

Report on an unannounced inspection of

HMP Littlehey

by HM Chief Inspector of Prisons

22 July – 2 August 2019

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Glossary of terms

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

Introduction

Located near Huntingdon in Cambridgeshire, Littlehey is a category C training prison, holding up to 1,220 adult male prisoners. With a specialist function and holding men from across the country, the prison is one of a very small number that holds only those convicted of a sexual offence and as such the profile of prisoners held is unusual. Forty-four per cent of prisoners were serving lengthy sentences of between four and 10 years, with over a third serving more than 10 years. Around 150 prisoners were serving indeterminate sentences, including life. Among the population nearly half were over the age of 50 and of all those held, some 78% presented a high or very high risk of harm.

When we last inspected Littlehey in 2015, we found a prison that was both safe and respectful, but where outcomes in purposeful activity and rehabilitation and release planning were insufficiently good. At this inspection we were pleased to find that outcomes in safety and respect remained good, and had improved in purposeful activity, but disappointingly remained insufficient in the important test of rehabilitation.

Littlehey continued to be an overwhelmingly safe prison. New prisoners were received well into the prison and helped to settle. The prison was calm and prisoners reported to us that they felt safe. Very little violence was recorded and a culture that incentivised good behaviour helped greatly. There had been some increase in the use of force but oversight was satisfactory and the use of segregation had decreased since our last inspection. The segregation regime was also much better with re-integration actively supported. Security arrangements were proportionate and the use of illicit drugs remained low. Self-harm had increased in recent years but again remained low. There had tragically been one self-inflicted death since we last visited but care for those in crisis was generally very good.

In our survey of prisoners, the majority indicated that they felt respected by staff and the interactions we observed were relaxed although not always particularly proactive. They were improving, however, following the successful introduction of the keyworker scheme. The internal and external areas of the prison were clean and well-maintained, although some overcrowding and ongoing problems with heating systems were significant issues. Access to kit and other amenities was good, as was the quality of the food. General consultation arrangements were also good and while the promotion of equality had weaknesses, outcomes for prisoners across most protected characteristics were reasonably equitable. Prisoners were positive in their views about the quality of healthcare they received.

Time out of cell for most prisoners in full-time activity was good, although we found a surprisingly high 17% locked in cell during the working day. There was sufficient activity for all, but allocation arrangements were inflexible and unresponsive. The quality and range of education, training and work was good and prisoners could gain qualifications up to level 3. Many made satisfactory progress and were clearly engaged and motivated. Our colleagues in Ofsted judged the overall effectiveness of education, skills and work to be good. Physical education was impressive.

The area where outcomes were weakest was in rehabilitation and release planning. The promotion of family ties needed improvement. About half of prisoners did not have an up-to-date offender assessment system (OASys) assessment, many having arrived without such an assessment. This was concerning given the high level of risk the population presented. Contact between offender supervisors and prisoners was inconsistent and often reactive, with very little one-to-one sentence planning work taking place. There were also quite limited opportunities for those prisoners who did not meet the threshold for participation in offending behaviour programmes. Those who were eligible could normally access programmes prior to release. Public protection arrangements were not sufficiently robust and the prison had only recently introduced resettlement initiatives capable of supporting sufficiently the approximately 30 men discharged each month.

Overall, and despite some criticisms, this report reflects some very good findings and some excellent outcomes for prisoners at Littlehey. The prison had a clearly defined function and held a substantial number of elevated risk men in safe and respectful conditions. Prisoners benefited from a very good daily regime and we saw examples of good practice. Going forward, the prison's main priorities are to assess and reduce the risks of the prisoners it holds, and to prepare those being released for successful resettlement into the community.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

July 2019

Fact page

Task of the establishment

HMP Littlehey is a category C training prison specialising in holding prisoners convicted of sexual offences.

Certified normal accommodation and operational capacity¹

Prisoners held at the time of inspection: 1,210

Baseline certified normal capacity: 1,154

In-use certified normal capacity: 1,154

Operational capacity: 1,220

Notable features from this inspection

78% of prisoners presented a high or very high risk of harm.

48% of prisoners were over the age of 50.

As a likely consequence of the large proportion of older prisoners, there had been 30 deaths from natural causes since the previous inspection.

Less than half of the population had an up-to-date OASys assessment.

Prison status (public or private) and key providers

Public

Physical health provider: Northamptonshire Healthcare NHS Foundation Trust

Mental health provider: Northamptonshire Healthcare NHS Foundation Trust

Substance use treatment provider: Phoenix Futures

Learning and skills provider: PeoplePlus

Community rehabilitation company (CRC): Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire

Escort contractor: Serco

Prison group/Department

Bedfordshire, Cambridgeshire, Norfolk

Brief history

In 1988, the prison opened as a male category C establishment, which over time managed an increasing number of prisoners convicted of sexual offences. In January 2010, there was an extensive expansion to the current site, to accommodate a population of up to 480 young offenders. In 2014, the prison re-rolled to an all adult male category C establishment holding residents convicted of sexual offences.

¹ 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.

Short description of residential units

A wing	General population
B wing	General population
C wing	Community wing, run on rehabilitative culture principles
D wing	General population
E wing	Induction unit
F wing	Progression unit for enhanced residents
G wing	Progression unit for enhanced residents
H wing	Accredited enabling environment
I wing	Elderly unit with support
J wing	Elderly unit with support
K wing	General population
L wing	General population
M wing	Indeterminate sentence for public protection (IPP) unit

Wings A–H are on the original site and are referred to locally as Lakeside. Wings I–M are on the newer site and are referred to locally as Woodlands.

Name of governor and date in post

Sue Doolan (June 2017)

Independent Monitoring Board chair

Harry Chandler

Date of last inspection

2–13 March 2015

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)*.² 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.³

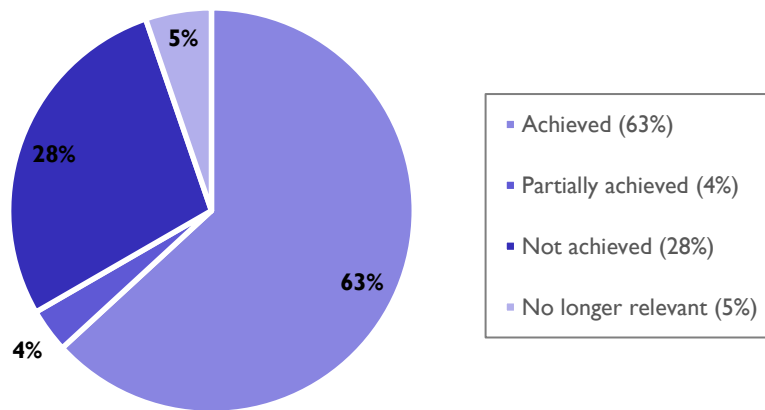
² <https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/>

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

Summary

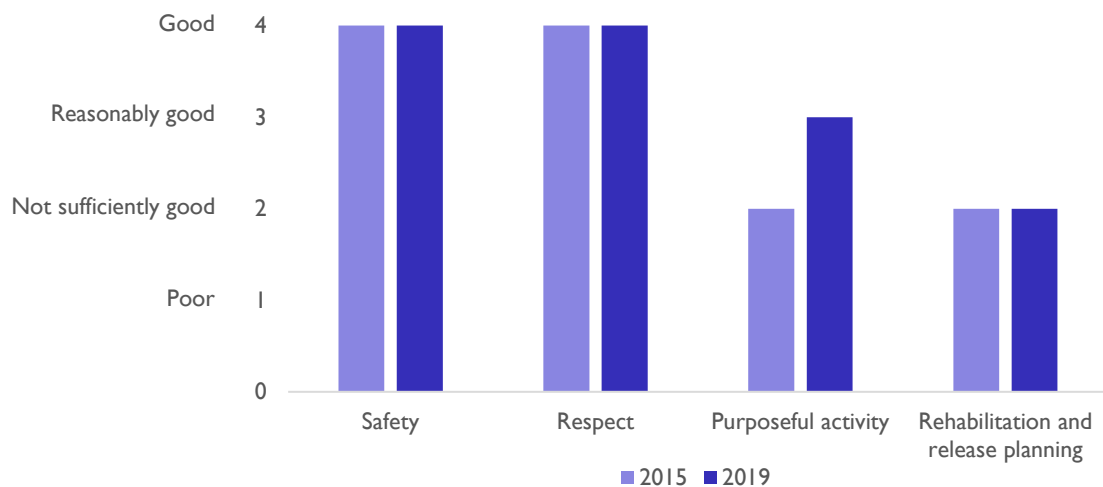
- S1 We last inspected HMP Littlehey in 2015 and made 57 recommendations overall. The prison fully accepted 50 of the recommendations and partially (or subject to resources) accepted four. It rejected three of the recommendations.
- S2 At this follow-up inspection, we found that the prison had achieved 36 of those recommendations, partially achieved two recommendations and not achieved 16 recommendations. Three recommendations were no longer relevant.

Figure 1: HMP Littlehey progress on recommendations from last inspection (n=57)



- S3 Since our last inspection of HMP Littlehey, outcomes for prisoners stayed the same in three healthy prison areas: Safety and Respect remained good, and Rehabilitation and release planning remained not sufficiently good. Outcomes for prisoners in Purposeful activity improved from not sufficiently good to reasonably good.

Figure 2: HMP Littlehey healthy prison outcomes 2015 and 2019⁴



⁴ 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** *Reception and induction arrangements were very good. Many prisoners felt safe and there were few violent incidents. Adjudication procedures were generally fair but too many were dismissed because of procedural error. Access to the community spurs and progressive units encouraged positive behaviour. The number of incidents involving the use of force was comparable with that at similar prisons but most incidents were low level. Segregation was rarely used, and the regime on the segregation unit was good overall. Security arrangements were generally proportionate. Drug use was very low. There were few incidents of self-harm, and those in crisis were well cared for. Work to protect the most vulnerable prisoners was good. **Outcomes for prisoners were good against this healthy prison test.***
- S5** *At the last inspection, in 2015, we found that outcomes for prisoners in Littlehey were good against this healthy prison test. We made eight recommendations in the area of safety.⁵ At this inspection, we found that six of the recommendations had been achieved and two had not been achieved.*
- S6** Reception processes were good, and the reception environment was clean, calm and welcoming. Peer workers and staff provided good support throughout the early days in custody. The first night safety interviews were thorough and held in private. First night cells were clean and well prepared. Prisoners could access the necessary facilities on their first night or early the next day. Induction was comprehensive and delivered to all prisoners who needed it.
- S7** Levels of violence were low and the prison felt calm. Many prisoners told us that they felt safe. Debt-related bullying was the main cause of violence, and a wide range of actions had been taken to tackle this problem. The multidisciplinary safety intervention meeting was a good forum to manage perpetrators of violence and support victims. Challenge, support and intervention plans⁶ had been introduced but were not fully embedded, as plans were weak and not understood by all staff and prisoners. The analysis of violence was comprehensive. The challenging violent behaviour policy was tailored to the prison, and the associated action plan was kept up to date. The incentives and earned privileges policy had been renewed since the previous inspection and was functioning well. Progressive residential units and community spurs helped to encourage positive behaviour.
- S8** The number of adjudications had increased since the previous inspection but was lower than at similar prisons. Too many adjudications were not proceeded with because of procedural errors, which undermined efforts to challenge poor behaviour. Adjudication hearings and punishments were fair. The segregation monitoring and review group met quarterly and was effective at identifying trends and addressing apparent disproportionality.
- S9** The number of incidents involving the use of force had increased since the previous inspection, although levels were now similar to those at comparator prisons. About half of incidents involved the use of just guiding holds. Completed use of force documentation was of high quality and demonstrated the use of de-escalation but too many forms used to report injuries to prisoners were missing. Governance arrangements had improved and were good. The quarterly use of force meeting provided good analysis and oversight of incidents.

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

⁶ The challenge, support and intervention plan (CSIP) is a system 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.

- S10 The use of segregation had reduced since the previous inspection, and was low. The regime on the segregation unit had improved. Some segregated prisoners could attend work and access education classes regularly. Reintegration plans were meaningful and individualised. Living conditions on the unit were generally good but the shower was still in a poor condition. Managerial oversight of segregation was good, and relationships between staff and prisoners on the unit were positive.
- S11 Security arrangements were generally proportionate but not all strip-searches were sufficiently justified by intelligence or authorised by a manager. Restraints were now only used during escort when justified by an individualised risk assessment. The management and dissemination of intelligence, particularly to the safer custody department, were very good. The mandatory drug testing positive rate was low, at 2.7% over the last six months. Responsive and proportionate actions had been taken to address drug supply. The substance use strategy was underdeveloped and not supported by an action plan. Levels of self-harm had increased since the previous inspection but remained low. Many incidents were attributable to a small number of prisoners.
- S12 Levels of self-harm had increased since the previous inspection but remained low. Many incidents were attributable to a small number of prisoners. The quality of assessment, care in custody and teamwork (ACCT) case management documentation for prisoners at risk of suicide or self-harm was mostly good, and improving. Mental health staff input to ACCT reviews was effective. There were enough Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) to support the population. Prisoners in crisis said that they were well cared for. The segregation of prisoners on an ACCT was reviewed daily, and an example of good practice. There had been one self-inflicted death since the previous inspection, but the prison had responded quickly to the Prisons and Probation Ombudsman's recommendations in relation to this.
- S13 Internal adult safeguarding arrangements were very good. The weekly safety interventions meeting was a good platform by which to support at-risk adults but links to external adult safeguarding boards needed to be established.

Respect

S14 *Relationships between staff and prisoners were helpful and relaxed but not always proactive. Prisoners' living conditions were good but undermined by on-going problems with the heating system. Residential services were generally good. The quality of the food provided was good, and arrangements for purchases were adequate. Consultation arrangements were sound. The complaints system generally worked well. The management of equality and diversity had deteriorated but outcomes for protected groups were generally adequate. Faith provision was good. Health services were very good, particularly end-of-life and social care provision. **Outcomes for prisoners were good against this healthy prison test.***

S15 *At the last inspection, in 2015, we found that outcomes for prisoners in Littlehey were good against this healthy prison test. We made 21 recommendations in the area of respect. At this inspection, we found that 13 of the recommendations had been achieved, one had been partially achieved and seven had not been achieved.*

S16 In our survey, 72% of respondents said that most staff treated them respectfully, less than at the time of the previous inspection (84%). Relationships between staff and prisoners were relaxed and helpful but sometimes not proactive. Recordings on P-Nomis (electronic case notes) demonstrated that the introduction of keyworkers had begun to improve

- relationships. Peer supporters and representatives contributed to the calm atmosphere in the prison.
- S17 External and communal areas were clean and well kept. The gardens were impressive but there was a problem with rats in the external areas. Wings were clean and mainly well maintained. Cells were clean, well maintained, free from graffiti and adequately furnished. However, too many prisoners remained in overcrowded cells, with more than 10% doubled up in cells designed for one. Over the previous two years, there had been chronic problems with the heating and boiler system, which had had a negative impact on prisoners' living conditions.
- S18 Prisoners had good access to clean clothes, bed sheets, cleaning materials and showers. Laundry services had improved and were generally good but it was difficult for prisoners to retrieve items from their stored property. All of the cell call bells we tested were responded to within five minutes but routine management checks were inconsistent between wings. The quality, quantity and variety of the food provided were good. Food consultation arrangements were effective. The kitchen and wing serveries were clean and well ordered. The prison shop and catalogue arrangements were adequate.
- S19 Prisoner consultation arrangements were good and led to change. The applications process, managed by prison information desk workers, was mostly effective.⁷ Most applications were responded to within the required timeframe. The complaints system generally worked well and responses were usually timely, but some replies did not sufficiently address the issues raised.
- S20 The equality strategy was reasonably good, but the Littlehey equality action team met infrequently and was poorly attended by senior staff. Equality monitoring data had not been analysed sufficiently. Investigations into discrimination incidents were generally good, with complaints against prisoners and staff upheld. A manager quality assured each response but there was no longer any external quality assurance. There were active and enthusiastic prisoner coordinators and representatives for relevant protected characteristics, with some groups more developed than others. The prison facilitated good celebrations of diversity events, such as Pride and Black History Month.
- S21 Our survey showed no marked differences between the experiences of black and minority ethnic and white prisoners. Foreign nationals had access to regular Home Office immigration surgeries but prison staff rarely used professional telephone interpreting services. Older prisoners were reasonably well catered for, and there were sufficient activities for them. In our survey, prisoners with disabilities were more negative across a number of areas than those without a disability. These prisoners sometimes had difficulty in accessing some parts of the prison. The treatment of gay, bisexual and transgender prisoners was good.
- S22 The chaplaincy catered for most faiths. The team offered a wide range of classes and supported well-being activities. Pastoral care was good.
- S23 Prisoners were generally positive about health services. Clinical governance was stronger than at the time of the previous inspection: the management of health care complaints had improved and excessive waiting times for appointments with key clinics had been eradicated. There was a wide range of good and responsive primary care clinics and services. Systems to identify and support patients with long-term conditions and complex health needs were impressive, and included a growing range of specialist clinics and a well-developed response to patients with social care needs. The prison proactively responded to the needs of the

⁷ Prison information desk workers were prisoners who assisted other prisoners to make applications, provided advice and signposted them to relevant departments and services in the prison.

large population of prisoners aged over 50. Palliative care services were delivered to standards that met the Dying Well in Custody Charter,⁸ with an inhouse consultant in palliative care and a specialist nurse, which was good practice. The mental health team provided a range of impressive services that met the needs of the population. The substance use, pharmacy and dental teams delivered effective services.

Purposeful activity

S24 *The amount of time out of cell for prisoners in full-time activities was good. PE provision was impressive. The two libraries were reasonably good but access to one of them was curtailed. Too many prisoners were not allocated to an activity. Opportunities for learners to gain a level 2 qualification had greatly increased. Most prisoners acquired new skills and knowledge. They were motivated to attend training and work, and their behaviour was exemplary. Most prisoners in education completed their courses and achieved qualifications. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S25 *At the last inspection, in 2015, we found that outcomes for prisoners in Littlehey were not sufficiently good against this healthy prison test. We made 15 recommendations in the area of purposeful activity. At this inspection, we found that 11 of the recommendations had been achieved and four had not been achieved.*

S26 The amount of time out of cell was good for those in full-time activities, and reasonably good for those in part-time activities. Those either waiting for assignment to activities or unemployed had only around two hours out of their cell each day. In our roll checks, 64% of prisoners were engaged in purposeful activity but too many (17%) were locked up during the working day. The prison ran staff training days twice a month which meant prisoners were denied a full regime and spent most of the day locked in their cells. This was excessive.

S27 The two well-equipped gyms ran a range of sessions that catered for the whole population. Joint working with the health care department was impressive. Prisoners with long-term injuries or other medication conditions could access remedial sessions in the gym.

S28 The two libraries were reasonable facilities, with a wide range of books and other media, catering for a range of needs. Access to the Lakeside library was too limited because of reduced opening hours.

S29 The prison had enough activity places for working-age prisoners to have at least a part-time role, but too many were unallocated to a purposeful activity. The allocation of prisoners to activities considered their sentence plans and needs but waiting lists were not managed well. Prison managers had good oversight of the quality of education and training provision. They used a wide range of data and quality measures to monitor performance and plan improvements. The range of vocational training was wide, and included qualifications that enhanced prisoners' employment prospects. The opportunities for prisoners to gain qualifications at level 2 had increased substantially but there was little available at level 3. Prisoners in most work areas could achieve qualifications to recognise the skills they had developed.

S30 As a result of well-planned learning sessions and effective feedback from staff, most prisoners made at least good progress in acquiring new skills and knowledge. Those on vocational

⁸ The Dying Well in Custody Charter is a set of standards that enables those involved in caring for individuals to manage this event with compassion and inclusivity, and ensures that there is dignity in the death, irrespective of their place of death. <http://endoflifecareambitions.org.uk/resources/dying-well-custody-charter>.

training courses quickly developed useful skills that would benefit them on release. Prisoner mentors effectively helped fellow prisoners to remain focused on their learning and work activities and make good progress. Teachers in most subjects provided constructive and developmental feedback. As a result, prisoners knew how to improve their work and skills, and most work was to a good standard. Staff did not effectively provide support for the small proportion of learners with a learning disability.

- S31 Prisoners' behaviour was exemplary. They were motivated to attend training and work, and punctuality and attendance rates were high. In lessons, training and work, prisoners were productive, professional and respectful to their teachers, supervisors and peers. They swiftly improved their confidence through education, skills and work activities, and were proud of their achievements. As there was no independent careers advice and guidance, prisoners did not have clear long-term goals to inform planning.
- S32 Most prisoners completed their education courses and achieved their qualifications. There were no notable gaps in achievement between different groups of prisoners. Most prisoners on vocational programmes achieved their qualification, including a large proportion at level 2. In English and mathematics classes, too few prisoners took higher-level qualifications, and few who completed level 1 qualifications progressed to level 2. The prison did not have data on prisoners' training or employment destinations after release.

Rehabilitation and release planning

S33 *Work to help prisoners to maintain or rebuild family ties was too limited. Visits arrangements were good. About half of all prisoners did not have an up-to-date offender assessment system (OASys) assessment. Contact between offender supervisors and prisoners was variable, reactive and involved little structured one-to-one sentence planning work. Procedures to protect the public were not sufficiently robust. There were few opportunities for prisoners who were not eligible for offending behaviour programmes to reduce their risk. The prison did not adequately meet the resettlement needs of the 30 or so prisoners released each month but there were advanced plans to address this problem. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S34 *At the last inspection, in 2015, we found that outcomes for prisoners in Littlehey were not sufficiently good against this healthy prison test. We made 13 recommendations in the area of resettlement.⁹ At this inspection, we found that six of the recommendations had been achieved, one had been partially achieved, three had not been achieved and three were no longer relevant.*

S35 Structured work to help prisoners to maintain or rebuild family ties was too limited, and Storybook Dads (in which prisoners record stories for their children) was not running. The visitors centre was clean, bright and provided a useful and calm environment. Visitors appreciated the support they were given. The provision of social visits was impressive and booking processes were efficient. The refurbished visits hall was well equipped, and interactions between staff and visitors were excellent. Family days were available twice a month, which was impressive. There was sufficient access to telephones, and most letters were distributed to prisoners promptly.

S36 Nearly all of the population were convicted of sexual offences, and about 80% were serving long sentences. About 78% of prisoners were assessed as presenting a high or very high risk

⁹ 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.

of harm. The up-to-date reducing reoffending strategy was informed by a needs analysis and driven by a dynamic, prison-wide action plan. Too many prisoners, about a third, arrived at the establishment without an offender assessment system (OASys) assessment, which was unacceptable. Efforts had been made to reduce this backlog, but at the time of the inspection about 50% did not have up-to-date assessments, most of which were the responsibility of the National Probation Service. Levels of contact between offender supervisors and prisoners varied considerably. Their work was mainly reactive, and little one-to-one sentence planning work took place. The time allocated to prison offender supervisors was protected and they were not cross-deployed to other duties. Some efforts had been made to train prison offender supervisors, but some lacked the necessary skills to perform the role. Until recently, recategorisation reviews had not sufficiently assessed prisoners' individual risks. Recent efforts to address this were showing early signs of improvement.

- S37 Public protection procedures were not sufficiently robust. The interdepartmental risk management team meeting was well attended but did not routinely consider all high-risk prisoners approaching release, to manage their risks properly. Annual reviews of child contact restrictions did not take place, to assess whether these prisoners posed a continuing risk to children. The monitoring of the telephone calls and mail of some prisoners who were subject to these restrictions was not always carried out. Foreign language calls were not interpreted.
- S38 There were not enough opportunities to enable prisoners who did not meet the threshold to participate in offending behaviour programmes to reduce their risk. Most prisoners assessed as eligible for these programmes could complete them before their release date, but often this was within the final 12–18 months of their sentence, which limited their opportunity to progress earlier in their sentence.
- S39 Despite the establishment not being a resettlement prison, it released about 30 prisoners each month. Until recently, the prison had not had a community rehabilitation company (CRC) to provide specialist release planning. The recently introduced CRC was not yet operational or improving outcomes for prisoners. The prison had provided some resettlement information, advice and guidance to fill this gap but offender supervisors lacked the necessary expertise to meet prisoners' resettlement needs adequately. The prison had sourced accommodation for prisoners on release who were not under the management of community offender managers, but there was no monitoring of which prisoners had left the establishment homeless or gone into temporary or sustainable accommodation. The range of support to help prisoners to manage their debts and open bank accounts was adequate.

Key concerns and recommendations

- S40 **Concern:** Over the previous two years, the heating and boiler system had caused chronic problems across the prison and had had a negative impact on the living conditions for prisoners. During this time, some prisoners had slept in cold cells and had not always been able to access warm showers daily. Contingency plans were in place, but many prisoners faced another winter living in cold conditions on the wings.

Recommendation: The prison should be equipped with an effective heating and boiler system to meet the daily needs of prisoners.

- S41 **Concern:** Too many prisoners, about a third, arrived at the establishment without an initial OASys assessment, and at the time of the inspection about a half did not have an up-to-date assessment. This jeopardised the prison's ability to provide these prisoners with the right interventions to reduce their risk.

Recommendation: All prisoners should have an up-to-date offender assessment system (OASys) assessment, to help them to address their offending behaviour and ensure that staff are able to monitor their progression effectively.

S42 Concern: The levels of regular, meaningful contact between offender supervisors and prisoners were low, and mainly reactive. There was little proactive one-to-one work to address offending behaviour and drive motivation and progression.

Recommendation: Prisoners should have regular, meaningful, structured, one-to-one contact with an offender supervisor.

S43 Concern: The prison did not routinely consider all high-risk prisoners approaching release, to provide assurance that their risk would be appropriately managed.

Recommendation: All high-risk prisoners approaching release should be systematically reviewed, to ensure that an appropriate risk management plan is in place.

S44 Concern: Prisoners who are subject to child contact procedures should be reviewed at least annually, with appropriate multi-agency input, to ensure that these restrictions are justified.

Recommendation: Prisoners who are subject to child contact procedures should be reviewed annually, with appropriate multi-agency input, to ensure that these restrictions are justified.

S45 Concern: The monitoring of the telephone calls and mail of some prisoners subject to these restrictions did not always take place. This meant that the public were not always fully protected.

Recommendation: Accurate, timely and high-quality telephone and mail monitoring should take place for all prisoners who are subject to these restrictions.

S46 Concern: Foreign language telephone calls made by prisoners subject to monitoring were not interpreted and transcribed into English. Again, this gap potentially meant that the public were not being fully protected.

Recommendation: Foreign language telephone calls of prisoners subject to monitoring should be interpreted and transcribed into English.

S47 Concern: There were not enough opportunities for prisoners who did not meet the threshold to participate in offending behaviour programmes, and for those denying their guilt, to progress through their sentence or reduce their risk.

Recommendation: All prisoners should have opportunities to address their offending behaviour, and those denying their offence should have structured, one-to-one interventions with an offender supervisor.

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 The reception area was clean, in good condition and well ordered. The well-organised team of staff and prisoners provided a welcoming environment for arriving prisoners, some of whom had been in transit for several days, having stopped overnight at other prisons on the way. Peer workers quickly put new arrivals at ease.
- I.2 Holding rooms were comfortable and contained a wealth of useful information about the prison and what new arrivals could expect. Prisoners were not locked in these rooms, and could walk around relatively freely. They were all offered a drink and, if they arrived at mealtimes, something to eat. Showers were available in reception, but it was made clear to new arrivals that there would be ample opportunity to shower on the first night wing.
- I.3 Well-focused safety interviews and cell sharing risk assessments took place in private, and all new arrivals underwent an initial health screen. The duty chaplain normally met new prisoners in reception, and a Listener (a prisoner trained by the Samaritans to provide confidential emotional support to fellow prisoners) was always on hand to offer support where needed.
- I.4 Many new prisoners told us that their property had not arrived with them and this was echoed in the data on complaints. Reception staff tried hard to reunite prisoners with their property. Many sending prisons allowed much more than the national statutory amount of property, which caused storage problems at Littlehey and unnecessary conflict over what property was allowed.
- I.5 All new arrivals spent their first night and had their induction on E wing. Peer workers on the wing helped them to settle in. Only very late arrivals were locked up straight away, with most being offered food, a shower and a period of association or exercise. Where appropriate, all new arrivals were offered a free telephone call to inform family or friends of their arrival. In our survey, 78% of prisoners said that they had felt safe on their first night.
- I.6 All of the empty first night cells we checked were clean, well equipped and ready for immediate use. The communal areas on the wing were also clean and well maintained.
- I.7 A comprehensive five-day induction started on the day after arrival. The programme was mainly delivered by well-trained peer workers, with oversight by staff. It was well structured, providing newly arrived prisoners with a good level of information and ensuring that they were well prepared to participate in the regime. The information was available in several languages, and professional telephone interpreting services were available if needed. Completions were tracked, and in our survey an impressive 99% of respondents said that they had undergone an induction, with 76% saying that it covered everything they needed to know.

Recommendation

- 1.8 Prisoners should arrive at the prison with their full entitlement of stored and in-possession property.**

Managing behaviour

Expected outcomes:

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

Encouraging positive behaviour

- 1.9** Levels of violence were low and the prison felt calm. Prisoners we met told us that they felt safe, and in our survey 12% of respondents said that they currently felt unsafe, which was in line with other sex offender prisons. Levels of violence were lower than we normally see, with 11 assaults on staff, 19 assaults on prisoners and 10 fights in the previous six months.
- 1.10** Debt-related bullying, linked to the use of vape capsules, was the main cause of violence, and a wide range of actions had been taken to tackle this problem. There was a good debt strategy, and there had been some good examples of where prisoners had been given individualised plans to help them to manage their vape capsule use.
- 1.11** The strategic management of violence was good. The challenging violent behaviour policy was tailored to the prison and had an associated action plan, which was kept up to date. The safer custody team held monthly meetings, where violent incidents were analysed comprehensively using a variety of data sources to identify trends and hotspots.
- 1.12** The prison had introduced challenge, support and intervention plans (CSIPs)¹⁰ to support prisoners who felt unsafe and challenge perpetrators. At the time of the inspection, there were six prisoners subject to CSIP because of their behaviour; however, owing to a lack of training, wing staff were not aware of who these prisoners were, or of their plans. Prisoners were also confused about what the process meant for them. The documents we examined were weak, not all referrals had been fully completed and the plans were not tailored to the individual.
- 1.13** The use of CSIPs was overseen by a weekly multidisciplinary safety interventions meeting, designed to provide cross-departmental management of the most challenging prisoners. This meeting was effective and well attended (see also paragraph 1.41).
- 1.14** At the time of the inspection, there were no prisoners who would not leave their cells because of fears for their safety. The prison had a self-isolators policy, and the wing staff we spoke to knew to report any concerns to the safer custody department.
- 1.15** The incentives and earned privileges (IEP) policy had been renewed in 2018 and was functioning well. At the time of the inspection, 68% of prisoners were on the enhanced level of the scheme, just under 32% were on standard and only five prisoners were on basic. Enhanced prisoners had access to more visits and more private money, and could buy

¹⁰ The challenge, support and intervention plan (CSIP) is a system 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.

additional items. Prisoners we spoke to understood what they needed to do to progress to the enhanced regime: by assisting others and engaging meaningfully with the regime.

- I.16 Oversight of the IEP scheme was generally good, and prisoners did not stay on the basic regime for long periods. However, basic reviews were not always completed within seven days, as stated in the policy. Additionally, some recordings of reviews on P-Nomis (electronic case notes) were not up to date.
- I.17 Progressive residential units, such as G wing, as well as community spurs, helped to encourage positive behaviour (see paragraph 2.6). Prisoners who progressed to these units were able to live more independently.

Recommendation

- I.18 **Managers should quality assure violence reduction processes robustly, to support victims of violence and manage perpetrators of antisocial behaviour.**

Adjudications

- I.19 In the previous six months, there had been 435 adjudications, representing an increase since the last inspection, but numbers were lower than at similar prisons.
- I.20 Adjudication hearings and punishments were fair. Records that we sampled showed that prisoners were given sufficient time to prepare their case and could seek legal assistance, and there were appropriate investigations before a finding of guilt. However, around a third of adjudications were dismissed or not proceeded with because of procedural errors, which undermined efforts to challenge poor behaviour.
- I.21 In theory, the deputy governor quality assured 5% of adjudications, but in the previous three months this had not been fully completed.
- I.22 The segregation monitoring and review group met quarterly and was effective at identifying trends and addressing apparent disproportionality. The meeting had identified a disproportionate number of adjudications for black and ethnic minority groups; the reasons for this had been investigated, and an action set to carry out further work, in collaboration with the equality team.

Recommendation

- I.23 **Adjudication procedures should be accurately and diligently managed, to eliminate hearings that are dismissed or not proceeded with owing to procedural errors.**

Use of force

- I.24 In the previous six months, there had been 62 incidents involving the use of force, representing an increase since the previous inspection, although levels were now similar to those at comparator prisons. About half of incidents involved the use of guiding holds. Batons had not been used in the last six months. Positively, the prison had recently started to debrief prisoners following an incident.

- I.25** Most use of force documentation was of high quality and demonstrated the use of de-escalation, but around half of the forms used to report injuries to prisoners were missing. Special accommodation had been used once in the previous six months, and the correct authorisation had been given and the necessary checks completed.
- I.26** Governance arrangements had improved and were good. The quarterly use of force meeting provided good analysis and oversight of incidents and identified trends. All planned incidents were recorded and reviewed at the meeting, along with use of force documentation. A manager quality assured 10% of incidents to learn lessons. The planned incidents that we viewed had been proportionate and health services staff had been in attendance.

Segregation

- I.27** In the previous six months, 65 prisoners had been segregated, which was fewer than at the time of the last inspection, and at similar prisons. Two of these prisoners had had severe mental illness, and been segregated while waiting for a transfer to a secure hospital. Those cases had been exceptional, with the prisoners displaying violent behaviour towards staff and other prisoners. The governor and her manager had authorised their segregation. The health care department provided individualised crisis plans for segregated prisoners needing mental health support. These plans helped segregation staff to support the prisoners (see also paragraph 2.82 and good practice point 2.86).
- I.28** The regime and reintegration planning on the unit had improved. A manager completed plans, which included individualised and meaningful targets. When safe to do so, prisoners could attend work and access education classes regularly.
- I.29** Living conditions on the unit were generally good but the shower was in poor condition. Although it had been refurbished since the previous inspection, a disruptive prisoner had caused further damage. The ventilation of the shower room was poor and the fabric had deteriorated because of water leaking underneath the shower tray.
- I.30** Managerial oversight of segregation was good, and all segregated prisoners were discussed at a range of meetings, with cross-departmental attendance and input. Relationships between staff and prisoners on the unit were positive, and in our survey 83% of respondents who had spent one or more nights there said that they had been treated well by segregation staff.

Recommendation

- I.31** **The shower area on the segregation unit should maintained to an acceptable standard.**

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.32** Security arrangements were generally proportionate, with some exceptions – for example, not all strip-searches were sufficiently justified by intelligence or authorised by a manager. Prisoners' movements around the site were well managed and not unduly restricted. The

small number of visits restrictions were imposed appropriately in response to trafficking activity. There were few incidents of disorder, and the prison was generally well controlled.

- I.33** Attendance by prisoners at external hospital appointments was common, and restraints were only used during the escort when this was justified by an individualised risk assessment, in consultation with the health care department. The security department kept a daily, up-to-date list of prisoners who were not required to be handcuffed during escorts, and all managers had access to this for out-of-hours escorts.
- I.34** The management and dissemination of intelligence, particularly to the safer custody department, were very good. A total of 1,500 intelligence reports had been submitted in the previous six months, and they had all been processed, with appropriate actions completed.
- I.35** The mandatory drug testing positive rate had been low, at 2.7%, over the last six months. Responsive and proportionate actions had been taken to address drug supply. For example, in response to the risk of mail impregnated with new psychoactive substances¹¹ entering the establishment, the prison had given prisoners only a photocopy of the letters sent in. When the risk had receded, the prison ended this security measure.
- I.36** There had not been a strategic focus on reducing drug supply. The substance use strategy was underdeveloped and was not supported by an action plan (see also paragraph 2.93).

Recommendations

- I.37 Prisoners should not be strip-searched unless there is sufficient intelligence and proper authorisation.**
- I.38 The prison's drug use strategy should be fully developed, and supported by an action plan.**

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.39** Although levels of self-harm had increased, they were comparable with those at similar prisons, and still relatively low. The data we reviewed demonstrated a reduction over the previous 12 months, during which time a small number of prisoners had been responsible for a large number of self-harm events.
- I.40** There had been one self-inflicted death since the previous inspection. Recommendations from the Prisons and Probation Ombudsman's (PPO's) report had been acted on swiftly, with actions being put in place to mitigate identified shortfalls. However, we were not confident that there was sufficient oversight of previous recommendations to ensure

¹¹ New psychoactive substances generally refer to synthetic cannabinoids, a growing number of man-made mind-altering chemicals that are either sprayed on dried, shredded plant material or paper so they can be smoked or sold as liquids to be vaporized and inhaled in e-cigarettes and other devices.

continued adherence to the required actions. This was particularly evident in the PPO reports for deaths from natural causes, where there had been several repeated recommendations.

- I.41** The monthly safer custody meetings were appropriately focused on supporting prisoners at risk of self-harming, and the level of knowledge about these individuals was excellent. This meeting was underpinned by a multidisciplinary safety intervention meeting (SIM), which considered a range of prisoners with complex needs (see also paragraph I.13).
- I.42** Incidents of self-harm were routinely investigated to understand the underlying causes. The safer custody team analysed a wide range of data to identify patterns and hotspots across the prison.
- I.43** Before segregating any prisoner subject to assessment, care in custody and teamwork (ACCT) case management procedures, consideration was given to any possible alternatives, and a defensible decision log was completed. If segregation went ahead, this log was revisited and reviewed daily, to ensure the continued appropriateness of segregation.
- I.44** The quality of ACCT documentation had generally improved, was mostly good and included input from mental health staff where appropriate. However, case management was inconsistent and the quality of care maps poor. Most staff who had routine contact with prisoners had undergone recent training on new ACCT processes.
- I.45** Prisoners we spoke to who were subject to ACCT support said that they felt well cared for. Prisoners had good access to a group of 20 Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners). Relationships between the Samaritans, Listeners and safer custody team were good. There were two Listener suites – one on B wing and the other on L wing. The L wing suite was clean and well prepared, and provided a relaxing environment in which to support prisoners in crisis. However, the B wing suite was dirty and poorly equipped with worn-out furniture, and contained a broken and unscreened toilet, although this was rectified during the inspection.

Protection of adults at risk¹²

- I.46** Internal processes to identify and support adults at risk were very good and considered a wide range of vulnerabilities. The SIM (see paragraph I.41) was an excellent platform by which to develop a network of support for prisoners. Given the older age profile of the population (see paragraph 2.37), the level of social care available was particularly impressive. Staff on the wings demonstrated a good understanding of diverse types of vulnerabilities and explained how they would refer prisoners to the safety team.
- I.47** Although there was clear managerial oversight of safeguarding issues, there were no links to external safeguarding boards. Prisoners discharged from Littlehey were released to addresses throughout the country, and not just locally. Some impressive post-release support had been arranged for some prisoners, but there was no systematic process to ensure that information used to inform the internal arrangements was passed on to regional safeguarding boards.

¹² 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).

Recommendation

- I.48 The prison should refer adults at risk who are approaching release to safeguarding adult boards in their home areas.**

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, 72% of respondents said that most staff treated them respectfully, which was less than at the time of the previous inspection (84%), and 77% said that there was a member of staff they could turn to if they had a problem. Throughout the inspection, we observed relaxed, polite and helpful relationships between staff and prisoners. Most prisoners we spoke to had positive things to say about their relationships with staff.
- 2.2 Although staff–prisoner relationships were mostly good, and the atmosphere on residential units was calm, we observed that some staff were not always proactive in building relationships with prisoners when they had the opportunity to do so.
- 2.3 The introduction of keyworkers had begun to improve relationships. Most prisoners we spoke to knew who their keyworker was, and were positive about their relationship with them and the support they provided.¹³ Recordings on P-Nomis (electronic case notes) reflected this; these were detailed and intuitive, demonstrating care, consideration and challenge. Contact between keyworkers and prisoners was frequent, and these staff knew the prisoners in their care well.
- 2.4 There were many peer support roles across the prison – for example, wheelchair pushing, learner representatives and older prisoner representatives. These roles had a positive overall impact and helped to contribute to the calm atmosphere across the prison. It was clear that, if they wanted it, prisoners had the opportunity to be consulted, included and involved.

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 External and communal areas were clean and the extensive gardens were impressive. There was a problem with rats in the external areas but the prison was actively trying to address this.

¹³ Prison officers acted as keyworkers to about six prisoners. Keyworkers met prisoners for an average of 45 minutes a week to support and challenge prisoners, and to help them progress through their sentence.

- 2.6** A and B wings each had one landing designated as a community spur. This offered better living conditions, more time out of cell and good opportunities for developing independent living skills (for example, in self-catering), providing a good incentive for prisoners.
- 2.7** The wings were clean and mainly well maintained. Cells were also clean, well maintained, free from graffiti and adequately furnished. We saw no broken windows or observation panels. Some cells had stained toilets. In our survey, 97% of prisoners said that they could shower daily.
- 2.8** Too many prisoners were still living in overcrowded cells. At the time of the inspection, 10% of prisoners were doubled up in cells designed for one, with inadequate privacy screening for the cell toilet.
- 2.9** Over the previous two years, there had been chronic problems with the heating and boiler system, which had had a negative impact on prisoners' living conditions. During the winter months, some cells were cold and access to hot water was poor. As a contingency measure, the prison had hired temporary boilers, and prisoners had been provided with portable heaters, extra duvets and hats. Some prisoners were required to shower in the gym during the winter because of a lack of hot water on the wings. There were plans to manage the approaching winter, and a new heating and boiler system was due to be installed in 2020 (see key concern and recommendation S40).
- 2.10** Prisoners had good access to clean clothes, bed sheets, and cleaning materials, and could wear their own clothes. Laundry services had improved since the previous inspection and were generally good.
- 2.11** Access to stored property was problematic. In our survey, only 32% of prisoners said that they could get their stored property if they needed it, which was lower than at similar prisons surveyed since 2017 (51%). Reception staff confirmed that there were often delays in responding to requests for property, which caused frustration for some prisoners (see also paragraph 1.4).
- 2.12** During the inspection, all emergency cell call bells we tested were responded to within five minutes. The prison's centralised system of electronically monitoring cell bell response times was not working. In the previous six months, a manual process to check response times randomly across the wings had been implemented. However, this had not taken place consistently on some wings, so managers had no assurances that all cell bells were answered on time.

Recommendations

- 2.13** **Cells designed for one prisoner should not be used for two.** (Repeated recommendation 2.7)
- 2.14** **Prisoners should be able to access their stored property within one week of making the request.**
- 2.15** **Managers should be able to monitor emergency call bell response times easily and effectively.**

Residential services

- 2.16** The quality, quantity and variety of the food provided were good. In our survey, 72% of respondents said that the food provided was very or quite good. There was a wide range on offer to meet prisoners' dietary and religious requirements. Food consultation arrangements were good. The catering manager had regularly consulted wing catering representatives. A prisoner food survey had recently taken place, with changes made to menus in response to this.
- 2.17** Breakfast packs were issued on the day before they were due to be eaten, and lunch was served at approximately midday. Prisoners received a hot meal in the evenings, at approximately 5pm.
- 2.18** The kitchen and wing serveries were clean, suitably equipped and well ordered. Halal and non-halal meat and cooking utensils were kept separate. Kitchen workers had been health screened, risk assessed and received level 1 food safety training, which was regularly reviewed. National vocational qualifications in food preparation, at levels 1 and 2, were available.
- 2.19** The prison shop arrangements were adequate. In our survey, 67% of respondents said that the shop sold the things that they needed. New arrivals could buy packs containing basic items, such as tea and coffee, to tide them over until they were able to place their first full shop order. Prisoners could shop from several catalogues, with a small administration fee, and could order magazines and newspapers.

Prisoner consultation, applications and redress

- 2.20** Consultation arrangements were good and led to change. A monthly prisoner council meeting was attended by nominated representatives from each wing and was regularly chaired by the deputy governor, with good attendance from functional areas. An up-to-date action plan was displayed on the wing noticeboards, informing prisoners of the outcome of these meetings. Across the prison, the appointment of representatives from various areas, such as health care, induction, and carers for frail and older prisoners, helped to encourage a sense of involvement and responsibility.
- 2.21** The applications process, managed by prison information desk (PID) workers, was mostly effective. In our survey, 87% of respondents said that it was easy to make an application. PID workers were available on the wings from Monday to Friday to accept and monitor applications. They logged the date that they received the application, in an attempt to ensure timely responses. Most responses were timely, but applications requiring an answer from staff outside of the wings were sometimes delayed.
- 2.22** The complaints system generally worked well, and responses were often timely. In our survey, 70% of respondents said that it was easy for them to make a complaint. A total of 1,891 complaints had been submitted in the previous six months, which was slightly fewer than at the time of the previous inspection. Approximately 90% of these complaints had been responded to on time.
- 2.23** Complaint forms were available on all the wings and were collected daily by business hub staff. Responses were typed and therefore legible. Most complaints were about property and issues on the wings. A senior manager handled complaints about staff. Business hub managers quality assured 10% of responses. However, some responses to complaints did not address the issues raised, which led to frustration among the prisoners.

- 2.24** Services to meet prisoners' legal needs were reasonably good. There were relevant legal textbooks available in the library, as well as a 'how-to guide', which advised prisoners on how to apply to the Criminal Cases Review Commission. The facilities available for legal visits were reasonable.

Recommendation

- 2.25** Responses to complaints should comprehensively address the issues raised.

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 characteristics¹⁴ 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

- 2.26** The equality strategy reflected relevant protected characteristics and was particularly mindful of the ageing population and the many prisoners with disabilities. It had been discussed with prisoners before being finalised.
- 2.27** Although the prison still showed a strong commitment to equality, in a number of aspects there had been noticeable deterioration since the previous inspection. The Littlehey equality action team had met only three times in 2018 and once in 2019, and attendance from functional heads across the prison had been poor.
- 2.28** Equality was now led by a governor who was dedicated to this area and social care (see below, and also paragraph 2.76), and he had provided some much-needed momentum. The equality team consisted of wing-based staff, who were knowledgeable and passionate about equality and diversity. However, because of operational duties, the amount of time that they could devote to equality was severely limited. Two members of the team estimated that they could spend no more than 10% of their time on this work.
- 2.29** Equality monitoring data had not been examined in sufficient depth for at least 18 months. The data showed areas where potential bias existed – for example, black prisoners being disproportionately adjudicated (see also paragraph 1.22).
- 2.30** Discrimination incident report forms (DIRFs) and boxes in which to place the completed forms were available on the wings. These boxes were emptied daily by equality staff. The equality governor quality assured each response, and returned any that needed more work. This resulted in responses that were generally good. Cases were upheld against prisoners and staff, but there was no longer any external quality assurance of responses.
- 2.31** There was excellent prisoner involvement in equality work. Each of the relevant protected characteristics had a paid coordinator, plus volunteer representatives covering all the wings. The coordinators and representatives connected well with the prisoners, understanding and

¹⁴ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

representing their needs. Some groups – for example, ‘Real Voices’, representing gay, bisexual and transgender prisoners (see below) – were better developed than others. However, because of staff shortages, the impact of the work of coordinators and representatives was more limited than it would otherwise have been. For example, prisoner forums often did not take place because of a lack of staff availability.

- 2.32** The prison facilitated good celebrations of diversity events such as Pride and Black History Month.

Protected characteristics

- 2.33** Around 23% of the prison population was from a black and minority ethnic background. In our survey, there were no differences between the responses of this group and those of white prisoners. The black and minority ethnic prisoners we spoke to said that racism was not a major issue at the establishment.
- 2.34** There were around 120 foreign national prisoners at the time of the inspection, including six who were being held beyond the end of their sentence. These prisoners were reasonably well catered for. There was an active officer for foreign national prisoners and a well-informed coordinator, who could access these prisoners on all the wings. Forums for this group had been held for the previous two months. Home Office immigration surgeries were held, and were well attended. Foreign national prisoners were aware of their ‘additional’ allowances, such as telephone calls and mail. However, there was little evidence of professional telephone interpreting services being used, and when we tried to use the telephone access codes for these services on one of the wings, they were not valid.
- 2.35** There were 23 prisoners who identified as Gypsy, Romany or Traveller. A coordinator had been appointed only recently after a long gap. A food event for Travellers had been well appreciated but otherwise support was sparse.
- 2.36** Ex-services prisoners were supported by a ‘veterans’ group, but there was currently no staff lead for them, so recent support had been limited.
- 2.37** The prison population had a markedly older profile: 48% of prisoners were over the age of 50, and 25% were over 60. Overall, the prison had responded well to needs of this group. I and J wings were for older prisoners only, and this generally worked well. These wings had a community atmosphere, and the prisoners on these wings were content with the quieter and slower pace of life there.
- 2.38** There were sufficient activities for older and retired prisoners. Work was available in the gardens and vegetable allotments. A day care centre ran two days a week and there were plans to increase this to five days a week. The centre catered for older prisoners and those without visits who were prone to loneliness. The facility comprised simply a room with several high-backed chairs, but it provided a place away from the wings where these prisoners could spend time with their friends and peers. In our survey, the responses from those over 50 were, on the whole, similar to those of their younger counterparts.
- 2.39** In our survey, a third of respondents declared a disability. The main problem for this group was accessing some parts of the prison. A stairlift on one site and lift on the other, both critical for accessing areas, including the health care department and the chapel, were sometimes out of order (see also paragraph 2.55). In addition, several of the workshops did not have access for those with mobility problems. There was a good system of wheelchair pushers in place to help such prisoners get around the prison. In our survey, prisoners with disabilities were generally less satisfied than those without a disability.

- 2.40** Planning and delivery were good for the 10 prisoners who required a social care package (see paragraph 2.76). For those who did not reach that threshold but still needed help, a buddy system (whereby prisoners provided informal support across a range of issues) was in place, to help with cell cleaning, bringing meals and other non-personal needs, and this worked well.
- 2.41** There was an active group for gay, bisexual and transgender prisoners called 'Real Voices'. The coordinator and representatives told us that these prisoners were generally well supported, although there had been some isolated cases of homophobic comments made by staff. The five transgender prisoners held at the time of inspection had access to female clothing and cosmetics.

Faith and religion

- 2.42** In our survey, 66% of respondents who had a religion said that their religious beliefs were respected, and 92% that they could attend a religious service if they wanted to, with both responses being in line with findings at similar prisons.
- 2.43** There were two chapels, overseen by a lead chaplain and a team of part-time and sessional chaplains. The team catered for most faiths well. There were currently no Rastafarian or Buddhist chaplains, although worship for these faiths still went ahead, with the sessions supervised by a chaplain of another faith. Corporate worship was held for most faiths weekly, although there were some access problems for those with mobility issues, caused by lift breakdowns (see paragraph 2.39).
- 2.44** Previous timetable clashes which had compromised prisoners' ability to attend both worship and other activities, such as the gym or library, had been largely addressed.
- 2.45** On the Woodlands site, there was a separate area for ablution, but on the Lakeside site, Muslim prisoners had to wash in their cells before attending Friday prayers.
- 2.46** The chaplaincy ran several classes, including Bible and Qur'an studies, and celebrated a range of religious festivals with input from the kitchen and equality staff. In addition, they provided bereavement counselling and held memorial services following the death of a prisoner. They also offered counselling of a more general nature.
- 2.47** The team was well connected with the rest of the prison and attended all the key strategic and operational meetings.

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.

- 2.48** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)¹⁵ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies.

¹⁵ 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

- 2.49** The CQC found no breaches of the relevant regulations.
- 2.50** Northamptonshire Healthcare NHS Foundation Trust (NHFT) was the main provider of health services. The trust subcontracted some services, including dentistry, to other providers.
- 2.51** A comprehensive health and social care needs assessment from 2018 shaped service delivery. Well-attended and minuted business performance and clinical governance meetings assured service delivery, and standards of care were met. Multidisciplinary and multi-agency partnership working was strong.
- 2.52** Only seven clinical incidents had been reported each month since April 2019, mainly regarding minor medicines administration errors. Lessons were learned from these incidents, and the service risk register reflected ongoing significant concerns.
- 2.53** In our survey, 73% of respondents said that the overall quality of health services was very or quite good. Health trainers brought views from health service users and wing community meetings to a well-established patient engagement group (PEG). Ideas arising from this group and the rolling patient satisfaction survey influenced service changes.
- 2.54** There had been about 18 complaints per month since April 2019, via an improved and confidential health care complaints system. Most patients were seen by one of the clinical leads as part of this process, which ensured that complainants were heard. The most frequent concerns were about the dental service and medicines issues. Response letters were timely and focused on the issues raised.
- 2.55** There was a health centre on both Lakeside and Woodlands sites. They were modern and in good repair, except for the stairlift (Lakeside) and lift (Woodlands; see also paragraph 2.39), both of which had broken intermittently in 2019, reducing access to health services for prisoners using a wheelchair. The centres were clean, although some surfaces were dusty due to a temporary interruption of the cleaning contract, although this did not impede clinic work. A recent infection prevention and control check had taken place, and actions were in hand to rectify some minor issues.
- 2.56** Bland health care rooms in reception and induction clinical rooms were unwelcoming but functional. The use of the rooms was being reorganised to make the reception process more efficient.
- 2.57** Each health centre had emergency equipment containing oxygen, and an airway management and defibrillation kit necessary to maintain life. Equipment was checked daily.
- 2.58** Primary care staff were available from 7.30am to 7.30pm on weekdays, with slightly shorter hours on Fridays and at the weekend. The large multidisciplinary team had a good mix of skills. Mandatory training compliance rates met NHFT standards, and staff had further access to specific training that was relevant to their role. The service was well led and supported by skilled clinical leads. All staff had regular clinical and line manager supervision, and they told us that they felt supported. Health services staff were clearly identifiable, and their interactions with patients were caring and professional.
- 2.59** All health services staff used SystmOne (the electronic clinical record). The patient records that we sampled were informative, and demonstrated patients' involvement in their care. A clinical audit of records and other clinical activities took place, in accordance with the NHFT policy. Audit reports contained learning points which were acted on.

Promoting health and well-being

- 2.60** There was no whole-prison strategic approach to promoting health and well-being. Despite this, there were several excellent joint initiatives by health services and gym staff, such as the promotion of healthy living, especially for older prisoners, and weight management courses.
- 2.61** Health promotion by health services staff was prominent, with campaigning on key issues for men. Eighteen well-trained and supervised prisoner health trainers undertook some physical health checks in reception and on the wings, such as for weight and blood pressure, and were effective at encouraging their peers to access health services. National screening programmes, such as for abdominal aortic aneurysms and bowel cancer, were appropriately assertive. Nurses offered a full range of immunisations and worked effectively with local specialists to improve screening and treatment for blood-borne viruses.
- 2.62** Good smoking cessation support was available, including for those who wanted to stop vaping. Barrier protection was available but not well advertised.

Primary care and inpatient services

- 2.63** There had been around 12 new prisoners per week since January 2019, and at reception they were screened for urgent medical requirements, with appropriate health assessments on the following days, if necessary.
- 2.64** Primary care services were very busy, with around 6,000 non-urgent appointments per month. Patient attendance had improved and was generally good, with only about 6% of prisoners not attending their GP appointments and 15% not attending their dentist appointment since April 2019.
- 2.65** There was prompt access to a full range of primary care clinics, including optometry, physiotherapy and sexual health. Drop-in triage clinics took place daily at 11.30am on each site. There were GP clinics each day, with short waiting lists, vacant slots for emergencies and non-urgent waits of two to seven days, on average – a noteworthy improvement since the previous inspection. On-call GPs were rarely used.
- 2.66** The primary care leads on each site jointly provided innovative weekly ‘pop-up’ clinics on emerging concerns or pressure points in the service, and promptly responded to patients’ needs.
- 2.67** Joint pathways for pain management were particularly effective. This ensured that only prisoners with clinical need received medicines and that prescribing levels were kept low, with monthly reviews by the doctor, pharmacist and physiotherapist offering alternative approaches to management.
- 2.68** There was thoughtful care of the large percentage of patients over the age of 50 (see paragraph 2.37), including the development of a prison-wide dementia pathway. Staff provided guidance on avoiding falls in custody, offered patients help to optimise the use of hearing aids, and provided a foot and toenail cutting clinic, to reduce the likelihood of foot ailments associated with longer-term conditions.
- 2.69** Many patients had long-term conditions, including circulatory problems, diabetes and respiratory problems. Nurses and GPs monitored these patients regularly, and good care plans were recorded on SystemOne to guide staff in the care of more complex cases.

- 2.70** Referrals to secondary care services were well managed, although demand had outstripped the eight escorted slots made available by the prison each day. This was managed daily but required a review of capacity. Video consultations with hospital specialists via Skype were being introduced, to complement existing specialist clinics and reduce some of the pressure on prison health services.
- 2.71** As a likely consequence of the large proportion of older prisoners, there had been 30 deaths from natural causes since the previous inspection. Palliative care was highly developed, led by the specialist consultant and nurse advanced practitioner, and end-of-life specialists were on staff. Care complied with the Dying Well in Custody Charter.¹⁶ Links with Macmillan Cancer Support, and community and family support services were well established. An inhouse cancer support group known as ‘Crayfish’ was an excellent way to provide support and practical help. Patients not wishing to be resuscitated were included in the prison daily briefing every day, to remind staff of patients’ wishes.
- 2.72** The few prisoners who were released from the establishment were seen by health services staff before departure. Those on medication received a seven-day supply, and information for GPs was provided as necessary, to support ongoing care.

Good practice

- 2.73** *The multidisciplinary approach to pain management ensured that patients had optimal opportunity to manage their pain and ensured that only those with clinical need received medicines.*
- 2.74** *The whole-team approach to those in palliative care, led by the specialist consultant and advanced practitioner, was well integrated with strategies for the care of older prisoners and social care, so that patients in terminal care could die in dignity at the establishment.*

Social care

- 2.75** There was a memorandum of understanding between the prison and Cambridgeshire County Council to ensure the delivery of social care to those who met the threshold.
- 2.76** The system for flagging social care needs and undertaking assessments was good, and administered by the equality manager. At the time of the inspection, 10 prisoners were receiving social care from six full-time social care assistants. Care planning and delivery were good, and valued by the prisoners involved. Care included physical adjustments being made to the environment to encourage independent living.

Mental health care

- 2.77** All uniformed staff had been trained in some form of mental health awareness in the previous two years, with 38% having more specific training, which helped them to identify prisoners who needed support.
- 2.78** The NHFT mental health team provided a stepped approach for patients needing both primary and secondary care. The team was managed by a clinician and comprised three full-time nurses, a psychologist, an assistant psychologist, a psychiatrist and an administrator.

¹⁶ The Dying Well in Custody Charter enables those involved in caring for individuals to manage this event with compassion and inclusivity, and ensures that there is dignity in the death, irrespective of their place of death. <http://endoflifecareambitions.org.uk/resources/dying-well-custody-charter>.

They were available five days a week and prison staff could call a mental health nurse out-of-hours for advice.

- 2.79** The service was highly responsive to ongoing and emerging needs. There had been about 50 referrals per month since April 2019. Routine referrals were seen within seven days, and a new Friday drop-in service had increased the number of referrals for assessment. Any prisoners needing urgent care were seen on the same or next day. The number of patients on the caseload was high, with an average of 187 at any one time.
- 2.80** Referrals were received by the mental health team, who also discussed patients with complex needs. A wide range of interventions was available and met the needs of the population. Several pertinent groups were offered, designed by the principal psychologist, including anxiety management, cognitive therapies, 'understanding me' (for personality disorder), bereavement therapy, and therapy to support prisoners convicted of sexual offences to manage trauma from their past.
- 2.81** The team provided diagnosis and treatment for dementia. Patients could access a hospital consultant remotely using video conferencing facilities, which was innovative. An occupational therapist provided therapy for those with memory loss. Plans were under way for Age UK staff to provide daily support for all older prisoners in a purpose-built day unit and garden.
- 2.82** Staff attended assessment, care in custody and teamwork (ACCT) case management reviews for patients on their caseload and also new prisoners on an ACCT. The team provided individualised crisis plans for segregated prisoners needing mental health support. This ensured a consistent approach between mental health staff and prison staff, so that these prisoners were supported (see also paragraph 1.27).
- 2.83** Physical health checks, including regular blood tests, were completed for patients on mental health medication. Clinical records were good, with needs assessments and risk assessments completed, and care plan objectives showed patient involvement.
- 2.84** In the previous six months, two patients had been transferred under the Mental Health Act within 14 days, which was satisfactory. However, at the time of the inspection one patient had been waiting for transfer for 21 days, which did not meet the NHS guidelines.

Recommendation

- 2.85** **Patients requiring care under the Mental Health Act should be transferred promptly and in accordance with NHS guidelines.**

Good practice

- 2.86** *Mental health crisis plans for prisoners in segregation ensured a consistent approach between mental health staff and prison staff, and helped to mitigate some of the effects of segregation.*

Substance use treatment¹⁷

- 2.87** The integrated substance misuse team (ISMT) comprised Phoenix Futures psychosocial treatment staff and NHFT prescribers. Staff were competent, well supervised and had good access to relevant training. Phoenix Futures staff knew their patients well.
- 2.88** Prisoners we spoke to who used the service appreciated the support they received, and their views influenced service developments.
- 2.89** Phoenix Futures staff offered support and harm minimisation advice to up to 50 new prisoners during induction, and prescribing to meet clinical needs was available on the first day if necessary.
- 2.90** Around 130 patients were 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 these could be assembled into bespoke individual packages of treatment. Joint dual diagnosis work was available for those with co-existing mental health and substance use problems. After completing therapy, prisoners could re-engage with the service at any time, to maintain recovery.
- 2.91** 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.
- 2.92** Only 13 patients had been in opiate substitution therapy (OST) in June 2019, with about 50% on reducing doses, which was appropriate. Administration of OST took place at the Lakeside health centre, and good supervision of patient queues deterred bullying. Alcohol detoxification was available, but rarely necessary.
- 2.93** The drug and alcohol strategy included therapeutic approaches to care and demand reduction, but there was no action plan (see also paragraph 1.36).
- 2.94** Each wing had a prisoner recovery champion who was suitably trained and supervised. Alcoholics Anonymous held weekly meetings to provide peer support, and plans to reintroduce Narcotics Anonymous were advanced. The ISMT made links with community drugs teams to begin throughcare for patients being released. Suitable arrangements were made to continue OST and provide naloxone (an opiate reversal agent) to take home, to help to minimise harm.

Medicines optimisation and pharmacy services

- 2.95** NHFT pharmacy services were provided by a pharmacist who was an independent prescriber and technicians who were suitably trained. Medicines were supplied, transported and stored in safe and appropriate ways.
- 2.96** There was a pharmacy room on each site. The room on the Woodlands site over-heated (above 25 degrees centigrade) during hot weather, which was contrary to national guidance. The portable air-conditioning units provided to mitigate this were so noisy as to make the working environment unpleasant. Heat-sensitive medicines were stored in refrigerators, and the temperatures of these were monitored daily to ensure medicinal integrity.

¹⁷ 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).

- 2.97** Patients could contact the pharmacist via an application form, the nurse triage clinics or at the medicines administration hatches. The pharmacist was easily accessible via weekly clinics and monthly pain clinics, and undertook medicines use reviews.
- 2.98** Over-the-counter medicines for minor ailments were available from the pharmacy, and nurses used a wide range of patient group directions (which enable them to supply and administer prescription-only medicine) for vaccinations, and offered prescribed medicines for routine treatments. Out-of-hours medicines could be accessed and there was an efficient supply of medicines for discharge and court appearances.
- 2.99** A total of 1,140 prisoners (94% of the population) had medicines in-possession, and in-possession risk assessments were conscientiously completed and reviewed by the pharmacist at each repeat prescription. Although not all cells had secure storage lockers for medicines, all shared cells had been equipped with them.
- 2.100** Few patients (an average of 40 at a time) had supervised medicines administration. This took place daily, at 7.45am and 4.30pm, at each health centre. At these times, waiting rooms were congested but there was good supervision by officers.
- 2.101** The pharmacist chaired regular, minuted medicines management meetings, and these were well attended by stakeholders. New additions to the formulary (the list of medications used to inform prescribing), new operating procedures, concerns and incidents, including those at other prisons, were discussed there. There were extensive clinical audits to monitor prescribing trends and medicines use, and to ensure safety.

Good practice

- 2.102** *There were extensive clinical audits to monitor prescribing trends and medicines use, and to ensure safety.*

Dental services and oral health

- 2.103** Time for Teeth provided a full range of dental treatments, including dental therapy to promote oral health, via eight clinics per week. Urgent referrals were seen on the same or next day during the week or waited three days at the weekends. The primary health care team offered triage and pain relief as required. There was an average wait of six weeks for routine appointments, which was an improvement since the previous inspection.
- 2.104** There was a well-equipped dental suite on each site. Staff followed sound decontamination processes and met clinical standards. Governance arrangements were good, and staff delivered focused activities, such as a denture clinic, to meet the needs of the prison population.

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 The prison had been running a new full regime since February 2019, and this was reflected in the amount of time that prisoners had out of their cell. Prisoners who were fully employed could get around 10 hours a day out of their cell during the week, and those who were employed part time had around seven hours a day. However, those either unassigned (waiting for work) or unemployed (unwilling to work) were locked up during the working day and had only around two hours out of their cell. Unlike at most other prisons, the prison regime was cancelled for two days each month for staff training; this was excessive and had a negative impact on prisoners. Moreover, these cancellations always occurred on Mondays, which meant that prisoners had a three-day period of reduced activity twice a month. In our survey, 87% of respondents said that they could access association more than five days in a typical week, which was more than at similar prisons (68%).
- 3.2 In our roll-checks, 17% of prisoners (around 200) were locked up during the working day, which was too high, and about 64% were engaged in purposeful activity. Prisoners had good access to exercise areas, which were clean and contained benches, and a few had exercise equipment.
- 3.3 The prison had two gyms, one on each site. Both had well-equipped cardiovascular exercise suites, weight training areas and a sports hall. There were also two outside sports pitches with artificial grass. In our survey, just under half of respondents said that they used the gym at least twice a week, which was comparable with the proportion at similar prisons.
- 3.4 Gym staff were knowledgeable and enthusiastic, and the timetable catered for all groups of users. Usage was monitored by ethnicity and other characteristics, to ensure that groups were not being unwittingly excluded. There were specific activities for the large proportion of older prisoners (see paragraph 2.37).
- 3.5 The links between the gym and the health care department were particularly strong, and prisoners with long-term injuries or other medical conditions could access remedial sessions in the gym. The gym, with the health care department, delivered a ground-breaking chronic obstructive pulmonary disease programme and, with the education department, an Active IQ level 1 award in active, healthy, living.
- 3.6 There was a library on each site, both operated by Cambridgeshire County Council, supported by prison orderlies. Both libraries were reasonable facilities; they were bright, with areas for sitting and reading. The range of materials stocked on both sites was satisfactory, including current legal texts, foreign language books, LGBTQ+ literature, easy readers and material on mental health and healthy living. Prisoners could also borrow audio books, CDs and computer games.

- 3.7** The libraries ran activities to promote reading, including a book club and a silent reading group. The Shannon Trust, which provided peer-mentored reading plan resources and training, came into the prison once a week.
- 3.8** The Woodlands library was open during the day and in the evenings, but the Lakeside library only opened during the evenings. This had a negative impact on access and usage. In our survey, 41% of respondents said that they used the library facilities at least once a week, which was less than at similar prisons (58%) and at the time of the previous inspection (56%).

Recommendations

- 3.9** **Where appropriate, all eligible prisoners should be purposefully active during the working day.**
- 3.10** **The practice of curtailing the regime for two days a month should cease.**

Education, skills and work activities (Ofsted)¹⁸

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.¹⁹

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

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

Management of education, skills and work

- 3.12** Prison leaders provided clear strategic direction for education and training, and had good oversight of the quality of provision. They used a wide range of accurate data and quality measures to monitor performance and plan improvements.
- 3.13** Although the prison had enough activity places for every working-age prisoner to have at least a part-time role, around 11% of prisoners had not been allocated to an activity.

¹⁸ 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.

¹⁹ In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

Additional workshops were due to open in the coming months, and these would provide an additional 65 places. The allocation of prisoners to activities took appropriate account of their educational needs and release date, but the appointment of wing workers was not overseen well enough to ensure that it was fair and equitable. Waiting lists were not managed well enough to allow managers to identify the precise medium- and long-term demand for education and training courses, thus inhibiting their ability to plan.

- 3.14 The curriculum was based on an appropriate assessment of the prison population. The prison had increased substantially the opportunities for prisoners to gain qualifications at level 2 but did not include enough provision at level 3.
- 3.15 A wide range of vocational training courses was available, including in welding, motor vehicle repair, food preparation, assembly, warehousing and basic construction skills. Accredited learning for personal trainers was available in the gym. Prisoners approaching release were able to train as forklift truck drivers and gain the construction industry safety card. Work activities consisted of fabrication and welding, assembly, textiles, recycling and net production. Additional roles were available for cleaners, orderlies and mentors, on work parties and in kitchen work. An appropriate range of less demanding work was available for older and less confident prisoners. Most prisoners were able to achieve qualifications to recognise the skills they had developed in work areas.
- 3.16 The well-considered pay policy provided an incentive for prisoners to engage in education and training, to progress to level 2 in English and mathematics, and to leave the wing during the day to work elsewhere in the prison.
- 3.17 Quality assurance arrangements were effective. Managers' observations of teaching and learning in education classrooms and training workshops were effective and contributed to improvements. Teachers received a useful development plan as a result. However, the observation of learning provided by prison staff in work areas was less effective, not focusing sufficiently on learning or resulting in useful development plans for staff.
- 3.18 The induction to education did not sufficiently highlight the benefits of completing education or training courses, or provide effective advice and guidance to prisoners entering the prison. Managers had appointed an organisation to provide careers advice and guidance, but this only began during the inspection and it was therefore too early to judge its impact.
- 3.19 The impact of preparation for release activities on prisoners entering work, training or education in the community could not be determined owing to a lack of data on prisoners' employment, training and education destinations.

Recommendations

- 3.20 **Sufficient work should be provided for the full population, with effective systems to identify and meet the demand for education and training, including at level 3.**
- 3.21 **The recently appointed careers information, advice and guidance service should be rapidly implemented, and prison managers should identify its impact by monitoring the employment, training and education destinations of prisoners on release.**

Quality of provision

- 3.22** Learning and training sessions and work activities were well planned, and most prisoners made at least good progress in developing new skills and knowledge that would be useful to them on release. Prisoners improved their English skills swiftly, which ensured that they could communicate more effectively with staff and peers in the prison.
- 3.23** Most teachers and instructors assessed prisoners' knowledge and understanding often, to ensure that they were making good progress. They used questioning effectively, to probe prisoners' knowledge and help them to deepen their understanding. In workshops, well-qualified and experienced trainers helped prisoners to improve their practical skills quickly through effective demonstrations and coaching. Teachers in most subjects provided constructive and developmental feedback. As a result, prisoners knew how to improve their work and skills, and most work was to a good standard.
- 3.24** Teaching and support for prisoners whose first language was not English was effective, and they made rapid progress. As a result, their ability to communicate with prison staff and peers improved quickly.
- 3.25** Teachers of English and mathematics used their knowledge of prisoners' abilities on entry to tailor resources and teaching to help them to learn. Managers made good use of a non-accredited pre-entry course to help prisoners with the lowest levels of literacy or numeracy to improve their English and mathematics, and progress to accredited awards.
- 3.26** Prisoner mentors were used effectively in education classes and workshops. They ensured that most prisoners remained focused on their activities and made good progress. However, staff did not effectively support the small number of prisoners with a learning disability. Learning support practitioners were not sufficiently qualified in this field.
- 3.27** Trainers in a minority of work activities and vocational programmes did not check prisoners' prior understanding, skills and knowledge sufficiently well to match tasks and activities to their individual needs. In these sessions, the tasks set were too easy for most prisoners in the group. Teachers had low expectations of what these prisoners could do, and as a result, they did not develop new skills quickly enough.
- 3.28** Many prisoners accessed a range of distance learning and Open University courses. They were motivated to achieve, and staff supported them well to keep on track with their studies. However, they could not access information and communications technology resources often enough to make fast progress.
- 3.29** Too few prisoners were aware of the virtual campus (internet access for prisoners to community education, training and employment opportunities).

Recommendation

- 3.30 Prisoners with learning difficulties and disabilities should be well supported by trained staff.**

Personal development and behaviour

- 3.31** Prisoners' behaviour was exemplary. In lessons, training and work they were productive, professional and respectful to their teachers, supervisors and peers. They valued each other's contributions to group discussions and were able to build on each other's responses

to questions posed by teachers. They kept workshops and their work environments clean and tidy. They were motivated to attend training and work, and punctuality and attendance rates were high.

- 3.32** Prisoners swiftly developed their confidence through education, skills and work activities, and were proud of their achievements. They recognised the skills and knowledge they had developed, and felt positive and inspired to find work on release. They developed useful personal skills and knew how to keep themselves safe and healthy.
- 3.33** Prisoners were prepared well for release through the 'WayForward' programme. They learned about how their conviction would affect them in their everyday lives and in securing employment. However, they were not adequately helped to find work on release.
- 3.34** As a result of the lack of careers advice and guidance since the cessation of the National Careers Service contract, too many prisoners were undertaking education or vocational training courses that were not aligned to clearly identified career aspirations. They did not have clear plans on how to reach their goals. Learning and development plans did not identify the skills and knowledge that they needed to develop in order to achieve their career aspirations on release (see also paragraph 3.18 and recommendation 3.21).

Outcomes and achievements

- 3.35** Achievement rates for qualifications were high. Most prisoners who started a qualification completed their course successfully. Most prisoners on vocational programmes achieved their qualification, including a large proportion at level 2. There were no notable gaps in achievement between different groups of prisoners.
- 3.36** In English and mathematics classes, too few prisoners took higher-level qualifications, and few who complete level 1 qualifications progressed to level 2.

Recommendation

- 3.37** **More prisoners should achieve qualifications in English and mathematics at level 2 where they are able to.**

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 Structured work to help prisoners to maintain or rebuild family ties was too limited. Apart from a generic relationships course, which was overseen by the chaplaincy, there was little support for prisoners with family relationship problems, and there were no appropriately skilled family support workers. Storybook Dads (in which prisoners record stories for their children) had not been run for several months.
- 4.2 The Ormiston Trust ran the visitors centre and provided an excellent range of support to the families and friends of prisoners, including one-to-one sessions with first-time visitors. The centre was clean, bright and provided a pleasant environment. Assistance with travel from the nearby railway station was partly subsidised from profits from the snack bars in the visitors centre and the visits hall. In our survey, 89% of prisoners who received a visit said that their visitors were treated respectfully by staff. However, only 53% said that visits started and finished on time, fewer than at similar prisons (78%).
- 4.3 Social visits were available in the morning and afternoon, six days a week, which was more frequent than we normally see. In addition, family days were available twice a month, which was impressive and much appreciated by prisoners and their visitors. Booking processes were efficient, and there was ample provision and availability.
- 4.4 Having recently been refurbished, the large, well-furnished visits hall could accommodate up to 44 families at a time. A children's area and snack bar were available. During the visiting sessions we observed, we were impressed at staff interactions with prisoners and their visitors.
- 4.5 Prisoners had sufficient access to telephones and mail. They could receive letters via the 'email a prisoner' scheme. Mail was passed to prisoners on the day it arrived, apart from Saturdays, when it was distributed on the following Monday.

Recommendation

- 4.6 **Prisoners should be able to access interventions to improve parenting and relationship skills.**

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.

- 4.7** The strategic management of reducing reoffending was well coordinated. A comprehensive population needs analysis had been undertaken, incorporating information on prisoners' criminogenic profiles, demographics and 'pathways out of offending' needs. The reducing reoffending strategy was up to date and clearly set out how the prison aimed to rehabilitate prisoners.
- 4.8** The reducing reoffending action plan was dynamic, informed and prison wide. Monthly reducing reoffending meetings were well attended by staff and prisoner orderlies. The meetings helped managers to drive and measure progress, and review strategic goals.
- 4.9** Nearly all of the population were convicted of sexual offences, and about 80% were serving sentences of four years or more. Too many prisoners, about a third, arrived at the establishment without an initial offender assessment system (OASys) assessment. This was unacceptable, considering that prisoners' initial OASys review should be completed within eight weeks of sentence, to inform their sentence planning and transfer. All prisoners had been held at at least one other prison before arrival at Littlehey. At the time of the inspection, about half of all eligible prisoners did not have an up-to-date OASys assessment: 9% did not have an assessment at all and 42% had not had a review within the previous 12 months. Most of these cases were the responsibility of the National Probation Service (NPS). This affected the prison's ability to provide these prisoners with the right interventions to reduce their risk. The prison had made efforts to address the backlog and to escalate this issue to the NPS, but these figures remained too high (see key concern and recommendation S41).
- 4.10** At the time of the inspection, there were seven probation offender supervisors, 14 prison offender supervisors, 11 case administrators and one senior probation officer. Prison offender supervisors were not cross-deployed to other duties in the prison, so their time was spent entirely on managing offenders. Probation staff carried caseloads of about 47, comprising high- or very-high-risk prisoners. Prison offender supervisors carried caseloads of about 65, comprising some high-risk prisoners and some serving indeterminate sentences for public protection (IPP).
- 4.11** Prison staff had received some training to equip them in their offender supervisor role, but this was variable and some lacked the necessary skills to work with this specific population. Prison staff were not expected to undertake structured one-to-one work with prisoners, and most had not been trained to do so. There was a lack of professional supervision for this staff group, and of collaborative formal case work reviews of complex and high-risk prisoners.
- 4.12** Levels of contact between offender supervisors and prisoners were low and irregular. Their work was mainly reactive, responding to notable events such as parole board hearings or recategorisation reviews, with little proactive one-to-one work to address offending behaviour and drive motivation and progression (see key concern and recommendation S42).
- 4.13** Probation officers provided robust quality assurance checks of OASys assessments. We reviewed a sample of assessments completed by prison offender supervisors, and all were of a high standard. However, the effectiveness of these assessments was limited by the lack of

structured one-to-one work undertaken to help prisoners to reduce their risk of harm and likelihood of reoffending.

- 4.14** The prison held 80 prisoners subject to IPP, 75 of whom were over tariff, and 74 prisoners serving life sentences, 58 of whom were over tariff. The prison no longer held lifer forums. There was little meaningful, structured, one-to-one work in managing and progressing this population, unless the parole board instructed offender supervisors to do this. There were emerging plans to adapt M wing into a progression unit for IPP prisoners who were over tariff, but at the time of the inspection it was too early to judge its impact on outcomes for prisoners.
- 4.15** Of the prisoners eligible for parole, including those serving extended sentences, the submission of dossier paperwork was timely, and tracking and monitoring systems were effective.
- 4.16** Given the nature of prisoners' offences and the high risk of harm that they presented, few could be considered for home detention curfew. In the previous six months, one prisoner had been considered and approved, and processes had been timely and appropriate.

Public protection

- 4.17** Public protection procedures were not sufficiently robust. About 78% of prisoners were assessed as presenting a high or very high risk of harm. The monthly interdepartmental risk management team (IRMT) meeting was well attended, and routinely discussed child contact applications and the releases of prisoners confirmed as requiring level 3 multi-agency public protection arrangements (MAPPAs) management.
- 4.18** However, new arrivals and high-risk prisoners approaching release, such as MAPPA level 2 prisoners, and those without confirmed MAPPA management levels, were not routinely discussed at the IRMT meeting, to provide assurance that their risks were being properly managed (see key concern and recommendation S43).
- 4.19** Nearly all of the population were eligible for MAPPA. Prison staff made good efforts to confirm MAPPA management levels with community offender managers, but they received few replies, despite their efforts to escalate the issue. When community offender managers had asked for input into MAPPA meetings, MAPPA F reports (information-sharing reports) had been completed to a good standard.
- 4.20** About three-quarters of the population were subject to child contact restrictions. The prison appropriately screened all new arrivals, to identify, monitor and manage those identified as a risk to children. There were systems to identify when annual reviews of child contact restrictions were due, and the public protection team generated standard letters to community offender managers and social services to confirm that prisoners were still deemed to be a continuing risk to children. However, annual reviews, informed by appropriate multi-agency input, did not take place to justify this assessment (see key concern and recommendation S44).
- 4.21** At the time of the inspection, 58 prisoners were subject to both mail and telephone monitoring. Reviews were appropriate and informed but not always timely. This meant that some prisoners' communications were not being monitored when they should have been (see key concern and recommendation S45).
- 4.22** There was a backlog of telephone calls to be listened to. In one case, a prisoner's calls had not be listened to for 14 days. Officer support grade staff said that they would

retrospectively listen to calls for up to maximum of three days, and that beyond this timeframe calls would not be listened to. There was no provision to interpret and transcribe foreign language calls, which meant that the prison did not know what these prisoners had been saying or the risk that they posed (see key concern and recommendation S46).

- 4.23** The quality of telephone monitoring log entries varied in quality. They were not always detailed enough or meaningful, which further undermined the effectiveness of the process. Mail monitoring log entries were adequate.

Categorisation and transfers

- 4.24** In the six-month period from January to June 2019, about 700 prisoners had been considered for recategorisation, only two of whom had been awarded category D. A historical risk-adverse culture within the offender management unit had contributed to some prisoners' risks not being assessed sufficiently, which meant that they might have been prevented from being recategorised for a progressive move.
- 4.25** In addition, prisoners who were unable to access accredited offending behaviour programmes until the last 12–18 months of their sentence, or undertake one-to-one structured offending behaviour work to demonstrate their reduction in risk and their progression within their sentence (see section on interventions), may have missed out on recategorisation.
- 4.26** However, the prison acknowledged this issue, and recent efforts to address it were showing early signs of improvement. In July 2019, the prison had reviewed the categorisation of 10 prisoners and awarded three of them category D status. Of the sample cases we reviewed, all recategorisation decisions had been appropriate and defensible, and more cases in the previous month had been approved than in the last six months.
- 4.27** Reviews were timely and, for the small number of transfers, there were no excessive delays in moving to open conditions.

Interventions

Expected outcomes:

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

- 4.28** The prison delivered three accredited offending behaviour programmes – Horizon (a moderate-intensity programme for prisoners convicted of sexual offences); Kaizen (a high-intensity programme for prisoners convicted of sexual offences) and the Healthy Sex Programme (for prisoners who have already completed an accredited programme but need further interventions).
- 4.29** The programmes team had done some good work to understand the needs of the population. They had developed dynamic processes to review prisoners' risk, treatment responsivity, readiness and length of sentence left to serve, to inform and prioritise the programmes that each prisoner should access.
- 4.30** There were 58 places for the Horizon programme and 14 for Kaizen programme for the current year, and most prisoners assessed as eligible could complete them before their release. However, this was often within the final 12–18 months before release, which limited prisoners' opportunity to progress earlier in their sentence and be considered for recategorisation (see also paragraph 4.25).

- 4.31** Twenty-seven prisoners had been assessed as eligible to undertake the Healthy Sex Programme and had been referred to the nationally held waiting list. However, only eight places were available at Littlehey for this programme in the current year. Moreover, not all these eight places were for Littlehey prisoners as the programme was a national resource. This meant that there were insufficient places to meet the needs of the population.
- 4.32** About 40% of the population denied their offence and 16% were in partial denial. Although the Horizon and Kaizen programmes had a limited number of places for these prisoners (approximately two per course), this was not enough (see key concern and recommendation S47).
- 4.33** There were not enough opportunities for prisoners who did not meet the threshold to participate in offending behaviour programmes (for instance, those denying their offence and those with a low risk of reoffending score), and there was insufficient one-to-one structured offending behaviour work carried out by offender supervisors to motivate and progress these prisoners through their sentence. This meant that many prisoners were likely to leave the establishment without their risk of harm being addressed and reduced (see key concern and recommendation S47).

Recommendation

- 4.34** **There should be sufficient places on the Healthy Sex Programme to meet the needs of prisoners.**

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.

- 4.35** Despite the establishment not being a resettlement prison, it released about 30 prisoners each month. Until about four weeks before the inspection, the prison had not had a community rehabilitation company (CRC) to help prisoners to prepare for their release. At the time of the inspection, the CRC had been commissioned but had not started providing services to prisoners. Instead, the resettlement manager coordinated a team of resettlement orderlies. These orderlies engaged proactively with prisoners six months before release and provided a wide range of information, advice and guidance. All prisoners were offered a comprehensive and useful resettlement guide, and a useful basic screening of need was undertaken to inform offender supervisors of their needs.
- 4.36** Offender supervisors made good efforts to engage prisoners and community offender managers 100 days before release. However, offender supervisors lacked the necessary expertise to plan prisoners' resettlement needs adequately, and there was a risk that some prisoners were leaving the establishment without their needs being met.
- 4.37** Discharge arrangements for prisoners on the day of release were satisfactory. Procedures for the issue of paperwork were thorough, and staff ensured that prisoners understood the details of their licence conditions, and where and when they needed to report on release. Travel warrants and maps were provided. There was an adequate supply of clothing and shoes, and discreet black drawstring bags were provided, for prisoners to carry their possessions. However, prisoners being discharged could not charge their mobile phones.

- 4.38** The introduction of a CRC was a positive development but it was not yet operational and had had no impact on outcomes for prisoners. In the absence of a functioning CRC, the prison tried to find accommodation for prisoners on release who were not under the management of community offender managers. However, there was no information on which prisoners had left the establishment homeless or had gone into temporary or sustainable accommodation.
- 4.39** There was an adequate range of support to help prisoners manage their finances. The Shaw Trust²⁰ provided support on benefits, universal credits and money management. It also made referrals to the Money Advice Service, staff from which came into the prison and offered specialist debt advice sessions. However, the Shaw Trust was funded to work with only a narrow range of prisoners, which meant that only about 7% of the population used its services. Prison orderlies, managed by a prison resettlement manager, provided a wide range of information on finance, benefit and debt. This was widely available, and detailed in the resettlement hub, across the prison and in the resettlement guide (see above). Prisoners could apply for bank accounts, and over the previous six months 46 had been opened.

²⁰ A charity that helps people to gain education, enter work, develop their career, improve their well-being and rebuild their lives.

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:

- | | | |
|-----|---|---------------------|
| S40 | <p>Key concern: Over the previous two years, the heating and boiler system had caused chronic problems across the prison and had had a negative impact on the living conditions for prisoners. During this time, some prisoners had slept in cold cells and had not always been able to access warm showers daily. Contingency plans were in place, but many prisoners faced another winter living in cold conditions on the wings.</p> <p>Recommendation: The prison should be equipped with an effective heating and boiler system to meet the daily needs of prisoners.</p> | The governor |
| S41 | <p>Key concern: Too many prisoners, about a third, arrived at the establishment without an initial OASys assessment, and at the time of the inspection about a half did not have an up-to-date assessment. This jeopardised the prison's ability to provide these prisoners with the right interventions to reduce their risk.</p> <p>Recommendation: All prisoners should have an up-to-date offender assessment system (OASys) assessment, to help them to address their offending behaviour and ensure that staff are able to monitor their progression effectively.</p> | The governor |
| S42 | <p>Key concern: The levels of regular, meaningful contact between offender supervisors and prisoners were low, and mainly reactive. There was little proactive one-to-one work to address offending behaviour and drive motivation and progression.</p> <p>Recommendation: Prisoners should have regular, meaningful, structured, one-to-one contact with an offender supervisor.</p> | The governor |
| S43 | <p>Key concern: The prison did not routinely consider all high-risk prisoners approaching release, to provide assurance that their risk would be appropriately managed.</p> <p>Recommendation: All high-risk prisoners approaching release should be systematically reviewed, to ensure that an appropriate risk management plan is in place.</p> | The governor |

- | | | |
|--------------------------------|---|---------------------|
| S44 | Key concern: Annual reviews of prisoners who are subject to child contact restrictions did not take place. | The governor |
| | Recommendation: Prisoners who are subject to child contact procedures should be reviewed annually, with appropriate multi-agency input, to ensure that these restrictions are justified. | |
| S45 | Key concern: The monitoring of the telephone calls and mail of some prisoners subject to these restrictions did not always take place. This meant that the public were not always fully protected. | The governor |
| | Recommendation: Accurate, timely and high-quality telephone and mail monitoring should take place for all prisoners who are subject to these restrictions. | |
| S46 | Key concern: Foreign language telephone calls made by prisoners subject to monitoring were not interpreted and transcribed into English. Again, this gap potentially meant that the public were not being fully protected. | The governor |
| | Recommendation: Foreign language telephone calls of prisoners subject to monitoring should be interpreted and transcribed into English. | |
| S47 | Key concern: There were not enough opportunities for prisoners who did not meet the threshold to participate in offending behaviour programmes, and for those denying their guilt, to progress through their sentence or reduce their risk. | The governor |
| | Recommendation: All prisoners should have opportunities to address their offending behaviour, and those denying their offence should have structured, one-to-one interventions with an offender supervisor. | |
| General recommendations | | Directed to: |
| I.8 | Prisoners should arrive at the prison with their full entitlement of stored and in-possession property. | HMPPS |
| I.18 | Managers should quality assure violence reduction processes robustly, to support victims of violence and manage perpetrators of antisocial behaviour. | The governor |
| I.23 | Adjudication procedures should be accurately and diligently managed, to eliminate hearings that are dismissed or not proceeded with owing to procedural errors. | The governor |
| I.31 | The shower area on the segregation unit should maintained to an acceptable standard. | The governor |
| I.37 | Prisoners should not be strip-searched unless there is sufficient intelligence and proper authorisation. | The governor |
| I.38 | The prison's drug use strategy should be fully developed, and supported by an action plan. | The governor |

1.48	The prison should refer adults at risk who are approaching release to safeguarding adult boards in their home areas	The governor
2.13	Cells designed for one prisoner should not be used for two. (Repeated recommendation 2.7)	The governor
2.14	Prisoners should be able to access their stored property within one week of making the request.	The governor
2.15	Managers should be able to monitor emergency call bell response times easily and effectively.	The governor
2.25	Responses to complaints should comprehensively address the issues raised.	The governor
2.85	Patients requiring care under the Mental Health Act should be transferred promptly and in accordance with NHS guidelines.	The governor
3.9	Where appropriate, all eligible prisoners should be purposefully active during the working day.	The governor
3.10	The practice of curtailing the regime for two days a month should cease.	The governor
3.20	Sufficient work should be provided for the full population, with effective systems to identify and meet the demand for education and training, including at level 3.	The governor
3.21	The recently appointed careers information, advice and guidance service should be rapidly implemented, and prison managers should identify its impact by monitoring the employment, training and education destinations of prisoners on release.	The governor
3.30	Prisoners with learning difficulties and disabilities should be well supported by trained staff.	The governor
3.37	More prisoners should achieve qualifications in English and mathematics at level 2 where they are able to.	The governor
4.6	Prisoners should be able to access interventions to improve parenting and relationship skills.	The governor
4.34	There should be sufficient places on the Healthy Sex Programme to meet the needs of prisoners.	The governor

Examples of good practice

2.73	The multidisciplinary approach to pain management ensured that patients had optimal opportunity to manage their pain and ensured that only those with clinical need received medicines.
2.74	The whole-team approach to those in palliative care, led by the specialist consultant and advanced practitioner, was well integrated with strategies for the care of older prisoners and social care, so that patients in terminal care could die in dignity at the establishment.
2.86	Mental health crisis plans for prisoners in segregation ensured a consistent approach between mental health staff and prison staff, and helped to mitigate some of the effects of segregation.
2.102	There were extensive clinical audits to monitor prescribing trends and medicines use, and to ensure safety.

Section 6. Appendices

Appendix I: Inspection team

Martin Lomas	Deputy Chief Inspector
Colin Carroll	Team leader
Paul Rowlands	Inspector
Natalie Heeks	Inspector
Jade Richards	Inspector
Paddy Doyle	Inspector
Michael Dunkley	Inspector
Rebecca Stanbury	Inspector
Kam Sarai	Inspector
Sharlene Andrew	Researcher
Joe Simmonds	Researcher
Helen Ranns	Researcher
Billie Powell	Researcher
Holly Tuson	Researcher
Paul Tarbuck	Lead health and social care inspector
Tania Osborne	Health and social care inspector
Lynda Day	Care Quality Commission inspector
Phil Romain	Ofsted inspector
Rebecca Perry	Ofsted inspector
Mary Devane	Ofsted 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 2015, the change in role from a split-site establishment holding young adults to a national role holding sex offenders had been managed well. Most of its now more compliant population were positive across our safety indicators and we found a safe prison. The reception experience for new arrivals was positive, and first night and induction arrangements were good. There were low numbers of violent and bullying incidents, use of force was minimal and the special cell had not been used in the last 12 months. Support for prisoners in crisis was good but casework management needed some improvement. Safeguarding arrangements were impressive and much more developed than we normally find. The incentives and earned privileges (IEP) scheme provided good opportunities for enhanced status. Security and disciplinary procedures were proportionate. The segregation unit was a decent environment and prisoners were positive about staff support there. Substance misuse services were good. Outcomes for prisoners were good against this healthy prison test.

Recommendations

The prison should address prisoner concerns about debt. (1.14)

Achieved

The management of victims and perpetrators of bullying or violence should be improved. (1.15)

Not achieved

Assessment, care in custody and teamwork (ACCT) supervision should be improved by ensuring a consistency of care manager, increased interaction with prisoners and wider representation of departments at reviews. (1.21)

Achieved

Prisoners on an open ACCT should only be located in the segregation unit in exceptional circumstances. (1.22)

Achieved

The prison should investigate and address the negative views of black and minority ethnic and foreign national prisoners about the incentives and earned privileges (IEP) scheme. (1.37)

Achieved

Management oversight and accountability for all aspects of use of force, including planned interventions, should be improved. (1.44)

Achieved

The shower area in the care and separation unit should be refurbished. (1.48)

Not achieved

The regime in the care and separation unit should be improved. (1.50)

Achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2015, standards of residential and cell accommodation were mostly good, although some areas needed refurbishment. Staff-prisoner engagement was a particular strength, as was the use of well-motivated peer workers. Equality and diversity work had a high profile and there were good arrangements for all protected characteristics, but staff were stretched due to the complex needs of the population and the numbers of older prisoners and those with disabilities. Health services were very good. Food quality and quantity were reasonably good; the prison shop provided an adequate service. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Cells designed for one prisoner should not be used for two. (2.7)

Not achieved (recommendation repeated, 2.13)

Wing laundries should be improved. (2.8)

Achieved

The equality policy should be based on a prisoner needs analysis. (2.20)

Achieved

Equality staff should be given sufficient time to undertake their roles effectively. (2.21)

Not achieved

There should be regular support groups open to attendance from all prisoners from a minority group. (2.22)

Partially achieved

Prisoners should have regular access to independent immigration advice. (2.29)

Not achieved

Professional interpreting services and translated written material should be available to prisoners with little or no English. (2.30)

Not achieved

Prisoners with disabilities should have equal access to all prison areas, and their specific individual needs should be effectively met. (2.31)

Not achieved

Regime activities should allow prisoners to attend corporate worship, and all Christian services should be provided weekly. (2.39)

Achieved

Responses to all complaints should be within expected timescales. (2.43)

Not achieved

Cleaning of all clinical environments should comply with NHS infection control standards. (2.56)

Achieved

Health staff should have access to and follow a full range of in-date and regularly reviewed policies and procedures. (2.57)

Achieved

Prisoners should be able to complain about all health services through a single confidential well-understood system, and complaints should not be routinely included in the clinical records. (2.58)

Achieved

Prisoners should be able to access all primary care clinics, including dental, optical and podiatry, within waiting times equivalent to those in the community. (2.65)

Achieved

In-possession risk assessments, including any variation, should be clearly documented and reviewed regularly. (2.70)

Achieved

The use of daily in-possession medication and schedule four controlled drugs should be reviewed and reduced. (2.71)

Achieved

Prisoners should receive medication at clinically appropriate times. (2.72)

Achieved

Custodial staff should receive regular mental health awareness training. (2.78)

Achieved

Breakfast should be issued on the day it is to be eaten, and lunch should not be served before 12 noon and the evening meal not before 5pm. (2.84)

Achieved

Prisoners should be able to place a shop order within 24 hours of arrival. (2.88)

Not achieved

Prisoners should not have to pay a handling fee for catalogue items. (2.89)

Achieved

Purposeful activity

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

At the last inspection, in 2015, time out of cell was reasonable for most prisoners. The number of activity places was insufficient but there were plans to improve this. Strategic planning of activities was good. There was an appropriate range of education courses, and some very good vocational training and work activities. Attendance at education and work was good and learners achieved acceptable standards. However, most of the work did not include accredited training and nearly all training provision was offered at level 1 only. The quality of teaching was too variable and education outcomes required improvement. Library provision and

access were good. Gym facilities were good and programmes were well matched to the needs of the population. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendations

The prison should work with the provider to develop accreditation opportunities for all vocational workshops, with a target of level 2 achievement for most learners to give them a better chance of employment on release. (S42)

Achieved

Recommendations

Prisoners should spend at least 10 hours out of their cell on weekdays. (3.4)

Achieved

The prison should develop the link between prisoner allocation to activity and offender management to enable sentence plans to take account of prisoners' learning needs, and improve the quality of allocation to activities. (3.12)

Not achieved

A4E should implement a staff development policy to ensure appropriate professional development for all teachers. (3.13)

Achieved

The prison should continue to develop new industries provision to increase the number and range of activity places. (3.18)

Achieved

A4E should develop the range of accredited qualifications and structured pathways to enable learners to progress to at least level 2 in all areas. (3.19)

Achieved

Individual learning plans should be used better to plan learning and support needs. (3.27)

Not achieved

A4E should improve the quality of teaching, learning and assessment to ensure all learners receive good teaching. (3.28)

Achieved

A4E should improve the use of initial assessments to plan learning. (3.29)

Achieved

A4E should expand the inclusion of equality and diversity in teaching and learning. (3.30)

Achieved

A4E should identify classes with low achievement rates and develop action plans to improve them. (3.34)

Achieved

The prison should further improve the quarterly review process to develop and record learners' employability skills. (3.35)

Not achieved

Regime activities should be scheduled so that they do not lead to interruptions in classes. (3.36)

Achieved

The library should increase the range of activities to promote literacy and wider reading. (3.40)

Not achieved

Broken gym equipment should be repaired within reasonable timescales. (3.46)

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 2015, the prison was still coming to terms with the challenges of a new complex population, but making progress. The reducing reoffending strategy required development to reflect the population and a 'whole-prison' approach was not yet embedded. Outcomes from offender management varied greatly. Child protection arrangements were sound but the risk levels of some public protection cases were identified too late before their release. Resettlement pathway provision was generally good, with positive support to maintain contact with children and families. Offending behaviour programme provision was broadly satisfactory but access was limited. Outcomes for prisoners were not sufficiently good against this healthy prison test

Main recommendations

The prison should pursue a whole-prison approach to resettlement and offender management, encouraging and supporting staff from all departments to take an active role in the work of the offender management department in assessing and implementing prisoner objectives to reduce their risk of reoffending. All staff should be given support and awareness training to understand how to work effectively with a sex offender population. (S43)

Partially achieved

Arrangements under 'transforming rehabilitation' for the release of prisoners from Littlehey should be clarified urgently to ensure the appropriate and necessary provision is in place. (S44)

Achieved

Recommendations

All prisoners should have an up-to-date offender assessment (OASys) and sentence plan that accurately reflects their risk of harm, and identifies the work to be undertaken to address these concerns and how. (4.15)

Not achieved

Sentence planning and OASys assessments should be informed by contributions from all relevant departments. (4.16)

Achieved

The role of all offender supervisors should be clearly defined, including how they support prisoners to address their offending behaviour and achieve sentence plan targets. (4.17)

Achieved

All offender supervisors should have regular professional supervision, casework reviews and appropriate training to aid personal development, and all offender management work should be quality assured to ensure consistency and effectiveness. (4.18)

Not achieved

The prison should develop a clear protocol to ensure community offender managers meet report deadlines, and that this work is of an appropriate standard. (4.19)

No longer relevant

There should be effective management oversight of all public protection arrangements and procedures, and the prison should ensure that multi-agency public protection arrangements (MAPPA) management levels are always identified six months in advance of prisoners' release dates, when they should then be reviewed by the inter departmental risk management team board. (4.22)

Not achieved

The prison should ensure that all aspects of a prisoner's release are collated and shared with offender managers through the offender management department to ensure effective pre-release planning. (4.30)

Achieved

The prison should develop the links between the National Careers Service and the offender management department to ensure that careers advisers are fully informed about prisoners' employment options on release. (4.34)

No longer relevant

The National Careers Service should revise the structure, planning and delivery of group sessions to improve the depth and effectiveness of learning. (4.35)

No longer relevant

There should be robust health care discharge planning processes to ensure continuity of care for prisoners after their release. (4.38)

Achieved

The prison should develop a strategy to address the management of and engagement with prisoners in denial of their sexual offending. It should also address the offending behaviour work shortfall for prisoners who do not meet the risk threshold for the sex offender treatment programme. (4.52)

Achieved

Appendix III: Prison population profile

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

Status	18–20-year-olds	21 and over	%
Sentenced		1,144	94
Recall		61	5
Convicted unsentenced		0	0
Remand		0	0
Civil prisoners		0	0
Detainees		6	0.5
Total		1,211	100

Sentence	18–20-year-olds	21 and over	%
Unsentenced		8	0.7
Less than six months		0	0
six months to less than 12 months		2	0.2
12 months to less than 2 years		16	1.3
2 years to less than 4 years		75	6.2
4 years to less than 10 years		535	44.2
10 years and over (not life)		422	34.8
ISPP (indeterminate sentence for public protection)		79	6.5
Life		74	12.6
Total		1,211	100

Age	Number of prisoners	%
Please state minimum age here:	21	
Under 21 years	0	0
21 years to 29 years	164	13.5
30 years to 39 years	247	20.4
40 years to 49 years	217	17.9
50 years to 59 years	258	21.3
60 years to 69 years	180	14.9
70 plus years	145	12
Please state maximum age here:	93	
Total	1,211	100

Nationality	18–20-year-olds	21 and over	%
British		1087	89.8
Foreign nationals		123	10.2
Total		1,211	100

Security category	18–20-year-olds	21 and over	%
Uncategorised unsentenced			
Uncategorised sentenced			
Category A			
Category B			
Category C		1,195	98.7
Category D		16	1.3
Other			

Total		1,211	100
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Ethnicity	18–20-year-olds	21 and over	%
White			
British		835	69
Irish		21	1.7
Gypsy/Irish Traveller		23	1.9
Other white		58	4.8
Mixed			
White and black Caribbean		16	1.3
White and black African		2	0.2
White and Asian		5	0.4
Other mixed		8	0.7
Asian or Asian British			
Indian		20	1.7
Pakistani		21	1.7
Bangladeshi		17	1.4
Chinese		0	0
Other Asian		23	1.9
Black or black British			
Caribbean		64	10.9
African		49	4.0
Other black		19	1.6
Other ethnic group			
Arab		10	0.8
Other ethnic group		12	1.0
Not stated		8	0.7
Total		1,211	100

Religion	18–20-year-olds	21 and over	%
Baptist		4	0.3
Church of England		291	24
Roman Catholic		141	11.6
Other Christian denominations		171	14.1
Muslim		138	11.4
Sikh		5	0.4
Hindu		10	0.8
Buddhist		43	3.6
Jewish		7	0.6
Other		65	5.4
No religion		333	27.5
Total		1,211	100

Other demographics	18–20-year-olds	21 and over	%
Veteran (ex-armed services)		120	10
Total		120	10

Sentenced prisoners only

Length of stay	18–20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month			53	4.4
1 month to 3 months			104	8.6
3 months to six months			124	10.2
six months to 1 year			228	18.8
1 year to 2 years			331	27.3
2 years to 4 years			289	23.9
4 years or more			74	6.1
Total			1,203	100

Sentenced prisoners only

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

Main offence	18–20-year-olds	21 and over	%
Violence against the person		31	
Sexual offences		1,131	93
Burglary		4	0.3
Robbery		7	0.6
Theft and handling		1	0.08
Fraud and forgery		0	0
Drugs offences		2	0.17
Other offences		35	3
Civil offences			
Offence not recorded /holding warrant		0	0
Total		1,211	97

Appendix IV: Prisoner survey methodology and results

Prisoner survey methodology

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

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.²¹

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.²² 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.²³ 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 22 July 2019 the prisoner population at HMP Littlehey was 1210. Using the sampling method described above, questionnaires were distributed to 226 prisoners. We received a total of 220 completed questionnaires, a response rate of 97%. This included three questionnaires completed via face-to-face interview. One prisoner declined to participate in the survey and five questionnaires were either not returned at all, or returned blank.

²¹ Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

²² 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

²³ 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 Littlehey. For the comparator analyses, each question was reformulated into a binary ‘yes/no’ format and affirmative responses compared.²⁴ Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

Full survey results

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

Responses from HMP Littlehey 2019 compared with those from other HMIP surveys²⁵

- Survey responses from HMP Littlehey in 2019 compared with survey responses from the most recent inspection at all other training prisons (sex offenders).
- Survey responses from HMP Littlehey in 2019 compared with survey responses from other training prisons (sex offenders) inspected since September 2017.
- Survey responses from HMP Littlehey in 2019 compared with survey responses from HMP Littlehey in 2015.

Comparisons between different residential locations within HMP Littlehey 2019

- responses of prisoners on the old site (Lakeside; wings A - H) compared with those on the new site (Woodlands; wings I – M).

Comparisons between self-reported sub-populations of prisoners within HMP Littlehey 2019²⁶

- Responses of prisoners from black or minority ethnic groups compared with those of white 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.
- responses of non-heterosexual prisoners compared with heterosexual prisoners.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²⁷

In the comparator analyses, statistically significant differences are indicated by shading.²⁸ Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

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

²⁴ Using the Chi-square test (or Fisher’s exact test if there are fewer than five responses in a group).

²⁵ 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.

²⁶ These analyses are carried out on summary data from selected survey questions only.

²⁷ A minimum of 10 responses which must also represent at least 10% of the total response.

²⁸ A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing, $p < 0.01$ is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

Survey summary

Background information

I.1	What wing or houseblock are you currently living on?	
	A wing	23 (10%)
	B wing	24 (11%)
	C wing	23 (10%)
	D wing	24 (11%)
	E wing	15 (7%)
	F wing	6 (3%)
	G wing	8 (4%)
	H wing	8 (4%)
	I wing	22 (10%)
	J wing	22 (10%)
	K wing	20 (9%)
	L wing	22 (10%)
	M wing	2 (1%)
	Segregation unit	1 (0%)
I.2	How old are you?	
	Under 21	0 (0%)
	21 - 25	13 (6%)
	26 - 29	10 (5%)
	30 - 39	48 (22%)
	40 - 49	44 (20%)
	50 - 59	46 (21%)
	60 - 69	34 (16%)
	70 or over	21 (10%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	163 (75%)
	White - Irish	3 (1%)
	White - Gypsy or Irish Traveller	7 (3%)
	White - any other White background	9 (4%)
	Mixed - White and Black Caribbean	4 (2%)
	Mixed - White and Black African	1 (0%)
	Mixed - White and Asian	0 (0%)
	Mixed - any other Mixed ethnic background	4 (2%)
	Asian/ Asian British - Indian	2 (1%)
	Asian/ Asian British - Pakistani	2 (1%)
	Asian/ Asian British - Bangladeshi	2 (1%)
	Asian/ Asian British - Chinese	0 (0%)
	Asian - any other Asian Background	1 (0%)
	Black/ Black British - Caribbean	9 (4%)
	Black/ Black British - African	2 (1%)
	Black - any other Black/ African/ Caribbean background	2 (1%)
	Arab	1 (0%)
	Any other ethnic group	5 (2%)
I.4	How long have you been in this prison?	
	Less than 6 months	30 (14%)
	6 months or more	184 (86%)

1.5	Are you currently serving a sentence?	
	Yes	199 (92%)
	Yes - on recall	15 (7%)
	No - on remand or awaiting sentence	1 (0%)
	No - immigration detainee	2 (1%)
1.6	How long is your sentence?	
	Less than 6 months	1 (0%)
	6 months to less than 1 year	0 (0%)
	1 year to less than 4 years	32 (15%)
	4 years to less than 10 years	90 (42%)
	10 years or more	60 (28%)
	IPP (indeterminate sentence for public protection)	12 (6%)
	Life	16 (7%)
	Not currently serving a sentence	3 (1%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	35 (16%)
	No	171 (80%)
	Don't remember	9 (4%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	126 (59%)
	2 hours or more	76 (35%)
	Don't remember	13 (6%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	173 (84%)
	No	22 (11%)
	Don't remember	11 (5%)
2.4	Overall, how were you treated in reception?	
	Very well	77 (36%)
	Quite well	115 (54%)
	Quite badly	13 (6%)
	Very badly	5 (2%)
	Don't remember	3 (1%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	38 (18%)
	Contacting family	38 (18%)
	Arranging care for children or other dependants	5 (2%)
	Contacting employers	4 (2%)
	Money worries	27 (13%)
	Housing worries	20 (9%)
	Feeling depressed	70 (33%)
	Feeling suicidal	23 (11%)
	Other mental health problems	51 (24%)
	Physical health problems	41 (19%)
	Drug or alcohol problems (e.g. withdrawal)	18 (8%)
	Problems getting medication	27 (13%)
	Needing protection from other prisoners	4 (2%)

Lost or delayed property	48 (23%)
Other problems	24 (11%)
Did not have any problems	72 (34%)

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

Yes	54 (26%)
No	78 (38%)
Did not have any problems when I first arrived	72 (35%)

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	120 (58%)
Toiletries / other basic items	127 (61%)
A shower	86 (41%)
A free phone call	95 (46%)
Something to eat	168 (81%)
The chance to see someone from health care	113 (54%)
The chance to talk to a Listener or Samaritans	64 (31%)
Support from another prisoner (e.g. Insider or buddy)	59 (28%)
Wasn't offered any of these things	4 (2%)

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

Very clean	23 (11%)
Quite clean	117 (55%)
Quite dirty	47 (22%)
Very dirty	23 (11%)
Don't remember	3 (1%)

3.3 Did you feel safe on your first night here?

Yes	166 (78%)
No	38 (18%)
Don't remember	10 (5%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	66 (32%)	119 (58%)	20 (10%)
Free PIN phone credit?	60 (31%)	114 (58%)	21 (11%)
Numbers put on your PIN phone?	105 (55%)	67 (35%)	20 (10%)

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

Yes	159 (76%)
No	49 (23%)
Have not had an induction	2 (1%)

On the wing

4.1 Are you in a cell on your own?

Yes	174 (80%)
No, I'm in a shared cell or dormitory	43 (20%)

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

Yes	111 (53%)
No	53 (25%)

Don't know	42 (20%)
Don't have a cell call bell	2 (1%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	177 (82%)	35 (16%)	3 (1%)
Can you shower every day?	208 (97%)	6 (3%)	1 (0%)
Do you have clean sheets every week?	192 (89%)	20 (9%)	4 (2%)
Do you get cell cleaning materials every week?	175 (82%)	35 (16%)	3 (1%)
Is it normally quiet enough for you to relax or sleep at night?	154 (73%)	55 (26%)	1 (0%)
Can you get your stored property if you need it?	67 (32%)	72 (34%)	70 (33%)

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

Very clean	51 (24%)
Quite clean	125 (58%)
Quite dirty	31 (14%)
Very dirty	7 (3%)

Food and canteen

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

Very good	36 (17%)
Quite good	118 (55%)
Quite bad	49 (23%)
Very bad	12 (6%)

5.2 Do you get enough to eat at mealtimes?

Always	49 (22%)
Most of the time	74 (34%)
Some of the time	63 (29%)
Never	32 (15%)

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

Yes	145 (67%)
No	66 (31%)
Don't know	4 (2%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	152 (72%)
No	58 (28%)

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

Yes	165 (77%)
No	50 (23%)

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

Yes	84 (39%)
No	130 (61%)

6.4	How helpful is your personal or named officer?	
	Very helpful	39 (19%)
	Quite helpful	72 (34%)
	Not very helpful	29 (14%)
	Not at all helpful	22 (11%)
	Don't know	15 (7%)
	Don't have a personal / named officer	32 (15%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly	18 (8%)
	Sometimes	52 (25%)
	Hardly ever	129 (61%)
	Don't know	13 (6%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	89 (42%)
	No	122 (58%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	48 (23%)
	Yes, but things don't change	84 (40%)
	No	42 (20%)
	Don't know	36 (17%)

Faith

7.1	What is your religion?	
	No religion	70 (32%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	107 (49%)
	Buddhist	7 (3%)
	Hindu	0 (0%)
	Jewish	3 (1%)
	Muslim	14 (6%)
	Sikh	1 (0%)
	Other	15 (7%)
7.2	Are your religious beliefs respected here?	
	Yes	96 (45%)
	No	25 (12%)
	Don't know	24 (11%)
	Not applicable (no religion)	70 (33%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes	102 (48%)
	No	13 (6%)
	Don't know	29 (14%)
	Not applicable (no religion)	70 (33%)
7.4	Are you able to attend religious services, if you want to?	
	Yes	136 (62%)
	No	5 (2%)
	Don't know	7 (3%)

Not applicable (no religion)	70 (32%)
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Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	78 (37%)
	No	135 (63%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	114 (54%)
	No	96 (46%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	210 (97%)
	No	6 (3%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	5 (2%)
	Quite easy	58 (28%)
	Quite difficult	67 (32%)
	Very difficult	59 (28%)
	Don't know	21 (10%)
8.5	How often do you have visits from family or friends?	
	More than once a week	1 (0%)
	About once a week	17 (8%)
	Less than once a week	118 (56%)
	Not applicable (don't get visits)	73 (35%)
8.6	Do visits usually start and finish on time?	
	Yes	70 (53%)
	No	61 (47%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	114 (89%)
	No	14 (11%)

Time out of cell

9.1	Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?	
	Yes, and these times are usually kept to	133 (62%)
	Yes, but these times are not usually kept to	75 (35%)
	No	6 (3%)
9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours	9 (4%)
	2 to 6 hours	51 (24%)
	6 to 10 hours	107 (50%)
	10 hours or more	36 (17%)
	Don't know	10 (5%)

9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	20 (9%)
	2 to 6 hours	73 (34%)
	6 to 10 hours	105 (49%)
	10 hours or more	14 (6%)
	Don't know	4 (2%)
9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?	
	None	5 (2%)
	1 or 2	9 (4%)
	3 to 5	27 (13%)
	More than 5	165 (77%)
	Don't know	9 (4%)
9.5	How many days in a typical week do you get association, if you want it?	
	None	2 (1%)
	1 or 2	4 (2%)
	3 to 5	16 (7%)
	More than 5	188 (87%)
	Don't know	6 (3%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None	4 (2%)
	1 or 2	20 (9%)
	3 to 5	25 (12%)
	More than 5	159 (74%)
	Don't know	6 (3%)
9.7	Typically, how often do you go to the gym?	
	Twice a week or more	99 (46%)
	About once a week	13 (6%)
	Less than once a week	11 (5%)
	Never	90 (42%)
9.8	Typically, how often do you go to the library?	
	Twice a week or more	18 (8%)
	About once a week	70 (33%)
	Less than once a week	70 (33%)
	Never	55 (26%)
9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes	79 (39%)
	No	69 (34%)
	Don't use the library	55 (27%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes	185 (87%)
	No	19 (9%)
	Don't know	8 (4%)
10.2	If you have made any applications here, please answer the questions below:	

	Yes	No	Not made any applications	
Are applications usually dealt with fairly?	135 (66%)	59 (29%)	10 (5%)	
Are applications usually dealt with within 7 days?	97 (49%)	91 (46%)	10 (5%)	
10.3 Is it easy for you to make a complaint?				
Yes		148 (70%)		
No		26 (12%)		
Don't know		38 (18%)		
10.4 If you have made any complaints here, please answer the questions below:				
	Yes	No	Not made any complaints	
Are complaints usually dealt with fairly?	48 (24%)	80 (40%)	74 (37%)	
Are complaints usually dealt with within 7 days?	32 (16%)	92 (46%)	74 (37%)	
10.5 Have you ever been prevented from making a complaint here when you wanted to?				
Yes		33 (16%)		
No		125 (60%)		
Not wanted to make a complaint		50 (24%)		
10.6 In this prison, is it easy or difficult for you to...				
	Easy	Difficult	Don't know	Don't need this
Communicate with your solicitor or legal representative?	85 (41%)	39 (19%)	44 (21%)	40 (19%)
Attend legal visits?	86 (43%)	17 (9%)	55 (28%)	41 (21%)
Get bail information?	17 (9%)	18 (10%)	61 (33%)	91 (49%)
10.7 Have staff here ever opened letters from your solicitor or legal representative when you were not present?				
Yes			85 (40%)	
No			71 (34%)	
Not had any legal letters			54 (26%)	

Health care

11.1 How easy or difficult is it to see the following people?	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
Doctor	30 (14%)	100 (47%)	54 (25%)	25 (12%)	5 (2%)
Nurse	63 (30%)	105 (50%)	27 (13%)	9 (4%)	6 (3%)
Dentist	20 (10%)	57 (27%)	65 (31%)	46 (22%)	22 (10%)
Mental health workers	22 (11%)	44 (21%)	25 (12%)	29 (14%)	88 (42%)

11.2	What do you think of the quality of the health service from the following people?					
		Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	82 (38%)	85 (40%)	19 (9%)	17 (8%)	10 (5%)
	Nurse	86 (40%)	89 (42%)	15 (7%)	12 (6%)	11 (5%)
	Dentist	53 (25%)	79 (38%)	19 (9%)	14 (7%)	45 (21%)
	Mental health workers	20 (10%)	34 (17%)	28 (14%)	22 (11%)	98 (49%)
11.3	Do you have any mental health problems?					
	Yes					91 (43%)
	No					122 (57%)
11.4	Have you been helped with your mental health problems in this prison?					
	Yes					38 (18%)
	No					52 (25%)
	Don't have any mental health problems					122 (58%)
11.5	What do you think of the overall quality of the health services here?					
	Very good					41 (20%)
	Quite good					112 (54%)
	Quite bad					31 (15%)
	Very bad					16 (8%)
	Don't know					9 (4%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?		
	Yes		71 (33%)
	No		144 (67%)
12.2	If you have a disability, are you getting the support you need?		
	Yes		32 (15%)
	No		34 (16%)
	Don't have a disability		144 (69%)
12.3	Have you been on an ACCT in this prison?		
	Yes		31 (15%)
	No		176 (85%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?		
	Yes		8 (4%)
	No		22 (11%)
	Have not been on an ACCT in this prison		176 (85%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?		
	Very easy		72 (34%)
	Quite easy		53 (25%)
	Quite difficult		11 (5%)
	Very difficult		2 (1%)
	Don't know		74 (35%)
	No Listeners at this prison		1 (0%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	26 (12%)
	No	188 (88%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	18 (8%)
	No	8 (4%)
	Did not / do not have an alcohol problem	188 (88%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	30 (14%)
	No	184 (86%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	11 (5%)
	No	203 (95%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	8 (4%)
	No	205 (96%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	14 (7%)
	No	15 (7%)
	Did not / do not have a drug problem	177 (86%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	30 (14%)
	Quite easy	38 (18%)
	Quite difficult	4 (2%)
	Very difficult	6 (3%)
	Don't know	131 (63%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	7 (3%)
	Quite easy	17 (8%)
	Quite difficult	12 (6%)
	Very difficult	17 (8%)
	Don't know	156 (75%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	74 (35%)
	No	139 (65%)
14.2	Do you feel unsafe now?	
	Yes	25 (12%)
	No	181 (88%)

14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here?	
	Verbal abuse	65 (32%)
	Threats or intimidation	59 (29%)
	Physical assault	28 (14%)
	Sexual assault	9 (4%)
	Theft of canteen or property	41 (20%)
	Other bullying / victimisation	35 (17%)
	Not experienced any of these from prisoners here	116 (57%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	129 (62%)
	No	80 (38%)
14.5	Have you experienced any of the following types of bullying / victimisation from staff here?	
	Verbal abuse	64 (31%)
	Threats or intimidation	50 (24%)
	Physical assault	7 (3%)
	Sexual assault	1 (0%)
	Theft of canteen or property	10 (5%)
	Other bullying / victimisation	41 (20%)
	Not experienced any of these from staff here	121 (58%)
14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	126 (61%)
	No	79 (39%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	88 (43%)
	No	98 (47%)
	Don't know what the incentives / rewards are	21 (10%)
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	
	Yes	110 (52%)
	No	56 (27%)
	Don't know	34 (16%)
	Don't know what this is	10 (5%)
15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes	3 (1%)
	No	209 (99%)
15.4	If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?	
	Yes	0 (0%)
	No	5 (2%)
	Don't remember	0 (0%)
	Not been restrained here in last 6 months	209 (98%)

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

Yes	6 (3%)
No	207 (97%)

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?	5 (83%)	1 (17%)
Could you shower every day?	5 (83%)	1 (17%)
Could you go outside for exercise every day?	5 (83%)	1 (17%)
Could you use the phone every day (if you had credit)?	5 (83%)	1 (17%)

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	143 (68%)	45 (22%)	21 (10%)	0 (0%)
Vocational or skills training	86 (43%)	71 (35%)	45 (22%)	0 (0%)
Prison job	99 (49%)	87 (43%)	18 (9%)	0 (0%)
Voluntary work outside of the prison	2 (1%)	19 (10%)	49 (25%)	127 (64%)
Paid work outside of the prison	1 (1%)	17 (9%)	48 (24%)	131 (66%)

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	122 (59%)	55 (26%)	31 (15%)
Vocational or skills training	93 (49%)	34 (18%)	64 (34%)
Prison job	69 (34%)	92 (45%)	42 (21%)
Voluntary work outside of the prison	20 (11%)	17 (9%)	149 (80%)
Paid work outside of the prison	20 (11%)	18 (10%)	149 (80%)

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

Yes	110 (53%)
No	78 (38%)
Not applicable (e.g. if you are retired, sick or on remand)	18 (9%)

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

Yes	143 (69%)
No	64 (31%)

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

Yes	110 (77%)
No	16 (11%)
Don't know what my objectives or targets are	17 (12%)

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

Yes	67 (48%)
No	56 (40%)
Don't know what my objectives or targets are	17 (12%)

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	41 (31%)	3 (2%)	89 (67%)
	Other programmes	29 (23%)	6 (5%)	90 (72%)
	One to one work	31 (25%)	4 (3%)	90 (72%)
	Being on a specialist unit	7 (6%)	3 (3%)	110 (92%)
	ROTL - day or overnight release	3 (2%)	1 (1%)	118 (97%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?			
	Yes			16 (8%)
	No			180 (85%)
	Don't know			15 (7%)
18.2	How close is this prison to your home area or intended release address?			
	Very near			0 (0%)
	Quite near			2 (13%)
	Quite far			10 (63%)
	Very far			4 (25%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?			
	Yes			11 (79%)
	No			3 (21%)
18.4	Are you getting help to sort out the following things for when you are released?			
		Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
	Finding accommodation	6 (43%)	5 (36%)	3 (21%)
	Getting employment	2 (13%)	9 (56%)	5 (31%)
	Setting up education or training	1 (7%)	7 (50%)	6 (43%)
	Arranging benefits	1 (7%)	13 (87%)	1 (7%)
	Sorting out finances	1 (7%)	9 (60%)	5 (33%)
	Support for drug or alcohol problems	1 (7%)	2 (14%)	11 (79%)
	Health / mental health support	4 (29%)	2 (14%)	8 (57%)
	Social care support	0 (0%)	4 (29%)	10 (71%)
	Getting back in touch with family or friends	1 (7%)	6 (40%)	8 (53%)

More about you

19.1	Do you have children under the age of 18?		
	Yes		82 (39%)
	No		128 (61%)
19.2	Are you a UK / British citizen?		
	Yes		203 (96%)
	No		9 (4%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?		
	Yes		13 (6%)
	No		198 (94%)

19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes	30 (14%)
	No	180 (86%)
19.5	What is your gender?	
	Male	212 (100%)
	Female	0 (0%)
	Non-binary	1 (0%)
	Other	0 (0%)
19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	180 (87%)
	Gay / lesbian / homosexual	8 (4%)
	Bisexual	10 (5%)
	Other	10 (5%)
19.7	Do you identify as transgender or transsexual?	
	Yes	1 (0%)
	No	208 (100%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend	5 (3%)
	Less likely to offend	112 (56%)
	Made no difference	82 (41%)

HMP Littlehey 2019

Survey responses compared with those from other HMIP surveys of training prisons (sex offenders) and with those from the previous survey

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

- Summary statistics from most recent surveys of all other training prisons (sex offenders) (7 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from surveys of training prisons (sex offenders) conducted since the introduction of the new questionnaire in September 2017 (3 prisons). Please note that this does not include all sex offenders prisons.
- Summary statistics from HMP Littlehey in 2015 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		HMP Littlehey 2019	All other sex offender prisons	HMP Littlehey 2019	All other sex offender prisons surveyed since September 2017	HMP Littlehey 2019	HMP Littlehey 2015
		220	1,272	220	514	220	214

n=number of valid responses to question (HMP Littlehey 2019)

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION							
1.2	Are you under 21 years of age?	<i>n=216</i>	0%	0%	0%	0%	0%
	Are you 25 years of age or younger?	<i>n=216</i>	6%		6%	10%	6%
	Are you 50 years of age or older?	<i>n=216</i>	47%	41%	47%	38%	47%
	Are you 70 years of age or older?	<i>n=216</i>	10%	9%	10%	8%	10%
1.3	Are you from a minority ethnic group?	<i>n=217</i>	16%	16%	16%	16%	16%
1.4	Have you been in this prison for less than 6 months?	<i>n=214</i>	14%		14%	18%	14%
1.5	Are you currently serving a sentence?	<i>n=217</i>	99%	100%	99%	99%	99%
	Are you on recall?	<i>n=217</i>	7%	5%	7%	3%	7%
1.6	Is your sentence less than 12 months?	<i>n=214</i>	1%	2%	1%	1%	1%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=214</i>	6%	13%	6%	7%	6%
7.1	Are you Muslim?	<i>n=217</i>	7%	8%	7%	6%	7%
11.3	Do you have any mental health problems?	<i>n=213</i>	43%		43%	40%	43%
12.1	Do you consider yourself to have a disability?	<i>n=215</i>	33%	34%	33%	38%	33%
19.1	Do you have any children under the age of 18?	<i>n=210</i>	39%	39%	39%	37%	39%
19.2	Are you a foreign national?	<i>n=212</i>	4%	8%	4%	7%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=211</i>	6%	4%	6%	4%	6%
19.4	Have you ever been in the armed services?	<i>n=210</i>	14%	11%	14%	11%	14%
19.5	Is your gender female or non-binary?	<i>n=213</i>	1%		1%	1%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=208</i>	14%	12%	14%	13%	14%
19.7	Do you identify as transgender or transsexual?	<i>n=209</i>	1%		1%	2%	1%
ARRIVAL AND RECEPTION							
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=215</i>	16%		16%	21%	16%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=215</i>	59%	60%	59%	72%	59%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=206</i>	84%	87%	84%	86%	84%
2.4	Overall, were you treated very / quite well in reception?	<i>n=213</i>	90%		90%	92%	90%

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2.5	When you first arrived, did you have any problems?	<i>n=212</i>	66%	63%	66%	66%	66%	54%
2.5	Did you have problems with:							
	- Getting phone numbers?	<i>n=212</i>	18%	19%	18%	24%	18%	14%
	- Contacting family?	<i>n=212</i>	18%	20%	18%	22%	18%	14%
	- Arranging care for children or other dependents?	<i>n=212</i>	2%		2%	1%	2%	
	- Contacting employers?	<i>n=212</i>	2%	1%	2%	1%	2%	2%
	- Money worries?	<i>n=212</i>	13%	14%	13%	16%	13%	8%
	- Housing worries?	<i>n=212</i>	9%	7%	9%	7%	9%	6%
	- Feeling depressed?	<i>n=212</i>	33%		33%	30%	33%	
	- Feeling suicidal?	<i>n=212</i>	11%		11%	9%	11%	
	- Other mental health problems?	<i>n=212</i>	24%		24%	18%	24%	
	- Physical health problems?	<i>n=212</i>	19%	16%	19%	18%	19%	15%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n=212</i>	9%		9%	4%	9%	
	- Getting medication?	<i>n=212</i>	13%		13%	11%	13%	
	- Needing protection from other prisoners?	<i>n=212</i>	2%	3%	2%	3%	2%	4%
	- Lost or delayed property?	<i>n=212</i>	23%	18%	23%	20%	23%	13%
<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=132</i>	41%	46%	41%	50%	41%	51%
FIRST NIGHT AND INDUCTION								
3.1	Before you were locked up on your first night, were you offered:							
	- Tobacco or nicotine replacement?	<i>n=208</i>	58%	49%	58%	31%	58%	67%
	- Toiletries / other basic items?	<i>n=208</i>	61%	57%	61%	59%	61%	54%
	- A shower?	<i>n=208</i>	41%	32%	41%	45%	41%	20%
	- A free phone call?	<i>n=208</i>	46%	39%	46%	36%	46%	50%
	- Something to eat?	<i>n=208</i>	81%	65%	81%	76%	81%	54%
	- The chance to see someone from health care?	<i>n=208</i>	54%	66%	54%	58%	54%	77%
	- The chance to talk to a Listener or Samaritans?	<i>n=208</i>	31%	44%	31%	39%	31%	40%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n=208</i>	28%		28%	40%	28%	
	- None of these?	<i>n=208</i>	2%		2%	8%	2%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n=213</i>	66%		66%	75%	66%	
3.3	Did you feel safe on your first night here?	<i>n=214</i>	78%	85%	78%	85%	78%	88%
3.4	In your first few days here, did you get:							
	- Access to the prison shop / canteen?	<i>n=205</i>	32%	39%	32%	59%	32%	21%
	- Free PIN phone credit?	<i>n=195</i>	31%		31%	30%	31%	
	- Numbers put on your PIN phone?	<i>n=192</i>	55%		55%	59%	55%	
3.5	Have you had an induction at this prison?	<i>n=210</i>	99%	95%	99%	97%	99%	96%
<i>For those who have had an induction:</i>								
3.5	Did your induction cover everything you needed to know about this prison?	<i>n=208</i>	76%		76%	77%	76%	

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ON THE WING								
4.1	Are you in a cell on your own?	<i>n</i> =217	80%		80%	52%	80%	
4.2	Is your cell call bell normally answered within 5 minutes?	<i>n</i> =208	53%	46%	53%	47%	53%	45%
4.3	On the wing or houseblock you currently live on:							
	- Do you normally have enough clean, suitable clothes for the week?	<i>n</i> =215	82%	83%	82%	84%	82%	80%
	- Can you shower every day?	<i>n</i> =215	97%	95%	97%	94%	97%	92%
	- Do you have clean sheets every week?	<i>n</i> =216	89%	85%	89%	82%	89%	86%
	- Do you get cell cleaning materials every week?	<i>n</i> =213	82%	77%	82%	75%	82%	74%
	- Is it normally quiet enough for you to relax or sleep at night?	<i>n</i> =210	73%	77%	73%	76%	73%	78%
	- Can you get your stored property if you need it?	<i>n</i> =209	32%	38%	32%	51%	32%	33%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	<i>n</i> =214	82%		82%	78%	82%	
FOOD AND CANTEEN								
5.1	Is the quality of the food in this prison very / quite good?	<i>n</i> =215	72%		72%	70%	72%	
5.2	Do you get enough to eat at meal-times always / most of the time?	<i>n</i> =214	56%		56%	52%	56%	
5.3	Does the shop / canteen sell the things that you need?	<i>n</i> =215	67%	61%	67%	66%	67%	58%
RELATIONSHIPS WITH STAFF								
6.1	Do most staff here treat you with respect?	<i>n</i> =210	72%	81%	72%	82%	72%	84%
6.2	Are there any staff here you could turn to if you had a problem?	<i>n</i> =215	77%	81%	77%	85%	77%	79%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<i>n</i> =214	39%	41%	39%	50%	39%	31%
6.4	Do you have a personal officer?	<i>n</i> =209	85%		85%	94%	85%	
<i>For those who have a personal officer:</i>								
6.4	Is your personal or named officer very / quite helpful?	<i>n</i> =177	63%		63%	69%	63%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	<i>n</i> =212	9%		9%	13%	9%	
6.6	Do you feel that you are treated as an individual in this prison?	<i>n</i> =211	42%		42%	54%	42%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	<i>n</i> =210	63%		63%	77%	63%	
	If so, do things sometimes change?	<i>n</i> =132	36%		36%	48%	36%	
FAITH								
7.1	Do you have a religion?	<i>n</i> =217	68%	72%	68%	66%	68%	76%
<i>For those who have a religion:</i>								
7.2	Are your religious beliefs respected here?	<i>n</i> =145	66%		66%	76%	66%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	<i>n</i> =144	71%		71%	76%	71%	
7.4	Are you able to attend religious services, if you want to?	<i>n</i> =148	92%		92%	93%	92%	

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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> =213	37%		37%	47%	37%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<i>n</i> =210	54%	40%	54%	45%	54%	31%
8.3	Are you able to use a phone every day (if you have credit)?	<i>n</i> =216	97%		97%	95%	97%	
8.4	Is it very / quite easy for your family and friends to get here?	<i>n</i> =210	30%		30%	31%	30%	
8.5	Do you get visits from family/friends once a week or more?	<i>n</i> =209	9%		9%	14%	9%	
<i>For those who get visits:</i>								
8.6	Do visits usually start and finish on time?	<i>n</i> =131	53%		53%	78%	53%	
8.7	Are your visitors usually treated respectfully by staff?	<i>n</i> =128	89%		89%	88%	89%	
TIME OUT OF CELL								
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n</i> =214	97%		97%	97%	97%	
<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> =208	64%		64%	66%	64%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<i>n</i> =213	4%	8%	4%	7%	4%	7%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<i>n</i> =213	17%	23%	17%	22%	17%	12%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<i>n</i> =216	9%		9%	10%	9%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<i>n</i> =216	7%		7%	6%	7%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	<i>n</i> =215	77%		77%	67%	77%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	<i>n</i> =216	87%		87%	68%	87%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<i>n</i> =214	74%		74%	77%	74%	
9.7	Do you typically go to the gym twice a week or more?	<i>n</i> =213	47%		47%	41%	47%	
9.8	Do you typically go to the library once a week or more?	<i>n</i> =213	41%	58%	41%	66%	41%	56%
<i>For those who use the library:</i>								
9.9	Does the library have a wide enough range of materials to meet your needs?	<i>n</i> =148	53%	61%	53%	63%	53%	63%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS								
10.1	Is it easy for you to make an application?	<i>n</i> =212	87%	85%	87%	83%	87%	84%
<i>For those who have made an application:</i>								
10.2	Are applications usually dealt with fairly?	<i>n</i> =194	70%	68%	70%	68%	70%	69%
	Are applications usually dealt with within 7 days?	<i>n</i> =188	52%	51%	52%	55%	52%	47%
10.3	Is it easy for you to make a complaint?	<i>n</i> =212	70%	65%	70%	69%	70%	61%
<i>For those who have made a complaint:</i>								
10.4	Are complaints usually dealt with fairly?	<i>n</i> =128	38%	45%	38%	45%	38%	38%
	Are complaints usually dealt with within 7 days?	<i>n</i> =124	26%	37%	26%	40%	26%	29%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n</i> =158	21%		21%	26%	21%	

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<i>For those who need it, is it easy to:</i>								
10.6	Communicate with your solicitor or legal representative?	<i>n=168</i>	51%		51%	52%		
	Attend legal visits?	<i>n=158</i>	54%		54%	48%		
	Get bail information?	<i>n=96</i>	18%		18%	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=156</i>	55%	45%	55%	52%	55%	40%
HEALTH CARE								
11.1	Is it very / quite easy to see:							
	- Doctor?	<i>n=214</i>	61%		61%	64%	61%	
	- Nurse?	<i>n=210</i>	80%		80%	81%	80%	
	- Dentist?	<i>n=210</i>	37%		37%	37%	37%	
	- Mental health workers?	<i>n=208</i>	32%		32%	37%	32%	
11.2	Do you think the quality of the health service is very / quite good from:							
	- Doctor?	<i>n=213</i>	78%		78%	77%	78%	
	- Nurse?	<i>n=213</i>	82%		82%	85%	82%	
	- Dentist?	<i>n=210</i>	63%		63%	50%	63%	
	- Mental health workers?	<i>n=202</i>	27%		27%	39%	27%	
11.3	Do you have any mental health problems?	<i>n=213</i>	43%		43%	40%	43%	
<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=90</i>	42%		42%	58%	42%	
11.5	Do you think the overall quality of the health services here is very / quite good?	<i>n=209</i>	73%		73%	77%	73%	
OTHER SUPPORT NEEDS								
12.1	Do you consider yourself to have a disability?	<i>n=215</i>	33%	34%	33%	38%	33%	29%
<i>For those who have a disability:</i>								
12.2	Are you getting the support you need?	<i>n=66</i>	49%		49%	52%	49%	
12.3	Have you been on an ACCT in this prison?	<i>n=207</i>	15%		15%	16%	15%	
<i>For those who have been on an ACCT:</i>								
12.4	Did you feel cared for by staff?	<i>n=30</i>	27%		27%	56%	27%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	<i>n=213</i>	59%		59%	59%	59%	
ALCOHOL AND DRUGS								
13.1	Did you have an alcohol problem when you came into this prison?	<i>n=214</i>	12%	14%	12%	13%	12%	12%
<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=26</i>	69%	74%	69%	80%	69%	74%
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=214</i>	14%	12%	14%	10%	14%	13%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<i>n=214</i>	5%	3%	5%	3%	5%	1%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<i>n=213</i>	4%		4%	3%	4%	
<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=29</i>	48%	66%	48%	60%	48%	82%
13.7	Is it very / quite easy to get illicit drugs in this prison?	<i>n=209</i>	33%		33%	25%	33%	
13.8	Is it very / quite easy to get alcohol in this prison?	<i>n=209</i>	12%		12%	13%	12%	

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Number of completed questionnaires returned

n=number of valid responses to question (HMP Littlehey 2019)

HMP Littlehey 2019	All other sex offender prisons	HMP Littlehey 2019	All other sex offender prisons surveyed since September 2017	HMP Littlehey 2019	HMP Littlehey 2015
220	1,272	220	514	220	214

SAFETY								
14.1	Have you ever felt unsafe here?	<i>n=213</i>	35%	34%	35%	37%	35%	27%
14.2	Do you feel unsafe now?	<i>n=206</i>	12%	13%	12%	15%	12%	9%
14.3	Have you experienced any of the following from other prisoners here:							
	- Verbal abuse?	<i>n=203</i>	32%		32%	35%	32%	
	- Threats or intimidation?	<i>n=203</i>	29%		29%	31%	29%	
	- Physical assault?	<i>n=203</i>	14%		14%	14%	14%	
	- Sexual assault?	<i>n=203</i>	4%		4%	7%	4%	
	- Theft of canteen or property?	<i>n=203</i>	20%		20%	16%	20%	
	- Other bullying / victimisation?	<i>n=203</i>	17%		17%	21%	17%	
	- Not experienced any of these from prisoners here	<i>n=203</i>	57%		57%	54%	57%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<i>n=209</i>	62%		62%	64%	62%	
14.5	Have you experienced any of the following from staff here:							
	- Verbal abuse?	<i>n=207</i>	31%		31%	26%	31%	
	- Threats or intimidation?	<i>n=207</i>	24%		24%	21%	24%	
	- Physical assault?	<i>n=207</i>	3%		3%	4%	3%	
	- Sexual assault?	<i>n=207</i>	1%		1%	2%	1%	
	- Theft of canteen or property?	<i>n=207</i>	5%		5%	5%	5%	
	- Other bullying / victimisation?	<i>n=207</i>	20%		20%	16%	20%	
	- Not experienced any of these from staff here	<i>n=207</i>	59%		59%	63%	59%	
14.6	If you were being bullied / victimised by staff here, would you report it?	<i>n=205</i>	62%		62%	68%	62%	
BEHAVIOUR MANAGEMENT								
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<i>n=207</i>	43%		43%	54%	43%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<i>n=210</i>	52%		52%	54%	52%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<i>n=212</i>	1%	3%	1%	3%	1%	3%
<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=5</i>	0%		0%	7%	0%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n=213</i>	3%		3%	4%	3%	
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>								
15.6	Were you treated well by segregation staff?	<i>n=6</i>	83%		83%	71%	83%	
	Could you shower every day?	<i>n=6</i>	83%		83%	29%	83%	
	Could you go outside for exercise every day?	<i>n=6</i>	83%		83%	75%	83%	
	Could you use the phone every day (if you had credit)?	<i>n=6</i>	83%		83%	47%	83%	

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Number of completed questionnaires returned

HMP Littlehey 2019	All other sex offender prisons	HMP Littlehey 2019	All other sex offender prisons surveyed since September 2017	HMP Littlehey 2019	HMP Littlehey 2015
220	1,272	220	514	220	214

n=number of valid responses to question (HMP Littlehey 2019)

EDUCATION, SKILLS AND WORK						
16.1	In this prison, is it easy to get into the following activities:					
	- Education?	<i>n=209</i>	68%		68%	61%
	- Vocational or skills training?	<i>n=202</i>	43%		43%	46%
	- Prison job?	<i>n=204</i>	49%		49%	61%
	- Voluntary work outside of the prison?	<i>n=197</i>	1%		1%	4%
	- Paid work outside of the prison?	<i>n=197</i>	1%		1%	3%
16.2	In this prison, have you done the following activities:					
	- Education?	<i>n=208</i>	85%	81%	85%	76%
	- Vocational or skills training?	<i>n=191</i>	67%	71%	67%	64%
	- Prison job?	<i>n=203</i>	79%	87%	79%	83%
	- Voluntary work outside of the prison?	<i>n=186</i>	20%		20%	20%
	- Paid work outside of the prison?	<i>n=187</i>	20%		20%	20%
<i>For those who have done the following activities, do you think they will help you on release:</i>						
	- Education?	<i>n=177</i>	69%	63%	69%	64%
	- Vocational or skills training?	<i>n=127</i>	73%	63%	73%	71%
	- Prison job?	<i>n=161</i>	43%	47%	43%	49%
	- Voluntary work outside of the prison?	<i>n=37</i>	54%		54%	57%
	- Paid work outside of the prison?	<i>n=38</i>	53%		53%	63%
16.3	Do staff encourage you to attend education, training or work?					
	<i>n=188</i>	59%		59%	71%	59%
PLANNING AND PROGRESSION						
17.1	Do you have a custody plan?					
	<i>n=207</i>	69%		69%	67%	69%
<i>For those who have a custody plan:</i>						
17.2	Do you understand what you need to do to achieve your objectives or targets?					
	<i>n=143</i>	77%		77%	85%	77%
17.3	Are staff helping you to achieve your objectives or targets?					
	<i>n=140</i>	48%		48%	59%	48%
17.4	In this prison, have you done:					
	- Offending behaviour programmes?	<i>n=133</i>	33%		33%	44%
	- Other programmes?	<i>n=125</i>	28%		28%	36%
	- One to one work?	<i>n=125</i>	28%		28%	29%
	- Been on a specialist unit?	<i>n=120</i>	8%		8%	7%
	- ROTL - day or overnight release?	<i>n=122</i>	3%		3%	4%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>						
	- Offending behaviour programmes?	<i>n=44</i>	93%		93%	78%
	- Other programmes?	<i>n=35</i>	83%		83%	80%
	- One to one work?	<i>n=35</i>	89%		89%	81%
	- Being on a specialist unit?	<i>n=10</i>	70%		70%	30%
	- ROTL - day or overnight release?	<i>n=4</i>	75%		75%	18%

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Number of completed questionnaires returned		HMP Littlehey 2019		HMP Littlehey 2019		HMP Littlehey 2019	
		HMP Littlehey 2019	All other sex offender prisons	HMP Littlehey 2019	All other sex offender prisons surveyed since September 2017	HMP Littlehey 2019	HMP Littlehey 2015
		220	1,272	220	514	220	214

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PREPARATION FOR RELEASE							
18.1	Do you expect to be released in the next 3 months?	n=211	8%		8%	7%	8%
<i>For those who expect to be released in the next 3 months:</i>							
18.2	Is this prison very / quite near to your home area or intended release address?	n=16	13%		13%	49%	13%
18.3	Is anybody helping you to prepare for your release?	n=14	79%		79%	66%	79%
18.4	Do you need help to sort out the following for when you are released:						
	- Finding accommodation?	n=14	79%		79%	70%	79%
	- Getting employment?	n=16	69%		69%	62%	69%
	- Setting up education or training?	n=14	57%		57%	38%	57%
	- Arranging benefits?	n=15	93%		93%	75%	93%
	- Sorting out finances?	n=15	67%		67%	42%	67%
	- Support for drug or alcohol problems?	n=14	21%		21%	18%	21%
	- Health / mental Health support?	n=14	43%		43%	56%	43%
	- Social care support?	n=14	29%		29%	34%	29%
	- Getting back in touch with family or friends?	n=15	47%		47%	22%	47%
18.4	Are you getting help to sort out the following for when you are released, if you need it:						
	- Finding accommodation?	n=11	55%		55%	46%	55%
	- Getting employment?	n=11	18%		18%	14%	18%
	- Setting up education or training?	n=8	13%		13%	23%	13%
	- Arranging benefits?	n=14	7%		7%	30%	7%
	- Sorting out finances?	n=10	10%		10%	43%	10%
	- Support for drug or alcohol problems?	n=3	33%		33%	67%	33%
	- Health / mental Health support?	n=6	67%		67%	42%	67%
	- Social care support?	n=4	0%		0%	33%	0%
	- Getting back in touch with family or friends?	n=7	14%		14%	50%	14%
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?	n=199	56%		56%	62%	56%

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

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Black and minority ethnic	White
35	182

Number of completed questionnaires returned

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION		
1.2	Are you under 25 years of age?	9%
	Are you 50 years of age or older?	24%
1.3	Are you from a minority ethnic group?	
7.1	Are you Muslim?	35%
11.3	Do you have any mental health problems?	27%
12.1	Do you consider yourself to have a disability?	15%
19.2	Are you a foreign national?	9%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%
ARRIVAL AND RECEPTION		
2.3	When you were searched in reception, was this done in a respectful way?	77%
2.4	Overall, were you treated very / quite well in reception?	88%
2.5	When you first arrived, did you have any problems?	70%
<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	44%
FIRST NIGHT AND INDUCTION		
3.3	Did you feel safe on your first night here?	71%
3.5	Have you had an induction at this prison?	100%
<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	82%
ON THE WING		
4.2	Is your cell call bell normally answered within 5 minutes?	70%
4.3	On the wing or houseblock you currently live on:	
	- Do you normally have enough clean, suitable clothes for the week?	82%
	- Can you shower every day?	94%
	- Do you have clean sheets every week?	82%
	- Do you get cell cleaning materials every week?	91%
	- Is it normally quiet enough for you to relax or sleep at night?	79%
	- Can you get your stored property if you need it?	50%

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Black and minority ethnic	White
35	182

Number of completed questionnaires returned

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	51%	58%
5.3	Does the shop / canteen sell the things that you need?	56%	70%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	63%	74%
6.2	Are there any staff here you could turn to if you had a problem?	74%	77%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	49%	37%
6.6	Do you feel that you are treated as an individual in this prison?	52%	40%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	70%	65%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	77%	70%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	46%	35%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	42%	56%
8.3	Are you able to use a phone every day (if you have credit)?	94%	98%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	86%	90%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	5%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	9%	18%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	57%	54%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	74%	90%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	70%	70%
10.3	Is it easy for you to make a complaint?	64%	71%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	40%	37%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	25%	20%

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	Black and minority ethnic	White
Number of completed questionnaires returned	35	182

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	56%	62%
	- Nurse?	84%	79%
	- Dentist?	31%	38%
	- Mental health workers?	29%	32%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	67%	41%
11.5	Do you think the overall quality of the health services here is very / quite good?	72%	73%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	60%	48%
SAFETY			
14.1	Have you ever felt unsafe here?	27%	36%
14.2	Do you feel unsafe now?	7%	13%
14.3	Not experienced bullying / victimisation by other prisoners	71%	55%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	63%	62%
14.5	Not experienced bullying / victimisation by members of staff	53%	60%
14.6	If you were being bullied / victimised by staff here, would you report it?	65%	61%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	38%	43%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	44%	55%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	6%	1%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	9%	2%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	53%	60%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	71%	68%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	48%	48%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	100%	75%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	53%	57%

HMP Littlehey 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.

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Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
91	122	71	144

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	10%	3%	6%	6%
	Are you 50 years of age or older?	33%	58%	62%	40%
1.3	Are you from a minority ethnic group?	10%	20%	7%	20%
7.1	Are you Muslim?	2%	8%	1%	8%
11.3	Do you have any mental health problems?			64%	32%
12.1	Do you consider yourself to have a disability?	50%	20%		
19.2	Are you a foreign national?	2%	5%	2%	5%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	10%	2%	12%	3%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	81%	88%	76%	90%
2.4	Overall, were you treated very / quite well in reception?	85%	94%	85%	93%
2.5	When you first arrived, did you have any problems?	84%	51%	84%	57%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	44%	38%	33%	47%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	71%	83%	59%	87%
3.5	Have you had an induction at this prison?	99%	99%	99%	99%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	67%	84%	62%	84%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	54%	54%	48%	57%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	82%	83%	79%	85%
	- Can you shower every day?	96%	98%	94%	99%
	- Do you have clean sheets every week?	85%	92%	84%	92%
	- Do you get cell cleaning materials every week?	82%	83%	81%	83%
	- Is it normally quiet enough for you to relax or sleep at night?	68%	78%	61%	80%
	- Can you get your stored property if you need it?	33%	32%	29%	34%

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Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
91	122	71	144

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	52%	62%	52%	60%
5.3	Does the shop / canteen sell the things that you need?	69%	68%	63%	70%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	70%	75%	61%	79%
6.2	Are there any staff here you could turn to if you had a problem?	78%	78%	65%	84%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	35%	44%	34%	42%
6.6	Do you feel that you are treated as an individual in this prison?	37%	47%	33%	47%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	62%	71%	55%	72%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	66%	73%	67%	71%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	35%	38%	30%	39%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	58%	52%	66%	49%
8.3	Are you able to use a phone every day (if you have credit)?	97%	98%	96%	98%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	84%	92%	81%	92%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	6%	3%	6%	4%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	18%	16%	20%	15%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	47%	58%	47%	56%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	88%	88%	84%	90%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	62%	76%	56%	77%
10.3	Is it easy for you to make a complaint?	68%	71%	68%	70%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	29%	46%	28%	44%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	33%	12%	30%	16%

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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	Have a disability	Do not have a disability
	91	122	71	144

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	58%	63%	52%	65%
	- Nurse?	77%	82%	68%	86%
	- Dentist?	27%	43%	29%	40%
	- Mental health workers?	37%	29%	24%	36%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	42%		36%	48%
11.5	Do you think the overall quality of the health services here is very / quite good?	63%	81%	67%	76%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	29%	79%	49%	
SAFETY					
14.1	Have you ever felt unsafe here?	49%	24%	54%	25%
14.2	Do you feel unsafe now?	22%	4%	21%	8%
14.3	Not experienced bullying / victimisation by other prisoners	41%	69%	41%	65%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	52%	68%	61%	61%
14.5	Not experienced bullying / victimisation by members of staff	40%	72%	49%	63%
14.6	If you were being bullied / victimised by staff here, would you report it?	46%	73%	54%	65%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	38%	47%	38%	45%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	46%	56%	46%	56%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	2%	1%	1%	1%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	4%	2%	3%	3%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	52%	64%	50%	62%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	69%	70%	61%	73%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	42%	53%	41%	51%
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?	80%	78%	50%	90%
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?	54%	59%	54%	58%

HMP Littlehey 2019

Comparison of survey responses between sub-populations of prisoners

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

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

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

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

Number of completed questionnaires returned

	Gay/bisexual/other	Heterosexual
Number of completed questionnaires returned	28	180

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	7%	6%
	Are you 50 years of age or older?	46%	46%
1.3	Are you from a minority ethnic group?	4%	17%
7.1	Are you Muslim?	4%	6%
11.3	Do you have any mental health problems?	57%	40%
12.1	Do you consider yourself to have a disability?	46%	30%
19.2	Are you a foreign national?	4%	5%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	8%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	82%	87%
2.4	Overall, were you treated very / quite well in reception?	89%	91%
2.5	When you first arrived, did you have any problems?	67%	66%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	35%	42%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	79%	79%
3.5	Have you had an induction at this prison?	100%	99%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	70%	78%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	48%	54%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	89%	82%
	- Can you shower every day?	96%	97%
	- Do you have clean sheets every week?	96%	88%
	- Do you get cell cleaning materials every week?	79%	83%
	- Is it normally quiet enough for you to relax or sleep at night?	65%	75%
	- Can you get your stored property if you need it?	23%	34%

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

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
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	Grey shading indicates that we have no valid data for this question

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

	Gay/bisexual/other	Heterosexual
Number of completed questionnaires returned	28	180

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	71%	54%
5.3	Does the shop / canteen sell the things that you need?	64%	67%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	75%	72%
6.2	Are there any staff here you could turn to if you had a problem?	75%	76%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	32%	40%
6.6	Do you feel that you are treated as an individual in this prison?	14%	46%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	59%	68%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	59%	71%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	22%	38%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	63%	54%
8.3	Are you able to use a phone every day (if you have credit)?	96%	98%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	92%	88%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	4%	3%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	30%	16%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	40%	57%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	93%	87%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	60%	71%
10.3	Is it easy for you to make a complaint?	70%	71%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	37%	39%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	21%	20%

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

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
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	Grey shading indicates that we have no valid data for this question

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

Gay/bisexual/other	Heterosexual
28	180

Number of completed questionnaires returned

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	68%	60%
	- Nurse?	82%	81%
	- Dentist?	37%	36%
	- Mental health workers?	36%	31%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	38%	45%
11.5	Do you think the overall quality of the health services here is very / quite good?	82%	71%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	39%	53%
SAFETY			
14.1	Have you ever felt unsafe here?	48%	32%
14.2	Do you feel unsafe now?	16%	12%
14.3	Not experienced bullying / victimisation by other prisoners	39%	60%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	61%	62%
14.5	Not experienced bullying / victimisation by members of staff	63%	58%
14.6	If you were being bullied / victimised by staff here, would you report it?	62%	61%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	44%	42%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	48%	53%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	2%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	3%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	58%	57%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	57%	71%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	38%	50%
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%	82%
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?	56%	57%

HMP Littlehey 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- The responses of prisoners aged over 50 are compared to prisoners aged under 50.

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

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

	Green shading shows results that are significantly more positive than the comparator
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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
Number of completed questionnaires returned	101	115

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?		11%
	Are you 70 years of age or older?	21%	
1.3	Are you from a minority ethnic group?	8%	23%
7.1	Are you Muslim?	1%	11%
11.3	Do you have any mental health problems?	29%	55%
12.1	Do you consider yourself to have a disability?	43%	23%
19.2	Are you a foreign national?	3%	5%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	8%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	87%	82%
2.4	Overall, were you treated very / quite well in reception?	92%	89%
2.5	When you first arrived, did you have any problems?	61%	70%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	38%	43%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	80%	76%
3.5	Have you had an induction at this prison?	99%	99%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	77%	76%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	54%	53%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	84%	81%
	- Can you shower every day?	96%	97%
	- Do you have clean sheets every week?	95%	83%
	- Do you get cell cleaning materials every week?	86%	79%
	- Is it normally quiet enough for you to relax or sleep at night?	77%	70%
	- Can you get your stored property if you need it?	29%	35%

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	Grey shading indicates that we have no valid data for this question

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

Number of completed questionnaires returned

50 and over	Under 50
101	115

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	68%	47%
5.3	Does the shop / canteen sell the things that you need?	68%	67%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	79%	69%
6.2	Are there any staff here you could turn to if you had a problem?	72%	81%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	36%	41%
6.6	Do you feel that you are treated as an individual in this prison?	49%	36%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	67%	67%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	70%	72%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	34%	40%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	52%	56%
8.3	Are you able to use a phone every day (if you have credit)?	98%	97%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	93%	85%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	6%	3%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	17%	16%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	53%	54%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	90%	85%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	69%	71%
10.3	Is it easy for you to make a complaint?	69%	71%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	40%	36%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	14%	25%

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

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	Blue shading shows results that are significantly more negative than the comparator
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	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

50 and over	Under 50
101	115

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	70%	53%
	- Nurse?	85%	76%
	- Dentist?	42%	31%
	- Mental health workers?	31%	32%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	57%	37%
11.5	Do you think the overall quality of the health services here is very / quite good?	85%	65%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	69%	19%
SAFETY			
14.1	Have you ever felt unsafe here?	27%	42%
14.2	Do you feel unsafe now?	8%	15%
14.3	Not experienced bullying / victimisation by other prisoners	67%	49%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	69%	56%
14.5	Not experienced bullying / victimisation by members of staff	70%	50%
14.6	If you were being bullied / victimised by staff here, would you report it?	73%	51%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	53%	35%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	59%	47%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	3%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	5%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	57%	60%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	63%	75%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	52%	45%
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%	86%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	60%	54%

HMP Littlehey 2019

Comparison of survey responses from different residential locations

In this table responses from the old site (Lakeside; wings A - H) are compared with those from the new site (Woodlands; wings I - M).

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

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Lakeside (wings A-H)	Woodlands (wings I-M)
132	87

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	0%
	Are you 25 years of age or younger?	8%	4%
	Are you 50 years of age or older?	36%	64%
	Are you 70 years of age or older?	3%	20%
1.3	Are you from a minority ethnic group?	20%	11%
1.4	Have you been in this prison for less than 6 months?	21%	4%
1.5	Are you currently serving a sentence?	98%	99%
	Are you on recall?	9%	3%
1.6	Is your sentence less than 12 months?	1%	0%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	7%	2%
7.1	Are you Muslim?	6%	7%
11.3	Do you have any mental health problems?	39%	47%
12.1	Do you consider yourself to have a disability?	24%	45%
19.1	Do you have any children under the age of 18?	41%	37%
19.2	Are you a foreign national?	6%	1%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	7%	5%
19.4	Have you ever been in the armed services?	10%	21%
19.5	Is your gender female or non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	14%	13%
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?	20%	12%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	59%	58%
2.3	When you were searched in reception, was this done in a respectful way?	83%	85%
2.4	Overall, were you treated very / quite well in reception?	89%	92%

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

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

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

	Lakeside (wings A-H)	Woodlands (wings I-M)
Number of completed questionnaires returned	132	87

2.5	When you first arrived, did you have any problems?	65%	67%
2.5	Did you have problems with:		
	- Getting phone numbers?	21%	14%
	- Contacting family?	21%	14%
	- Arranging care for children or other dependents?	4%	0%
	- Contacting employers?	3%	0%
	- Money worries?	13%	13%
	- Housing worries?	9%	10%
	- Feeling depressed?	28%	41%
	- Feeling suicidal?	7%	17%
	- Other mental health problems?	23%	25%
	- Physical health problems?	21%	18%
	- Drugs or alcohol (e.g. withdrawal)?	9%	8%
	- Getting medication?	14%	11%
	- Needing protection from other prisoners?	2%	2%
	- Lost or delayed property?	21%	26%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	39%	45%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	64%	49%
	- Toiletries / other basic items?	68%	51%
	- A shower?	43%	39%
	- A free phone call?	52%	35%
	- Something to eat?	81%	81%
	- The chance to see someone from health care?	58%	49%
	- The chance to talk to a Listener or Samaritans?	37%	21%
	- Support from another prisoner (e.g. Insider or buddy)?	34%	20%
	- None of these?	2%	2%
3.2	On your first night in this prison, was your cell very / quite clean?	63%	70%
3.3	Did you feel safe on your first night here?	78%	79%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	35%	27%
	- Free PIN phone credit?	31%	30%
	- Numbers put on your PIN phone?	52%	59%
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?	80%	72%

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

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

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

	Lakeside (wings A-H)	Woodlands (wings I-M)
Number of completed questionnaires returned	132	87

ON THE WING			
4.1	Are you in a cell on your own?	68%	99%
4.2	Is your cell call bell normally answered within 5 minutes?	51%	57%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	79%	87%
	- Can you shower every day?	96%	98%
	- Do you have clean sheets every week?	86%	94%
	- Do you get cell cleaning materials every week?	77%	89%
	- Is it normally quiet enough for you to relax or sleep at night?	66%	84%
	- Can you get your stored property if you need it?	31%	34%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	77%	92%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	74%	69%
5.2	Do you get enough to eat at meal-times always / most of the time?	55%	59%
5.3	Does the shop / canteen sell the things that you need?	64%	73%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	74%	71%
6.2	Are there any staff here you could turn to if you had a problem?	76%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	38%	41%
6.4	Do you have a personal officer?	82%	88%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	60%	67%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	7%	11%
6.6	Do you feel that you are treated as an individual in this prison?	38%	49%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	64%	62%
	If so, do things sometimes change?	43%	27%
FAITH			
7.1	Do you have a religion?	64%	74%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	65%	69%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	69%	75%
7.4	Are you able to attend religious services, if you want to?	92%	94%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	36%	37%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	54%	54%
8.3	Are you able to use a phone every day (if you have credit)?	97%	98%
8.4	Is it very / quite easy for your family and friends to get here?	29%	31%
8.5	Do you get visits from family/friends once a week or more?	9%	9%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	49%	61%

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

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Number of completed questionnaires returned

Lakeside (wings A-H)	Woodlands (wings I-M)
132	87

8.7	Are your visitors usually treated respectfully by staff?	86%	94%
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TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	97%	98%
<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?	64%	65%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	1%	10%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	16%	18%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	7%	13%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	7%	6%
9.4	Do you have time to do domestics more than 5 days in a typical week?	75%	80%
9.5	Do you get association more than 5 days in a typical week, if you want it?	90%	83%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	76%	72%
9.7	Do you typically go to the gym twice a week or more?	54%	35%
9.8	Do you typically go to the library once a week or more?	39%	45%
<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%	50%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	88%	87%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	71%	69%
	Are applications usually dealt with within 7 days?	51%	52%
10.3	Is it easy for you to make a complaint?	69%	71%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	41%	32%
	Are complaints usually dealt with within 7 days?	26%	26%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	23%	18%

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<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	51%	51%
	Attend legal visits?	54%	56%
	Get bail information?	21%	13%
<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?	54%	54%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	58%	64%
	- Nurse?	76%	86%
	- Dentist?	38%	35%
	- Mental health workers?	34%	29%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	72%	89%
	- Nurse?	78%	89%
	- Dentist?	61%	65%
	- Mental health workers?	28%	25%
11.3	Do you have any mental health problems?	39%	47%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	44%	41%
11.5	Do you think the overall quality of the health services here is very / quite good?	68%	82%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	24%	45%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	38%	58%
12.3	Have you been on an ACCT in this prison?	12%	19%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	21%	33%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	63%	52%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	12%	13%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	64%	75%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	15%	13%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	5%	6%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	4%	4%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	45%	56%
13.7	Is it very / quite easy to get illicit drugs in this prison?	36%	27%
13.8	Is it very / quite easy to get alcohol in this prison?	13%	8%

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SAFETY			
14.1	Have you ever felt unsafe here?	37%	31%
14.2	Do you feel unsafe now?	16%	5%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	33%	30%
	- Threats or intimidation?	32%	24%
	- Physical assault?	12%	17%
	- Sexual assault?	4%	5%
	- Theft of canteen or property?	23%	17%
	- Other bullying / victimisation?	17%	17%
	- Not experienced any of these from prisoners here	56%	60%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	59%	65%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	27%	36%
	- Threats or intimidation?	24%	24%
	- Physical assault?	3%	4%
	- Sexual assault?	1%	0%
	- Theft of canteen or property?	6%	3%
	- Other bullying / victimisation?	18%	21%
	- Not experienced any of these from staff here	62%	54%
14.6	If you were being bullied / victimised by staff here, would you report it?	59%	65%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	38%	51%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	52%	53%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	2%	1%
<i>For those who have been restrained in the last 6 months:</i>			
15.4	Did anyone come and talk to you about it afterwards?	0%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	4%	0%
<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?	80%	
	Could you shower every day?	80%	
	Could you go outside for exercise every day?	80%	
	Could you use the phone every day (if you had credit)?	80%	

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EDUCATION, SKILLS AND WORK		
16.1	In this prison, is it easy to get into the following activities:	
	- Education?	72% 63%
	- Vocational or skills training?	45% 39%
	- Prison job?	48% 49%
	- Voluntary work outside of the prison?	1% 1%
	- Paid work outside of the prison?	1% 0%
16.2	In this prison, have you done the following activities:	
	- Education?	87% 82%
	- Vocational or skills training?	70% 61%
	- Prison job?	81% 77%
	- Voluntary work outside of the prison?	18% 23%
	- Paid work outside of the prison?	19% 23%
<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	73% 63%
	- Vocational or skills training?	82% 57%
	- Prison job?	47% 36%
	- Voluntary work outside of the prison?	65% 41%
	- Paid work outside of the prison?	57% 47%
16.3	Do staff encourage you to attend education, training or work?	58% 60%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	73% 64%
<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?	80% 71%
17.3	Are staff helping you to achieve your objectives or targets?	50% 45%
17.4	In this prison, have you done:	
	- Offending behaviour programmes?	32% 35%
	- Other programmes?	32% 21%
	- One to one work?	26% 32%
	- Been on a specialist unit?	9% 7%
	- ROTL - day or overnight release?	4% 2%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	93% 94%
	- Other programmes?	81% 89%
	- One to one work?	91% 86%
	- Being on a specialist unit?	57% 100%
	- ROTL - day or overnight release?	100% 0%

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PREPARATION FOR RELEASE		
18.1	Do you expect to be released in the next 3 months?	7% 9%
<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?	11% 14%
18.3	Is anybody helping you to prepare for your release?	100% 40%
18.4	Do you need help to sort out the following for when you are released:	
	- Finding accommodation?	89% 60%
	- Getting employment?	100% 29%
	- Setting up education or training?	78% 20%
	- Arranging benefits?	100% 83%
	- Sorting out finances?	67% 67%
	- Support for drug or alcohol problems?	33% 0%
	- Health / mental Health support?	56% 20%
	- Social care support?	33% 20%
	- Getting back in touch with family or friends?	56% 33%
18.4	Are you getting help to sort out the following for when you are released, if you need it:	
	- Finding accommodation?	63% 33%
	- Getting employment?	11% 50%
	- Setting up education or training?	14% 0%
	- Arranging benefits?	11% 0%
	- Sorting out finances?	17% 0%
	- Support for drug or alcohol problems?	33% 0%
	- Health / mental Health support?	60% 100%
	- Social care support?	0% 0%
	- Getting back in touch with family or friends?	20% 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?	53% 62%