabled boys reported more negatively. They were significantly less likely to be able to keep some or all of their medication (if they took any) in their cell (20% compared with 43%). They were also significantly more likely to report having problems with drugs when they first arrived (45% compared with 28%).

Furthermore, disabled boys were significantly more likely to have been 14 years old or younger when they were last at school (55% compared with 38%) and were significantly more likely to believe that they would have a problem with claiming benefits on release (19% compared with 7%).

### **Boys who had been in local authority care**

Boys who had been in local authority care represented 39% of the young people surveyed in 2017–18. There were significant differences in the profiles and experiences of boys who had spent time in local authority care compared with those who had not. These boys were significantly more likely to report that they had children (12% compared with 5%), that they had a sentence of 12 months or less (34% compared with 23%), and that they had any emotional or mental health problems (44% compared with 25%). These boys were also significantly less likely to be from a minority ethnic group (44% compared with 56%) or to report that this was their first time in custody (45% compared with 72%).

Looking back on the day they arrived at the establishment, boys who had been in local authority care were significantly more likely to report having been in reception for less than two hours (87% compared with 77%). However, they were significantly more likely to report having had problems with not being able to smoke (48% compared with 35% of other boys) or with getting phone numbers (40% compared with 28%).

There were a number of areas in which boys who had been in local authority care reported more positively. In terms of daily life and respect, these boys were significantly more likely to be able to speak to an advocate (43% compared with 30%) and to know who to contact for help with the following problems in preparation for release:

- finding accommodation (39% compared with 26%);
- money/finances (33% compared with 19%);
- avoiding bad relationships (27% compared with 16%).

However, boys who had been in local authority care reported more negatively in other areas. They were significantly more likely than other boys to have experienced victimisation from other young people because they were from a different part of the country (6% compared with 0%).

Similarly, boys who had been in local authority care were more negative about their experiences in relation to activities and education. These boys were significantly more likely to have been 14 years old or younger when they were last in school (55% compared with 33%), to have been excluded from school (94% compared with 85%) and to report that they had skipped school prior to coming into custody (83% compared with 65%).

In addition, boys with experience of local authority care reported more negatively on keeping in touch with family and friends. They were significantly less likely to say that they would usually have one or more visits a week from family and friends (26% compared with 48%), or that it was 'easy'/'very easy' for their family and friends to visit them at the YOI (22% compared with 37%).

When asked to identify any issues that they thought they might have on their release, boys with experience of local authority care were significantly more likely than others to believe that they would have problems with continuing health services on their release (11% compared with 3%).

### **Boys who had emotional or mental health problems**

Of the boys detained in YOIs during 2017–18, at the time of our surveys, nearly a third (32%) reported having an emotional or mental health problem.

These boys were significantly less likely to be from a black or minority ethnic group (36% compared with 58%), but significantly more likely to have children (13% compared with 5%), to consider themselves to have a disability (44% compared with 8%) and to have had experience of local authority care (54% compared with 33%).

Overall, boys with emotional or mental health problems reported more negatively on their experiences of custody. These boys were significantly more likely to say that they had problems on arrival at the establishment (89% compared with 68%) in the following areas:

- not being able to smoke (55% compared with 36%);
- feeling scared (21% compared with 6%);
- problems with gangs (24% compared with 13%);
- contacting family (41% compared with 26%);
- money worries (27% compared with 14%);
- feeling worried/upset/needing someone to talk to (29% compared with 6%);
- health problems (29% compared with 8%).

In addition, boys who had emotional or mental health problems were significantly less likely to say that they felt safe on their first night (65% compared with 79%).

Of those boys who had received an adjudication (nicking), boys who had emotional or mental health problems were significantly less likely to say that the adjudication process was explained to them (75% compared with 88%).

Boys with emotional or mental health problems continued to report more negatively in the area of safety. A significantly higher proportion of these boys reported that they had felt unsafe at some point in the establishment (60% compared with 29%). They were also more likely (50% compared with 23%) to say that they had been victimised by other young people in the establishment:

- in the form of insulting remarks (35% compared with 9%);
- by being sexually abused (3% compared with 0%);
- by feeling threatened or intimidated (21% compared with 6%).

These boys were also significantly more likely than others to attribute victimisation by other young people to:

- their nationality (6% compared with 1%);
- being new at the establishment (13% compared with 4%);
- their offence/crime (8% compared with 1%).

Furthermore, boys with emotional or mental health problems were significantly more likely to report that they had been victimised by a member of staff at their YOI (41% compared with 24%), and that staff had made insulting remarks about them, their family or their friends (24% compared with 13%).

A significantly higher proportion of these boys also reported that shouting through windows was a problem in their establishment (57% compared with 31%).

While a significantly higher proportion of boys with emotional or mental health problems reported that they had received help for a drug problem (33% compared with 17%), these boys were significantly more likely to have had a problem with drugs when they arrived at the establishment (48% compared with 23%) and at the time of the survey (12% compared with 2%).

In terms of keeping in touch with family and friends, boys with emotional or mental health problems were significantly more likely than others to have had problems sending or receiving letters or parcels (55% compared with 41%).

On a more positive note, these boys were more likely to be involved in an offending behaviour programme at the time of the survey (27% compared with 16%). However, they were still more likely than others to believe that they would have problems with the following on release:

- finding accommodation (33% compared with 20%);
- getting a job (58% compared with 42%);
- money/finances (39% compared with 22%);
- claiming benefits (16% compared with 7%);
- continuing health services (12% compared with 3%);
- avoiding bad relationships (26% compared with 10%).

### **Comparison with YOI survey responses in 2016–17**

The full comparison of survey responses from the 2017–18 and 2016–17 YOI cohorts is available in online appendix B3. There were no significant differences between responses from the previous year's YOI survey responses.

### 4.3 Comparison of STC and YOI survey responses

This section compares the background characteristics of children in each type of establishment inspected during 2017–18, followed by a comparison of reported experiences. As different questionnaires are used for STCs and YOIs, comparison is only possible in a few instances where the same survey questions are asked. These have all been tested for statistical significance – highlighting is used to show where significant differences in responses have been detected.

When comparing STCs and YOIs directly, it should be kept in mind that each type of establishment:

- is commissioned separately;
- is funded differently;
- has different roles;
- deals with a different cohort of young people;
- delivers different things.

Therefore, we would expect findings in relation to some aspects of the children's experiences to differ, for example, the proportion of children who reported having access to education in each establishment type.

#### Demographics

YOIs only hold boys aged 15–18 and therefore a significantly higher proportion of those in STCs were under 16 years of age (61% compared with 5%). Table 4 provides a full breakdown comparison between STCs and YOIs for all comparable questions.

#### Other differences

In terms of their experiences in custody, young people in STCs reported more positively than those in YOIs in some areas. They were significantly more likely to say that most staff treated them with respect (87% compared with 64%), for those who had made a complaint, a higher proportion of those in STCs felt that these were dealt with fairly (52% compared with 32%).

Table 4: Comparison of the responses of the STC and YOI cohorts in 2017–18

Key to tables		STCs 2017–18	YOIs 2017–18
	Any percentage highlighted in dark blue shows a significant difference		
	Any percentage highlighted in dark grey is significantly better		
	Any percentage highlighted in light blue is significantly worse		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>131</b>	<b>555</b>
<b>SECTION 1: ABOUT YOU</b>			
Are you aged under 16?		61%	5%
Are you a foreign national?		7%	7%
Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category.)		42%	51%
Are you Muslim?		13%	23%
Do you consider yourself to be Gypsy/Romany/Traveller?		11%	6%
Do you consider yourself to have a disability?		25%	19%
Have you ever been in local authority care?		44%	39%
<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>			
Did you feel safe on your first night here?		82%	81%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>			
Do you find the food here good/very good?		26%	17%
<b>SECTION 6: RELATIONSHIPS WITH STAFF</b>			
Do most staff treat you with respect?		87%	64%
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>			
For those who have made a complaint:			
Do you feel complaints are sorted out fairly?		52%	32%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>			
Have you been physically restrained (C and R) since you have been here?		56%	53%
<b>SECTION 9: SAFETY</b>			
Have you ever felt unsafe here?		34%	40%
Do you feel unsafe now?		14%	16%
<b>SECTION 13: PREPARATION FOR RELEASE</b>			
Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?		56%	52%

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