

Report on an unannounced inspection of

# **HMP Buckley Hall**

by HM Chief Inspector of Prisons

**15–26 July 2019**

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



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# Contents

Introduction	5
Fact page	7
About this inspection and report	9
Summary	11
Section 1. Safety	19
Section 2. Respect	27
Section 3. Purposeful activity	41
Section 4. Rehabilitation and release planning	47
Section 5. Summary of recommendations and good practice	53
Section 6. Appendices	57
Appendix I: Inspection team	57
Appendix II: Progress on recommendations from the last report	59
Appendix III: Care Quality Commission Requirement Notice	65
Appendix IV: Photographs	67
Appendix V: Prison population profile	71
Appendix VI: Prisoner survey methodology and results	73

### **Glossary of terms**

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

# Introduction

HMP Buckley Hall is a category C training prison located near Rochdale in Lancashire. A relatively modern facility, the prison was rebuilt and reopened in 1995. Comprising four house blocks, the prison can hold just over 450 adult male prisoners (459) and, at the time of our inspection, was full, with a population ranging in age and sentence length. Of those held, however, nearly a third were serving indeterminate sentences and 45 men were serving life.

This was an excellent inspection and we are pleased to report that we judged outcomes for prisoners to be 'good' – our highest assessment – in three of our four tests of a healthy prison. Our one concern was that more work was still needed to improve the quality and outcomes of education and work. Our assessments also recognised and recorded significant improvement since our last inspection in 2016.

Buckley Hall is a very safe prison. Reception and induction arrangements were thorough and our survey suggested they were appreciated by prisoners. Our survey also indicated that just 7% of respondents reported feeling unsafe, which was very low and much lower than in comparable establishments. Recorded violence and use of force had reduced since our previous inspection and work to reduce it further was robust and multi-disciplinary, with initiatives informed by good data and leading to good practice. The rehabilitative ethos that pervaded the prison was, in our view, key to the quality of engagement seen among prisoners, which in turn was reflected in the calm and settled atmosphere in the prison and the sense of well-being expressed by many of those we spoke to.

The application of security was generally proportionate but more needed to be done to reduce the availability of illicit substances. The number of positive mandatory drug tests for the six months prior to our inspection stood at 15%, although notably comparatively few were for psychoactive substances, reflecting some very good multidisciplinary work and health promotion initiatives intended to combat this problem.

Self-harm had increased since our last inspection but remained comparatively low. Tragically there had also been one self-inflicted death. Work to reduce self-harm and support those in crisis was very good. The prison's approach was multidisciplinary, based on evidence and good supervision but, most importantly, afforded men in need of support good quality of care.

Staff-prisoner relationships were a strength. Some 88% of prisoners told us they felt respected and we saw lots of evidence of a confident, caring and supportive staff group. The key worker scheme was embedded and effective with nearly all prisoners telling us they had a personal officer and 78% telling us they thought their personal officer was useful. Living conditions were generally very good, the prisoners were very positive about the food and work to deal with complaints or ensure meaningful consultation with prisoners was effective. The promotion of equality and diversity was similarly much improved and based on a good understanding of need and useful consultation, while ensuring reasonably equitable outcomes and perceptions among groups with protected characteristics. Primary health care, substance misuse services and mental health support was good, with some excellent elements.

Time out of cell for prisoners remained very good and much better than we often see. Daily routines, including evening association four times a week, were delivered in accordance with published routines and access to library and gym facilities was also good. The quality of education, work and skills provision had, however, deteriorated and our colleagues in Ofsted rated the overall effectiveness of provision as 'requires improvement'. Engagement by prisoners in activity and learning was excellent, but recent improvements to provision had yet to have sufficient impact and the quality of teaching and learning, as well as achievements and progress made by learners, needed to be better.

Work to support and promote family ties was excellent. Work to reduce the risk of reoffending was similarly very good and despite many prisoners presenting a high risk of harm, assessments (OASYs) were reasonably up to date, and all prisoners had a sentence plan. Most men understood their objectives and contact with prison offender managers was better than we often see. In our survey prisoners indicated that they thought their experiences at the prison had made them less likely to offend in the future. Buckley Hall was not a resettlement prison but for the few who were released there was good one-to-one engagement and resettlement support. Re-categorisation arrangements were managed well and men who qualified could move on to open prisons promptly. Public protection arrangements were robust.

Buckley Hall is a very good prison. It had got the basics right and there was meaningful attention to detail that supported good outcomes for those detained. Prisoners could see this, and were personally incentivised to respond positively. Work undertaken throughout the prison was usually multi-disciplinary, and often based on useful evidence and an effective use of data and subject to effective governance and oversight. A culture of respect and rehabilitation, led from the top, permeated all aspects of the prison's work and culture, and was a quality that seemed to be embraced by all departments. Good leadership and a confident and respectful staff had achieved much through hard work, underpinned by an ethos and culture they had created. They should be congratulated.

**Peter Clarke**  
HM Chief Inspector of Prisons

September 2019

# Fact page

## Task of the establishment

Category C adult male training prison holding prisoners sentenced to four years and over.

## Certified normal accommodation and operational capacity<sup>1</sup>

Prisoners held at the time of inspection: 448

Baseline certified normal capacity: 409

In-use certified normal capacity: 409

Operational capacity: 459

## Notable features from this inspection

*Levels of violence had halved in the last 12 months.*

*Almost 60% of prisoners were serving sentences of more than 10 years.*

*Almost 70% of prisoners were assessed as high risk of harm to others.*

*The Aspire unit was one of four national progression regimes for indeterminate sentence prisoners.*

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

Public

Physical health provider: Greater Manchester Mental Health NHS Foundation Trust

Mental health provider: Greater Manchester Mental Health NHS Foundation Trust

Substance use treatment provider: Delphi Medical Ltd

Learning and skills provider: Novus

Escort contractors: GEOAmev

## Prison group

North West

## Brief history

Buckley Hall was opened in 1995 as the fourth contracted-out prison in the UK. It came into public sector management in 2000, and in 2003 it became a closed female training prison. In 2005 it was re-rolled to become a male category C prison.

## Short description of residential units

A wing - 110 beds; one spur is normal accommodation and the other is the drug and alcohol recovery unit

B wing - 120 beds, normal accommodation

C wing - 120 beds, one spur is the first night centre and induction and the other is the Aspire unit

D wing - 59 beds, normal accommodation

<sup>1</sup> Baseline CNA is the sum total of all certified accommodation in an establishment except cells in segregation units, health care cells or rooms that are not routinely used to accommodate long stay patients. In-use CNA is baseline CNA less those places not available for immediate use, such as damaged cells, cells affected by building works, and cells taken out of use due to staff shortages. Operational capacity is the total number of prisoners that an establishment can hold without serious risk to good order, security and the proper running of the planned regime.

**Name of governor and date in post**

Rob Knight, January 2017

**Independent Monitoring Board chair**

John Warburton

**Date of last inspection**

6–17 June 2016

# About this inspection and report

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

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

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

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

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

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

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

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

- **Outcomes for prisoners are good.**

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

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

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

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

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

- **Outcomes for prisoners are poor.**

There is evidence that the outcomes for prisoners are seriously affected by current

practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

A5 Our assessments might result in one of the following:

- **key concerns and recommendations:** identify the issues of most importance to improving outcomes for prisoners and are designed to help establishments prioritise and address the most significant weaknesses in the treatment and conditions of prisoners.
- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
- **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.

A6 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.

A7 Other than in exceptional circumstances, all our inspections are unannounced and include a follow up of recommendations from the previous inspection.

A8 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

## This report

A9 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for men in prisons (Version 5, 2017)*.<sup>2</sup> The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 5 collates all recommendations and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.

A10 Details of the inspection team and the prison population profile can be found in the appendices.

A11 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in the final appendix of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.<sup>3</sup>

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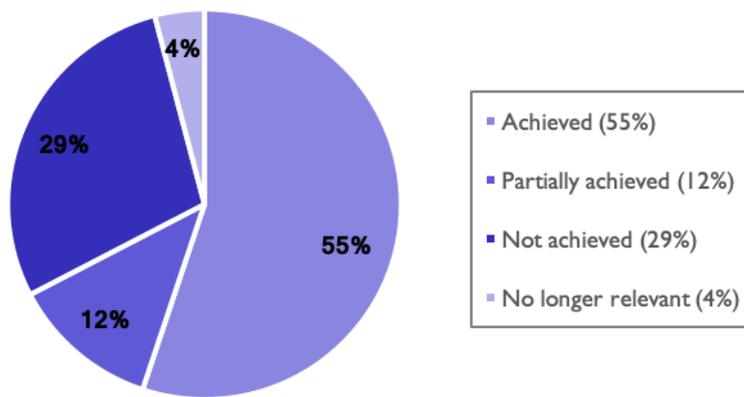
<sup>2</sup> Available at: <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

<sup>3</sup> The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

# Summary

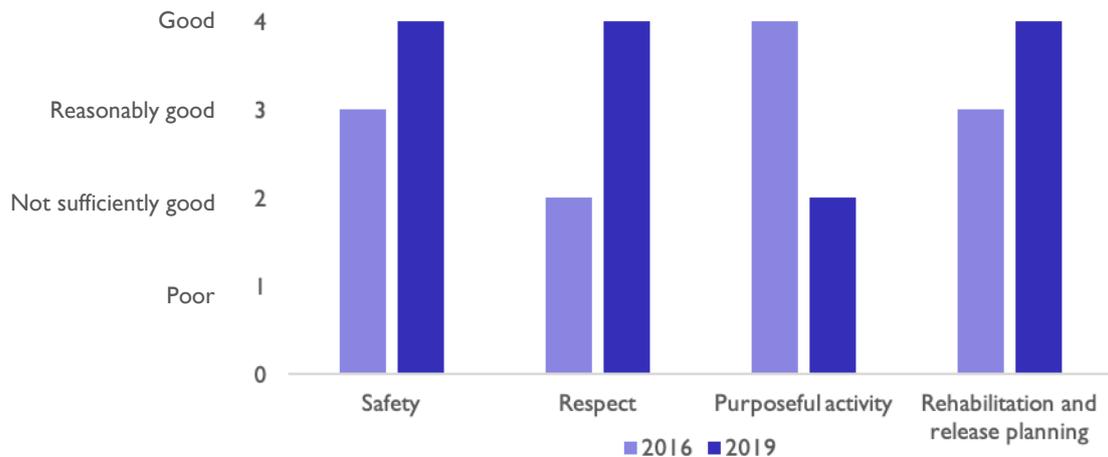
- S1 We last inspected Buckley Hall in 2016 and made 49 recommendations overall. The prison fully accepted 36 (73%) of the recommendations and partially (or subject to resources) accepted eight (16%). It rejected five (10%) of the recommendations.
- S2 At this follow up inspection we found that the prison had achieved 27 of those recommendations, partially achieved six recommendations and not achieved 14 recommendations. Two recommendations were no longer relevant.

**Figure 1: HMP Buckley Hall progress on recommendations from last inspection (n=49)**



- S3 Since our last inspection outcomes for prisoners had improved in three healthy prison areas, with safety, respect and, rehabilitation and release planning achieving good outcomes. Purposeful activity is the only area where outcomes declined, from good to not sufficiently good.

**Figure 2: HMP Buckley Hall healthy prison outcomes 2016 and 2019<sup>4</sup>**



<sup>4</sup> Please note that the criteria assessed under each healthy prison area were amended in September 2017. Healthy prison outcomes reflect the expectations in place at the time of each inspection.

## Safety

- S4** Arrangements to receive prisoners into the establishment were comprehensive and supportive. Most prisoners at Buckley Hall felt safe, and levels of violence were much lower than in similar prisons. A robust and multidisciplinary approach to reducing violence and the prison's positive rehabilitative culture provided a powerful incentive for prisoners to behave well. The use of force had reduced and was well governed. There had been some improvements in segregation but the regime for segregated prisoners was limited. Security was generally well managed although there were some gaps in the strategy to reduce the supply of drugs. Levels of self-harm were lower than in similar prisons and the care provided to prisoners in crisis was good. **Outcomes for prisoners were good against this healthy prison test.**
- S5** At the last inspection in 2016 we found that outcomes for prisoners in Buckley Hall were reasonably good against this healthy prison test. We made 15 recommendations in the area of safety.<sup>5</sup> At this inspection we found that 11 of the recommendations had been achieved, one had been partially achieved and three had not been achieved.
- S6** In our survey, prisoners were positive about most aspects of their early days in Buckley Hall than at similar prisons. The prison had made improvements to the reception area, which was clean, bright and well presented. New arrivals received excellent support from peer workers. The first night interview was thorough and covered all relevant risk factors. The induction was comprehensive and peer-led, but prisoners on the induction wing spent too long locked in their cell before they were allocated to education or employment.
- S7** In our survey, only 7% of prisoners said they felt unsafe at the time of the inspection, which was far lower than in similar prisons. Levels of violence had decreased since our previous inspection and were low for the type of prison. There was a multidisciplinary approach to reducing violence. Data analysis was good and managers identified and addressed the issues that led to violence. It was active in identifying and addressing causal factors. Management of the perpetrators of violence and support for victims were good, although there were some weaknesses in recording information. The incentives and earned privileges (IEP) scheme motivated prisoners and was applied fairly, although the prison's positive rehabilitative culture provided the greatest incentive for them to behave well. Adjudications were well managed with good oversight.
- S8** Use of force had reduced since the previous inspection and was now much lower than in similar prisons. Very few incidents resulted in the full use of force. Governance had improved and all incidents were reviewed by senior managers. It was clear from the incidents that we reviewed that there was an effective focus on de-escalation.
- S9** Living conditions in the segregation unit were reasonably good with some improvements since the last inspection. The regime remained basic, although staff often provided additional exercise when requested. We observed positive relationships between staff and prisoners on the unit. Governance arrangements were generally good but reintegration planning was too informal, which risked some prisoners remaining segregated for too long or having repeated stays in segregation.
- S10** Most aspects of physical and procedural security were generally proportionate. The use of illicit substances had increased since the previous inspection and the number of positive drug

<sup>5</sup> This included recommendations about substance use treatment, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison area of respect.

test results was comparable to similar prisons. However, few positive mandatory drug tests were for psychoactive substances.<sup>6</sup> Prison managers had identified drug supply as the main threat and took a multidisciplinary approach to address this. Progress was hindered by predictability in drug testing and a failure to monitor visits by CCTV routinely. There had also been few suspicion drug tests. The management of intelligence was effective and multidisciplinary, and security-led meetings were well attended.

- S11 Incidents of self-harm had increased since our last inspection but were lower than in similar prisons. The strategic management of suicide and self-harm prevention was very good. There were regular multidisciplinary meetings underpinned by excellent analysis of data and supported by a comprehensive action log. There had been one self-inflicted death since our last inspection and the prison had taken positive steps to implement the arising Prisons and Probation Ombudsman (PPO) recommendations. Assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm was good. In our survey, 74% of prisoners who had been on an ACCT said they felt cared for by staff, and prisoners we spoke to also said they felt supported. The prison had an adequate number of trained Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners), and had taken steps to improve the use and awareness of these peer supporters.

## Respect

**S12** *In our survey, prisoners were very positive about most aspects of daily life. Staff-prisoner relationships were underpinned by constructive and effective key work, and were a real strength. Prisoner living conditions were good, with some exceptions, and the well-maintained grounds contributed to a sense of well-being. Some cells used for two prisoners were too small, and some areas needed refurbishment. Prisoners were very positive about the prison food, which was just one element of a prison-wide approach to good health and well-being. There was effective use of peer support, and prisoner consultation led to positive changes. Equality work had improved and evidenced many elements of good practice. The provision of primary health and substance misuse services was good, and mental health support was excellent. **Outcomes for prisoners were good against this healthy prison test.***

**S13** *At the last inspection in 2016 we found that outcomes for prisoners in Buckley Hall were not sufficiently good against this healthy prison test. We made 17 recommendations in the area of respect. At this inspection we found that eight of the recommendations had been achieved, four had been partially achieved, four had not been achieved and one was no longer relevant.*

- S14** In our survey, prisoners were far more positive about their relationships with staff than in similar establishments. Indeed, prisoners we spoke to cited positive relationships with staff as a key factor in making Buckley Hall a good prison. We saw many positive interactions, with staff being both respectful and helpful. We also heard many accounts of caring and compassionate support from staff. Key work<sup>7</sup> was well embedded and effective; prisoners were very positive about their key work sessions, which contributed to the prison's safety and respect.

<sup>6</sup> Drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life-threatening effects.

<sup>7</sup> Introduced under the Offender Management in Custody (OMiC) model, prison officer key workers aim to have regular contact with named prisoners.

- S15 In our survey, prisoners were more positive about most aspects of their daily life in the prison than at the previous inspection and in comparator prisons, and we found considerable evidence to support this. The communal areas and facilities on the wings were mostly clean and well maintained, particularly D wing, the newest unit. There was a need for some repairs and refurbishment, and better association equipment. Most cells were in reasonable condition and adequately furnished, although 50 single cells were used as doubles and were too small to accommodate two prisoners. While the toilets in most double cells were now screened, those in single cells were not. Prisoners were able to move around the establishment, passing through well-tended grounds, which contributed to the calm atmosphere and created a sense of well-being.
- S16 The prison's innovative approach to diet was popular with prisoners and contributed to a prison-wide ethos of healthy living. The quality and choice of food were better than we often see, and prisoners could eat communally. However, not all wings had microwaves or daily access to a toaster. The prison shop and catalogue services generally worked well.
- S17 Prisoners were consulted meaningfully on most aspects of their daily life in a range of forums. Most prisoners said that consultation led to positive change, and we saw much evidence of this across the prison. Prisoners were encouraged to take personal responsibility for their daily life, and there was extensive use of peer support. Complaints were dealt with promptly and appropriately, but the application system did not always work well and oversight was limited.
- S18 Equality work had improved since the previous inspection and was good. The equality strategy met the need of the prison, and the associated action plan enabled continuous improvement. There was better analysis of equality monitoring data than we often see and clear evidence that concerns were addressed. Internal quality assurance had led to improvements in discrimination complaint investigations, and the use of an external scrutiny panel was good practice. The identification and support for prisoners with protected characteristics was supplemented by innovative equality and well-being clinics. There was regular consultation with prisoners from protected characteristics, and some particularly good work with foreign national and LGBT prisoners. Faith provision and support for numerically smaller faiths was good. The chaplaincy was involved in key prison meetings and provided good support for prisoners.
- S19 There was excellent partnership working with the health care department and many joint initiatives, including the work promoting prisoner health and well-being. Although there was a range of established strategic governance meetings which covered essential areas, local governance arrangements needed to be strengthened. There was a range of primary care services with acceptable waiting times, and the management of patients with long-term conditions was reasonable. There were good arrangements for the assessment and provision of social care by Rochdale Borough Council. The range of mental health interventions included the trauma-based therapy provided by Survivors Manchester, which enhanced the service provision. Substance misuse treatment services had improved since 2016 and were now integrated and very good. The prison recovery wing had matured and was valued by residents. The management of medicines had generally improved, although a lack of officer supervision of medication queues increased the opportunities for medicines diversion; supervision of queues on the drug recovery unit was better. Urgent dental appointments were facilitated promptly but prisoners waited nine weeks for a routine dental appointment, which was too long.

## Purposeful activity

**S20** *Time out of cell was better than we often see in similar prisons. Prisoners had good access to the gym, which now offered accredited programmes. The quality of education, work and skills provision had deteriorated since the previous inspection and overall effectiveness required improvement; recent work to improve the provision had yet to make an impact. The quality of learning, teaching and assessment also required improvement. There were sufficient activity spaces for most prisoners. Behaviour in activities was exemplary and prisoners took pride in their work. Attendance had improved recently. However, overall achievement rates had declined and prisoners did not make the progress they were capable of. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

**S21** *At the last inspection in 2016 we found that outcomes for prisoners in Buckley Hall were good against this healthy prison test. We made 10 recommendations in the area of purposeful activity. At this inspection we found that five of the recommendations had been achieved, one had been partially achieved and four had not been achieved.*

**S22** Time out of cell remained good for most prisoners, and during our roll checks we found only around 10% of prisoners locked up. This was reflected in our survey results, where responses to nearly all aspects of time out of cell were far better than in similar prisons. The published regime included evening association four nights a week and operated consistently with very little slippage.

**S23** The library provision had improved, and all prisoners could now attend regularly. The gym was a well-used facility and the timetable reflected the needs of the population. Accredited programmes were now available through the gym and the team provided excellent coaching opportunities for peer mentors. PE staff actively contributed to the positive healthy lifestyle ethos at Buckley Hall. The community-based Parkrun running and walking programme was fully embedded, and there had been several positive sports initiatives bringing prisoners, families and staff together.

**S24** The quality of the learning, skills and work provision had deteriorated since the previous inspection. The new management team had been swift to implement actions to rectify weaknesses in the provision, but many of these were too new to have yet made an impact. Performance management processes were effective. Leaders placed a high priority on prisoners achieving English and mathematical skills for employment, although this was not always translated into practice (see paragraph S27 and key concern and recommendation S37). The prison's self-assessment of the quality of the provision was broadly accurate. There were sufficient activity spaces in education, skills and prison work for most prisoners, but the rates of pay in education and some prison work were not equitable. Teaching and learning were not yet good enough. It was too early to judge the effectiveness of the new careers information and advice service, and the benefits of the virtual campus (giving prisoners internet access to community education, training and employment opportunities) were not promoted well enough.

**S25** Tutors in vocational training managed learning effectively, maintaining most prisoners' interests. Peer mentors were used effectively in vocational training but not deployed productively in education. Resources in vocational and prison workshops were of a high quality and industry standard. A range of work was available and all prisoners were actively engaged. Resources in education were not used effectively. In vocational training, assessment was accurate, helpful and appropriately timed, and feedback helped to develop prisoners. In education, tutors did not always plan learning activities to meet individual prisoners' needs and abilities or provide sufficiently detailed or accurate feedback. Targets set for prisoners

did not help them to develop their skills, and prisoners' additional learning needs were not routinely identified or supported.

- S26 Prisoners and staff demonstrated mutual respect, and prisoner behaviour was exemplary. Prisoner attendance at most activities had improved recently and was good. Prisoners took pride in the work they produced, developing confidence and self-esteem. Learning, skills and work staff had created an inclusive, collaborative and harmonious environment across all activities.
- S27 Prisoners benefited from the broad range of industry-recognised qualifications offered in vocational training and the gym at levels 1 and 2. Activities were flexible to meet most prisoners' needs and interests, although tutors did not promote explicitly the development of English and mathematical skills in all vocational training and prison work. Most prisoners enjoyed their activities, but some education lessons were insufficiently engaging and challenging to maintain their interest. Prisoners developed industry-standard practical skills in workshop activities, and the range and levels of distance learning opportunities available were good. Overall achievement rates had declined since the last inspection. Too many prisoners, particularly on education courses, did not make the progress of which they were capable, and too few prisoners progressed from one level of learning to the next. There were insufficient opportunities to achieve qualifications in prison work activities. Leaders did not have adequate oversight of the progress of prisoners, and monitoring systems were insufficient and did not provide accurate data.

## Rehabilitation and release planning

**S28** *Work to help prisoners maintain contact with their families was excellent. Many prisoners said their experiences at Buckley Hall would make them less likely to offend in the future. The strategic management of reducing reoffending work was reasonably good, and the prison had eradicated the backlog of outstanding OASys (offender assessment system) work. All prisoners had a sentence plan and most were supported by staff to achieve their targets. Recategorisation was well managed and many prisoners were able to progress to open conditions. Longer term prisoners could benefit from enhanced support on the progression unit. Prisoner risk was managed well, and there was a range of accredited and non-accredited programmes to help reduce risk. Prison offender managers provided one-to-one support for prisoners being released to the community. **Outcomes for prisoners were good against this healthy prison test.***

S29 *At the last inspection in 2016 we found that outcomes for prisoners in Buckley Hall were reasonably good against this healthy prison test. We made seven recommendations in the area of resettlement.<sup>8</sup> At this inspection we found that three of the recommendations had been achieved, three had not been achieved and one was no longer relevant.*

S30 In our survey, the responses to all questions about contact with family and friends were very good and much more positive than at comparator prisons. Monthly family days and weekly parental contact visits were excellent, and regular family forums evidenced the prison's commitment to improving prisoner contact with their family. The visitors' centre and visits hall were bright and welcoming, and visitors were very positive about their experience.

<sup>8</sup> This included recommendations about reintegration planning for drugs and alcohol and reintegration issues for education, skills and work, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison areas of respect and purposeful activity respectively.

- S31** In our survey, significantly more prisoners than the comparator said their experiences at Buckley Hall would make them less likely to offend in the future. Strategic management of reducing reoffending work was reasonably good. Over two-thirds of the population were assessed as high-risk of harm; the most serious cases were managed by probation officers. All prisoners had a sentence plan and understood their objectives. Contact between prison offender managers and prisoners was better than we usually see. A small number of prisoners still arrived at the prison without a completed OASys assessment and the prison had worked hard to eliminate the backlog. Sentence plans were reviewed regularly and shared with key workers, who actively helped prisoners to meet their targets; this was also better than we often see. Recategorisation was managed well, and prisoners generally moved to open conditions promptly. The inter-departmental risk management team (IRMT) meeting provided clear oversight of public protection issues. There was good communication between the prison and community probation teams about the management of prisoners and their risk levels. Child contact processes were broadly sufficient, and telephone and mail monitoring arrangements were proportionate and effective.
- S32** The prison delivered sufficient accredited programmes to meet the needs of most prisoners. However, prisoners had been transferred to the prison with an identified need to complete one programme aimed at violent offenders that was not available at Buckley Hall. The prison provided a range of non-accredited offending behaviour programmes and specific psychological interventions for some prisoners not assessed as suitable for programmes. The 'Aspire' progression regime for longer term prisoners was developing its role to provide a degree of independent living and enhanced support and intervention. The work with Survivors Manchester supporting victims of abuse was good practice.
- S33** The prison did not have a resettlement function, and therefore no formal relationship with a community rehabilitation company or through-the-gate resettlement support. Prison offender managers identified the needs of prisoners due for release and these were generally addressed. The prison had not made use of release on temporary licence (ROTL) to support resettlement.

## Key concerns and recommendations

- S34** Concern: Forty per cent of prisoners thought it was easy to get drugs in the prison. Although managers had identified drug supply as the prison's main threat, their response was not sufficiently robust. Only a minimal number of drug tests on prisoners were carried out following intelligence about drug misuse. The completion of random mandatory drug testing (MDT) was also very predictable, which made it easier for prisoners to avoid testing times. Additionally, the monitoring of visits via CCTV was too irregular.
- Recommendation: Managers should actively drive a robust drug strategy that is responsive to intelligence and proactive in reducing the supply of illicit drugs.**
- S35** Concern: Cells designed for single use were still used as doubles and too small to accommodate two prisoners.
- Recommendation: Cells designed to hold one prisoner should not be used to hold two.** (Repeated recommendation 2.8)

**S36** Concern: Education and learning leaders had not sustained the quality of teaching, learning and assessment or outcomes for prisoners since the previous inspection. Too many quality improvement actions had yet to be fully implemented or were too recent to be able to measure the impact on improving the identified weaknesses in the self-assessment report. Leaders did not have adequate oversight of prisoners' progress in developing their knowledge, skills and understanding.

**Recommendation: The quality of the education, skills and work provision for prisoners should be rapidly raised to a higher level through the implementation and monitoring of quality improvement action plans and additional swift interventions to help prisoners achieve the outcomes of which they are capable.**

**S37** Concern: Teachers did not plan and implement learning activities in English and mathematics that were matched to prisoners' individual needs and abilities. Prisoners' additional learning needs were not routinely identified and assessed to gauge the effect on their learning and to provide the correct support. Learning targets were not precise and did not challenge prisoners to develop their subject-specific knowledge, skills and understanding.

**Recommendation: Teachers and trainers should ensure that all prisoners develop their English and mathematical skills across education, skills and work activities, that they are set challenging learning targets to meet their needs, and that prisoners with additional learning needs receive sufficient support to make good progress.**

**S38** Concern: Skills and qualifications achievement rates had declined over the past three years. Too many prisoners on education courses did not make the progress to match their capabilities. Prisoners did not have sufficient opportunities to achieve qualifications in prison work activities. Too few prisoners progressed in their level of learning.

**Recommendation: Tutors and instructors should ensure that prisoners make at least the education and learning progress expected of them, achieve useful skills and qualifications across all activities, including in English and mathematics, and have a structured programme of learning to help them move successfully into the next stage of their education, training or employment.**

# Section 1. Safety

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

## Early days in custody

### Expected outcomes:

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

- I.1 Most new arrivals to Buckley Hall had short journeys to the prison. They were offered food and drink, and did not have to wait long to disembark when the escort vehicle arrived at reception. Prisoners arriving at the prison were not routinely strip searched.
- I.2 In our survey, 92% of prisoners said they were treated well in reception. The reception area had been refurbished and was welcoming, clean, calm and bright. Holding rooms had comfortable seating and up-to-date useful information, and the television showed an informative video about the prison (see Appendix IV: Photographs). All arrivals were welcomed by friendly staff and peer workers, including a Listener (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners), and were offered refreshments and a free telephone call.
- I.3 Although prisoners told us that their first night interview in reception took place in private. However, due to very hot weather during our inspection the interview we observed was conducted with the door open within earshot of staff and other prisoners. Following our feedback, the prison immediately purchased an air conditioning unit for reception to ensure privacy and comfort. The interview covered key safety issues and reviewed all cell-sharing risk assessments. New arrivals with high-risk assessments were discussed at the weekly safer custody meeting.
- I.4 New arrivals either had to carry all their property, often in several bags, up a steep hill to the induction wing. The alternative was to leave them in reception overnight to be collected the following day, with help from peer mentors, which caused concern for some prisoners. We observed one prisoner with mobility issues experiencing difficulty walking up the hill with some of his possessions, and there were no adequate procedures to support him.
- I.5 In our survey, more prisoners than the comparator said their first night cells were clean. Most prisoners said they were offered the chance to see someone from health care, shower, make a free telephone call and have a meal. Since our last inspection, the prison had introduced 'room ready representatives' to ensure that first night cells were clean and contained basic items. However, some cells did not have curtains, and prison staff did not always check the representatives' paperwork to supply any missing items.
- I.6 In our survey, 90% of prisoners said they felt safe on their first night. The prison no longer systematically reintegrated segregated prisoners on to the induction wing, and any decision to move prisoners on to this wing was made at the weekly safer custody meeting. During our night visit we observed effective staff shift handovers, and night staff were aware of the new arrivals and completed additional welfare checks on them for 72 hours.
- I.7 Induction was completed reliably and was comprehensive. In our survey, more prisoners than the comparator (78% against 57%) said it covered everything they needed to know. The

induction process began the morning after arrival in a welcoming induction room in education and was led by peer mentors. Prisoners could also speak to a member of staff in private to raise any vulnerability or safety concerns. Education assessments took place quickly after arrival but it could take up to two weeks for prisoners to be allocated to education or employment. While they were waiting to be allocated, prisoners were locked up for most of their time (see paragraph 3.1).

## Recommendation

- 1.8 Prisoners should be allocated promptly to a purposeful activity on completion of the induction programme to prevent prolonged periods locked up during their early days at the establishment.**

## Managing behaviour

### Expected outcomes:

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

## Encouraging positive behaviour

- 1.9** In our survey, 28% of prisoners said that they had felt unsafe at some point at the prison, which was well below the comparator of 47%. Seven per cent of prisoners, compared with 23%, said they felt unsafe at the time of the inspection. Almost two-thirds of prisoners said they had not experienced bullying or victimisation by staff or prisoners.
- 1.10** Levels of violence had decreased since the previous inspection and were low for the type of prison. HMPPS performance data showed that the number of violent incidents had more than halved from the previous year, which was a notable achievement given the rise in violence across the prison estate.
- 1.11** The prison had taken a robust, multidisciplinary and prison-wide approach to reducing violence. There were links between the safety, security and residential departments, and good attendance at the weekly support and intervention meeting (SIM), set up to respond quickly to emerging issues. The safer custody team was active in dealing with violent incidents. A member of the team met new arrivals with a history of aggression to discuss how best to avoid repeated behaviour. The prison had successfully introduced a range of initiatives to tackle violence directly, including a number of all-prison ‘summits’ led by the governor to discuss the causes and potential solutions relating to violence (see paragraph 1.42) The prison also took a restorative approach to conflict resolution, and conducted exit interviews to learn from prisoners’ experience of violence, drugs and staff-prisoner relationships.
- 1.12** The safer custody team presented up-to-date and thorough analysis of monthly data to the senior management team for review, which led to investigations into causal factors of violent incidents. For example, data showed that many incidents took place during morning unlock periods and when prisoners were returning from activities. Walls between cells were very thin and the morning incidents were attributed to disturbed sleep patterns due to noise from adjacent cells. The afternoon incidents were attributed to fewer officers on the wings during movements. The prison responded by issuing earbuds to prisoners and using operational staff. These staff are redeployed from other duties e.g. safer custody and security.

- I.13** A new casework process, involving the use of challenge, support and intervention plans (CSIPs)<sup>9</sup> for the management of perpetrators of violence and support for victims, was well embedded. However, while there was evidence that the prison reacted promptly to concerns about prisoners on CSIPs, there were weaknesses in recording and some cases had few entries on progression made by the prisoner. CSIPs had also been used to monitor and support prisoners who did not feel safe enough to come out of their cell, although there were no self-isolators during our inspection.
- I.14** In our survey, half of prisoners said the incentives and rewards available encouraged them to behave well, and more than half said they had been treated fairly in the incentives and earned privileges (IEP) scheme. The scheme was motivational and applied fairly, with suitable differentials between the levels. Decisions about prisoners' levels were communicated appropriately to them, and those downgraded to the basic level were well supported with achievable targets. At the time of the inspection only eight prisoners were on basic while 314 were on the enhanced level. We did observe some poor behaviour that went unchallenged but this was unusual (see paragraphs 2.2 and 2.93).
- I.15** The formal IEP scheme functioned as part of an effective behaviour management system. However, the prison's real strength was the rehabilitative culture which permeated throughout each function and department, and it was this that provided the greatest incentive for prisoners to behave well (see paragraphs 2.3 and 2.5).

## Recommendation

- I.16** **The support and interventions provided to perpetrators and victims of violence should be accurately recorded to track progress and enable good communication between departments.**

## Good practice

- I.17** *The prison's positive rehabilitative culture was embedded in the behaviour management system and provided the greatest incentive for prisoners to behave well.*

## Adjudications

- I.18** The number of adjudications had increased from 591 at our previous inspection to 791; this was similar to other category C prisons. The hearings were conducted in a suitable meeting room, and the records of hearings we sampled showed that prisoners were given sufficient time to prepare their case and could seek legal assistance.
- I.19** At the time of the inspection, 12 adjudications were outstanding, six of which had been referred to the independent adjudicator. The governance of the adjudications process was very good. The head of function and deputy governor completed monthly and quarterly checks to provide assurance that procedural justice and reinforcement of the rehabilitative culture were at the forefront of decision-making. Data about the number and nature of adjudications were presented at segregation management meetings, with a detailed analysis to identify and respond to trends and themes.

<sup>9</sup> CSIPs are used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners in the system. Prisoners who are identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individualised targets and regular reviews.

## Use of force

- I.20** The use of force had reduced since the previous inspection and was now much lower than in similar prisons. In the first six months of 2019 there had been 52 recorded incidents of force, of which less than half had resulted in full use of control and restraint techniques. Most incidents involved staff using relevant personal protection techniques to prevent situations from escalating.
- I.21** Governance of the use of force had improved and was very good. A quarterly use of force committee meeting developed strategy and oversaw processes relating to force. It considered a range of data to identify trends and act where necessary. A separate monthly scrutiny meeting was chaired by the deputy governor and attended by a broad range of staff. It scrutinised paperwork and associated video evidence to identify any learning that could further reduce the number of incidents.
- I.22** Documentation and video recordings of incidents that we examined demonstrated that force was justified and used as a last resort, with an effective focus on de-escalation. A member of the safer custody team was a coordinator for use of force, interviewing all prisoners after an incident and ensuring that staff statements were collated promptly.

## Segregation

- I.23** The use of segregation had decreased, and was lower than at similar prisons, with 84 uses in the previous six months. The average length of stay was 12 days, with a maximum stay of 71 days.
- I.24** Living conditions on the unit were reasonably good and there had been some improvements since the previous inspection. Most cells were clean and well furnished, although the in-cell toilets were not screened, and the insides of nearly all cell doors showed significant damage by prisoners. The shower room needed renovation and the privacy screening was not suitable. The exercise yard was basic but well located in an open space, allowing prisoners direct sunlight and fresh air. However, it was basic with no exercise equipment.
- I.25** The regime for segregated prisoners was limited. Prisoners could have daily exercise and reported that they were often given extra sessions, if it was requested and could be facilitated. The library and gym had allocated weekly slots for segregated prisoners and yet no prisoners had attended a gym session in the previous six months, which was unusual if it was offered. There was no in-cell education provided at the time of the inspection, and none of the prisoners were in any work activity.
- I.26** In our survey, 80% of those who had been segregated in the previous six months said they were treated well by staff. We observed and were told about very good relationships between staff and prisoners on the unit. In addition, a mental health nurse was located on the unit, which was beneficial to those who required additional support.
- I.27** Reviews of segregated prisoners were regular and within set timescales. The prison aimed to return prisoners to normal location as soon as reasonably practical. However, reintegration planning was informal and individual targets were weak, which meant that some prisoners could remain segregated for too long or risked repeated stays in segregation.
- I.28** Governance arrangements were in place but had not yet addressed the weaknesses we had identified. The use of segregation was monitored through quarterly meetings informed by very detailed and thorough data.

## Recommendations

- I.29 Prisoners in the segregation unit should be offered a full and purposeful regime to minimise the impact of segregation on their emotional and mental health.**
- I.30 Reintegration planning should be strengthened to facilitate prisoners' safe return to mainstream residential accommodation.**

## Security

### Expected outcomes:

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

- I.31** Most aspects of physical and procedural security were well managed and proportionate, supporting full access to the regime. There were regular checks and routine searches of communal areas and the prison grounds, including perimeter fences, at least twice a day. The prison had good links with the local community who provided information on parcels thrown over the fence. The management of intelligence was effective and multidisciplinary. Supervision in key areas around the prison, such as classrooms and workshops, was generally effective, and the prison regime was purposeful and predictable.
- I.32** The number of information reports received each month was similar to the previous inspection and other category C prisons. The reports were processed promptly with none outstanding at the time of the inspection. Reports relevant to other departments, such as safer custody, were shared and acted on accordingly.
- I.33** Security-led meetings were well attended and there were good links with key prison departments. Security matters fed into decision-making processes in the prison. Closed visits were applied appropriately and sparingly. At the time of the inspection, no prisoners were on closed visits.
- I.34** The prison monitored members of organised crime groups. Links with the local police had recently improved, and a dedicated police liaison officer helped with investigations into criminal activity in the prison. Local corruption prevention measures were well organised, and work to tackle staff corruption had been effective.
- I.35** There were regular meetings to identify and manage prisoners suspected of extremist involvement or vulnerable to their influence. At the time of the inspection, there were eight such prisoners.
- I.36** Substance use had increased since the previous inspection with the positive mandatory drug testing (MDT) rate now recorded as 15% for the previous six months. Drugs were still too readily available on the units, as highlighted in the prison's exit interview findings and in our own survey, in which 40% of prisoners said it was easy to get drugs in Buckley Hall.
- I.37** There had been some effort to reduce the supply of psychoactive substances (see footnote 6) with the introduction of technology to inspect incoming mail and the photocopying of all mail for prisoners before it was distributed to them. There had also been effective health promotion across the prison which was deterring prisoners from taking psychoactive drugs. These measures were proving to be effective and only 1.6% of positive MDTs were for these substances.

- I.38** However, despite identifying drug supply as the prison's main threat, the management response had not been sufficiently robust. Only a minimal number of drug tests were completed on prisoners following intelligence about drug use. The completion of random MDTs was also very predictable, which made it easier for prisoners to avoid testing times. Additionally, the monitoring of visits via CCTV was too irregular. (See key concern and recommendation S34.)
- I.39** The MDT suite was clean and suitably equipped.

## Safeguarding

### Expected outcomes:

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

### Suicide and self-harm prevention

- I.40** The incidence of self-harm in the previous six months was slightly higher than at the previous inspection (39 compared with 47 over a similar period), but was lower than other category C prisons. The prison had worked hard to address a rise in self-harm throughout 2018 and there had been a reduction in incidents since January 2019. There had been one self-inflicted death since our previous inspection. Following the Prisons and Probation Ombudsman (PPO) investigation into this death, the prison had successfully incorporated recommendations into its safer custody action log, which was reviewed regularly. The prison had also improved its investigation of other serious incidents to incorporate learning points into the action log.
- I.41** The strategic management of suicide and self-harm prevention work was very good. The weekly SIM (see paragraph I.11) was well attended and enabled prison departments to share key information to support those at risk. It used data to analyse trends in a monthly report, which was discussed at a bimonthly strategic safer custody meeting with any learning points incorporated into the action log. The prison had also introduced quarterly violence and self-harm summits attended by the governor and senior managers to enable further scrutiny of self-harm data. This forum put the prisoner's voice at the centre of the discussion (see paragraph I.11).
- I.42** Assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm had been initiated on 72 occasions in the previous six months, which was lower than at similar establishments. Care for prisoners who were subject to ACCT was mostly good and mental health workers regularly attended case reviews. Observation records showed that there were meaningful interactions between staff and prisoners, and the quality assurance process was good.
- I.43** In our survey, 74% of prisoners who had been on an ACCT said they had felt cared for, as did those we spoke to. Staff had good knowledge of the prisoners in their care and most has been trained in suicide and self-harm awareness. Basic distraction packs were available. The prison also used a multidisciplinary approach to improve prisoners' well-being and mental health; initiatives included a weekly well-being clinic and trauma-informed interventions through the Survivors Manchester charity<sup>10</sup> (see also paragraphs 2.74 and 2.78).

<sup>10</sup> A voluntary organisation that aims to create and facilitate a safe space for male survivors of sexual abuse.

- I.44** At the time of the inspection, one prisoner was on ACCT case management while segregated. The initial decision to segregate had been appropriately authorised and was regularly reviewed by a governor. There was a constant watch cell on D wing, which was clean and adequately furnished. It had been used on three occasions in the previous six months, with the decisions to use appropriately authorised.
- I.45** In our survey 54% of prisoners said it was easy to speak to a Listener if they needed to, against the comparator of just 39%. The prison had an adequate number of trained Listeners but prisoners told us they were reluctant to use them because of a lack of Listener suites and privacy issues. The prison had used surveys to understand low Listener use, and Listeners attended the safer custody meeting to feed back any concerns. Prisoners also had access to the Samaritans helpline, which had been used 135 times in the six months to March 2019.

### Protection of adults at risk<sup>11</sup>

- I.46** The prison had an up-to-date safeguarding policy, and the head of safer custody attended the Rochdale Safeguarding Adults Board. There had been no safeguarding referrals in the previous six months. Referrals went through the safer custody team, and staff we spoke to were aware of the process.

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<sup>11</sup> Safeguarding duties apply to an adult who:

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



## Section 2. Respect

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

### Staff-prisoner relationships

**Expected outcomes:**

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

- 2.1 In our survey, 88% of prisoners said that most staff treated them with respect, and 84% said that there were staff that they could turn to if they had a problem; both responses were higher than at the previous inspection and the comparators. We observed many positive interactions between prisoners and staff in different roles and at all levels, and heard many accounts from both prisoners and visitors about staff going out of their way to resolve problems.
- 2.2 Prison officers usually addressed prisoners by their preferred names, were friendly, respectful and helpful but were still able to maintain their authority. The wings remained calm even with only a few staff on them. We did observe some incidents where staff did not challenge inappropriate comments by prisoners, and a few officers were desk-bound rather than actively supervising the landings.
- 2.3 The prison had a strong rehabilitative culture of encouraging prisoners to take responsibility for many aspects of their daily lives, and to think positively about their future. It also promoted the importance of community and providing support for each other. Among a range of peer support roles, designated community advisors provided advice and support to prisoners about various issues, which was particularly valued by new arrivals to the prison.
- 2.4 The key worker scheme (see footnote 7) was well embedded. In our survey an impressive 97% of prisoners told us that they had a personal officer, of whom 78% said they found them to be helpful, both of which were higher than the comparators. Prisoners we spoke to considered that sessions with key workers contributed to the calm atmosphere, as they felt that their concerns were being heard and addressed.

### Daily life

**Expected outcomes:**

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

### Living conditions

- 2.5 Living conditions in the prison were generally good, and this was reflected in our survey in which more prisoners were positive about many aspects of daily life than at the previous inspection and against the comparators. The prison had recognised that the physical environment was a crucial component of a rehabilitative culture which enabled prisoners to

flourish. The grounds were spacious, very well cared for and accessible to prisoners. They were much appreciated by prisoners and contributed to a sense of well-being.

- 2.6** The four residential units were mainly light and spacious, and generally clean. D wing, the newest unit, was very well maintained, as was the half of C wing used for the Aspire progression programme for indeterminate sentence prisoners (see paragraph 4.11). Other wings needed some refurbishment, including repairs to flooring and redecoration of walls. The showers were screened and in a reasonable condition, as were the laundry facilities. Prisoners had access to pool and snooker tables and some fitness equipment was also available on the units. However, some of the association equipment was in disrepair and a greater variety of equipment was needed.
- 2.7** Most cells were in a reasonable state of repair and were well equipped. Cells on D wing were particularly well-presented and included screened toilets and showers.
- 2.8** Although all cells were designed for single occupancy, 50 were still used as doubles and were too small for two prisoners (see key concern and recommendation S35). While most of the toilets in the double cells had been screened, the toilets in the single cells remained unscreened, affecting prisoner dignity.
- 2.9** In our survey, only 49% of prisoners said that their cell bells were responded to within five minutes. Although this was more than at our previous inspection, it was still not high enough. The prison did not systematically monitor officer response to cell bells.

## Recommendations

- 2.10 The prison should systematically monitor and analyse officer response times to cell call bells.**
- 2.11 Toilets in all cells should be adequately screened to ensure prisoner privacy and dignity.**

## Residential services

- 2.12** As part of a prison-wide approach to healthy living, the prison had revised its menus for prisoners to encourage healthy eating. A passionate and engaged catering team provided good meal choice and quality, including nutritious and appetising salads. Breakfast packs had increased in size and quality. The food was well received by prisoners, and in our survey 78% said it was good, which was far higher than the comparator of 43%.
- 2.13** Breakfast packs were still served the night before they were due to be eaten. Prisoners serving food to their peers were not always dressed in kitchen whites and hats.
- 2.14** The kitchen was clean and well organised but needed refurbishment; this was due to commence later in 2019.
- 2.15** Although there were now toasters on most wings, only servery staff were authorised to use them and this was restricted to weekend mornings only. Microwaves were only available on some of the wings but were due to be installed in the others. Positively, prisoners could eat communally at tables rather than in their cells, which was much better than in many other establishments.

- 2.16** New arrivals could buy a vaping or non-vaping reception pack until they could make their first prison shop order. However, they could have only one pack, which was unnecessarily restrictive. Prisoners had a more positive view than at the previous inspection of the goods available for them to buy in the prison shop, and they could also shop from catalogues; these services worked well.

### Prisoner consultation, applications and redress

- 2.17** In our survey, more prisoners than the comparators said they were consulted on aspects of their daily life in the prison, and that this sometimes led to change. There were a range of forums where they could raise issues. Issues that were not resolved in the prisoner forums could be escalated to a quarterly forum, called the 'Queensland process', which was led by the governor.
- 2.18** There had been 445 complaints received in the previous six months, which was lower than at our previous inspection. The deputy governor quality assured all complaints about staff, and the head of residence and services quality assured a randomly selected 20% of other complaints. In our survey, 54% of prisoners considered that their complaints were dealt with fairly, which was an improvement since our last inspection and better than the comparator. The complaints we reviewed were thoroughly investigated, and the responses were generally prompt, courteous and fair.
- 2.19** Although most prisoners also felt that their applications were dealt with fairly, which was an improvement on our last inspection, we found that the application system was not operating efficiently. Prisoners could make routine applications through electronic kiosks on the wings, but they had to submit a form for other applications. In our survey, almost half of prisoners said it took more than a week to receive a response to an application, and we spoke to several who had never received any response. There was limited tracking of written applications, and the dates of application or response were not recorded. Although the application form had recently been redesigned to include a tear-off confirmation for the prisoner, which was positive, more needed to be done to solve all the problems.
- 2.20** There was adequate information to assist prisoners with their legal needs. The library stocked up-to-date version of relevant legal texts. The governor had recently issued a community notice to prisoners highlighting what was available for those in need of legal assistance.

### Recommendation

- 2.21** **Monitoring of the applications system should be sufficiently robust to ensure that responses are prompt and helpful.**

## Equality, diversity and faith

### Expected outcomes:

**There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with particular protected characteristics<sup>12</sup> and any other minority characteristics are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.**

### Strategic management

- 2.22** There had been improvements to the oversight and strategic management of equality work since the previous inspection, and work to promote diversity was good. A quarterly equality meeting was chaired by the governor and had reasonable attendance.
- 2.23** The prison had placed importance on delivering strong leadership and a coordinated approach to embedding equality. The safer custody team oversaw both the strategy and day-to-day work, and members were enthusiastic about their roles and the promotion of equality. Senior managers were also individually responsible for each protected characteristic, and there were 13 prisoner equality representatives from the residential units who regularly met with equality staff.
- 2.24** The equality strategy provided staff and prisoners with guidance on a range of issues, including information to support those with protected characteristics. An associated action plan drew information from a wide range of sources to identify areas for development. Regular progress updates were recorded and the plan was sensibly time bound to enable continuous improvement.
- 2.25** There was better analysis of equality monitoring data than we often see. The prison used HMPPS-supplied data, supplemented with a monthly data report from the equality team. Where the monthly report identified concerns, there was clear evidence that these were addressed. The equality team was developing ways to enhance the report further to assist the identification of trends requiring immediate attention. In addition, the prison had held an equality summit attended by prisoners, staff from a variety of departments and external advisors to discuss areas of concern and seek a wide range of views on how to improve further. This active use of the monthly data report and the development of the equality summit demonstrated the prison's proactive and positive approach to equality.
- 2.26** The management of discrimination incident reporting forms (DIRFs) had also improved. There had been 33 DIRFs submitted during the previous six months; while this was higher than we see in similar prisons, quality assurance processes were robust and most prisoners had confidence in the system. All DIRF documents were quality assured by the Head of Function and the Deputy Governor quality assured DIRFs regarding staff. In addition, an independent external scrutiny panel that included representatives from minority groups and prisoner equality representatives, reviewed DIRFs quarterly. The scrutiny panel focused on several key strands, including resolution, explanation and appropriateness, tone and timeliness of response, and the handling of equality issues.
- 2.27** In our survey, prisoners with protected characteristics reported similarly to those without, suggesting that there was no obvious discrimination or inequality at Buckley Hall. There

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<sup>12</sup> The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

were identified consultation and support forums for all protected characteristic groups chaired by a designated senior manager (see paragraph 2.23), although not all forums had a high attendance.

- 2.28** An equality events calendar scheduled the celebration of a range of events, including Pride on the Inside, veterans support and Black History Month. Scheduled events were open to all prisoners and staff to encourage inclusion. The prison had also introduced a regular equality newsletter for staff and prisoners in various groups to share their experiences. The newsletter had contributed to open discussion across a diverse range of subjects.

## Good practice

- 2.29** *The prison took a robust and coordinated approach to ensure positive equality and diversity outcomes for prisoners. These included the active use of equality data to identify and take action on concerns, an equality summit of internal and external stakeholders, the use of an independent external scrutiny panel to quality assure discrimination complaints, and a regular equality newsletter to share experiences and encourage dialogue.*

## Protected characteristics

- 2.30** Prisoners with protected characteristics were identified during the reception process. The prison had also recognised that new arrivals might not always wish to provide sensitive information and had introduced equality and well-being clinics. The clinics were held around six weeks after arrival and enabled staff to identify any further concerns that prisoners might have, including further private discussion related to a protected characteristic. These innovative multidisciplinary clinics involving health care and the equality team were good practice. (See paragraphs 2.55 and 2.59.)
- 2.31** Approximately 23% of prisoners were from black and minority ethnic backgrounds. The consultation forum for this group was firmly embedded and worked well. Prisoners said that the prison took issues raised seriously and implemented actions where possible. This was reflected in records of black and minority ethnic forums and in the action tracker that ensured issues raised were addressed. The prison had run several celebration events, including Black History Month in 2018. A member of the equality team had established links with Farida Anderson MBE, the former lead of the charitable organisation Partners of Prisoners (POPS). This had enabled the prison to develop good community links with the black community, and volunteers had attended to support the prison with two days of speakers, plays and music with a black and minority ethnic focus.
- 2.32** The prison held 13 foreign national prisoners at the time of the inspection. There was a separate policy for the management of foreign national prisoners, and a quarterly forum offered support. There were regular visits from Home Office immigration officers. Although there was no dedicated independent advice in the prison, equality staff ensured that any prisoners with concerns were referred to relevant agencies. The prison offered professional interpreting services if required. Foreign national prisoners could also receive pastoral care from the chaplaincy. However, the library lacked sufficient stock to meet the need of non-English speakers.
- 2.33** Around 23% of prisoners had identified themselves as having a disability, and there were currently 34 personal emergency and evacuation plans to assist staff in supporting prisoners. These plans contained sufficient information and staff had a good knowledge of prisoners in their care. Despite this, support forums for disabled prisoners were less frequent than for other groups. Given the physical restrictions of the prison site, which included a steep hill,

regular consultation with disabled prisoners was needed. Some prisoners had been identified through the older prisoner forum and the equality team was trying to encourage their attendance at future disability consultation events. There was an effective joint weekly review by equality and health staff, which monitored prisoners with assisted care needs (see paragraph 2.67).

- 2.34** The prison held regular age forums for prisoners over 50 and for those aged below 29. While the forums provided a platform to raise legitimate concerns, minutes of meetings often showed that the issues discussed were generic. Despite this, provision for both groups was reasonable, with age-specific activities in several areas, including through the PE programme.
- 2.35** Support for gay and transgender prisoners was very good. Five prisoners had identified themselves as gay or bisexual, and those we spoke to said that they were treated well. At the time of inspection, many prisoners were helping to prepare artwork for a Pride event to coincide with Manchester Pride 2019. Survivors Manchester, working with the health care department (see paragraphs 2.75 and 2.79), had also established links with external LGBT community groups to develop support and education for all prisoners.

## Faith and religion

- 2.36** The chaplaincy's positive ethos was reflected in our survey, in which 81% of prisoners said their religious beliefs were respected and 93% said they could attend religious services when they wished to. The team provided appropriate pastoral care and religious services, and there was good support for numerically smaller faiths. Members of the chaplaincy were well integrated within the prison community and attended key functional meetings.
- 2.37** The multi-faith facilities were very good and met the need of all religious groups. The chaplaincy facilitated a range of classes and groups, including discussion groups that engaged prisoners of different faiths.

## Health, well-being and social care

### Expected outcomes:

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

- 2.38** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)<sup>13</sup> and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. A number of areas have been identified that require improvement with subsequent notices issued by the CQC which have been detailed within Appendix III of this report.

<sup>13</sup> CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

## Strategy, clinical governance and partnerships

- 2.39** The Care Quality Commission issued 'requirement to improve' notices following the inspection (see Appendix III).
- 2.40** Greater Manchester Mental Health NHS Foundation Trust was the main provider of health services. It subcontracted some services, including clinical and psychosocial substance misuse services, to Delphi Medical Ltd.
- 2.41** A comprehensive health and social care needs assessment produced in July 2018 informed service delivery. A range of strategic clinical governance meetings covered essential areas and commissioners held regular contract reviews. During the inspection, however, we identified some gaps in local clinical governance; a few areas were addressed immediately but others needed further attention.
- 2.42** The service risk register did not sufficiently reflect local concerns. Only six clinical incidents had been reported in the last six months and we found some issues that should have been reported but were not. This limited the opportunity to learn from adverse incidents and analyse any trends effectively.
- 2.43** A well-established patient engagement group, chaired by a community advisor (peer mentor), used wing representatives to seek prisoners' views about health services and implemented suggestions. The peer worker also worked in the health care centre to inform staff when patients arrived for their appointments and followed up those who did not attend. The role was organised by the prison but did not receive formal health care oversight or support.
- 2.44** In our survey, prisoners were more satisfied with the quality of health services than at similar prisons (59% against 44%). Excellent partnership working was evident with many joint initiatives across the prison, including an emphasis on promoting health and well-being. (See paragraphs 2.12 and 3.6.)
- 2.45** The health centre had been redecorated and now resembled a community health centre with a bright and inviting reception and waiting room. The centre was clean and well maintained, and there had been a recent infection prevention and control check. However, we found that sharps bins were not managed effectively, which the recent check had not identified.
- 2.46** The clinical rooms were not sufficient for the use required, but two wing treatment rooms were awaiting IT installation and would provide additional clinical space.
- 2.47** Emergency equipment was in place but the emergency bag in the segregation unit had been stored on the floor in the staff toilet and was very dusty. Some equipment checks had not been signed off, and the date on one emergency medicine had not been amended for storage at room temperature. Monthly management checks had not identified these concerns.
- 2.48** Primary care staff were available from 8am to 7pm every day. The small and well-established team received suitable training, but managerial and clinical supervision were insufficiently prioritised and recorded. We observed caring and professional interactions between staff and patients.
- 2.49** All health staff used one electronic clinical record for each patient but there was no service-wide review of entries. The records we reviewed were clear and demonstrated the patient's involvement in their care, and consent was recorded for treatment and information sharing.

- 2.50** There had been 12 health complaints in the last year through the trust's complaints system. The head of health care saw most complainants as part of this process. Response letters were courteous and prompt but did not include information on a formal route for prisoners to follow if they were not satisfied with the response.

## Recommendations

- 2.51** **Governance arrangements should ensure that all aspects of the health service are monitored and delivered in line with required guidance.**
- 2.52** **Prisoners who make a health care complaint should receive information about how to raise any concerns to external agencies if they are dissatisfied with the initial response.**

## Promoting health and well-being

- 2.53** The prison-wide approach to promoting health and well-being with a wealth of activity was impressive. An engagement and well-being calendar was followed to mark events such as mental health awareness week, where joint activities and events enabled open discussion on mental health.
- 2.54** The health and well-being coordinator and other health staff were involved in several excellent joint initiatives with the kitchen and gym staff to promote healthy living and weight management courses. The catering manager had reviewed the menus to include more healthy options and supported individual health needs. Gym staff also provided tailored sessions for prisoners with mental health issues.
- 2.55** The equality and well-being clinic was particularly noteworthy as good practice. All prisoners were invited to attend an appointment with the health and well-being coordinator and the equality officer between six and eight weeks after arrival to ensure the prison had recorded all relevant information. This had resulted in effective information sharing, referrals and resolution of some issues. (See also paragraph 2.30.)
- 2.56** Nurses worked effectively with local specialists to improve screening and treatment for blood-borne viruses and national screening programmes. A recent Saturday screening event had included testing 230 prisoners with appropriate follow up in place. Sexual health services and condoms were available.
- 2.57** Relevant health promotion literature was displayed in the health care waiting area and on the wings. Good smoking cessation support was available, including for those who wanted to stop vaping.

## Good practice

- 2.58** *The active approach taken by the whole prison to promoting health and well-being was impressive; it helped to improve the general well-being of prisoners and generated a positive atmosphere in the prison.*
- 2.59** *The equality and well-being clinic was a positive initiative demonstrating effective joint working to help identify prisoners with specific needs, enhance information sharing and promote the well-being of all prisoners.*

## Primary care and inpatient services

- 2.60** Health care assistants, trained and supervised by registered nurses, screened new arrivals in reception to identify immediate health needs. The room in reception used for screening was not clean enough; we found out-of-date hand gel and a flammable air-freshener spray. This was rectified during the inspection. Nurses carried out secondary health screening within the first few days of arrival, which identified relevant ongoing care needs.
- 2.61** Prisoners had prompt access to a full range of primary care, including podiatry and optometry. Five GP clinics were provided weekly by regular locum GPs, who followed current guidance on prescribing, including pain relief. There were effective joint pathways for pain management, including substance misuse staff, cognitive interventions from the mental health team and physiotherapy input.
- 2.62** In our survey, 43% of prisoners, against the comparator of 33%, said it was easy to see a GP and 66%, against 53%, to see a nurse. Patient attendance at health care appointments was generally good, and had improved with a recent change in the daily regime. Patients with long-term conditions were overseen by individual nurses and GPs. There were some good care plans in patient records, but clinical information and coding of long-term health conditions were not always recorded accurately and used to inform patient care. As a result, the health conditions for a few patients had not been promptly identified and reviewed.
- 2.63** Referrals to secondary care services were well managed. Fewer than 10% of external appointments were cancelled due to lack of officer escorts, and these were rescheduled promptly.
- 2.64** Health care staff contributed to the weekly prison safety meeting to ensure that prisoners with complex needs were identified and relevant information shared.
- 2.65** The few prisoners who were released from Buckley Hall were seen by health care staff before their departure. Those on medication received a seven-day supply, and arrangements to register them with community GP services were being established. The team was working to embed a palliative care pathway.

## Recommendation

- 2.66 All patients with long-term conditions should be promptly identified, assessed and receive reviews of their conditions.**

## Social care

- 2.67** There was a good system for flagging social care needs administered by an effective joint weekly review by equality and health staff, which monitored prisoners with assisted care needs. The team made referrals to the borough council, which led to a telephone triage by the council's advanced practitioner within 24 hours. Three prisoners had been referred in the last two years. Although none had met the threshold for social care, the prison had made prompt environmental adjustments as part of interim care plans. Full social care assessment followed triage, as required.
- 2.68** The prison did not yet have an agreement with Rochdale Borough Council to ensure delivery of social care to prisoners who met the threshold, although the issue was on the agenda of the local delivery board.

- 2.69** The steep hill on the main roadway in the prison meant that prisoners with significant mobility issues could not be accommodated at Buckley Hall (see also paragraphs 1.43 and 2.33).

## Mental health care

- 2.70** The mental health service offered a very good quality of support for prisoners with mild-to-moderate to more complex needs. The team comprised an experienced team manager who also held a caseload, two mental health nurses and a health and well-being coordinator. A psychiatrist attended for one session a week. The service was currently available from Monday to Friday from 7.45am to 4.15pm. Additional posts, including a nurse and a further health and well-being coordinator, had been funded to cover weekends and run some groups.
- 2.71** Guided self-help material was available, and mindfulness and relaxation techniques were encouraged. The team had produced 100 relaxation discs for loan, in liaison with the safer custody team, which was a positive initiative.
- 2.72** Individual sessions based on cognitive behavioural therapy and short-term solution-based approaches were used. There was an emphasis on creative activity, such as art and craft work. The team attended assessment, care in custody and teamwork (ACCT) case management reviews for prisoners at risk of suicide or self-harm and the weekly segregation unit meeting, and participated in multi-agency public protection arrangements (MAPPA) and parole board processes. The team worked collaboratively with safer custody and the offender management unit (OMU) to ensure that care was coordinated and goals shared.
- 2.73** There were around 20 referrals a month with an open referral system. The team caseload was 58 patients, of whom 14 were managed effectively under the care programme approach (CPA), a framework designed to assess and support individuals with a mental illness.
- 2.74** There were health checks of patients on mental health medication. All prisoners over 50 were offered an annual health and well-being review. This included an assessment of memory and mood, with any concerns highlighted and acted on.
- 2.75** Survivors Manchester, a registered charity, had provided trauma-based therapy to male survivors of sexual abuse, and this had been extended to offer counselling and evidence-based therapeutic support to prisoners who had experienced other forms of trauma. The service aimed to create and facilitate a safe space for male survivors of sexual abuse and trauma to work through personal issues, empowering them to make positive life choices and begin the healing process; it was an inspirational service. The caseload was around 50 and the service was provided three days a week.
- 2.76** There had been one patient transfer to a secure mental health unit in the past six months, which took a week longer than the transfer guideline of 14 days.
- 2.77** Most custody staff had received mental health awareness training in the last three years, including new officers who had completed it in their initial training.

## Good practice

- 2.78** *The annual health and well-being review for prisoners over 50 was a good opportunity to explore any health or mental health issues and act on them, promoting well-being.*

- 2.79** *The service provided by Survivors Manchester was an excellent resource, offering prisoners who had experienced sexual abuse or trauma a safe and therapeutic environment to make positive life changes.*

## Substance use treatment<sup>14</sup>

- 2.80** Delphi provided an integrated drug and alcohol recovery team (DAR) and clinical service. Services had been transformed since 2016. Staff were competent, well supervised and had good access to relevant training. DAR staff knew their patients well. Patients we spoke with appreciated the DAR, and their views influenced service developments.
- 2.81** DAR saw all new arrivals (up to 35 a month) during induction, and offered support and harm minimisation advice. Prescribing to meet clinical needs was available on the prisoner's first day, if necessary.
- 2.82** Around 119 patients were currently engaged in psychosocial therapy, with relaxation therapy and acupuncture proving popular. An extensive range of one-to-one and group sessions and programmes were available and could be assembled into individual packages of treatment. Joint work was available to prisoners with complex substance use and mental health needs. Patients who completed therapy could re-engage at any time to maintain their recovery.
- 2.83** The clinical service was nurse-led, supported by a GP and prescribing pharmacist. Prescribing and clinical management were consistent with national guidance and included joint 13-week reviews.
- 2.84** Nineteen patients had received opiate substitution therapy in June 2019, including methadone and buprenorphine, with one on reducing doses, which was appropriate. Opiate substitution therapy was administered on A wing, but the room was excessively hot at times during the inspection, despite the use of fans. We observed good supervision of patients queueing for their medication, which deterred bullying, and they received their medicines in private. Alcohol detoxification was available but rarely needed.
- 2.85** The drug and alcohol strategy included therapeutic approaches to care and demand reduction, but there was no prison action plan (see key concern and recommendation S34).
- 2.86** 'Recovery' landings on A wing housed 68 prisoners, of whom 48 were in recovery as we visited. The remaining prisoners were not in recovery, which had the potential to destabilise the environment. However, the mix of prisoners was carefully monitored.
- 2.87** Three prisoner recovery champions were employed on A wing and up to 18 voluntary recovery champions throughout the prison. All were suitably trained and supervised. The recovery champions we met were inspiring, and some were being trained to pursue a career in recovery work after release. They had recently started a support group on A wing, which was valued. Alcoholics Anonymous held weekly meetings to provide peer support, and there were plans to reintroduce Narcotics Anonymous.
- 2.88** DAR workers and clinicians made links with community drugs teams to begin throughcare for patients being released. Suitable arrangements were made to continue opiate substitution therapy if required and provide naloxone (a medicine to reverse the effects of opiates) to help minimise harm on release.

<sup>14</sup> In the previous report substance use treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

## Medicines optimisation and pharmacy services

- 2.89** A pharmacy technician had been in place for two days a week since May 2019 and was due to become full time, an improvement since the previous inspection. A pharmacist attended weekly and a pharmacy clinic for prisoners was available, although not well attended. The lead pharmacist also visited to provide professional support for the technician.
- 2.90** Medicines were supplied promptly by a local pharmacy. Controlled drugs were usually ordered weekly and supplied from another community pharmacy. There had been a reduction of stock items following a review; most medicines were supplied on a named-patient basis with patient information leaflets supplied.
- 2.91** Around 75% of prisoners prescribed medication had it in possession following appropriate risk assessment at reception, reviewed when there was a change of circumstance.
- 2.92** Not all cells had facilities for secure storage of medicines, which was a potential risk for diversion, but this was being addressed. Over-the-counter remedies to treat minor ailments were available, and paracetamol was on the prison shop list. A weekly list of paracetamol purchases was sent to the health care manager to ensure safe governance of this.
- 2.93** We saw unsupervised medication queues in the health centre, which increased the potential for diversion of medicines, and officers failed to challenge prisoners vaping in the waiting room. (See also paragraphs 1.14 and 2.2.)
- 2.94** Medicines were delivered and stored securely with stock checks, although arrangements to ensure safe temperature storage were not sufficiently effective. We noted high temperatures had been recorded on room and refrigerator monitoring sheets and not reported so that remedial action could be taken. This was addressed once we had informed managers.
- 2.95** There was a range of patient group directions (PGDs), which allowed nurses to administer specified medicines without a prescription, mainly for immunisations. However, there was no record of the signature required by nurses who used PGDs or the authorising manager. We identified this omission to the manager who said it would be rectified.
- 2.96** There were bimonthly medicine management meetings and a prescribing formulary, and drug alerts were managed well. There was good oversight of tradable medicines, and an active approach to the management of pain with appropriate prescribing based on clinical assessment. A full range of standard operating procedures and policies were accessible to staff electronically, but there was no documentation to show that they had been read by staff, which needed to be addressed.

## Recommendation

- 2.97** **There should be effective officer supervision of medication administration queues in the health care centre to reduce the risk of diversion and manage prisoner behaviour.**

## Dental services and oral health

- 2.98** A team of community dentists, nurses and therapists from Pennine Care NHS Foundation Trust provided four dental clinics, two therapist clinics and a triage service weekly. In our survey, 32% of prisoners said that access to the dentist was easy, against the comparator of 17%, and 58%, against 36%, said that the quality of dental service was good. Urgent appointments were prioritised on clinical need and were prompt, but waits for routine appointments were around nine weeks, which was too long. The team was working to reduce this.
- 2.99** Prisoners had access to the full range of NHS dental treatments, oral hygiene and routine check-ups. The quality of dental records was good, and included bar codes for all dental tools used during treatment.
- 2.100** The dental suite was modern and included a decontamination suite, although all equipment was sent off site for sterilisation. Infection prevention and control and emergency equipment arrangements were effective. There was no current certification for the dental chair and x-ray machine as required, which was being followed up during our visit. The trust had appropriate governance and monitoring arrangements for the service.



## Section 3. Purposeful activity

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

### Time out of cell

#### **Expected outcomes:**

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

- 3.1 In our survey, responses in relation to time out of cell were better than the comparators. Most prisoners had around 10.5 hours out of their cell on weekdays, including evening association four nights a week. The small number of prisoners on the basic regime received around three hours a day, which increased if they attended activities. The prison adhered to the published daily routine (the core day) consistently and there had been very few regime cancellations in the previous six months. Prisoner access to the open air had improved with one hour each day split over two sessions, which was often increased at weekends. In our roll checks we found around 10% of prisoners locked in their cell, mostly due to short-term workshop closures or because they were waiting allocation to activities (see paragraph 1.7 and recommendation 1.8).
- 3.2 There had been improvements to the library timetable and all prisoners could now access the provision as part of their workplace learning and for recreational reading. The education subcontractor had recently taken responsibility for the management of the library, and the recruitment of a full-time librarian was an improvement. However, the data collated to monitor library use remained crude and did not include analysis of active members to ensure that resources also targeted and encouraged non-users.
- 3.3 The library was informal and relaxed, and stock included easy reads, audio books and DVDs. However, there were very few items to promote equality despite the general prison-wide approach to equality and diversity (see paragraph 2.28). The library delivered the Shannon Trust 'Turning Pages' reading scheme, supported by seven peer mentors. Storytime Dads, facilitated by a local charity, was offered twice monthly to enable prisoners to record bedtime stories for their children.
- 3.4 Although the prison lacked an external sports pitch, the facilities for PE were good. The flooring of the sports hall had been replaced, and there were separate areas for cardiovascular exercise and weights equipment. The timetable reflected the needs of prisoners, and they had good access to the gym. Provision included early morning sessions promoting healthy lifestyles, accredited training during the day and recreational classes in the evening. Accredited training was delivered to a good standard and included lifestyle management, first aid at work and qualifications up to the level 3 certificate in fitness instructing.
- 3.5 The PE department was staffed by four full-time instructors supported by prisoner orderlies and PE prisoner mentors. The use of the mentors was impressive. PE staff had enabled them to co-deliver a range of low-risk PE classes to gain evidence towards their fitness awards. This fostered positive relationships and provided real-time learning for prisoners.

- 3.6** PE staff actively contributed to the rehabilitative culture and positive healthy lifestyle ethos at Buckley Hall. Parkrun<sup>15</sup> was fully embedded, involving over 40 prisoners plus volunteers from the prison each week. The prison had also used Parkrun effectively to improve the confidence of some prisoners not normally engaged in PE. Several other positive initiatives had also been effective in bringing prisoners, families and staff together, such as regular sports days and family visits with a sports theme.

## Recommendation

- 3.7** **The data collected to monitor library use should include details of active membership to identify and address any gaps in provision.**

## Good practice

- 3.8** *Prisoner peer mentors were used effectively to co-deliver PE and develop their learning.*

## Education, skills and work activities (Ofsted)<sup>16</sup>

### Expected outcomes:

**All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The education, skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.<sup>17</sup>**

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

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

## Management of education, skills and work

- 3.10** Prison leaders recognised the importance of education, training and prison work in the rehabilitation of prisoners. They had recently appointed a new management team who had swiftly implemented actions to rectify some of the identified weaknesses in the quality of

<sup>15</sup> A non-profit organisation that supports more than 700 communities across the country to coordinate free volunteer-led events for walkers and runners.

<sup>16</sup> This part of the inspection is conducted by Ofsted inspectors using Ofsted's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

<sup>17</sup> In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

provision. For example, they had worked hard to improve prisoners' low attendance at education, skills and work activities. However, many of the actions had yet to be fully implemented or were too recent to judge their effectiveness.

- 3.11** The quality of the education provision from the subcontractor had not been sustained since the previous inspection. The quality of teaching and learning and the outcomes for prisoners had deteriorated.
- 3.12** The assessment of the quality of the provision by leaders and managers, including the education subcontractor, was broadly accurate. The self-assessment report recognised most of the key strengths and weaknesses identified during the inspection. Leaders had put in place a detailed quality improvement plan to rectify the weaknesses, which they reviewed regularly.
- 3.13** Prisoner pay rates were not equitable between education, skills and some prison work activities. While leaders had attempted to rectify this inequality with pay bonuses for prisoners who achieved their qualifications, there were still gaps in a few prison work areas.
- 3.14** The benefits of the virtual campus – offering prisoners internet access to community education, training and employment opportunities – were not promoted sufficiently. Too many prisoners were unaware of this resource and it was not well used.
- 3.15** There was inadequate oversight of the progress that prisoners made in developing their knowledge, skills and understanding or their progression on completion of their qualifications. They did not use data effectively to inform management reporting.
- 3.16** Performance management processes were effective. Managers made good use of the findings from the more frequent observations of teaching, learning and assessment to plan and monitor teachers' and trainers' performance. Managers provided teachers and trainers with one-to-one coaching and support to help them improve. However, the quality of teaching and learning was not yet good enough.
- 3.17** A high strategic priority was placed on prisoners achieving English and mathematical skills for employment, although this was not always translated into practice (see paragraphs 3.23 and 3.38). Prisoners with low levels of English and mathematical skills were required to improve their knowledge and skills to level 1 before they could access prison work activities.
- 3.18** There were sufficient activity spaces in education, skills and work to meet the needs of most prisoners. However, the allocation of prisoners to spaces did not always take place promptly (see paragraph 1.7).
- 3.19** Prisoners received useful and detailed information about current education, skills and prison work activities available to them, and most could regularly access a new impartial careers information, advice and guidance service. Prisoners were guided skilfully on how to assess their needs and ambitions, and to explore training and possible future employment opportunities. It was too soon to judge the impact of their choices on their long-term career goals, destinations or achievement of qualifications.

## Recommendations

- 3.20** **The prisoner pay structure should not discourage prisoners from taking part in education and vocational training.**

**3.21 Teachers and trainers should promote the benefits and use of the virtual campus across all education, training and prison work activities.**

### Quality of provision

- 3.22** Teachers and trainers did not set precise enough targets for prisoners. Targets lacked challenge and related solely to the completion of units of qualifications. Consequently, prisoners did not know whether they were developing the knowledge, skills and understanding that they needed to achieve their qualifications or for their next steps. (See key concern and recommendation S37.)
- 3.23** In English and mathematics, teachers did not routinely plan learning activities to meet individual prisoners' needs and abilities. The majority of prisoners made slow progress in developing these skills.
- 3.24** Prisoners' additional learning needs were not identified routinely, and so teachers and trainers did not provide appropriate support strategies to help all prisoners make good progress. (See key concern and recommendation S37.)
- 3.25** In education, teachers did not provide sufficiently detailed or accurate feedback to help prisoners improve the standards of their work. Spelling, punctuation and grammatical errors were not always identified. As a result, prisoners repeated the same mistakes in their work. In a few instances, teachers and trainers made spelling and grammatical errors in their written feedback to prisoners.
- 3.26** Teachers engaged prisoners effectively in practical activities in education. For example, in creative art and textile design, prisoners enjoyed practising and developing their painting and embroidery skills.
- 3.27** Trainers managed learning effectively in vocational training workshops, which meant that prisoners maintained their interest in their learning. Trainers ensured that most prisoners were fully engaged in sessions. They planned suitable extension activities for the most-able prisoners. For example, in brickwork, prisoners worked on more complex structures to advance their skills.
- 3.28** Trainers made effective use of peer mentors in vocational training to support prisoners with practical tasks. However, in too many education lessons peer mentors were not deployed productively to help prisoners who needed support.
- 3.29** Resources in vocational and prison workshops were of a high quality and met industry standards. A range of work was available and all prisoners were actively engaged. However, the resources in education were not used effectively to engage and maintain prisoners' interests or meet their individual needs.
- 3.30** In vocational training, trainers' assessments of the skills prisoners developed were accurate, helpful and appropriately timed. For example, in hospitality and catering, trainers used awarding organisation criteria to give prisoners supportive and developmental feedback. However, in a minority of prisoners' written work in vocational training, grammatical and content errors had not been identified.

## Recommendation

- 3.31 Teachers and trainers should give prisoners detailed and accurate feedback to help them improve the standard and quality of their written work.**

## Personal development and behaviour

- 3.32** Prisoners and learning, skills and work staff demonstrated mutual respect. Prisoners' behaviour was exemplary across all education, skills and prison work environments.
- 3.33** Prisoner attendance across most activities had improved recently and was good. Managers, teachers and trainers monitored non-attendance closely, and were informed of the reasons for a prisoner's absence in advance of the session.
- 3.34** Prisoners took pride in the work they produced across most education, skills and prison work activities. For example, in creative art and textile lessons, prisoners were particularly proud that several of their projects were to be used in the Manchester Pride event. As a result, they developed their confidence and improved their self-esteem.
- 3.35** Prisoners working towards gym instructor qualifications supported and coached their peers successfully (see paragraphs 3.5 and 3.8) Prisoners who worked in the kitchens benefited from external advice on nutrition as part of the healthy eating 'food for thought' initiative.
- 3.36** Leaders took full account of prisoners' needs and views about education, skills and work. They had introduced prisoner forums that focused on specific topics relating directly to prisoners' experiences. For example, in one forum managers sought the views of a group of prisoners who had additional needs and asked them about the most appropriate ways to assess their needs and provide support. Managers had developed new policies on attendance and learning support that were respectful to prisoners and their individual circumstances.
- 3.37** Prisoners felt safe. They demonstrated good health and safety awareness and practices, including the correct use and importance of personal protective equipment.
- 3.38** Teachers and trainers did not promote the further development of English and mathematical skills sufficiently in vocational education, skills and prison workshops. Consequently, prisoners did not improve their knowledge and skills in these subjects. (See key concern and recommendation S37.)
- 3.39** Staff had created an inclusive, collaborative and harmonious environment across education, skills and prison work activities. However, trainers did not promote equality, diversity and democratic values sufficiently in vocational and prison workshops.

## Recommendation

- 3.40 Trainers should promote equality of opportunity, diversity and democratic values in vocational and prison workshops.**

## Outcomes and achievements

- 3.41** Achievement rates in education and vocational training had declined over the past three years with a significant decline between 2017/18 and 2018/19.

- 3.42** In 2017/18, a few prisoners with a learning difficulty or disability did not achieve as well as their peers.
- 3.43** Prisoners developed a high standard of practical skills in vocational training and prison work. Much of their work was of industry standard. Too many prisoners on education courses did not make the progress of which they were capable. (See key concern and recommendation S38.)
- 3.44** Too few prisoners progressed from one level of learning to the next in the same or related subjects. The majority of prisoners did not benefit from a structured programme of learning, including accredited learning, that would help them gain employment on release. (See key concern and recommendation S38.)
- 3.45** Leaders provided flexibility within education, skills and work activities to allow prisoners to combine learning with training and work that met their needs and interests.
- 3.46** In vocational training and the gym, prisoners benefited from a broad range of industry-recognised qualifications at levels 1 and 2. Overall, prisoners did not have sufficient opportunities to achieve qualifications in prison work activities. Accredited programmes for prison work activities were in the process of being allocating.
- 3.47** The majority of prisoners enjoyed their education, skills and prison work activities. However, activities in some education lessons were insufficiently engaging and challenging to maintain their interests or to help them make good progress. (See key concern and recommendation S38.)
- 3.48** Achievement rates for level 1 mathematics, identified at the previous inspection as a weakness, had improved steadily over the past three years.
- 3.49** A few prisoners successfully studied a diverse range of distance learning courses, from level 1 to masters degree level. A few had achieved degree qualifications and continued their learning through distance learning to improve their future employment opportunities.

## Recommendation

- 3.50** **Leaders, teachers and trainers should ensure that there are no gaps in the achievement of different groups of prisoners.**

## Section 4. Rehabilitation and release planning

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

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

#### Expected outcomes:

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

- 4.1 In our survey, prisoners were more positive about contact with family and friends than at similar prisons, and almost half, 46% against the comparator of 29%, said that staff at Buckley Hall had encouraged them to keep in touch with family and friends. The head of reducing reoffending had published a families strategy, which was clearly linked to the establishment's rehabilitative culture. A key aspect was the partnership work with Partners of Prisoners and Family Support Group (known as POPS). POPS staff provided a valued advice and support service for visitors, and actively assisted in regular family forums to improve opportunities for prisoners to maintain contact with the outside world.
- 4.2 The prison did not currently offer parenting courses. However, it did host weekly parental contact visits, which required the prisoner to prepare a plan for the visit to improve their relationship with their child. The prison worked with a local volunteer group to deliver Storytime Dads, which offered the opportunity for fathers to produce recordings of stories to give to their children (see also paragraph 3.2).
- 4.3 In our survey, 99% of respondents said they could use the telephone every day, and far fewer than the comparator said they had problems sending or receiving mail.
- 4.4 The prison had refurbished the visits hall since the previous inspection. It was now bright and welcoming, the seating arrangement allowed prisoners to sit alongside their visitors, and POPS staff supervised a children's play area. Visits were available every day and we were told they generally started and finished on time. In our survey, 31% of prisoners said they got visits once a week or more, which was much higher than the comparator of 17%. The prison had begun to analyse data on prisoners who had not received visits. The prison also offered regular family days, some of which were used to celebrate events, such as completion of programmes and courses. The visitors we spoke with were very positive about their visits experience.

## Reducing risk, rehabilitation and progression

### Expected outcomes:

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

- 4.5** In our survey, more prisoners than the comparator, 68% against 50%, said their experiences at Buckley Hall had made them less likely to offend in the future. The population was reasonably stable, with almost 60% of prisoners serving sentences of 10 years or more and more than a third of prisoners in residence for over a year.
- 4.6** The strategic management of reducing reoffending was reasonably good. An experienced team of managers coordinated reducing reoffending work, recently bolstered by the appointment of a full-time senior probation officer (SPO). Although the reducing reoffending strategy and supporting prisoner needs analysis had not been updated since our previous inspection, a regular well-attended meeting of senior managers focused on and took action to improve provision in all the resettlement pathways. Actions from the meeting responded to emerging issues but the lack of an up-to-date strategic plan risked missing opportunities to improve the provision further. The prison took account of prisoner feedback on resettlement through bimonthly offender management consultation forums.
- 4.7** In the previous six months, 27 prisoners had been transferred into Buckley Hall without an up-to-date offender assessment system (OASys) assessment of their needs and risk. The prison had focused effort on addressing this to ensure that almost every prisoner had such an assessment and associated sentence plan. A comprehensive database monitored the completion and review of OASys, and review of sentence plans. In our survey, 86% of prisoners said they had a custody plan, much higher than the comparator of 58%. In addition, 98% of these, against the comparator of 83%, said that they knew what they needed to do to meet the targets in their plan, and 72%, against 45%, said that staff were helping them to achieve this. The quality of sentence plans and associated risk management plans we reviewed was good, and the details were copied to the prison national offender management information system (P-Nomis), making the content readily accessible to staff across the prison.
- 4.8** The first phase of the offender management in custody (OMIC)<sup>18</sup> model had been implemented, and all prisoners had a key worker - a wing officer who helped prisoners to engage in their progress through their sentence and rehabilitation. There was frequent contact between key workers and prisoners, and we saw some excellent examples of joint working with the offender management unit (OMU) and discussion relevant to sentence plans.
- 4.9** The OMU had 10 prison offender managers (POMs), comprising five probation officers and five prison officers, who were co-located. The former received regular professional supervision from the SPO, while the latter were line-managed by the OMU hub manager. These arrangements meant that prison officer POMs did not currently benefit from the regular professional supervision provided to their probation colleagues, although they were all due to be supervised by the SPO from September 2019. All prisoners were allocated a POM within 48 hours of arrival, who completed an initial assessment of risk and need and

<sup>18</sup> Following a review of offender management in 2015, HMPPS began to introduce a new offender management model from 2017. The new model is being implemented in stages, starting with new prison officer key workers. The second phase, core offender management, and the introduction of prison offender managers (POM) is being introduced gradually, from 2019.

recorded this on P-Nomis to be considered at the weekly activities allocation sequencing board.

- 4.10** Over two-thirds of prisoners were assessed as posing a high risk of serious harm. Most were managed by probation staff, and we saw examples of meaningful contact between POMs and community offender managers. The prison officers were occasionally cross-deployed to other duties, although the team said this did not impinge on their time to manage their caseloads. In fact, the frequency of contact we saw recorded was better than we often find. The prison had an effective system to monitor the frequency of contact and sample the quality of case notes.
- 4.11** Over 30% of the population were indeterminate sentence prisoners (ISPs). Of these, 93 were sentenced to life, and 45 to imprisonment for public protection (IPP). All ISPs are managed by Probation Officers. In late 2018, the prison opened the Aspire (actively supporting progression in a rehabilitative environment) unit. This was one of four national progression regimes<sup>19</sup> designed to reintroduce ISPs to the responsibilities, tasks and routines associated with daily life in the community. The unit employed the enhanced behaviour monitoring (EBM) approach to enable prisoners to demonstrate progress (for example, managing the risk of harm to others), supported by increased access to key workers and POMs. Progression through EBM increased the level of trust and privileges available. However, many of these benefits were not yet in place at the time of the inspection, which was a frustration for many prisoners on the unit.
- 4.12** In the previous six months, there had been 15 parole hearings, following which five prisoners were released and four were granted open conditions. While we saw examples of support for prisoners to prepare for parole boards, the mock parole boards we commended at our previous inspection had not been held for many months.
- 4.13** There were very few prisoners serving less than four years and therefore eligible for home detention curfew (HDC). The small number of cases we reviewed were well managed.

## Recommendation

- 4.14** **The prison's reducing reoffending work should be informed by an up-to-date analysis of the needs of the population.**

## Public protection

- 4.15** Public protection arrangements were good. The prison maintained a comprehensive public protection database, based on data collected on new arrivals, that was available to all staff. The monthly inter-departmental risk management team (IRMT) meeting provided clear oversight of all aspects of public protection. Monitoring of telephone calls and mail of the 32 prisoners subject to this control measure was carried out promptly. Child protection arrangements were appropriate, with 14 prisoners subject to child contact restriction. Visits administrators worked in the OMU, which ensured effective information sharing, although we found that some photographs of children who prisoners were allowed to have contact with had not been updated for many years.

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<sup>19</sup> Available at: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/792141/progression-regime-pf.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/792141/progression-regime-pf.pdf)

- 4.16** In the cases we reviewed of prisoners due for release in the following three months we saw evidence of effective contact with the community offender manager, and multi-agency public protection arrangements (MAPPA) levels established in advance. However, the minutes of the IRMT meeting did not routinely confirm this. The SPO reviewed all MAPPA F information reports about prisoners' behaviour in custody, and the standard of the reports we reviewed was good.

## Good practice

- 4.17** *The prison maintained a comprehensive public protection database, based on data collected on new arrivals, and this information was readily available for staff across the prison.*

## Categorisation and transfers

- 4.18** Recategorisation processes were sound and, in the cases we checked, decisions were reasonable and prisoners were informed of them. There was a clear focus on supporting prisoners to progress to open conditions. In the previous six months there had been 204 applications for transfer to category D prisons, of which 48 had been approved. We saw examples of delays in the transfer of prisoners to open conditions once granted, sometimes for several weeks, while they waited for transport.

## Interventions

### Expected outcomes:

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

- 4.19** In our survey, 69% of respondents said they had completed offending behaviour programmes at the prison, much higher than the comparator of 48%. The prison delivered the Thinking Skills Programme (TSP) and Resolve (intervention for violent offenders) accredited programmes. A recent prison analysis indicated that the provision met the needs of the population. The target for prisoners to complete both TSP and Resolve for 2019/20 was 27. At the time of the inspection, 36 prisoners were waiting to complete TSP and 25 awaiting Resolve. Only two prisoners had been released in the previous two years without having completed a programme on their sentence plan. The prison held a weekly drop-in session for prisoners who had completed TSP or Resolve, facilitated by a peer mentor, to allow prisoners to consolidate their learning from the programmes.
- 4.20** Twenty prisoners were currently being assessed for their suitability for the Kaizen programme for high or very high risk adult men convicted of a sexual, intimate partner violence or general violent offences, but the prison did not offer this. Some prisoners transferred into Buckley Hall had this programme on their sentence plan and would have to transfer again to complete the programme, which was a frustration for them.
- 4.21** The prison offered several non-accredited programmes, including the Sycamore Tree restorative justice programme, which had been completed by 50 prisoners in the previous 12 months. The prison had also recently introduced Everyday Safe, a 10-week programme for prisoners who had struggled with anger, control or violence in their current or past relationships. We saw examples of tailored psychological interventions for prisoners not assessed as suitable for programmes. The prison also worked with Survivors Manchester to provide support for prisoners who had been victims of historic abuse (see paragraphs 2.74 and 2.78). The 'Aspire' unit was developing its role to provide a degree of independent living

combined with enhanced support and interventions for longer-term prisoners (see paragraph 4.11).

- 4.22** The prison had links with Achieve Northwest Connect, providing a weekly support session covering areas such as money management, CV building and tenancy matters. However, these sessions were aimed primarily for prisoners on the recovery unit and therefore limited to a few prisoners. The prison did not make effective use of release on temporary licence (ROTL) to support resettlement; only one ROTL application had been approved in the previous 12 months.

## Good practice

- 4.23** *A prisoner peer mentor facilitated a weekly drop-in meeting for prisoners who had completed programmes, which gave them the opportunity to consolidate their learning.*

## Release planning

### Expected outcomes:

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

- 4.24** The stable population meant that there were few releases - on average there had been seven releases a month over the previous six months, which included releases on parole. The prison did not have a resettlement function, and therefore no formal relationship with a community rehabilitation company (CRC) or through-the-gate resettlement support.
- 4.25** There was no systematic review of all prisoners' resettlement needs before they were released. However, parole processes and work by individual POMs offset this to some extent. The prison had an effective monitoring system to ensure that pre-release checks were carried out.
- 4.26** In the previous six months, 10 of the 39 prisoners released went to probation-approved premises under licence conditions, and most (34) were released to sustainable accommodation, although the prison did not measure how sustainable this was. The prison was seeking to develop arrangements with voluntary groups such as Shelter to improve release planning options.
- 4.27** Ten prisoners were due to be released in the following six months. In the cases we reviewed, the needs of these prisoners had been addressed appropriately. For example, a prisoner was due to leave without accommodation to go to but the offender manager found him a placement at a local faith hostel. There was little practical support for those leaving the prison, although we saw examples where rail warrants had been issued or lifts arranged.

## Recommendation

- 4.28** **There should be adequate provision to review and address the resettlement needs of prisoners due for release.**



## Section 5. Summary of recommendations and good practice

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

Key concerns and recommendations		Directed to:
S34	<p>Concern: Forty per cent of prisoners thought it was easy to get drugs in the prison. Although managers had identified drug supply as the prison's main threat, their response was not sufficiently robust. Only a minimal number of drug tests on prisoners were carried out following intelligence about drug misuse. The completion of random mandatory drug testing (MDT) was also very predictable, which made it easier for prisoners to avoid testing times. Additionally, the monitoring of visits via CCTV was too irregular.</p> <p><b>Recommendation: Managers should actively drive a robust drug strategy that is responsive to intelligence and proactive in reducing the supply of illicit drugs.</b></p>	The governor
S35	<p>Concern: Cells designed for single use were still used as doubles and too small to accommodate two prisoners.</p> <p><b>Recommendation: Cells designed to hold one prisoner should not be used to hold two.</b> (Repeated recommendation 2.8)</p>	The governor
S36	<p>Concern: Education and learning leaders had not sustained the quality of teaching, learning and assessment or outcomes for prisoners since the previous inspection. Too many quality improvement actions had yet to be fully implemented or were too recent to be able to measure the impact on improving the identified weaknesses in the self-assessment report. Leaders did not have adequate oversight of prisoners' progress in developing their knowledge, skills and understanding.</p> <p><b>Recommendation: The quality of the education, skills and work provision for prisoners should be rapidly raised to a higher level through the implementation and monitoring of quality improvement action plans and additional swift interventions to help prisoners achieve the outcomes of which they are capable.</b></p>	The governor

S37	<p>Concern: Teachers did not plan and implement learning activities in English and mathematics that were matched to prisoners' individual needs and abilities. Prisoners' additional learning needs were not routinely identified and assessed to gauge the effect on their learning and to provide the correct support. Learning targets were not precise and did not challenge prisoners to develop their subject-specific knowledge, skills and understanding.</p> <p><b>Recommendation: Teachers and trainers should ensure that all prisoners develop their English and mathematical skills across education, skills and work activities, that they are set challenging learning targets to meet their needs, and that prisoners with additional learning needs receive sufficient support to make good progress.</b></p>	The governor
S38	<p>Concern: Skills and qualifications achievement rates had declined over the past three years. Too many prisoners on education courses did not make the progress to match their capabilities. Prisoners did not have sufficient opportunities to achieve qualifications in prison work activities. Too few prisoners progressed in their level of learning.</p> <p><b>Recommendation: Tutors and instructors should ensure that prisoners make at least the education and learning progress expected of them, achieve useful skills and qualifications across all activities, including in English and mathematics, and have a structured programme of learning to help them move successfully into the next stage of their education, training or employment.</b></p>	The governor
<b>General recommendations</b>		Directed to:
1.8	Prisoners should be allocated promptly to a purposeful activity on completion of the induction programme to prevent prolonged periods locked up during their early days at the establishment.	The governor
1.16	The support and interventions provided to perpetrators and victims of violence should be accurately recorded to track progress and enable good communication between departments.	The governor
1.29	Prisoners in the segregation unit should be offered a full and purposeful regime to minimise the impact of segregation on their emotional and mental health.	The governor
1.30	Reintegration planning should be strengthened to facilitate prisoners' safe return to mainstream residential accommodation.	The governor
2.10	The prison should systematically monitor and analyse officer response times to cell call bells.	The governor
2.11	Toilets in all cells should be adequately screened to ensure prisoner privacy and dignity.	The governor
2.21	Monitoring of the applications system should be sufficiently robust to ensure that responses are prompt and helpful.	The governor
2.51	Governance arrangements should ensure that all aspects of the health service are monitored and delivered in line with required guidance.	The governor
2.52	Prisoners who make a health care complaint should receive information about how to raise any concerns to external agencies if they are dissatisfied with the initial response.	The governor

2.66	All patients with long-term conditions should be promptly identified, assessed and receive reviews of their conditions.	The governor
2.97	There should be effective officer supervision of medication administration queues in the health care centre to reduce the risk of diversion and manage prisoner behaviour.	The governor
3.7	The data collected to monitor library use should include details of active membership to identify and address any gaps in provision.	The governor
3.20	The prisoner pay structure should not discourage prisoners from taking part in education and vocational training.	The governor
3.21	Teachers and trainers should promote the benefits and use of the virtual campus across all education, training and prison work activities.	The governor
3.31	Teachers and trainers should give prisoners detailed and accurate feedback to help them improve the standard and quality of their written work.	The governor
3.40	Trainers should promote equality of opportunity, diversity and democratic values in vocational and prison workshops.	The governor
3.50	Leaders, teachers and trainers should ensure that there are no gaps in the achievement of different groups of prisoners.	The governor
4.14	The prison's reducing reoffending work should be informed by an up-to-date analysis of the needs of the population.	The governor
4.28	There should be adequate provision to review and address the resettlement needs of prisoners due for release.	The governor
<b>Examples of good practice</b>		
1.17	The prison's positive rehabilitation culture was embedded in the behaviour management system and provided the greatest incentive for prisoners to behave well.	
2.29	The prison took a robust and coordinated approach to ensure positive equality and diversity outcomes for prisoners. These included the active use of equality data to identify and take action on concerns, an equality summit of internal and external stakeholders, the use of an independent external scrutiny panel to quality assure discrimination complaints, and a regular equality newsletter to share experiences and encourage dialogue.	
2.58	The active approach taken by the whole prison to promoting health and well-being was impressive; it helped to improve the general well-being of prisoners and generated a positive atmosphere in the prison.	
2.59	The equality and well-being clinic was a positive initiative demonstrating effective joint working to help identify prisoners with specific needs, enhance information sharing and promote the well-being of all prisoners.	
2.78	The annual health and well-being review for prisoners over 50 was a good opportunity to explore any health or mental health issues and act on them, promoting well-being.	
2.79	The service provided by Survivors Manchester was an excellent resource, offering prisoners who had experienced sexual abuse or trauma a safe and therapeutic environment to make positive life changes.	
3.8	Prisoner peer mentors were used effectively to co-deliver PE and develop their learning.	
4.17	The prison maintained a comprehensive public protection database, based on data collected on new arrivals, and this information was readily available for staff across the prison.	
4.23	A prisoner peer mentor facilitated a weekly drop-in meeting for prisoners who had completed programmes, which gave them the opportunity to consolidate their learning.	



## Section 6. Appendices

### Appendix I: Inspection team

Martin Lomas	Deputy chief inspector
Deborah Butler	Team leader
Ian Dickens	Inspector
Alice Oddy	Inspector
David Owens	Inspector
Chris Rush	Inspector
Nadia Syed	Inspector
Rahul Jalil	Researcher
Amilcar Johnson	Researcher
Helen Ranns	Researcher
Patricia Taflan	Researcher
Holly Tuson	Researcher
Maureen Jamieson	Lead health and social care inspector
Paul Tarbuck	Health and social care inspector
Joanne MacDonald	Care Quality Commission inspector
Ken Fisher	Ofsted inspector
Darryl Jones	Ofsted inspector
Elaine Price	Ofsted inspector
Suzanne Wainwright	Ofsted inspector
Keith Humphreys	Offender management inspector



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

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

### Safety

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

*At the last inspection, in 2016, reception and induction procedures were generally good but undermined by some failings in the treatment of new arrivals. A significant majority of prisoners felt safe at Buckley Hall, and violence had not risen in the way it had at similar establishments. The incidence of self-harm had risen significantly since the last inspection and was high. The care for prisoners at risk of suicide or self-harm was mostly good. Security was managed well although too many prisoners still had access to illegal drugs. The number of adjudications remained high and there was minimal regime for segregated prisoners. The use of force had increased significantly and lacked sufficient scrutiny. Prisoners were very positive about substance misuse services. Outcomes for prisoners were reasonably good against this healthy prison test.*

### Main recommendation

The prison should take action to reduce the use of force and improve quality assurance arrangements, particularly in relation to the video records of planned interventions, which should be overseen by a designated senior manager. (S35)

**Achieved**

### Recommendations

Reception should be open over the lunch period to accept and process prisoners expeditiously. (1.5, repeated recommendation 1.5)

**Achieved**

Prisoners' property should arrive with them at the prison. (1.6)

**Achieved**

The induction wing should not accommodate prisoners who present a potential risk to new arrivals, who should be protected from abuse and exploitation, and first night accommodation should be adequately prepared. (1.14)

**Achieved**

Prisoners on the induction wing should be allowed all the property to which they are entitled. (1.15)

**Achieved**

The prison's documentation for perpetrators and victims of bullying and violence should set specific, measurable and achievable targets that are regularly reviewed. (1.20)

**Not achieved**

The prison should fully investigate all incidents of serious self-harm to identify learning points and reduce the likelihood of further harm. (1.27)

**Achieved**

Prisoners subject to assessment, care in custody and teamwork (ACCT) case management should not be located in the segregation unit unless for exceptional reasons and with authorisation of a governor, which outlines how the needs described in their assessment and care plan will be met. (1.28)

**Achieved**

The prison should investigate and address the reasons for the low use of Listeners and prisoners' reports that access is poor. (1.29)

**Achieved**

Senior representatives of relevant departments and service providers should regularly attend the drug strategy committee to improve communication and the coordination of services and supply reduction. (1.38, repeated recommendation 1.84)

**Achieved**

The local incentives and earned privileges (IEP) policy should be available for prisoners to view and publicised in residential units. The prison should explore and address the negative perceptions about its effectiveness. (1.42)

**Achieved**

Targets set for prisoners on the basic level of the IEP scheme should be specific, measurable, achievable and clearly documented for the individual to follow. (1.43)

**Achieved**

The regime for segregated prisoners should include access to in-reach education and offending behaviour programmes, and the use of the activity area in the unit for those suitably risk assessed. (1.55)

**Not achieved**

Targets for prisoners on good order reviews should be more meaningful and documented for the prisoner to see. (1.56)

**Partially achieved**

The prison and drug and alcohol recovery service should reduce the number of 'lodgers' on the drug recovery unit, whose presence has a negative effect on the therapeutic environment. (1.60)

**Not achieved**

## Respect

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

*At the last inspection, in 2016, outside communal areas were clean and well maintained. Residential areas were more neglected. Most cells were reasonable but the toilets remained completely unscreened. Relationships between staff and prisoners were mostly good, as were personal officer casework entries. However, there was a core of disrespectful staff whose behaviour had a disproportionately negative impact on prisoners' perceptions of their treatment. The use of peer mentoring was excellent. Equality and diversity work lacked strategic direction, and our survey revealed worse perceptions in most protected characteristic groups. The chaplaincy provided good faith and pastoral support. There was a lack of confidence in the complaints system, which was weak. Health care provision was generally good but there were potentially unsafe practices in the prescribing and administration of methadone. The food was good. Outcomes for prisoners were not sufficiently good against this healthy prison test.*

### Main recommendations

Managers should ensure that all staff behave in a professional and decent manner, and robustly challenge those who fail to do so. (S36)

#### **Achieved**

Provision and outcomes for prisoners with protected characteristics should be improved, and be informed by regular consultation with minority groups. (S37)

#### **Achieved**

The substance misuse service provider (Lifeline) should demonstrate that its personnel are aware of their obligation to operate the 'duty of candour' in all instances, and should agree its clinical governance practices with the local delivery board. (S38)

#### **No longer relevant**

Prisoners should have regular access to an on-site pharmacist, who should provide pharmacy-led clinics, patient counselling and medicine use reviews, contribute to in-possession medication risk assessments, and ensure professional standards of stock management, auditing and dispensing. (S39)

#### **Partially achieved**

### Recommendations

Cells designed to hold one prisoner should not be used to hold two. (2.8, repeated recommendation 2.12)

**Not achieved** (recommendation repeated, S35)

Toilets in all cells should be adequately screened. (2.9, repeated recommendation 2.13)

**Partially achieved**

All residential units, including cells and communal areas, should be clean and properly maintained, and repairs to cells and equipment should be carried out quickly. (2.10)

**Achieved**

Discrimination incident report forms should be investigated thoroughly, and the quality of responses checked by prison managers and an independent external organisation. (2.19)

**Achieved**

Complaints processes should be implemented consistently, and managers should ensure that each complainant receives a response that is courteous and addresses the issues raised, and that complaints against staff are fully investigated. (2.32)

**Achieved**

Prisoners should have access to legal textbooks. (2.34)

**Achieved**

All health care professionals should be up to date with mandatory training and in receipt of documented clinical supervision. (2.48)

**Not achieved**

The health centre environment should be modernised to resemble a community primary health care centre, and promote patient well-being. (2.49)

**Achieved**

Lockable cupboards should be provided in all cells for patients prescribed in-possession medication. (2.60)

**Not achieved**

Supervision of medicine administration should be improved to restrict patient access to a single individual and reduce the potential for illicit exchange of medicines between prisoners. (2.61, repeated recommendation 2.83)

**Achieved**

Breakfast should be served on the day it is eaten and should be of adequate quantity. (2.75)

**Partially achieved**

The prison should explore the opportunities for self-cook facilities for prisoners, and should install microwaves on the wings. (2.76)

**Partially achieved**

Prisoners should not have to pay an administration charge for catalogue orders. (2.79, repeated recommendation 2.103)

**Not achieved**

## Purposeful activity

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

*At the last inspection, in 2016, time out of cell remained a real strength, facilitating prisoner work and domestic activities, and was much better than at similar prisons. The leadership and management of learning and skills were good and the prison had adapted the curriculum to meet the needs of longer term prisoners. A range of quality vocational training, education and work was available to all prisoners. Peer mentors were used well to support learning. Teaching and learning were good, and the positive and respectful learning environment encouraged good behaviour and achievements. However, the quality of individual learning plans was not consistently good and outcomes on a few courses, particularly mathematics, needed to improve. The library was good but prisoner access was very poor. PE was mostly good although there were currently limited opportunities for team sports. Outcomes for prisoners were good against this healthy prison test.*

### Recommendations

All prisoners should have one hour's exercise per day. (3.3, repeated recommendation 3.5)

**Achieved**

The work skills developed by prisoners in prison work should be recognised and recorded. (3.10)

**Not achieved**

The planning of learning in mathematics should ensure that all learners make good progress. (3.22)

**Not achieved**

Targets set for learners should ensure they have a clear understanding of what they need to do to progress. (3.23)

**Not achieved**

Learners' understanding of the practical applications of mathematics should be improved. (3.28)

**Not achieved**

All prisoners in workshops should be encouraged to follow agreed work practices and actively engage with the work in order to develop an appropriate work ethic. (3.29)

**Achieved**

The prison should improve success rates on underperforming courses, particularly mathematics at level 1. (3.32)

**Partially achieved**

The library should be open for longer hours to ensure that all prisoners have access. (3.36)

**Achieved**

The sports hall floor should be repaired and team games for prisoners reintroduced. (3.42)

**Achieved**

There should be a needs analysis to ensure that PE programmes fully meet the needs of all prisoners. (3.43)

**Achieved**

## Resettlement

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

*At the last inspection, in 2016, the strategy to manage resettlement was appropriate, and links between the offender management unit (OMU) and other departments were good. Prisoners were very positive about the support from offender supervisors, and a committed team of staff provided a generally good service to prisoners. All prisoners were allocated an offender supervisor and contact was regular in most cases. Many prisoners continued to arrive without an OASys (offender assessment system) assessment. Assessments of reoffending and risk of harm were mostly good but the quality of sentence plans and risk management plans was too variable. Public protection and categorisation processes were sound. Indeterminate sentence prisoners were well managed. Few prisoners were released directly from Buckley Hall but there were appropriate arrangements for those who were. Children and families work was particularly good, and the weekly parental contact visits were an excellent initiative. Outcomes for prisoners were reasonably good against this healthy prison test.*

### Recommendations

Prisoners should not be transferred to Buckley Hall without an up-to-date OASys assessment. (4.9)  
**Not achieved**

All prisoners should be given a basic custody screen on their arrival into custody. (4.28)  
**No longer relevant**

There should be formal supervision for all offender supervisors to improve their practice. (4.10)  
**Not achieved**

Offender supervisors should review prisoners' sentence plans and risk management plans inherited from other prisons to ensure they are of sufficient quality and relevant to the available opportunities at Buckley Hall. (4.18)

**Achieved**

Offender supervisor entries on P-NOMIS prisoner case records should be quality assured for frequency and content, and the findings fed into formal supervision. (4.19)

**Achieved**

There should be greater use of release on temporary licence to improve the development of prisoner work skills. (4.31)

**Not achieved**

Prisoners should not have to wear coloured sashes during visits. (4.38, repeated recommendation 4.43)

**Achieved**

## Appendix III: Care Quality Commission Requirement Notice



### Requirement Notice

**Provider:** Greater Manchester Mental Health NHS Foundation Trust

**Location:** HMP Manchester

**Location ID:** RXVX4

**Regulated activities:** Treatment of disease, disorder or injury; diagnostic and screening procedures.

#### Action we have told the provider to take

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

#### Regulation 17(1) Good Governance

Systems and processes must be established and operated effectively to ensure compliance with the requirements of the fundamental standards as set out in the Health and Social Care Act 2009 (Regulated Activities) Regulations 2014

#### How the regulation was not being met:

The registered person had systems or processes in place that operated ineffectively in that they failed to enable the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk. In particular in relation to: infection control, medicines management, equipment and risk management.

Systems to identify and address the risks associated with infection prevention and control were not effective.

Infection prevention and control audits had not identified risks arising from local processes.

Three sharps disposal containers and one medicine disposal container were not signed or dated. Two sharps disposal containers had been in use for over three months.

The reception healthcare screening room was dirty and dusty.

There were out of date hand gels in an unlocked drawer in the reception healthcare screening room, which had no hand washing facilities.

Systems to identify and address the risks associated with medicines storage and use were not effective

Records showed that the temperature of one medicine fridge had been out of range

for four consecutive days in July 2019 but not reported and no remedial action was taken.

Records showed that the pharmacy room temperature where medicines were stored had been out of range for two days in July 2019 but was not reported and no remedial action was taken.

The expiry date for glucagon had not been amended for storage at room temperature.

Patient group directions had not been signed by staff and authorised by managers in line with legal requirements.

Systems to identify and address the risks associated with healthcare equipment use were not effective

Monthly management checks had not identified occasions when daily equipment checks had not been carried out by staff.

There were missing signatures on six occasions for the medicinal gas checks during May and June 2019.

There were missing signatures on six occasions for the suction and automated electronic defibrillator checks between March and July 2019.

Systems to identify, manage and learn from risks were not effective.

Not all incidents we identified had been reported through the incident reporting system. This meant that opportunities for shared learning and service improvement were missed.

The risk register did not reflect management concerns about the service at HMP Buckley Hall and was predominantly focused on the service at HMP Manchester.

<b>Regulation 18 (2) Staffing</b>	Requirements in relation to staffing
<p>The service provider had failed to ensure that persons employed in the provision of a regulated activity received such appropriate supervision as was necessary to enable them to carry out the duties they were employed to perform:</p>	
<p>Management and clinical supervision were not taking place regularly in line with the trust policy.</p>	

## Appendix IV: Photographs



A unit landing



Aspire unit allotments



C unit exercise yard



Reception waiting room



Single cell used as a double



## Appendix V: Prison population profile

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

Status	21 and over	%
Sentenced	299	66.3
Recall	29	6.4
Indeterminate sentence	123	27.3
<b>Total</b>	<b>451</b>	<b>100</b>

Sentence	21 and over	%
6 months to less than 12 months	1	0.2
2 years to less than 4 years	6	1.3
4 years to less than 10 years	174	38.6
10 years and over (not life)	126	27.9
Life – Non ISPP	99	31.9
Life - ISPP	45	10
<b>Total</b>	<b>451</b>	<b>100</b>

Age	Number of prisoners	%
21 years to 29 years	93	20.6
30 years to 39 years	196	43.5
40 years to 49 years	95	21.1
50 years to 59 years	49	10.9
60 years to 69 years	17	3.8
70 plus years	1	0.2
<b>Total</b>	<b>451</b>	<b>100</b>

Security category	21 and over	%
Category C	433	96
Category D	18	4.0
<b>Total</b>	<b>451</b>	<b>100</b>

Nationality	21 and over	%
British	438	97.1
Foreign nationals	13	2.9
<b>Total</b>	<b>451</b>	<b>100</b>

<b>Ethnicity</b>	<b>21 and over</b>	<b>%</b>
White	<b>348</b>	
British	336	74.5
Irish	2	0.4
Gypsy/Romany/Traveller	5	1.1
Other white	5	1.1
Mixed	<b>18</b>	
White and Black Caribbean	12	2.7
White and Black African	1	0.2
White and Asian	4	0.9
Other mixed	1	0.2
Asian or Asian British	<b>56</b>	
Indian	5	1.1
Pakistani	38	8.4
Bangladeshi	2	0.4
Other Asian	11	2.4
Black or black British	<b>28</b>	
Caribbean	13	2.9
African	6	1.3
Other black	9	2.0
Not stated	1	0.2
<b>Total</b>		<b>100</b>

<b>Religion</b>	<b>21 and over</b>	<b>%</b>
Church of England	74	16.4
Roman Catholic	126	27.9
Other Christian denominations	35	7.8
Muslim	72	16.0
Sikh	2	0.4
Hindu	1	0.2
Buddhist	15	3.3
Jewish	8	1.8
Other	8	1.8
No religion	110	24.5
<b>Total</b>	<b>451</b>	<b>100</b>

### Sentenced prisoners only

<b>Length of stay</b>	<b>21 and over</b>	
	<b>Number</b>	<b>%</b>
Less than 1 month	24	5.3
1 month to 3 months	72	16.0
3 months to 6 months	84	18.6
6 months to 1 year	111	24.6
1 year to 2 years	82	18.2
2 years to 4 years	57	12.6
4 years or more	21	4.7
<b>Total</b>	<b>451</b>	<b>100</b>

# Appendix VI: Prisoner survey methodology and results

## Prisoner survey methodology

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

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.<sup>20</sup>

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

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

### Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.<sup>21</sup> In smaller establishments we may offer a questionnaire to the entire population.

### Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.<sup>22</sup> Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

### Survey response

At the time of the survey on 15 July 2019 the prisoner population at HMP Buckley Hall was 448. Using the sampling method described above, questionnaires were distributed to 180 prisoners. We received a total of 149 completed questionnaires, a response rate of 83%. Twenty-two prisoners declined to participate in the survey and nine questionnaires were either not returned at all, or returned blank.

<sup>20</sup> Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

<sup>21</sup> 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

<sup>22</sup> For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectorates.gov.uk/hmiprison/about-our-inspections/>

## Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Buckley Hall. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.<sup>23</sup> Missing responses have been excluded from all analyses.

### Full survey results

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

### Responses from HMP Buckley Hall 2019 compared with those from other HMIP surveys<sup>24</sup>

- Survey responses from HMP Buckley Hall in 2019 compared with survey responses from other category C prisons inspected since September 2017.
- Survey responses from HMP Buckley Hall in 2019 compared with survey responses from HMP Buckley Hall in 2016.

### Comparisons between different residential locations within HMP Buckley Hall 2019

- Responses of prisoners on the enhanced wing (D wing) compared with those from the rest of the establishment.
- Responses of prisoners on the progression unit (C3 and C4 wing) compared with those from the rest of the establishment.
- Responses of prisoners on the drug and alcohol recovery service unit (A1 and A2 wing) compared with those from the rest of the establishment.

### Comparisons between sub-populations of prisoners within HMP Buckley Hall 2019<sup>25</sup>

- Responses of prisoners from black or minority ethnic groups compared with those of white prisoners.
- Responses of Muslim prisoners compared with those of non-Muslim prisoners.
- Responses of prisoners who reported that they had a disability compared to those who did not.
- Responses of prisoners who reported that they had mental health problems compared with those who did not.
- Responses of prisoners aged 50 and over compared with those under 50.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.<sup>26</sup>

In the comparator analyses, statistically significant differences are indicated by shading.<sup>27</sup> Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

<sup>23</sup> Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

<sup>24</sup> These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

<sup>25</sup> These analyses are carried out on summary data from selected survey questions only.

<sup>26</sup> A minimum of 10 responses which must also represent at least 10% of the total response.

<sup>27</sup> A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing,  $p < 0.01$  is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

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

## Survey summary

### Background information

<b>I.1</b>	<b>What wing or house block are you currently living on?</b>	
	A wing 1 & 2	22 (15%)
	A wing 3 & 4	20 (13%)
	B wing	46 (31%)
	C wing 1 & 2	19 (13%)
	C wing 3 & 4	20 (13%)
	D wing	20 (13%)
	Segregation unit	2 (1%)
<b>I.2</b>	<b>How old are you?</b>	
	Under 21	0 (0%)
	21 - 25	5 (3%)
	26 - 29	25 (17%)
	30 - 39	70 (48%)
	40 - 49	25 (17%)
	50 - 59	19 (13%)
	60 - 69	3 (2%)
	70 or over	0 (0%)
<b>I.3</b>	<b>What is your ethnic group?</b>	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	103 (71%)
	White - Irish	2 (1%)
	White - Gypsy or Irish Traveller	4 (3%)
	White - any other White background	5 (3%)
	Mixed - White and Black Caribbean	5 (3%)
	Mixed - White and Black African	0 (0%)
	Mixed - White and Asian	1 (1%)
	Mixed - any other Mixed ethnic background	0 (0%)
	Asian/ Asian British - Indian	1 (1%)
	Asian/ Asian British - Pakistani	17 (12%)
	Asian/ Asian British - Bangladeshi	1 (1%)
	Asian/ Asian British - Chinese	0 (0%)
	Asian - any other Asian Background	1 (1%)
	Black/ Black British - Caribbean	4 (3%)
	Black/ Black British - African	0 (0%)
	Black - any other Black/ African/ Caribbean background	0 (0%)
	Arab	0 (0%)
	Any other ethnic group	1 (1%)
<b>I.4</b>	<b>How long have you been in this prison?</b>	
	Less than 6 months	37 (26%)
	6 months or more	106 (74%)
<b>I.5</b>	<b>Are you currently serving a sentence?</b>	
	Yes	131 (92%)
	Yes - on recall	12 (8%)
	No - on remand or awaiting sentence	0 (0%)
	No - immigration detainee	0 (0%)

<b>1.6</b>	<b>How long is your sentence?</b>	
	Less than 6 months	0 (0%)
	6 months to less than 1 year	0 (0%)
	1 year to less than 4 years	4 (3%)
	4 years to less than 10 years	55 (38%)
	10 years or more	37 (26%)
	IPP (indeterminate sentence for public protection)	20 (14%)
	Life	29 (20%)
	Not currently serving a sentence	0 (0%)

## Arrival and reception

<b>2.1</b>	<b>Were you given up-to-date information about this prison before you came here?</b>	
	Yes	38 (26%)
	No	98 (67%)
	Don't remember	11 (7%)
<b>2.2</b>	<b>When you arrived at this prison, how long did you spend in reception?</b>	
	Less than 2 hours	63 (43%)
	2 hours or more	75 (51%)
	Don't remember	9 (6%)
<b>2.3</b>	<b>When you were searched in reception, was this done in a respectful way?</b>	
	Yes	134 (92%)
	No	9 (6%)
	Don't remember	3 (2%)
<b>2.4</b>	<b>Overall, how were you treated in reception?</b>	
	Very well	74 (51%)
	Quite well	60 (41%)
	Quite badly	5 (3%)
	Very badly	4 (3%)
	Don't remember	3 (2%)
<b>2.5</b>	<b>When you first arrived here, did you have any of the following problems?</b>	
	Problems getting phone numbers	19 (14%)
	Contacting family	12 (9%)
	Arranging care for children or other dependants	1 (1%)
	Contacting employers	2 (1%)
	Money worries	13 (10%)
	Housing worries	4 (3%)
	Feeling depressed	27 (20%)
	Feeling suicidal	9 (7%)
	Other mental health problems	24 (18%)
	Physical health problems	17 (13%)
	Drug or alcohol problems (e.g. withdrawal)	11 (8%)
	Problems getting medication	19 (14%)
	Needing protection from other prisoners	2 (1%)
	Lost or delayed property	27 (20%)
	Other problems	17 (13%)
	Did not have any problems	57 (42%)

<b>2.6</b>	<b>Did staff help you to deal with these problems when you first arrived?</b>	
	Yes	36 (26%)
	No	44 (32%)
	Did not have any problems when I first arrived	57 (42%)

### First night and induction

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

Tobacco or nicotine replacement	96 (68%)
Toiletries / other basic items	63 (45%)
A shower	84 (60%)
A free phone call	92 (65%)
Something to eat	112 (79%)
The chance to see someone from health care	100 (71%)
The chance to talk to a Listener or Samaritans	48 (34%)
Support from another prisoner (e.g. Insider or buddy)	41 (29%)
Wasn't offered any of these things	7 (5%)

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

Very clean	10 (7%)
Quite clean	78 (53%)
Quite dirty	31 (21%)
Very dirty	23 (16%)
Don't remember	5 (3%)

#### 3.3 Did you feel safe on your first night here?

Yes	132 (90%)
No	8 (5%)
Don't remember	6 (4%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	65 (46%)	62 (44%)	13 (9%)
Free PIN phone credit?	79 (57%)	47 (34%)	13 (9%)
Numbers put on your PIN phone?	80 (59%)	43 (32%)	13 (10%)

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

Yes	110 (76%)
No	32 (22%)
Have not had an induction	3 (2%)

### On the wing

#### 4.1 Are you in a cell on your own?

Yes	117 (80%)
No, I'm in a shared cell or dormitory	29 (20%)

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

Yes	71 (49%)
No	48 (33%)
Don't know	27 (18%)
Don't have a cell call bell	0 (0%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	127 (88%)	17 (12%)	1 (1%)
Can you shower every day?	135 (93%)	10 (7%)	0 (0%)
Do you have clean sheets every week?	107 (76%)	28 (20%)	5 (4%)
Do you get cell cleaning materials every week?	106 (73%)	38 (26%)	1 (1%)
Is it normally quiet enough for you to relax or sleep at night?	101 (71%)	42 (29%)	0 (0%)
Can you get your stored property if you need it?	62 (43%)	43 (30%)	38 (27%)

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

Very clean	23 (16%)
Quite clean	86 (60%)
Quite dirty	28 (19%)
Very dirty	7 (5%)

**Food and canteen**

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

Very good	26 (18%)
Quite good	87 (60%)
Quite bad	22 (15%)
Very bad	10 (7%)

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

Always	27 (18%)
Most of the time	63 (43%)
Some of the time	40 (27%)
Never	17 (12%)

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

Yes	94 (66%)
No	48 (34%)
Don't know	1 (1%)

**Relationships with staff**

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

Yes	126 (88%)
No	18 (13%)

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

Yes	122 (84%)
No	23 (16%)

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

Yes	79 (54%)
No	68 (46%)

<b>6.4</b>	<b>How helpful is your personal or named officer?</b>	
	Very helpful	66 (45%)
	Quite helpful	46 (31%)
	Not very helpful	12 (8%)
	Not at all helpful	14 (10%)
	Don't know	5 (3%)
	Don't have a personal / named officer	4 (3%)
<b>6.5</b>	<b>How often do you see prison governors, directors or senior managers talking to prisoners?</b>	
	Regularly	25 (17%)
	Sometimes	57 (39%)
	Hardly ever	58 (39%)
	Don't know	7 (5%)
<b>6.6</b>	<b>Do you feel that you are treated as an individual in this prison?</b>	
	Yes	92 (64%)
	No	52 (36%)
<b>6.7</b>	<b>Are prisoners here consulted about things like food, canteen, health care or wing issues?</b>	
	Yes, and things sometimes change	58 (40%)
	Yes, but things don't change	36 (25%)
	No	29 (20%)
	Don't know	21 (15%)

## Faith

<b>7.1</b>	<b>What is your religion?</b>	
	No religion	49 (34%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	59 (41%)
	Buddhist	5 (3%)
	Hindu	0 (0%)
	Jewish	2 (1%)
	Muslim	23 (16%)
	Sikh	0 (0%)
	Other	5 (3%)
<b>7.2</b>	<b>Are your religious beliefs respected here?</b>	
	Yes	78 (54%)
	No	9 (6%)
	Don't know	9 (6%)
	Not applicable (no religion)	49 (34%)
<b>7.3</b>	<b>Are you able to speak to a chaplain of your faith in private, if you want to?</b>	
	Yes	76 (52%)
	No	7 (5%)
	Don't know	13 (9%)
	Not applicable (no religion)	49 (34%)
<b>7.4</b>	<b>Are you able to attend religious services, if you want to?</b>	
	Yes	89 (61%)
	No	4 (3%)
	Don't know	3 (2%)
	Not applicable (no religion)	49 (34%)

**Contact with family and friends**

<b>8.1</b>	<b>Have staff here encouraged you to keep in touch with your family / friends?</b>	
	Yes	66 (46%)
	No	78 (54%)
<b>8.2</b>	<b>Have you had any problems with sending or receiving mail (letters or parcels)?</b>	
	Yes	55 (38%)
	No	90 (62%)
<b>8.3</b>	<b>Are you able to use a phone every day (if you have credit)?</b>	
	Yes	144 (99%)
	No	2 (1%)
<b>8.4</b>	<b>How easy or difficult is it for your family and friends to get here?</b>	
	Very easy	26 (18%)
	Quite easy	66 (46%)
	Quite difficult	28 (19%)
	Very difficult	18 (12%)
	Don't know	7 (5%)
<b>8.5</b>	<b>How often do you have visits from family or friends?</b>	
	More than once a week	2 (1%)
	About once a week	42 (29%)
	Less than once a week	75 (52%)
	Not applicable (don't get visits)	24 (17%)
<b>8.6</b>	<b>Do visits usually start and finish on time?</b>	
	Yes	86 (73%)
	No	32 (27%)
<b>8.7</b>	<b>Are your visitors usually treated respectfully by staff?</b>	
	Yes	105 (91%)
	No	11 (9%)

**Time out of cell**

<b>9.1</b>	<b>Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?</b>	
	Yes, and these times are usually kept to	102 (70%)
	Yes, but these times are not usually kept to	34 (23%)
	No	9 (6%)
<b>9.2</b>	<b>How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?</b>	
	Less than 2 hours	7 (5%)
	2 to 6 hours	40 (27%)
	6 to 10 hours	67 (46%)
	10 hours or more	22 (15%)
	Don't know	10 (7%)

<b>9.3</b>	<b>How long do you usually spend out of your cell on a typical Saturday or Sunday?</b>	
	Less than 2 hours	5 (3%)
	2 to 6 hours	62 (43%)
	6 to 10 hours	63 (44%)
	10 hours or more	3 (2%)
	Don't know	10 (7%)
<b>9.4</b>	<b>How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?</b>	
	None	1 (1%)
	1 or 2	10 (7%)
	3 to 5	16 (11%)
	More than 5	116 (79%)
	Don't know	4 (3%)
<b>9.5</b>	<b>How many days in a typical week do you get association, if you want it?</b>	
	None	2 (1%)
	1 or 2	4 (3%)
	3 to 5	4 (3%)
	More than 5	135 (92%)
	Don't know	2 (1%)
<b>9.6</b>	<b>How many days in a typical week could you go outside for exercise, if you wanted to?</b>	
	None	1 (1%)
	1 or 2	7 (5%)
	3 to 5	6 (4%)
	More than 5	127 (88%)
	Don't know	3 (2%)
<b>9.7</b>	<b>Typically, how often do you go to the gym?</b>	
	Twice a week or more	96 (66%)
	About once a week	7 (5%)
	Less than once a week	5 (3%)
	Never	37 (26%)
<b>9.8</b>	<b>Typically, how often do you go to the library?</b>	
	Twice a week or more	16 (11%)
	About once a week	70 (49%)
	Less than once a week	22 (15%)
	Never	36 (25%)
<b>9.9</b>	<b>Does the library have a wide enough range of materials to meet your needs?</b>	
	Yes	53 (39%)
	No	46 (34%)
	Don't use the library	36 (27%)

### Applications, complaints and legal rights

<b>10.1</b>	<b>Is it easy for you to make an application?</b>	
	Yes	120 (83%)
	No	18 (13%)
	Don't know	6 (4%)

<b>I0.2</b>	<b>If you have made any applications here, please answer the questions below:</b>			
		Yes	No	Not made any applications
	Are applications usually dealt with fairly?	91 (66%)	36 (26%)	10 (7%)
	Are applications usually dealt with within 7 days?	58 (44%)	63 (48%)	10 (8%)
<b>I0.3</b>	<b>Is it easy for you to make a complaint?</b>			
	Yes			113 (78%)
	No			15 (10%)
	Don't know			16 (11%)
<b>I0.4</b>	<b>If you have made any complaints here, please answer the questions below:</b>			
		Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	49 (37%)	41 (31%)	42 (32%)
	Are complaints usually dealt with within 7 days?	38 (30%)	48 (38%)	42 (33%)
<b>I0.5</b>	<b>Have you ever been prevented from making a complaint here when you wanted to?</b>			
	Yes			21 (15%)
	No			86 (61%)
	Not wanted to make a complaint			33 (24%)
<b>I0.6</b>	<b>In this prison, is it easy or difficult for you to...</b>			
		Easy	Difficult	Don't know Don't need this
	Communicate with your solicitor or legal representative?	82 (58%)	20 (14%)	22 (15%) 18 (13%)
	Attend legal visits?	83 (61%)	7 (5%)	29 (21%) 17 (13%)
	Get bail information?	24 (18%)	6 (4%)	44 (33%) 60 (45%)
<b>I0.7</b>	<b>Have staff here ever opened letters from your solicitor or legal representative when you were not present?</b>			
	Yes			70 (49%)
	No			37 (26%)
	Not had any legal letters			37 (26%)

## Health care

<b>I1.1</b>	<b>How easy or difficult is it to see the following people?</b>					
		Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	10 (7%)	52 (36%)	49 (34%)	25 (17%)	7 (5%)
	Nurse	22 (15%)	72 (51%)	25 (18%)	14 (10%)	9 (6%)
	Dentist	10 (7%)	35 (25%)	43 (30%)	39 (28%)	14 (10%)
	Mental health workers	12 (9%)	44 (32%)	19 (14%)	24 (17%)	40 (29%)

<b>11.2</b>	<b>What do you think of the quality of the health service from the following people?</b>					
		Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	31 (22%)	58 (41%)	21 (15%)	17 (12%)	15 (11%)
	Nurse	30 (21%)	56 (40%)	20 (14%)	18 (13%)	16 (11%)
	Dentist	24 (17%)	57 (41%)	6 (4%)	16 (12%)	36 (26%)
	Mental health workers	24 (18%)	36 (26%)	10 (7%)	17 (12%)	50 (36%)
<b>11.3</b>	<b>Do you have any mental health problems?</b>					
	Yes					58 (41%)
	No					83 (59%)
<b>11.4</b>	<b>Have you been helped with your mental health problems in this prison?</b>					
	Yes					31 (22%)
	No					26 (19%)
	Don't have any mental health problems					83 (59%)
<b>11.5</b>	<b>What do you think of the overall quality of the health services here?</b>					
	Very good					19 (13%)
	Quite good					64 (45%)
	Quite bad					29 (20%)
	Very bad					20 (14%)
	Don't know					10 (7%)

### Other support needs

<b>12.1</b>	<b>Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?</b>		
	Yes		38 (27%)
	No		104 (73%)
<b>12.2</b>	<b>If you have a disability, are you getting the support you need?</b>		
	Yes		9 (7%)
	No		22 (16%)
	Don't have a disability		104 (77%)
<b>12.3</b>	<b>Have you been on an ACCT in this prison?</b>		
	Yes		20 (14%)
	No		122 (86%)
<b>12.4</b>	<b>If you have been on an ACCT in this prison, did you feel cared for by staff?</b>		
	Yes		14 (10%)
	No		5 (4%)
	Have not been on an ACCT in this prison		122 (87%)
<b>12.5</b>	<b>How easy or difficult is it for you to speak to a Listener, if you need to?</b>		
	Very easy		43 (30%)
	Quite easy		34 (24%)
	Quite difficult		3 (2%)
	Very difficult		3 (2%)
	Don't know		58 (41%)
	No Listeners at this prison		1 (1%)

**Alcohol and drugs**

<b>13.1</b>	<b>Did you have an alcohol problem when you came into this prison?</b>	
	Yes	16 (11%)
	No	126 (89%)
<b>13.2</b>	<b>Have you been helped with your alcohol problem in this prison?</b>	
	Yes	11 (8%)
	No	4 (3%)
	Did not / do not have an alcohol problem	126 (89%)
<b>13.3</b>	<b>Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes	28 (20%)
	No	114 (80%)
<b>13.4</b>	<b>Have you developed a problem with illicit drugs since you have been in this prison?</b>	
	Yes	25 (17%)
	No	118 (83%)
<b>13.5</b>	<b>Have you developed a problem with taking medication not prescribed to you since you have been in this prison?</b>	
	Yes	12 (8%)
	No	131 (92%)
<b>13.6</b>	<b>Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes	20 (14%)
	No	13 (9%)
	Did not / do not have a drug problem	106 (76%)
<b>13.7</b>	<b>Is it easy or difficult to get illicit drugs in this prison?</b>	
	Very easy	35 (25%)
	Quite easy	21 (15%)
	Quite difficult	11 (8%)
	Very difficult	2 (1%)
	Don't know	72 (51%)
<b>13.8</b>	<b>Is it easy or difficult to get alcohol in this prison?</b>	
	Very easy	13 (9%)
	Quite easy	12 (8%)
	Quite difficult	11 (8%)
	Very difficult	12 (8%)
	Don't know	94 (66%)

**Safety**

<b>14.1</b>	<b>Have you ever felt unsafe here?</b>	
	Yes	40 (28%)
	No	104 (72%)
<b>14.2</b>	<b>Do you feel unsafe now?</b>	
	Yes	10 (7%)
	No	131 (93%)

<b>14.3</b>	<b>Have you experienced any of the following types of bullying / victimisation from other prisoners here?</b>	
	Verbal abuse	36 (27%)
	Threats or intimidation	31 (23%)
	Physical assault	13 (10%)
	Sexual assault	2 (1%)
	Theft of canteen or property	17 (13%)
	Other bullying / victimisation	15 (11%)
	Not experienced any of these from prisoners here	85 (63%)
<b>14.4</b>	<b>If you were being bullied / victimised by other prisoners here, would you report it?</b>	
	Yes	41 (29%)
	No	99 (71%)
<b>14.5</b>	<b>Have you experienced any of the following types of bullying / victimisation from staff here?</b>	
	Verbal abuse	31 (23%)
	Threats or intimidation	22 (16%)
	Physical assault	6 (4%)
	Sexual assault	2 (1%)
	Theft of canteen or property	5 (4%)
	Other bullying / victimisation	22 (16%)
	Not experienced any of these from staff here	89 (66%)
<b>14.6</b>	<b>If you were being bullied / victimised by staff here, would you report it?</b>	
	Yes	67 (49%)
	No	69 (51%)
<b>Behaviour management</b>		
<b>15.1</b>	<b>Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?</b>	
	Yes	70 (50%)
	No	55 (40%)
	Don't know what the incentives / rewards are	14 (10%)
<b>15.2</b>	<b>Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?</b>	
	Yes	78 (57%)
	No	41 (30%)
	Don't know	12 (9%)
	Don't know what this is	7 (5%)
<b>15.3</b>	<b>Have you been physically restrained by staff in this prison in the last 6 months?</b>	
	Yes	11 (8%)
	No	130 (92%)
<b>15.4</b>	<b>If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?</b>	
	Yes	6 (4%)
	No	2 (1%)
	Don't remember	2 (1%)
	Not been restrained here in last 6 months	130 (93%)

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

Yes	15 (11%)
No	124 (89%)

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

	Yes	No
Were you treated well by segregation staff?	12 (80%)	3 (20%)
Could you shower every day?	14 (93%)	1 (7%)
Could you go outside for exercise every day?	13 (87%)	2 (13%)
Could you use the phone every day (if you had credit)?	14 (93%)	1 (7%)

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

	Easy	Difficult	Don't know	Not available here
Education	103 (75%)	11 (8%)	23 (17%)	1 (1%)
Vocational or skills training	72 (53%)	37 (27%)	25 (19%)	1 (1%)
Prison job	72 (54%)	39 (29%)	21 (16%)	1 (1%)
Voluntary work outside of the prison	2 (2%)	23 (17%)	31 (23%)	76 (58%)
Paid work outside of the prison	3 (2%)	20 (15%)	30 (22%)	82 (61%)

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

	Yes, will help	No, won't help	Not done this
Education	87 (67%)	28 (22%)	15 (12%)
Vocational or skills training	88 (68%)	20 (15%)	22 (17%)
Prison job	61 (48%)	48 (38%)	18 (14%)
Voluntary work outside of the prison	23 (19%)	8 (7%)	92 (75%)
Paid work outside of the prison	23 (19%)	9 (7%)	91 (74%)

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

Yes	97 (70%)
No	41 (30%)
Not applicable (e.g. if you are retired, sick or on remand)	0 (0%)

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

Yes	121 (86%)
No	19 (14%)

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

Yes	117 (98%)
No	2 (2%)
Don't know what my objectives or targets are	1 (1%)

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

Yes	87 (72%)
No	33 (27%)
Don't know what my objectives or targets are	1 (1%)

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

	Yes, this helped	No, this didn't help	Not done / don't know
Offending behaviour programmes	68 (59%)	12 (10%)	36 (31%)
Other programmes	59 (55%)	12 (11%)	37 (34%)
One to one work	40 (38%)	12 (11%)	54 (51%)
Being on a specialist unit	19 (18%)	9 (8%)	78 (74%)
ROTL - day or overnight release	4 (4%)	4 (4%)	98 (92%)

**Preparation for release****18.1 Do you expect to be released in the next 3 months?**

Yes	5 (4%)
No	125 (90%)
Don't know	9 (6%)

**18.2 How close is this prison to your home area or intended release address?**

Very near	2 (40%)
Quite near	1 (20%)
Quite far	0 (0%)
Very far	2 (40%)

**18.3 Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?**

Yes	2 (40%)
No	3 (60%)

**18.4 Are you getting help to sort out the following things for when you are released?**

	Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
Finding accommodation	1 (25%)	2 (50%)	1 (25%)
Getting employment	1 (25%)	2 (50%)	1 (25%)
Setting up education or training	0 (0%)	1 (33%)	2 (67%)
Arranging benefits	0 (0%)	4 (100%)	0 (0%)
Sorting out finances	0 (0%)	3 (75%)	1 (25%)
Support for drug or alcohol problems	1 (25%)	2 (50%)	1 (25%)
Health / mental health support	1 (25%)	2 (50%)	1 (25%)
Social care support	0 (0%)	3 (75%)	1 (25%)
Getting back in touch with family or friends	0 (0%)	2 (50%)	2 (50%)

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

Yes	77 (55%)
No	63 (45%)

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

Yes	134 (97%)
No	4 (3%)

<b>19.3</b>	<b>Are you from a Traveller community (e.g. Gypsy, Roma, Irish Traveller)?</b>	
	Yes	7 (5%)
	No	133 (95%)
<b>19.4</b>	<b>Have you ever been in the armed services (e.g. army, navy, air force)?</b>	
	Yes	12 (9%)
	No	128 (91%)
<b>19.5</b>	<b>What is your gender?</b>	
	Male	139 (99%)
	Female	1 (1%)
	Non-binary	0 (0%)
	Other	0 (0%)
<b>19.6</b>	<b>How would you describe your sexual orientation?</b>	
	Straight / heterosexual	138 (99%)
	Gay / lesbian / homosexual	0 (0%)
	Bisexual	2 (1%)
	Other	0 (0%)
<b>19.7</b>	<b>Do you identify as transgender or transsexual?</b>	
	Yes	1 (1%)
	No	136 (99%)

#### Final questions about this prison

<b>20.1</b>	<b>Do you think your experiences in this prison have made you more or less likely to offend in the future?</b>	
	More likely to offend	5 (4%)
	Less likely to offend	94 (68%)
	Made no difference	39 (28%)

## HMP Buckley Hall 2019

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

In this table summary statistics from HMP Buckley Hall 2019 are compared with the following HMIP survey data:

- Summary statistics from surveys of category C training prisons conducted since the introduction of the new questionnaire in September 2017 (23 prisons). Please note that this does not include all category C training prisons.
- Summary statistics from HMP Buckley Hall in 2016. Please note that we do not have comparable data for the new questions introduced in September 2017.

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**Number of completed questionnaires returned**

*n=number of valid responses to question (HMP Buckley Hall 2019)*

HMP Buckley Hall 2019	All other category C training prisons surveyed since September 2017	HMP Buckley Hall 2019	HMP Buckley Hall 2016
149	3,842	149	145

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n</i> =147	0%	5%	0%	1%
	Are you 25 years of age or younger?	<i>n</i> =147	3%	26%	3%	
	Are you 50 years of age or older?	<i>n</i> =147	15%	13%	15%	15%
	Are you 70 years of age or older?	<i>n</i> =147	0%	2%	0%	1%
1.3	Are you from a minority ethnic group?	<i>n</i> =145	21%	31%	21%	22%
1.4	Have you been in this prison for less than 6 months?	<i>n</i> =143	26%	35%	26%	
1.5	Are you currently serving a sentence?	<i>n</i> =143	100%	100%	100%	100%
	Are you on recall?	<i>n</i> =143	8%	9%	8%	5%
1.6	Is your sentence less than 12 months?	<i>n</i> =145	0%	8%	0%	1%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n</i> =145	14%	3%	14%	6%
7.1	Are you Muslim?	<i>n</i> =143	16%	17%	16%	14%
11.3	Do you have any mental health problems?	<i>n</i> =141	41%	44%	41%	
12.1	Do you consider yourself to have a disability?	<i>n</i> =142	27%	34%	27%	18%
19.1	Do you have any children under the age of 18?	<i>n</i> =140	55%	50%	55%	52%
19.2	Are you a foreign national?	<i>n</i> =138	3%	9%	3%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n</i> =140	5%	5%	5%	4%
19.4	Have you ever been in the armed services?	<i>n</i> =140	9%	6%	9%	4%
19.5	Is your gender female or non-binary?	<i>n</i> =140	1%	1%	1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n</i> =140	1%	4%	1%	3%
19.7	Do you identify as transgender or transsexual?	<i>n</i> =137	1%	2%	1%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n</i> =147	26%	16%	26%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n</i> =147	43%	48%	43%	50%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n</i> =146	92%	82%	92%	91%
2.4	Overall, were you treated very / quite well in reception?	<i>n</i> =146	92%	85%	92%	

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2.5	When you first arrived, did you have any problems?	<i>n=136</i>	58%	72%	58%	59%
2.5	Did you have problems with:					
	- Getting phone numbers?	<i>n=136</i>	14%	26%	14%	13%
	- Contacting family?	<i>n=136</i>	9%	26%	9%	11%
	- Arranging care for children or other dependents?	<i>n=136</i>	1%	2%	1%	
	- Contacting employers?	<i>n=136</i>	2%	2%	2%	1%
	- Money worries?	<i>n=136</i>	10%	17%	10%	10%
	- Housing worries?	<i>n=136</i>	3%	13%	3%	4%
	- Feeling depressed?	<i>n=136</i>	20%	29%	20%	
	- Feeling suicidal?	<i>n=136</i>	7%	9%	7%	
	- Other mental health problems?	<i>n=136</i>	18%	21%	18%	
	- Physical health problems?	<i>n=136</i>	13%	14%	13%	6%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n=136</i>	8%	11%	8%	
	- Getting medication?	<i>n=136</i>	14%	20%	14%	
	- Needing protection from other prisoners?	<i>n=136</i>	2%	6%	2%	0%
	- Lost or delayed property?	<i>n=136</i>	20%	22%	20%	23%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	<i>n=80</i>	45%	33%	45%	34%
<b>FIRST NIGHT AND INDUCTION</b>						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	<i>n=141</i>	68%	64%	68%	77%
	- Toiletries / other basic items?	<i>n=141</i>	45%	52%	45%	29%
	- A shower?	<i>n=141</i>	60%	44%	60%	30%
	- A free phone call?	<i>n=141</i>	65%	44%	65%	64%
	- Something to eat?	<i>n=141</i>	79%	75%	79%	39%
	- The chance to see someone from health care?	<i>n=141</i>	71%	60%	71%	69%
	- The chance to talk to a Listener or Samaritans?	<i>n=141</i>	34%	28%	34%	31%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n=141</i>	29%	24%	29%	
	- None of these?	<i>n=141</i>	5%	7%	5%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n=147</i>	60%	41%	60%	
3.3	Did you feel safe on your first night here?	<i>n=146</i>	90%	74%	90%	91%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	<i>n=140</i>	46%	43%	46%	23%
	- Free PIN phone credit?	<i>n=139</i>	57%	47%	57%	
	- Numbers put on your PIN phone?	<i>n=136</i>	59%	48%	59%	
3.5	Have you had an induction at this prison?	<i>n=145</i>	98%	95%	98%	91%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	<i>n=142</i>	78%	57%	78%	

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ON THE WING						
4.1	Are you in a cell on your own?	<i>n=146</i>	80%	61%	80%	
4.2	Is your cell call bell normally answered within 5 minutes?	<i>n=146</i>	49%	30%	49%	34%
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	<i>n=145</i>	88%	69%	88%	71%
	- Can you shower every day?	<i>n=145</i>	93%	90%	93%	97%
	- Do you have clean sheets every week?	<i>n=140</i>	76%	67%	76%	39%
	- Do you get cell cleaning materials every week?	<i>n=145</i>	73%	59%	73%	71%
	- Is it normally quiet enough for you to relax or sleep at night?	<i>n=143</i>	71%	68%	71%	54%
	- Can you get your stored property if you need it?	<i>n=143</i>	43%	26%	43%	22%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	<i>n=144</i>	76%	61%	76%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	<i>n=145</i>	78%	43%	78%	
5.2	Do you get enough to eat at meal-times always / most of the time?	<i>n=147</i>	61%	37%	61%	
5.3	Does the shop / canteen sell the things that you need?	<i>n=143</i>	66%	62%	66%	46%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	<i>n=144</i>	88%	69%	88%	71%
6.2	Are there any staff here you could turn to if you had a problem?	<i>n=145</i>	84%	70%	84%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<i>n=147</i>	54%	32%	54%	25%
6.4	Do you have a personal officer?	<i>n=147</i>	97%	84%	97%	
<i>For those who have a personal officer:</i>						
6.4	Is your personal or named officer very / quite helpful?	<i>n=143</i>	78%	48%	78%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	<i>n=147</i>	17%	10%	17%	
6.6	Do you feel that you are treated as an individual in this prison?	<i>n=144</i>	64%	43%	64%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	<i>n=144</i>	65%	52%	65%	
	If so, do things sometimes change?	<i>n=94</i>	62%	33%	62%	
FAITH						
7.1	Do you have a religion?	<i>n=143</i>	66%	68%	66%	76%
<i>For those who have a religion:</i>						
7.2	Are your religious beliefs respected here?	<i>n=96</i>	81%	70%	81%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	<i>n=96</i>	79%	69%	79%	
7.4	Are you able to attend religious services, if you want to?	<i>n=96</i>	93%	88%	93%	

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CONTACT WITH FAMILY AND FRIENDS						
8.1	Have staff here encouraged you to keep in touch with your family / friends?	<i>n</i> =144	46%	29%	46%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<i>n</i> =145	38%	57%	38%	38%
8.3	Are you able to use a phone every day (if you have credit)?	<i>n</i> =146	99%	89%	99%	
8.4	Is it very / quite easy for your family and friends to get here?	<i>n</i> =145	63%	36%	63%	
8.5	Do you get visits from family/friends once a week or more?	<i>n</i> =143	31%	17%	31%	
<i>For those who get visits:</i>						
8.6	Do visits usually start and finish on time?	<i>n</i> =118	73%	51%	73%	
8.7	Are your visitors usually treated respectfully by staff?	<i>n</i> =116	91%	75%	91%	
TIME OUT OF CELL						
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n</i> =145	94%	91%	94%	
<i>For those who know what the unlock and lock-up times are supposed to be:</i>						
9.1	Are these times usually kept to?	<i>n</i> =136	75%	58%	75%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<i>n</i> =146	5%	16%	5%	7%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<i>n</i> =146	15%	9%	15%	19%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<i>n</i> =143	4%	21%	4%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<i>n</i> =143	2%	3%	2%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	<i>n</i> =147	79%	58%	79%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	<i>n</i> =147	92%	66%	92%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<i>n</i> =144	88%	66%	88%	
9.7	Do you typically go to the gym twice a week or more?	<i>n</i> =145	66%	52%	66%	
9.8	Do you typically go to the library once a week or more?	<i>n</i> =144	60%	49%	60%	13%
<i>For those who use the library:</i>						
9.9	Does the library have a wide enough range of materials to meet your needs?	<i>n</i> =99	54%	57%	54%	46%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS						
10.1	Is it easy for you to make an application?	<i>n</i> =144	83%	74%	83%	85%
<i>For those who have made an application:</i>						
10.2	Are applications usually dealt with fairly?	<i>n</i> =127	72%	51%	72%	53%
	Are applications usually dealt with within 7 days?	<i>n</i> =121	48%	38%	48%	42%
10.3	Is it easy for you to make a complaint?	<i>n</i> =144	79%	63%	79%	68%
<i>For those who have made a complaint:</i>						
10.4	Are complaints usually dealt with fairly?	<i>n</i> =90	54%	31%	54%	31%
	Are complaints usually dealt with within 7 days?	<i>n</i> =86	44%	26%	44%	35%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n</i> =107	20%	28%	20%	

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Number of completed questionnaires returned

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HMP Buckley Hall 2019	All other category C training prisons surveyed since September 2017	HMP Buckley Hall 2019	HMP Buckley Hall 2016
149	3,842	149	145

<i>For those who need it, is it easy to:</i>				
10.6	Communicate with your solicitor or legal representative?	<i>n</i> =124	66% 41%	
	Attend legal visits?	<i>n</i> =119	70% 48%	
	Get bail information?	<i>n</i> =74	32% 16%	
<i>For those who have had legal letters:</i>				
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	<i>n</i> =107	65% 58%	
<b>HEALTH CARE</b>				
11.1	Is it very / quite easy to see:			
	- Doctor?	<i>n</i> =143	43% 33%	
	- Nurse?	<i>n</i> =142	66% 53%	
	- Dentist?	<i>n</i> =141	32% 17%	
11.2	Do you think the quality of the health service is very / quite good from:			
	- Doctor?	<i>n</i> =142	63% 48%	
	- Nurse?	<i>n</i> =140	61% 58%	
	- Dentist?	<i>n</i> =139	58% 36%	
11.3	Do you have any mental health problems?	<i>n</i> =141	41% 44%	
	<i>For those who have mental health problems:</i>			
	11.4	Have you been helped with your mental health problems in this prison?	<i>n</i> =57	54% 42%
	11.5	Do you think the overall quality of the health services here is very / quite good?	<i>n</i> =142	59% 44%
<b>OTHER SUPPORT NEEDS</b>				
12.1	Do you consider yourself to have a disability?	<i>n</i> =142	27% 34%	
<i>For those who have a disability:</i>				
12.2	Are you getting the support you need?	<i>n</i> =31	29% 33%	
12.3	Have you been on an ACCT in this prison?	<i>n</i> =142	14% 16%	
<i>For those who have been on an ACCT:</i>				
12.4	Did you feel cared for by staff?	<i>n</i> =19	74% 44%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	<i>n</i> =142	54% 39%	
<b>ALCOHOL AND DRUGS</b>				
13.1	Did you have an alcohol problem when you came into this prison?	<i>n</i> =142	11% 14%	
<i>For those who had / have an alcohol problem:</i>				
13.2	Have you been helped with your alcohol problem in this prison?	<i>n</i> =15	73% 53%	
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	<i>n</i> =142	20% 27%	
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<i>n</i> =143	18% 16%	
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<i>n</i> =143	8% 10%	
<i>For those who had / have a drug problem:</i>				
13.6	Have you been helped with your drug problem in this prison?	<i>n</i> =33	61% 48%	
13.7	Is it very / quite easy to get illicit drugs in this prison?	<i>n</i> =141	40% 48%	
13.8	Is it very / quite easy to get alcohol in this prison?	<i>n</i> =142	18% 31%	

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HMP Buckley Hall 2019	All other category C training prisons surveyed since September 2017	HMP Buckley Hall 2019	HMP Buckley Hall 2016
149	3,842	149	145

SAFETY						
14.1	Have you ever felt unsafe here?	<i>n</i> =144	28%	47%	28%	28%
14.2	Do you feel unsafe now?	<i>n</i> =141	7%	23%	7%	7%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	<i>n</i> =135	27%	34%	27%	
	- Threats or intimidation?	<i>n</i> =135	23%	30%	23%	
	- Physical assault?	<i>n</i> =135	10%	17%	10%	
	- Sexual assault?	<i>n</i> =135	2%	3%	2%	
	- Theft of canteen or property?	<i>n</i> =135	13%	24%	13%	
	- Other bullying / victimisation?	<i>n</i> =135	11%	17%	11%	
	- Not experienced any of these from prisoners here	<i>n</i> =135	63%	54%	63%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<i>n</i> =140	29%	34%	29%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	<i>n</i> =135	23%	30%	23%	
	- Threats or intimidation?	<i>n</i> =135	16%	23%	16%	
	- Physical assault?	<i>n</i> =135	4%	10%	4%	
	- Sexual assault?	<i>n</i> =135	2%	2%	2%	
	- Theft of canteen or property?	<i>n</i> =135	4%	9%	4%	
	- Other bullying / victimisation?	<i>n</i> =135	16%	17%	16%	
	- Not experienced any of these from staff here	<i>n</i> =135	66%	58%	66%	
14.6	If you were being bullied / victimised by staff here, would you report it?	<i>n</i> =136	49%	50%	49%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<i>n</i> =139	50%	40%	50%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<i>n</i> =138	57%	38%	57%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<i>n</i> =141	8%	12%	8%	7%
<i>For those who have been restrained in the last 6 months:</i>						
15.4	Did anyone come and talk to you about it afterwards?	<i>n</i> =10	60%	20%	60%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n</i> =139	11%	9%	11%	
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>						
15.6	Were you treated well by segregation staff?	<i>n</i> =15	80%	58%	80%	
	Could you shower every day?	<i>n</i> =15	93%	76%	93%	
	Could you go outside for exercise every day?	<i>n</i> =15	87%	77%	87%	
	Could you use the phone every day (if you had credit)?	<i>n</i> =15	93%	66%	93%	

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HMP Buckley Hall 2019	HMP Buckley Hall 2016
149	145

Number of completed questionnaires returned

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EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	- Education?	n=138	75%	62%	75%
	- Vocational or skills training?	n=135	53%	41%	53%
	- Prison job?	n=133	54%	49%	54%
	- Voluntary work outside of the prison?	n=132	2%	5%	2%
	- Paid work outside of the prison?	n=135	2%	4%	2%
16.2	In this prison, have you done the following activities:				
	- Education?	n=130	89%	79%	89%
	- Vocational or skills training?	n=130	83%	68%	83%
	- Prison job?	n=127	86%	81%	86%
	- Voluntary work outside of the prison?	n=123	25%	32%	25%
	- Paid work outside of the prison?	n=123	26%	31%	26%
	<i>For those who have done the following activities, do you think they will help you on release:</i>				
	- Education?	n=115	76%	60%	76%
	- Vocational or skills training?	n=108	82%	66%	82%
	- Prison job?	n=109	56%	40%	56%
	- Voluntary work outside of the prison?	n=31	74%	53%	74%
	- Paid work outside of the prison?	n=32	72%	57%	72%
16.3	Do staff encourage you to attend education, training or work?	n=138	70%	60%	70%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	n=140	86%	58%	86%
	<i>For those who have a custody plan:</i>				
17.2	Do you understand what you need to do to achieve your objectives or targets?	n=120	98%	83%	98%
17.3	Are staff helping you to achieve your objectives or targets?	n=121	72%	45%	72%
17.4	In this prison, have you done:				
	- Offending behaviour programmes?	n=116	69%	48%	69%
	- Other programmes?	n=108	66%	42%	66%
	- One to one work?	n=106	49%	37%	49%
	- Been on a specialist unit?	n=106	26%	19%	26%
	- ROTL - day or overnight release?	n=106	8%	13%	8%
	<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>				
	- Offending behaviour programmes?	n=80	85%	71%	85%
	- Other programmes?	n=71	83%	67%	83%
	- One to one work?	n=52	77%	67%	77%
	- Being on a specialist unit?	n=28	68%	45%	68%
	- ROTL - day or overnight release?	n=8	50%	39%	50%

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149	3,842	149	145

Number of completed questionnaires returned

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PREPARATION FOR RELEASE					
18.1	Do you expect to be released in the next 3 months?	<i>n</i> =139	4%	25%	4%
<i>For those who expect to be released in the next 3 months:</i>					
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n</i> =5	60%	43%	60%
18.3	Is anybody helping you to prepare for your release?	<i>n</i> =5	40%	58%	40%
18.4	Do you need help to sort out the following for when you are released:				
	- Finding accommodation?	<i>n</i> =4	75%	63%	75%
	- Getting employment?	<i>n</i> =4	75%	62%	75%
	- Setting up education or training?	<i>n</i> =3	33%	48%	33%
	- Arranging benefits?	<i>n</i> =4	100%	68%	100%
	- Sorting out finances?	<i>n</i> =4	75%	58%	75%
	- Support for drug or alcohol problems?	<i>n</i> =4	75%	43%	75%
	- Health / mental Health support?	<i>n</i> =4	75%	49%	75%
	- Social care support?	<i>n</i> =4	75%	35%	75%
18.4	Are you getting help to sort out the following for when you are released, if you need it:				
	- Finding accommodation?	<i>n</i> =3	33%	38%	33%
	- Getting employment?	<i>n</i> =3	33%	24%	33%
	- Setting up education or training?	<i>n</i> =1	0%	24%	0%
	- Arranging benefits?	<i>n</i> =4	0%	29%	0%
	- Sorting out finances?	<i>n</i> =3	0%	24%	0%
	- Support for drug or alcohol problems?	<i>n</i> =3	33%	50%	33%
	- Health / mental Health support?	<i>n</i> =3	33%	31%	33%
	- Social care support?	<i>n</i> =3	0%	24%	0%
- Getting back in touch with family or friends?	<i>n</i> =2	0%	32%	0%	
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n</i> =138	68%	50%	68%

## HMP Buckley Hall 2019

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

In this table the following analyses are presented:

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

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

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Number of completed questionnaires returned

Black and minority ethnic	White	Muslim	Non-Muslim
31	114	23	120

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	0%	4%	0%	4%
	Are you 50 years of age or older?	7%	18%	5%	17%
1.3	Are you from a minority ethnic group?			100%	7%
7.1	Are you Muslim?	73%	0%		
11.3	Do you have any mental health problems?	26%	46%	19%	44%
12.1	Do you consider yourself to have a disability?	14%	31%	14%	29%
19.2	Are you a foreign national?	0%	4%	0%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	6%	0%	6%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	90%	92%	87%	93%
2.4	Overall, were you treated very / quite well in reception?	93%	91%	91%	92%
2.5	When you first arrived, did you have any problems?	63%	56%	55%	59%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	22%	51%	18%	51%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	90%	90%	91%	90%
3.5	Have you had an induction at this prison?	100%	98%	100%	97%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	77%	77%	83%	78%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	40%	51%	44%	50%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	90%	87%	96%	86%
	- Can you shower every day?	87%	95%	83%	95%
	- Do you have clean sheets every week?	82%	76%	91%	75%
	- Do you get cell cleaning materials every week?	83%	70%	87%	72%
	- Is it normally quiet enough for you to relax or sleep at night?	79%	69%	77%	69%
	- Can you get your stored property if you need it?	50%	42%	61%	41%

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Number of completed questionnaires returned

	Black and minority ethnic	White	Muslim	Non-Muslim
	31	114	23	120

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	73%	58%	78%	58%
5.3	Does the shop / canteen sell the things that you need?	57%	70%	70%	67%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	97%	85%	96%	86%
6.2	Are there any staff here you could turn to if you had a problem?	87%	83%	87%	84%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	58%	52%	61%	53%
6.6	Do you feel that you are treated as an individual in this prison?	57%	66%	64%	65%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	96%	77%	96%	77%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	79%	80%	83%	80%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	48%	45%	61%	43%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	30%	39%	27%	40%
8.3	Are you able to use a phone every day (if you have credit)?	100%	98%	100%	98%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	93%	89%	96%	89%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	10%	4%	9%	4%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	7%	18%	9%	17%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	55%	53%	53%	53%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	77%	85%	86%	82%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	71%	73%	86%	70%
10.3	Is it easy for you to make a complaint?	83%	77%	96%	75%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	50%	58%	67%	53%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	24%	18%	21%	19%

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Number of completed questionnaires returned

Black and minority ethnic		Muslim	
Black and minority ethnic	White	Muslim	Non-Muslim
31	114	23	120

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	47%	42%	59%	41%
	- Nurse?	77%	64%	82%	63%
	- Dentist?	37%	30%	41%	30%
	- Mental health workers?	47%	39%	50%	38%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	63%	52%	75%	52%
11.5	Do you think the overall quality of the health services here is very / quite good?	62%	58%	67%	56%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	50%	28%	50%	29%
SAFETY					
14.1	Have you ever felt unsafe here?	17%	31%	5%	33%
14.2	Do you feel unsafe now?	7%	7%	0%	9%
14.3	Not experienced bullying / victimisation by other prisoners	79%	58%	91%	58%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	37%	28%	33%	30%
14.5	Not experienced bullying / victimisation by members of staff	72%	66%	76%	65%
14.6	If you were being bullied / victimised by staff here, would you report it?	63%	46%	57%	49%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	59%	49%	70%	48%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	70%	54%	81%	53%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	3%	8%	5%	9%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	7%	11%	0%	13%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	72%	71%	65%	72%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	86%	87%	95%	85%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	92%	68%	95%	67%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	0%	67%	0%	50%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	72%	68%	86%	65%

## HMP Buckley Hall 2019

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

In this table the following analyses are presented:

- responses of prisoners who reported that they had mental health problems compared with those who did not.
- responses of prisoners who reported that they had a disability compared with those who did not.

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

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

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	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

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

Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
58	83	38	104

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	5%	1%	3%	3%
	Are you 50 years of age or older?	12%	17%	18%	14%
1.3	Are you from a minority ethnic group?	12%	25%	11%	25%
7.1	Are you Muslim?	7%	21%	8%	18%
11.3	Do you have any mental health problems?			74%	29%
12.1	Do you consider yourself to have a disability?	48%	12%		
19.2	Are you a foreign national?	2%	4%	0%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	5%	5%	5%	4%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	93%	93%	89%	94%
2.4	Overall, were you treated very / quite well in reception?	91%	91%	87%	93%
2.5	When you first arrived, did you have any problems?	77%	43%	69%	53%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	43%	50%	50%	42%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	88%	92%	81%	93%
3.5	Have you had an induction at this prison?	100%	96%	100%	97%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	75%	80%	81%	77%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	51%	50%	66%	43%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	80%	93%	76%	91%
	- Can you shower every day?	95%	92%	95%	92%
	- Do you have clean sheets every week?	70%	83%	75%	78%
	- Do you get cell cleaning materials every week?	66%	78%	72%	73%
	- Is it normally quiet enough for you to relax or sleep at night?	59%	77%	57%	75%
	- Can you get your stored property if you need it?	39%	46%	44%	42%

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

Number of completed questionnaires returned

	Mental health problems	No mental health problems		
	58	83	Have a disability	Do not have a disability
			38	104

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	51%	68%	55%	62%
5.3	Does the shop / canteen sell the things that you need?	66%	66%	68%	65%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	88%	88%	89%	87%
6.2	Are there any staff here you could turn to if you had a problem?	82%	87%	83%	85%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	58%	53%	61%	52%
6.6	Do you feel that you are treated as an individual in this prison?	66%	62%	68%	62%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	72%	86%	71%	84%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	86%	77%	75%	81%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	32%	56%	35%	49%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	42%	35%	38%	39%
8.3	Are you able to use a phone every day (if you have credit)?	100%	98%	100%	98%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	87%	92%	86%	92%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	5%	5%	5%	5%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	16%	15%	18%	14%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	45%	57%	44%	55%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	86%	82%	92%	81%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	67%	76%	74%	70%
10.3	Is it easy for you to make a complaint?	81%	77%	84%	77%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	48%	61%	55%	53%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	24%	15%	28%	17%

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Number of completed questionnaires returned

	Mental health problems	No mental health problems	Have a disability	Do not have a disability
	58	83	38	104

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	33%	51%	32%	46%
	- Nurse?	59%	71%	70%	64%
	- Dentist?	25%	36%	31%	31%
	- Mental health workers?	43%	39%	50%	36%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	55%		54%	55%
11.5	Do you think the overall quality of the health services here is very / quite good?	45%	67%	40%	65%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	17%	63%	29%	
SAFETY					
14.1	Have you ever felt unsafe here?	45%	16%	40%	23%
14.2	Do you feel unsafe now?	14%	2%	11%	6%
14.3	Not experienced bullying / victimisation by other prisoners	39%	81%	44%	70%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	17%	39%	32%	28%
14.5	Not experienced bullying / victimisation by members of staff	51%	79%	35%	78%
14.6	If you were being bullied / victimised by staff here, would you report it?	39%	58%	44%	52%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	44%	55%	47%	52%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	41%	68%	43%	61%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	12%	5%	13%	5%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	18%	6%	21%	6%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	67%	73%	71%	70%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	79%	91%	84%	88%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	62%	80%	72%	73%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	67%	0%	100%	33%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	61%	72%	71%	66%

## HMP Buckley Hall 2019

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

In this table the following analyses are presented:  
 - responses of prisoners aged 50 and over are compared with those of prisoners under 50  
 Please note that these analyses are based on summary data from selected survey questions only.

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

Number of completed questionnaires returned

50 and over	Under 50
22	125

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?		4%
	Are you 70 years of age or older?	0%	
1.3	Are you from a minority ethnic group?	9%	23%
7.1	Are you Muslim?	5%	18%
11.3	Do you have any mental health problems?	33%	42%
12.1	Do you consider yourself to have a disability?	33%	26%
19.2	Are you a foreign national?	5%	3%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	5%	4%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	91%	92%
2.4	Overall, were you treated very / quite well in reception?	96%	91%
2.5	When you first arrived, did you have any problems?	65%	56%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	62%	42%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	91%	90%
3.5	Have you had an induction at this prison?	100%	98%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	86%	77%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	57%	47%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	100%	85%
	- Can you shower every day?	96%	93%
	- Do you have clean sheets every week?	71%	77%
	- Do you get cell cleaning materials every week?	86%	71%
	- Is it normally quiet enough for you to relax or sleep at night?	96%	66%
	- Can you get your stored property if you need it?	64%	40%

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

50 and over	Under 50
<b>22</b>	<b>125</b>

Number of completed questionnaires returned

<b>FOOD AND CANTEEN</b>			
5.2	Do you get enough to eat at meal-times always / most of the time?	<b>77%</b>	<b>59%</b>
5.3	Does the shop / canteen sell the things that you need?	<b>82%</b>	<b>64%</b>
<b>RELATIONSHIPS WITH STAFF</b>			
6.1	Do most staff here treat you with respect?	<b>95%</b>	<b>86%</b>
6.2	Are there any staff here you could turn to if you had a problem?	<b>95%</b>	<b>83%</b>
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<b>68%</b>	<b>51%</b>
6.6	Do you feel that you are treated as an individual in this prison?	<b>75%</b>	<b>62%</b>
<b>FAITH</b>			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	<b>72%</b>	<b>84%</b>
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	<b>89%</b>	<b>76%</b>
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	<b>60%</b>	<b>43%</b>
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<b>29%</b>	<b>40%</b>
8.3	Are you able to use a phone every day (if you have credit)?	<b>100%</b>	<b>98%</b>
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	<b>100%</b>	<b>89%</b>
<b>TIME OUT OF CELL</b>			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<b>0%</b>	<b>6%</b>
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<b>27%</b>	<b>13%</b>
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	<b>60%</b>	<b>51%</b>
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	<b>91%</b>	<b>82%</b>
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	<b>83%</b>	<b>70%</b>
10.3	Is it easy for you to make a complaint?	<b>91%</b>	<b>76%</b>
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	<b>73%</b>	<b>52%</b>
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<b>0%</b>	<b>24%</b>

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

Number of completed questionnaires returned

50 and over	Under 50
22	125

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	55%	41%
	- Nurse?	86%	63%
	- Dentist?	50%	28%
	- Mental health workers?	40%	41%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	57%	53%
11.5	Do you think the overall quality of the health services here is very / quite good?	76%	56%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	57%	21%
SAFETY			
14.1	Have you ever felt unsafe here?	24%	28%
14.2	Do you feel unsafe now?	5%	7%
14.3	Not experienced bullying / victimisation by other prisoners	48%	66%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	57%	25%
14.5	Not experienced bullying / victimisation by members of staff	71%	65%
14.6	If you were being bullied / victimised by staff here, would you report it?	86%	43%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	52%	49%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	70%	54%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	9%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	5%	11%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	80%	69%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	95%	86%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	95%	67%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?		50%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	68%	68%

## HMP Buckley Hall 2019

### Comparison of survey responses from different residential locations

In this table responses from the drug and alcohol recovery service unit (A1 and A2) are compared with those from the rest of the establishment.

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

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Number of completed questionnaires returned

Drug and alcohol recovery unit (A1 and A2)	Rest of the establishment
22	125

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	0%
	Are you 25 years of age or younger?	0%	4%
	Are you 50 years of age or older?	9%	16%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	14%	23%
1.4	Have you been in this prison for less than 6 months?	29%	25%
1.5	Are you currently serving a sentence?	100%	100%
	Are you on recall?	14%	8%
1.6	Is your sentence less than 12 months?	0%	0%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	10%	15%
7.1	Are you Muslim?	5%	18%
11.3	Do you have any mental health problems?	62%	36%
12.1	Do you consider yourself to have a disability?	32%	25%
19.1	Do you have any children under the age of 18?	68%	53%
19.2	Are you a foreign national?	0%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	9%	4%
19.4	Have you ever been in the armed services?	5%	10%
19.5	Is your gender female or non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	0%	2%
19.7	Do you identify as transgender or transsexual?	0%	1%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	38%	23%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	43%	43%
2.3	When you were searched in reception, was this done in a respectful way?	95%	92%
2.4	Overall, were you treated very / quite well in reception?	86%	93%

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Drug and alcohol recovery unit (A1 and A2)	Rest of the establishment
<b>22</b>	<b>125</b>

Number of completed questionnaires returned

<b>2.5</b>	When you first arrived, did you have any problems?	<b>65%</b>	<b>56%</b>
<b>2.5</b>	Did you have problems with:		
	- Getting phone numbers?	<b>20%</b>	<b>13%</b>
	- Contacting family?	<b>15%</b>	<b>8%</b>
	- Arranging care for children or other dependents?	<b>0%</b>	<b>1%</b>
	- Contacting employers?	<b>0%</b>	<b>2%</b>
	- Money worries?	<b>15%</b>	<b>9%</b>
	- Housing worries?	<b>5%</b>	<b>3%</b>
	- Feeling depressed?	<b>25%</b>	<b>18%</b>
	- Feeling suicidal?	<b>5%</b>	<b>6%</b>
	- Other mental health problems?	<b>15%</b>	<b>17%</b>
	- Physical health problems?	<b>10%</b>	<b>13%</b>
	- Drugs or alcohol (e.g. withdrawal)?	<b>15%</b>	<b>6%</b>
	- Getting medication?	<b>20%</b>	<b>13%</b>
	- Needing protection from other prisoners?	<b>0%</b>	<b>2%</b>
	- Lost or delayed property?	<b>15%</b>	<b>20%</b>
	<i>For those who had any problems when they first arrived:</i>		
<b>2.6</b>	Did staff help you to deal with these problems?	<b>31%</b>	<b>49%</b>
<b>FIRST NIGHT AND INDUCTION</b>			
<b>3.1</b>	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	<b>85%</b>	<b>65%</b>
	- Toiletries / other basic items?	<b>45%</b>	<b>45%</b>
	- A shower?	<b>55%</b>	<b>61%</b>
	- A free phone call?	<b>75%</b>	<b>64%</b>
	- Something to eat?	<b>70%</b>	<b>82%</b>
	- The chance to see someone from health care?	<b>75%</b>	<b>70%</b>
	- The chance to talk to a Listener or Samaritans?	<b>35%</b>	<b>34%</b>
	- Support from another prisoner (e.g. Insider or buddy)?	<b>35%</b>	<b>29%</b>
	- None of these?	<b>10%</b>	<b>4%</b>
<b>3.2</b>	On your first night in this prison, was your cell very / quite clean?	<b>57%</b>	<b>61%</b>
<b>3.3</b>	Did you feel safe on your first night here?	<b>90%</b>	<b>91%</b>
<b>3.4</b>	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	<b>42%</b>	<b>47%</b>
	- Free PIN phone credit?	<b>65%</b>	<b>55%</b>
	- Numbers put on your PIN phone?	<b>70%</b>	<b>57%</b>
<b>3.5</b>	Have you had an induction at this prison?	<b>100%</b>	<b>98%</b>
	<i>For those who have had an induction:</i>		
<b>3.5</b>	Did your induction cover everything you needed to know about this prison?	<b>71%</b>	<b>79%</b>

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

**Number of completed questionnaires returned**

Drug and alcohol recovery unit (A1 and A2)	<b>22</b>	Rest of the establishment	<b>125</b>
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<b>ON THE WING</b>			
4.1	Are you in a cell on your own?	52%	85%
4.2	Is your cell call bell normally answered within 5 minutes?	62%	46%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	85%	89%
	- Can you shower every day?	100%	92%
	- Do you have clean sheets every week?	79%	76%
	- Do you get cell cleaning materials every week?	63%	74%
	- Is it normally quiet enough for you to relax or sleep at night?	68%	72%
	- Can you get your stored property if you need it?	26%	47%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	65%	78%
<b>FOOD AND CANTEEN</b>			
5.1	Is the quality of the food in this prison very / quite good?	67%	80%
5.2	Do you get enough to eat at meal-times always / most of the time?	38%	66%
5.3	Does the shop / canteen sell the things that you need?	76%	63%
<b>RELATIONSHIPS WITH STAFF</b>			
6.1	Do most staff here treat you with respect?	77%	89%
6.2	Are there any staff here you could turn to if you had a problem?	82%	85%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	27%	58%
6.4	Do you have a personal officer?	100%	97%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	46%	85%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	9%	18%
6.6	Do you feel that you are treated as an individual in this prison?	50%	67%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	48%	69%
	If so, do things sometimes change?	40%	64%
<b>FAITH</b>			
7.1	Do you have a religion?	62%	67%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	69%	83%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	62%	82%
7.4	Are you able to attend religious services, if you want to?	85%	94%
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	23%	51%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	50%	36%
8.3	Are you able to use a phone every day (if you have credit)?	100%	98%
8.4	Is it very / quite easy for your family and friends to get here?	50%	66%
8.5	Do you get visits from family/friends once a week or more?	27%	32%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	78%	72%
8.7	Are your visitors usually treated respectfully by staff?	88%	91%

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Number of completed questionnaires returned

Drug and alcohol recovery unit (A1 and A2)	22	Rest of the establishment	125
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<b>TIME OUT OF CELL</b>			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<b>96%</b>	<b>94%</b>
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	<b>67%</b>	<b>76%</b>
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<b>5%</b>	<b>4%</b>
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<b>18%</b>	<b>15%</b>
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<b>0%</b>	<b>3%</b>
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<b>9%</b>	<b>1%</b>
9.4	Do you have time to do domestics more than 5 days in a typical week?	<b>77%</b>	<b>79%</b>
9.5	Do you get association more than 5 days in a typical week, if you want it?	<b>91%</b>	<b>93%</b>
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<b>82%</b>	<b>89%</b>
9.7	Do you typically go to the gym twice a week or more?	<b>82%</b>	<b>65%</b>
9.8	Do you typically go to the library once a week or more?	<b>64%</b>	<b>58%</b>
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	<b>39%</b>	<b>57%</b>
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	<b>86%</b>	<b>83%</b>
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	<b>68%</b>	<b>72%</b>
	Are applications usually dealt with within 7 days?	<b>56%</b>	<b>46%</b>
10.3	Is it easy for you to make a complaint?	<b>64%</b>	<b>81%</b>
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	<b>47%</b>	<b>58%</b>
	Are complaints usually dealt with within 7 days?	<b>46%</b>	<b>44%</b>
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<b>18%</b>	<b>21%</b>

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	Drug and alcohol recovery unit (A1 and A2)	Rest of the establishment
<b>Number of completed questionnaires returned</b>	<b>22</b>	<b>125</b>

<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	47%	70%
	Attend legal visits?	60%	72%
	Get bail information?	24%	35%
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	65%	65%
<b>HEALTH CARE</b>			
11.1	Is it very / quite easy to see:		
	- Doctor?	46%	43%
	- Nurse?	64%	66%
	- Dentist?	32%	31%
	- Mental health workers?	36%	41%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	50%	65%
	- Nurse?	50%	63%
	- Dentist?	52%	59%
	- Mental health workers?	41%	44%
11.3	Do you have any mental health problems?	62%	36%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	31%	64%
11.5	Do you think the overall quality of the health services here is very / quite good?	50%	60%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability?	32%	25%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	29%	32%
12.3	Have you been on an ACCT in this prison?	9%	14%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	100%	75%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	41%	57%
<b>ALCOHOL AND DRUGS</b>			
13.1	Did you have an alcohol problem when you came into this prison?	9%	12%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	100%	69%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	36%	15%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	27%	14%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	14%	7%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	67%	64%
13.7	Is it very / quite easy to get illicit drugs in this prison?	32%	40%
13.8	Is it very / quite easy to get alcohol in this prison?	18%	18%

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Number of completed questionnaires returned

Drug and alcohol recovery unit (A1 and A2)	<b>22</b>	Rest of the establishment	<b>125</b>
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<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	<b>23%</b>	<b>28%</b>
14.2	Do you feel unsafe now?	<b>0%</b>	<b>8%</b>
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	<b>29%</b>	<b>26%</b>
	- Threats or intimidation?	<b>29%</b>	<b>21%</b>
	- Physical assault?	<b>19%</b>	<b>8%</b>
	- Sexual assault?	<b>0%</b>	<b>2%</b>
	- Theft of canteen or property?	<b>14%</b>	<b>12%</b>
	- Other bullying / victimisation?	<b>14%</b>	<b>11%</b>
	- Not experienced any of these from prisoners here	<b>62%</b>	<b>64%</b>
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<b>0%</b>	<b>35%</b>
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	<b>11%</b>	<b>24%</b>
	- Threats or intimidation?	<b>16%</b>	<b>16%</b>
	- Physical assault?	<b>5%</b>	<b>4%</b>
	- Sexual assault?	<b>0%</b>	<b>2%</b>
	- Theft of canteen or property?	<b>5%</b>	<b>4%</b>
	- Other bullying / victimisation?	<b>11%</b>	<b>18%</b>
	- Not experienced any of these from staff here	<b>84%</b>	<b>64%</b>
14.6	If you were being bullied / victimised by staff here, would you report it?	<b>27%</b>	<b>54%</b>
<b>BEHAVIOUR MANAGEMENT</b>			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<b>46%</b>	<b>52%</b>
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<b>32%</b>	<b>62%</b>
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<b>9%</b>	<b>7%</b>
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?	<b>50%</b>	<b>57%</b>
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<b>9%</b>	<b>10%</b>
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>		
15.6	Were you treated well by segregation staff?	<b>100%</b>	<b>73%</b>
	Could you shower every day?	<b>100%</b>	<b>91%</b>
	Could you go outside for exercise every day?	<b>100%</b>	<b>82%</b>
	Could you use the phone every day (if you had credit)?	<b>100%</b>	<b>91%</b>

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Drug and alcohol recovery unit (A1 and A2)	Rest of the establishment
<b>22</b>	<b>125</b>

<b>EDUCATION, SKILLS AND WORK</b>		
<b>16.1</b>	In this prison, is it easy to get into the following activities:	
	- Education?	<b>57%</b> <b>78%</b>
	- Vocational or skills training?	<b>62%</b> <b>52%</b>
	- Prison job?	<b>29%</b> <b>60%</b>
	- Voluntary work outside of the prison?	<b>0%</b> <b>2%</b>
	- Paid work outside of the prison?	<b>0%</b> <b>3%</b>
<b>16.2</b>	In this prison, have you done the following activities:	
	- Education?	<b>76%</b> <b>92%</b>
	- Vocational or skills training?	<b>73%</b> <b>86%</b>
	- Prison job?	<b>76%</b> <b>88%</b>
	- Voluntary work outside of the prison?	<b>19%</b> <b>27%</b>
	- Paid work outside of the prison?	<b>19%</b> <b>28%</b>
<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	<b>63%</b> <b>78%</b>
	- Vocational or skills training?	<b>81%</b> <b>81%</b>
	- Prison job?	<b>44%</b> <b>59%</b>
	- Voluntary work outside of the prison?	<b>100%</b> <b>70%</b>
	- Paid work outside of the prison?	<b>100%</b> <b>68%</b>
<b>16.3</b>	Do staff encourage you to attend education, training or work?	<b>81%</b> <b>70%</b>
<b>PLANNING AND PROGRESSION</b>		
<b>17.1</b>	Do you have a custody plan?	<b>82%</b> <b>88%</b>
<i>For those who have a custody plan:</i>		
<b>17.2</b>	Do you understand what you need to do to achieve your objectives or targets?	<b>94%</b> <b>98%</b>
<b>17.3</b>	Are staff helping you to achieve your objectives or targets?	<b>50%</b> <b>77%</b>
<b>17.4</b>	In this prison, have you done:	
	- Offending behaviour programmes?	<b>39%</b> <b>75%</b>
	- Other programmes?	<b>50%</b> <b>69%</b>
	- One to one work?	<b>39%</b> <b>51%</b>
	- Been on a specialist unit?	<b>17%</b> <b>28%</b>
	- ROTL - day or overnight release?	<b>6%</b> <b>8%</b>
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	<b>86%</b> <b>85%</b>
	- Other programmes?	<b>89%</b> <b>82%</b>
	- One to one work?	<b>86%</b> <b>75%</b>
	- Being on a specialist unit?	<b>33%</b> <b>72%</b>
	- ROTL - day or overnight release?	<b>100%</b> <b>43%</b>

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Number of completed questionnaires returned

Drug and alcohol recovery unit (A1 and A2)	22	Rest of the establishment	125
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PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	9%	3%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	0%	100%
18.3	Is anybody helping you to prepare for your release?	100%	0%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	100%	50%
	- Getting employment?	50%	100%
	- Setting up education or training?	50%	0%
	- Arranging benefits?	100%	100%
	- Sorting out finances?	50%	100%
	- Support for drug or alcohol problems?	100%	50%
	- Health / mental Health support?	100%	50%
	- Social care support?	100%	50%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	50%	0%
	- Getting employment?	100%	0%
	- Setting up education or training?	0%	0%
	- Arranging benefits?	0%	0%
	- Sorting out finances?	0%	0%
	- Support for drug or alcohol problems?	50%	0%
	- Health / mental Health support?	50%	0%
	- Social care support?	0%	0%
- Getting back in touch with family or friends?	0%	0%	
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	64%	70%

## HMP Buckley Hall 2019

### Comparison of survey responses from different residential locations

In this table responses from the progression unit (C3 and C4) are compared with those from the rest of the establishment.

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Progression unit (C3 and C4)	Rest of the establishment
20	127

Number of completed questionnaires returned

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	0%
	Are you 25 years of age or younger?	0%	4%
	Are you 50 years of age or older?	25%	14%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	30%	20%
1.4	Have you been in this prison for less than 6 months?	17%	27%
1.5	Are you currently serving a sentence?	100%	100%
	Are you on recall?	25%	6%
1.6	Is your sentence less than 12 months?	0%	0%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	45%	9%
7.1	Are you Muslim?	10%	17%
11.3	Do you have any mental health problems?	47%	39%
12.1	Do you consider yourself to have a disability?	37%	24%
19.1	Do you have any children under the age of 18?	47%	56%
19.2	Are you a foreign national?	6%	3%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	6%
19.4	Have you ever been in the armed services?	11%	8%
19.5	Is your gender female or non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	5%	1%
19.7	Do you identify as transgender or transsexual?	0%	1%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	25%	26%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	40%	43%
2.3	When you were searched in reception, was this done in a respectful way?	100%	91%
2.4	Overall, were you treated very / quite well in reception?	90%	92%

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Progression unit (C3 and C4)	
Rest of the establishment	
<b>Number of completed questionnaires returned</b>	<b>20</b> <b>127</b>

<b>2.5</b>	When you first arrived, did you have any problems?	<b>72%</b>	<b>55%</b>
<b>2.5</b>	Did you have problems with:		
	- Getting phone numbers?	<b>6%</b>	<b>16%</b>
	- Contacting family?	<b>0%</b>	<b>10%</b>
	- Arranging care for children or other dependents?	<b>0%</b>	<b>1%</b>
	- Contacting employers?	<b>0%</b>	<b>2%</b>
	- Money worries?	<b>6%</b>	<b>10%</b>
	- Housing worries?	<b>6%</b>	<b>3%</b>
	- Feeling depressed?	<b>33%</b>	<b>17%</b>
	- Feeling suicidal?	<b>6%</b>	<b>6%</b>
	- Other mental health problems?	<b>22%</b>	<b>16%</b>
	- Physical health problems?	<b>22%</b>	<b>11%</b>
	- Drugs or alcohol (e.g. withdrawal)?	<b>6%</b>	<b>8%</b>
	- Getting medication?	<b>28%</b>	<b>12%</b>
	- Needing protection from other prisoners?	<b>0%</b>	<b>2%</b>
	- Lost or delayed property?	<b>33%</b>	<b>17%</b>
	<i>For those who had any problems when they first arrived:</i>		
<b>2.6</b>	Did staff help you to deal with these problems?	<b>46%</b>	<b>46%</b>
<b>FIRST NIGHT AND INDUCTION</b>			
<b>3.1</b>	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	<b>65%</b>	<b>68%</b>
	- Toiletries / other basic items?	<b>40%</b>	<b>45%</b>
	- A shower?	<b>60%</b>	<b>60%</b>
	- A free phone call?	<b>60%</b>	<b>66%</b>
	- Something to eat?	<b>80%</b>	<b>80%</b>
	- The chance to see someone from health care?	<b>70%</b>	<b>71%</b>
	- The chance to talk to a Listener or Samaritans?	<b>15%</b>	<b>37%</b>
	- Support from another prisoner (e.g. Insider or buddy)?	<b>10%</b>	<b>33%</b>
	- None of these?	<b>5%</b>	<b>5%</b>
<b>3.2</b>	On your first night in this prison, was your cell very / quite clean?	<b>65%</b>	<b>59%</b>
<b>3.3</b>	Did you feel safe on your first night here?	<b>90%</b>	<b>91%</b>
<b>3.4</b>	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	<b>35%</b>	<b>48%</b>
	- Free PIN phone credit?	<b>58%</b>	<b>56%</b>
	- Numbers put on your PIN phone?	<b>50%</b>	<b>60%</b>
<b>3.5</b>	Have you had an induction at this prison?	<b>95%</b>	<b>98%</b>
	<i>For those who have had an induction:</i>		
<b>3.5</b>	Did your induction cover everything you needed to know about this prison?	<b>83%</b>	<b>77%</b>

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Progression unit (C3 and C4)	Rest of the establishment
<b>20</b>	<b>127</b>

Number of completed questionnaires returned

<b>ON THE WING</b>			
4.1	Are you in a cell on your own?	<b>100%</b>	<b>77%</b>
4.2	Is your cell call bell normally answered within 5 minutes?	<b>30%</b>	<b>52%</b>
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	<b>84%</b>	<b>90%</b>
	- Can you shower every day?	<b>85%</b>	<b>94%</b>
	- Do you have clean sheets every week?	<b>58%</b>	<b>79%</b>
	- Do you get cell cleaning materials every week?	<b>65%</b>	<b>74%</b>
	- Is it normally quiet enough for you to relax or sleep at night?	<b>55%</b>	<b>74%</b>
	- Can you get your stored property if you need it?	<b>35%</b>	<b>46%</b>
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	<b>85%</b>	<b>75%</b>
<b>FOOD AND CANTEEN</b>			
5.1	Is the quality of the food in this prison very / quite good?	<b>70%</b>	<b>79%</b>
5.2	Do you get enough to eat at meal-times always / most of the time?	<b>60%</b>	<b>62%</b>
5.3	Does the shop / canteen sell the things that you need?	<b>67%</b>	<b>65%</b>
<b>RELATIONSHIPS WITH STAFF</b>			
6.1	Do most staff here treat you with respect?	<b>90%</b>	<b>87%</b>
6.2	Are there any staff here you could turn to if you had a problem?	<b>95%</b>	<b>83%</b>
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<b>70%</b>	<b>50%</b>
6.4	Do you have a personal officer?	<b>100%</b>	<b>97%</b>
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	<b>95%</b>	<b>76%</b>
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	<b>15%</b>	<b>17%</b>
6.6	Do you feel that you are treated as an individual in this prison?	<b>53%</b>	<b>66%</b>
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	<b>80%</b>	<b>64%</b>
	If so, do things sometimes change?	<b>44%</b>	<b>65%</b>
<b>FAITH</b>			
7.1	Do you have a religion?	<b>65%</b>	<b>66%</b>
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	<b>77%</b>	<b>82%</b>
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	<b>69%</b>	<b>81%</b>
7.4	Are you able to attend religious services, if you want to?	<b>100%</b>	<b>92%</b>
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	<b>50%</b>	<b>46%</b>
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<b>45%</b>	<b>37%</b>
8.3	Are you able to use a phone every day (if you have credit)?	<b>100%</b>	<b>98%</b>
8.4	Is it very / quite easy for your family and friends to get here?	<b>60%</b>	<b>64%</b>
8.5	Do you get visits from family/friends once a week or more?	<b>11%</b>	<b>34%</b>
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	<b>60%</b>	<b>75%</b>
8.7	Are your visitors usually treated respectfully by staff?	<b>87%</b>	<b>91%</b>

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Progression unit (C3 and C4)	Rest of the establishment
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Number of completed questionnaires returned

<b>TIME OUT OF CELL</b>			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<b>90%</b>	<b>95%</b>
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	<b>72%</b>	<b>75%</b>
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<b>0%</b>	<b>5%</b>
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<b>11%</b>	<b>16%</b>
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<b>0%</b>	<b>3%</b>
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<b>5%</b>	<b>2%</b>
9.4	Do you have time to do domestics more than 5 days in a typical week?	<b>85%</b>	<b>78%</b>
9.5	Do you get association more than 5 days in a typical week, if you want it?	<b>100%</b>	<b>91%</b>
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<b>85%</b>	<b>89%</b>
9.7	Do you typically go to the gym twice a week or more?	<b>55%</b>	<b>69%</b>
9.8	Do you typically go to the library once a week or more?	<b>60%</b>	<b>59%</b>
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	<b>50%</b>	<b>55%</b>
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	<b>85%</b>	<b>83%</b>
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	<b>77%</b>	<b>70%</b>
	Are applications usually dealt with within 7 days?	<b>24%</b>	<b>52%</b>
10.3	Is it easy for you to make a complaint?	<b>75%</b>	<b>79%</b>
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	<b>22%</b>	<b>60%</b>
	Are complaints usually dealt with within 7 days?	<b>20%</b>	<b>48%</b>
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<b>25%</b>	<b>19%</b>

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<b>20</b>	<b>127</b>

Number of completed questionnaires returned

<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	<b>61%</b>	<b>67%</b>
	Attend legal visits?	<b>63%</b>	<b>72%</b>
	Get bail information?	<b>14%</b>	<b>34%</b>
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	<b>71%</b>	<b>64%</b>
<b>HEALTH CARE</b>			
11.1	Is it very / quite easy to see:		
	- Doctor?	<b>30%</b>	<b>46%</b>
	- Nurse?	<b>65%</b>	<b>66%</b>
	- Dentist?	<b>30%</b>	<b>32%</b>
	- Mental health workers?	<b>45%</b>	<b>39%</b>
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	<b>53%</b>	<b>65%</b>
	- Nurse?	<b>53%</b>	<b>63%</b>
	- Dentist?	<b>58%</b>	<b>58%</b>
	- Mental health workers?	<b>32%</b>	<b>45%</b>
11.3	Do you have any mental health problems?	<b>47%</b>	<b>39%</b>
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	<b>44%</b>	<b>59%</b>
11.5	Do you think the overall quality of the health services here is very / quite good?	<b>37%</b>	<b>62%</b>
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability?	<b>37%</b>	<b>24%</b>
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	<b>0%</b>	<b>36%</b>
12.3	Have you been on an ACCT in this prison?	<b>21%</b>	<b>12%</b>
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	<b>75%</b>	<b>79%</b>
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	<b>58%</b>	<b>54%</b>
<b>ALCOHOL AND DRUGS</b>			
13.1	Did you have an alcohol problem when you came into this prison?	<b>16%</b>	<b>11%</b>
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	<b>67%</b>	<b>75%</b>
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	<b>11%</b>	<b>20%</b>
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<b>26%</b>	<b>15%</b>
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<b>11%</b>	<b>7%</b>
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	<b>60%</b>	<b>65%</b>
13.7	Is it very / quite easy to get illicit drugs in this prison?	<b>58%</b>	<b>36%</b>
13.8	Is it very / quite easy to get alcohol in this prison?	<b>32%</b>	<b>16%</b>

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<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	<b>47%</b>	<b>24%</b>
14.2	Do you feel unsafe now?	<b>6%</b>	<b>7%</b>
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	<b>42%</b>	<b>24%</b>
	- Threats or intimidation?	<b>32%</b>	<b>20%</b>
	- Physical assault?	<b>16%</b>	<b>9%</b>
	- Sexual assault?	<b>5%</b>	<b>1%</b>
	- Theft of canteen or property?	<b>21%</b>	<b>11%</b>
	- Other bullying / victimisation?	<b>16%</b>	<b>11%</b>
	- Not experienced any of these from prisoners here	<b>47%</b>	<b>67%</b>
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<b>42%</b>	<b>27%</b>
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	<b>32%</b>	<b>20%</b>
	- Threats or intimidation?	<b>37%</b>	<b>12%</b>
	- Physical assault?	<b>5%</b>	<b>4%</b>
	- Sexual assault?	<b>5%</b>	<b>1%</b>
	- Theft of canteen or property?	<b>11%</b>	<b>3%</b>
	- Other bullying / victimisation?	<b>26%</b>	<b>15%</b>
	- Not experienced any of these from staff here	<b>53%</b>	<b>69%</b>
14.6	If you were being bullied / victimised by staff here, would you report it?	<b>74%</b>	<b>45%</b>
<b>BEHAVIOUR MANAGEMENT</b>			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<b>26%</b>	<b>55%</b>
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<b>61%</b>	<b>57%</b>
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<b>5%</b>	<b>8%</b>
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?	<b>100%</b>	<b>50%</b>
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<b>5%</b>	<b>10%</b>
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>		
15.6	Were you treated well by segregation staff?	<b>100%</b>	<b>75%</b>
	Could you shower every day?	<b>100%</b>	<b>92%</b>
	Could you go outside for exercise every day?	<b>100%</b>	<b>83%</b>
	Could you use the phone every day (if you had credit)?	<b>100%</b>	<b>92%</b>

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<b>EDUCATION, SKILLS AND WORK</b>			
<b>16.1</b>	In this prison, is it easy to get into the following activities:		
	- Education?	<b>68%</b>	<b>76%</b>
	- Vocational or skills training?	<b>47%</b>	<b>54%</b>
	- Prison job?	<b>63%</b>	<b>53%</b>
	- Voluntary work outside of the prison?	<b>0%</b>	<b>2%</b>
	- Paid work outside of the prison?	<b>0%</b>	<b>3%</b>
<b>16.2</b>	In this prison, have you done the following activities:		
	- Education?	<b>84%</b>	<b>90%</b>
	- Vocational or skills training?	<b>90%</b>	<b>83%</b>
	- Prison job?	<b>90%</b>	<b>85%</b>
	- Voluntary work outside of the prison?	<b>11%</b>	<b>28%</b>
	- Paid work outside of the prison?	<b>21%</b>	<b>27%</b>
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	<b>69%</b>	<b>77%</b>
	- Vocational or skills training?	<b>77%</b>	<b>82%</b>
	- Prison job?	<b>47%</b>	<b>58%</b>
	- Voluntary work outside of the prison?	<b>100%</b>	<b>72%</b>
	- Paid work outside of the prison?	<b>75%</b>	<b>71%</b>
<b>16.3</b>	Do staff encourage you to attend education, training or work?	<b>79%</b>	<b>70%</b>
<b>PLANNING AND PROGRESSION</b>			
<b>17.1</b>	Do you have a custody plan?	<b>95%</b>	<b>86%</b>
<i>For those who have a custody plan:</i>			
<b>17.2</b>	Do you understand what you need to do to achieve your objectives or targets?	<b>100%</b>	<b>97%</b>
<b>17.3</b>	Are staff helping you to achieve your objectives or targets?	<b>78%</b>	<b>72%</b>
<b>17.4</b>	In this prison, have you done:		
	- Offending behaviour programmes?	<b>65%</b>	<b>70%</b>
	- Other programmes?	<b>69%</b>	<b>65%</b>
	- One to one work?	<b>61%</b>	<b>46%</b>
	- Been on a specialist unit?	<b>78%</b>	<b>16%</b>
	- ROTL - day or overnight release?	<b>0%</b>	<b>9%</b>
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	<b>82%</b>	<b>86%</b>
	- Other programmes?	<b>82%</b>	<b>83%</b>
	- One to one work?	<b>64%</b>	<b>80%</b>
	- Being on a specialist unit?	<b>86%</b>	<b>50%</b>
	- ROTL - day or overnight release?	<b>0%</b>	<b>50%</b>

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<b>PREPARATION FOR RELEASE</b>			
18.1	Do you expect to be released in the next 3 months?	0%	4%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?		60%
18.3	Is anybody helping you to prepare for your release?		40%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?		75%
	- Getting employment?		75%
	- Setting up education or training?		33%
	- Arranging benefits?		100%
	- Sorting out finances?		75%
	- Support for drug or alcohol problems?		75%
	- Health / mental Health support?		75%
	- Social care support?		75%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?		33%
	- Getting employment?		33%
	- Setting up education or training?		0%
	- Arranging benefits?		0%
	- Sorting out finances?		0%
	- Support for drug or alcohol problems?		33%
	- Health / mental Health support?		33%
	- Social care support?		0%
- Getting back in touch with family or friends?		0%	
<b>FINAL QUESTION ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	68%	69%

## HMP Buckley Hall 2019

### Comparison of survey responses from different residential locations

In this table responses from the enhanced unit (D wing) are compared with those from the rest of the establishment.

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Enhanced unit (D wing)	Rest of the establishment
<b>20</b>	<b>127</b>

Number of completed questionnaires returned

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	0%
	Are you 25 years of age or younger?	0%	4%
	Are you 50 years of age or older?	37%	12%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	11%	23%
1.4	Have you been in this prison for less than 6 months?	11%	28%
1.5	Are you currently serving a sentence?	100%	100%
	Are you on recall?	16%	7%
1.6	Is your sentence less than 12 months?	0%	0%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	25%	12%
7.1	Are you Muslim?	5%	18%
11.3	Do you have any mental health problems?	30%	42%
12.1	Do you consider yourself to have a disability?	30%	25%
19.1	Do you have any children under the age of 18?	30%	59%
19.2	Are you a foreign national?	5%	3%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	5%	5%
19.4	Have you ever been in the armed services?	15%	8%
19.5	Is your gender female or non-binary?	5%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	5%	1%
19.7	Do you identify as transgender or transsexual?	5%	0%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	20%	26%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	55%	41%
2.3	When you were searched in reception, was this done in a respectful way?	95%	92%
2.4	Overall, were you treated very / quite well in reception?	100%	90%

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	Enhanced unit (D wing)	Rest of the establishment
<b>Number of completed questionnaires returned</b>	<b>20</b>	<b>127</b>

2.5	When you first arrived, did you have any problems?	58%	57%
2.5	Did you have problems with:		
	- Getting phone numbers?	5%	16%
	- Contacting family?	11%	9%
	- Arranging care for children or other dependents?	5%	0%
	- Contacting employers?	5%	1%
	- Money worries?	5%	10%
	- Housing worries?	5%	3%
	- Feeling depressed?	26%	18%
	- Feeling suicidal?	16%	4%
	- Other mental health problems?	11%	17%
	- Physical health problems?	37%	9%
	- Drugs or alcohol (e.g. withdrawal)?	11%	7%
	- Getting medication?	16%	14%
	- Needing protection from other prisoners?	11%	0%
	- Lost or delayed property?	11%	21%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	90%	40%
<b>FIRST NIGHT AND INDUCTION</b>			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	63%	68%
	- Toiletries / other basic items?	58%	43%
	- A shower?	84%	56%
	- A free phone call?	84%	63%
	- Something to eat?	90%	78%
	- The chance to see someone from health care?	90%	68%
	- The chance to talk to a Listener or Samaritans?	47%	32%
	- Support from another prisoner (e.g. Insider or buddy)?	37%	28%
	- None of these?	0%	6%
3.2	On your first night in this prison, was your cell very / quite clean?	50%	62%
3.3	Did you feel safe on your first night here?	85%	92%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	45%	47%
	- Free PIN phone credit?	63%	56%
	- Numbers put on your PIN phone?	75%	56%
3.5	Have you had an induction at this prison?	100%	98%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	95%	75%

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<b>20</b>	<b>127</b>

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<b>ON THE WING</b>			
4.1	Are you in a cell on your own?	100%	77%
4.2	Is your cell call bell normally answered within 5 minutes?	80%	44%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	100%	87%
	- Can you shower every day?	100%	92%
	- Do you have clean sheets every week?	100%	72%
	- Do you get cell cleaning materials every week?	100%	68%
	- Is it normally quiet enough for you to relax or sleep at night?	100%	67%
	- Can you get your stored property if you need it?	68%	40%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	95%	73%
<b>FOOD AND CANTEEN</b>			
5.1	Is the quality of the food in this prison very / quite good?	75%	78%
5.2	Do you get enough to eat at meal-times always / most of the time?	75%	60%
5.3	Does the shop / canteen sell the things that you need?	53%	67%
<b>RELATIONSHIPS WITH STAFF</b>			
6.1	Do most staff here treat you with respect?	100%	85%
6.2	Are there any staff here you could turn to if you had a problem?	100%	82%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	65%	51%
6.4	Do you have a personal officer?	95%	98%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	95%	76%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	40%	13%
6.6	Do you feel that you are treated as an individual in this prison?	84%	61%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	85%	63%
	If so, do things sometimes change?	77%	58%
<b>FAITH</b>			
7.1	Do you have a religion?	63%	66%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	77%	82%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	92%	77%
7.4	Are you able to attend religious services, if you want to?	100%	92%
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	63%	44%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	35%	39%
8.3	Are you able to use a phone every day (if you have credit)?	100%	98%
8.4	Is it very / quite easy for your family and friends to get here?	45%	67%
8.5	Do you get visits from family/friends once a week or more?	26%	32%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	75%	72%
8.7	Are your visitors usually treated respectfully by staff?	94%	90%

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<b>TIME OUT OF CELL</b>			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<b>100%</b>	<b>94%</b>
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	<b>80%</b>	<b>74%</b>
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<b>5%</b>	<b>4%</b>
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<b>20%</b>	<b>15%</b>
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<b>6%</b>	<b>2%</b>
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<b>0%</b>	<b>2%</b>
9.4	Do you have time to do domestics more than 5 days in a typical week?	<b>95%</b>	<b>76%</b>
9.5	Do you get association more than 5 days in a typical week, if you want it?	<b>100%</b>	<b>91%</b>
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<b>90%</b>	<b>88%</b>
9.7	Do you typically go to the gym twice a week or more?	<b>70%</b>	<b>67%</b>
9.8	Do you typically go to the library once a week or more?	<b>84%</b>	<b>55%</b>
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	<b>53%</b>	<b>55%</b>
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	<b>90%</b>	<b>82%</b>
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	<b>88%</b>	<b>69%</b>
	Are applications usually dealt with within 7 days?	<b>69%</b>	<b>44%</b>
10.3	Is it easy for you to make a complaint?	<b>90%</b>	<b>76%</b>
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	<b>64%</b>	<b>54%</b>
	Are complaints usually dealt with within 7 days?	<b>46%</b>	<b>44%</b>
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<b>12%</b>	<b>22%</b>

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<i>For those who need it, is it easy to:</i>			
<b>10.6</b>	Communicate with your solicitor or legal representative?	<b>93%</b>	<b>63%</b>
	Attend legal visits?	<b>92%</b>	<b>68%</b>
	Get bail information?	<b>75%</b>	<b>30%</b>
<i>For those who have had legal letters:</i>			
<b>10.7</b>	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	<b>60%</b>	<b>66%</b>
<b>HEALTH CARE</b>			
<b>11.1</b>	Is it very / quite easy to see:		
	- Doctor?	<b>40%</b>	<b>44%</b>
	- Nurse?	<b>74%</b>	<b>65%</b>
	- Dentist?	<b>35%</b>	<b>31%</b>
	- Mental health workers?	<b>33%</b>	<b>41%</b>
<b>11.2</b>	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	<b>70%</b>	<b>62%</b>
	- Nurse?	<b>65%</b>	<b>61%</b>
	- Dentist?	<b>75%</b>	<b>55%</b>
	- Mental health workers?	<b>50%</b>	<b>42%</b>
<b>11.3</b>	Do you have any mental health problems?	<b>30%</b>	<b>42%</b>
<i>For those who have mental health problems:</i>			
<b>11.4</b>	Have you been helped with your mental health problems in this prison?	<b>100%</b>	<b>51%</b>
<b>11.5</b>	Do you think the overall quality of the health services here is very / quite good?	<b>75%</b>	<b>56%</b>
<b>OTHER SUPPORT NEEDS</b>			
<b>12.1</b>	Do you consider yourself to have a disability?	<b>30%</b>	<b>25%</b>
<i>For those who have a disability:</i>			
<b>12.2</b>	Are you getting the support you need?	<b>33%</b>	<b>30%</b>
<b>12.3</b>	Have you been on an ACCT in this prison?	<b>20%</b>	<b>13%</b>
<i>For those who have been on an ACCT:</i>			
<b>12.4</b>	Did you feel cared for by staff?	<b>67%</b>	<b>80%</b>
<b>12.5</b>	Is it very / quite easy for you to speak to a Listener if you need to?	<b>55%</b>	<b>54%</b>
<b>ALCOHOL AND DRUGS</b>			
<b>13.1</b>	Did you have an alcohol problem when you came into this prison?	<b>15%</b>	<b>11%</b>
<i>For those who had / have an alcohol problem:</i>			
<b>13.2</b>	Have you been helped with your alcohol problem in this prison?	<b>100%</b>	<b>67%</b>
<b>13.3</b>	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	<b>20%</b>	<b>18%</b>
<b>13.4</b>	Have you developed a problem with illicit drugs since you have been in this prison?	<b>20%</b>	<b>16%</b>
<b>13.5</b>	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<b>15%</b>	<b>7%</b>
<i>For those who had / have a drug problem:</i>			
<b>13.6</b>	Have you been helped with your drug problem in this prison?	<b>80%</b>	<b>62%</b>
<b>13.7</b>	Is it very / quite easy to get illicit drugs in this prison?	<b>55%</b>	<b>36%</b>
<b>13.8</b>	Is it very / quite easy to get alcohol in this prison?	<b>20%</b>	<b>18%</b>

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<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	35%	25%
14.2	Do you feel unsafe now?	15%	5%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	42%	24%
	- Threats or intimidation?	37%	19%
	- Physical assault?	11%	10%
	- Sexual assault?	5%	1%
	- Theft of canteen or property?	11%	12%
	- Other bullying / victimisation?	21%	10%
	- Not experienced any of these from prisoners here	42%	68%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	70%	22%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	11%	24%
	- Threats or intimidation?	0%	18%
	- Physical assault?	0%	5%
	- Sexual assault?	0%	2%
	- Theft of canteen or property?	0%	4%
	- Other bullying / victimisation?	16%	17%
	- Not experienced any of these from staff here	74%	66%
14.6	If you were being bullied / victimised by staff here, would you report it?	74%	45%
<b>BEHAVIOUR MANAGEMENT</b>			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	63%	49%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	84%	53%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	10%	7%
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?	100%	43%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	20%	8%
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>		
15.6	Were you treated well by segregation staff?	75%	78%
	Could you shower every day?	100%	89%
	Could you go outside for exercise every day?	75%	89%
	Could you use the phone every day (if you had credit)?	100%	89%

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<b>EDUCATION, SKILLS AND WORK</b>		
<b>16.1</b>	In this prison, is it easy to get into the following activities:	
	- Education?	<b>75%</b> <b>75%</b>
	- Vocational or skills training?	<b>68%</b> <b>51%</b>
	- Prison job?	<b>68%</b> <b>52%</b>
	- Voluntary work outside of the prison?	<b>0%</b> <b>2%</b>
	- Paid work outside of the prison?	<b>0%</b> <b>3%</b>
<b>16.2</b>	In this prison, have you done the following activities:	
	- Education?	<b>94%</b> <b>88%</b>
	- Vocational or skills training?	<b>88%</b> <b>83%</b>
	- Prison job?	<b>88%</b> <b>85%</b>
	- Voluntary work outside of the prison?	<b>11%</b> <b>28%</b>
	- Paid work outside of the prison?	<b>6%</b> <b>30%</b>
<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	<b>94%</b> <b>72%</b>
	- Vocational or skills training?	<b>100%</b> <b>79%</b>
	- Prison job?	<b>73%</b> <b>54%</b>
	- Voluntary work outside of the prison?	<b>50%</b> <b>76%</b>
	- Paid work outside of the prison?	<b>0%</b> <b>74%</b>
<b>16.3</b>	Do staff encourage you to attend education, training or work?	<b>74%</b> <b>71%</b>
<b>PLANNING AND PROGRESSION</b>		
<b>17.1</b>	Do you have a custody plan?	<b>80%</b> <b>88%</b>
<i>For those who have a custody plan:</i>		
<b>17.2</b>	Do you understand what you need to do to achieve your objectives or targets?	<b>100%</b> <b>97%</b>
<b>17.3</b>	Are staff helping you to achieve your objectives or targets?	<b>81%</b> <b>71%</b>
<b>17.4</b>	In this prison, have you done:	
	- Offending behaviour programmes?	<b>73%</b> <b>68%</b>
	- Other programmes?	<b>85%</b> <b>63%</b>
	- One to one work?	<b>31%</b> <b>51%</b>
	- Been on a specialist unit?	<b>7%</b> <b>29%</b>
	- ROTL - day or overnight release?	<b>0%</b> <b>9%</b>
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	<b>91%</b> <b>84%</b>
	- Other programmes?	<b>91%</b> <b>82%</b>
	- One to one work?	<b>75%</b> <b>77%</b>
	- Being on a specialist unit?	<b>0%</b> <b>70%</b>
	- ROTL - day or overnight release?	<b>50%</b>

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<b>PREPARATION FOR RELEASE</b>			
18.1	Do you expect to be released in the next 3 months?	5%	3%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	100%	50%
18.3	Is anybody helping you to prepare for your release?	0%	50%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	100%	67%
	- Getting employment?	100%	67%
	- Setting up education or training?		33%
	- Arranging benefits?	100%	100%
	- Sorting out finances?	100%	67%
	- Support for drug or alcohol problems?	100%	67%
	- Health / mental Health support?	100%	67%
	- Social care support?	100%	67%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	0%	50%
	- Getting employment?	0%	50%
	- Setting up education or training?		0%
	- Arranging benefits?	0%	0%
	- Sorting out finances?	0%	0%
	- Support for drug or alcohol problems?	0%	50%
	- Health / mental Health support?	0%	50%
	- Social care support?	0%	0%
- Getting back in touch with family or friends?	0%	0%	
<b>FINAL QUESTION ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	78%	68%