

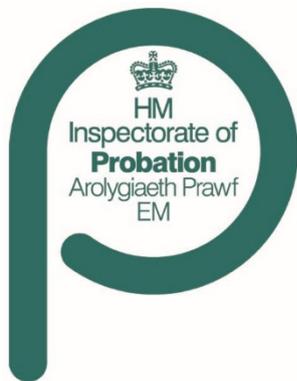
Report on an unannounced inspection of

HMP Winchester

by HM Chief Inspector of Prisons

17 June–5 July 2019

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



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Glossary of terms

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

Introduction

HMP Winchester is in effect two prisons in one institution: a traditional category B local prison for adult and young adult men, and an adjacent but separate category C unit holding adult men. At the time of our inspection some 486 prisoners were being held, of whom 122 were housed in the category C facility. Owing to the contrasting character and purpose of the distinct parts of the prison, we have assessed each facility separately against our healthy prison tests.

Overall this was a disappointing inspection. In the local prison we found significant deterioration compared with findings at our previous 2016 inspection. Decline was evident in three of our four tests of a healthy prison. Outcomes in safety and purposeful activity were now poor, and not sufficiently good in rehabilitation and release planning. In respect they remained insufficiently good. On the category C unit, outcomes remained reasonably good in safety and respect but had deteriorated in purposeful activity and rehabilitation and release planning. Despite this concerning picture, there was some evidence that the decline had been arrested and some tentative improvements made.

Winchester was not safe enough. Arrangements to receive new prisoners were slightly improved but still not good enough with, for example, only limited checks on new arrivals during their first night. Violence remained rare on the category C site but had increased markedly in the local prison, particularly against staff. Fortunately, most recorded incidents were not classified as serious. Almost a quarter of respondents to our survey said they felt unsafe, and well over half of all prisoners reported feeling victimised. The prison had taken steps to improve the situation, for example by gathering and analysing useful data, but much of the response was lacklustre or too recent to have had a significant impact.

Use of force had increased since our last inspection, which the prison put down in part to the inexperience of their staff. Oversight was beginning to improve but clear weaknesses remained, including a need for training in de-escalation techniques. Special accommodation was also used too frequently with the records we saw providing insufficient justification. The segregation unit remained a dismal place, and we repeat our recommendation that it should be completely replaced.

Physical security was proportionate but there were weaknesses in procedural security. For example, suspicion drug testing was poor and the whereabouts of prisoners were not always accounted for correctly. A high number of intelligence reports were submitted but a significant backlog meant they were not being actioned, and the security committee needed new impetus. The mandatory positive drug testing rate had fallen from 30% to 16%, suggesting that some supply reduction initiatives were having an impact, but 59% of prisoners still thought it was easy to obtain drugs in the prison.

The lack of improvement in work to reduce self-harm remained a significant concern; the recorded incidents had doubled since the last inspection, leading to levels higher than any other local prison in the country. Seven prisoners had also tragically taken their own lives, three in the previous 12 months. It was too soon to assess the impact of new strategies to help reduce self-harm. The prison's response to recommendations made by the Prisons and Probation Ombudsman following investigations was not robust and many actions were not well embedded. A considerable number of prisoners were subject to case management (ACCT) interventions, with the risk that existing arrangements could become almost unmanageable. The case management we reviewed was applied inconsistently, and care was too often insufficient. Many of those in crisis spent too long locked up without distraction, further increasing their risk.

Most prisoners indicated to us that they could turn to staff for help if needed and most interaction we observed was polite. In contrast, many prisoners experienced frustration at their inability to get basic things done through staff. Similarly, we observed minor misbehaviour go unchallenged. Keyworker arrangements had been introduced successfully and, along with formal consultation with prisoners, were working well.

The external and communal environments were clean and cells on the category C unit were well equipped and reasonable. In the local prison living conditions were not as good, and overcrowding and poorly equipped and damaged cells were common. Although most prisoners could keep their cells clean, access to showers and clean clothes was more problematic.

Senior managers did not prioritise and drive work to support the promotion of equality, and not enough was done to understand and meet the needs of prisoners with protected characteristics. Outcomes in health care were reasonably good overall.

Time out of cell for prisoners on the local side was very poor. During the working day we found about a third of prisoners locked up and far too few were in purposeful activity. Those not at work or in education were typically out of their cell for just 90 minutes on a weekday and those on restricted basic regime had as little as 45 minutes. Most prisoners were locked up for most of the day at weekends. Prisoners on the category C unit had a marginally better experience as they were at least unlocked from their cell, albeit retained behind gated spurs. A plan to improve the situation had been prepared and some measures were introduced during the inspection.

The findings of our colleagues from Ofsted were that the provision of work and skills were ineffective. Leadership and management in this area had deteriorated, and the range of vocational training had reduced. There were too few work or education places for prisoners in the local prison but sufficient on the category C unit. However, the places that were available were underused and punctuality was poor. Teaching, learning and assessment all required improvement, and provision in the category C unit did not support employment or further education on release.

We found pockets of good rehabilitative practice in the area of resettlement and reducing reoffending. However, the rehabilitative agenda was still not sufficiently prioritised. The purpose of the category C unit, for example, was unclear and it certainly did not fulfil a resettlement function. The quality of offender management was adequate, with most prisoners having a sentence plan and reasonable levels of contact with prison offender managers. The management of risk of harm reduction and access to offending behaviour interventions, however, needed to be better. This linked to public protection measures, which also required significant improvement. Release planning was similarly adequate, although only half of those released were recorded as going into settled accommodation.

Taking into account similar findings at other prisons, poor assessment scores and the deterioration in outcomes we saw at Winchester, notably on the local side of the prison, I gave serious consideration as to whether I should invoke the Urgent Notification process. This would have required the Secretary of State to produce an action plan for improvement within 28 days. It would have been very easy to justify doing so. However, as I have indicated previously, the process is not intended to be triggered as an automatic response to poor grades, but by the judgement of the Chief Inspector. In this case I took full account of the poor grades, the sharp decline in performance, the response to past inspections, the nature of the failings and the capacity of the prison to improve.

My judgement not to invoke the process at Winchester was influenced by several factors. I believe the Urgent Notification process is best reserved for when there is no other obvious or feasible solution, when the intervention of the Secretary of State is needed to bring about some strategic or significant organisational change. In the case of Winchester, we did not consider that this was the case and believed the changes needed to bring about improvement were all within the gift of the prison itself. Senior managers had been appointed relatively recently and were supported by a team of managers who impressed us as optimistic and committed. The governor and his team articulated a clear vision for the future of the establishment and seemed to be working to a plan that appeared to have arrested decline and gave some evidence of early improvement.

There was, however, a lot still to do at Winchester. Safety was a priority, but improvements here need to be linked to the introduction of a coherent and deliverable regime that would get prisoners out of their cells and using their time purposefully. In our view, managers need to focus on the basics,

ensuring they measure and assess improvement critically, based on evidence. They then need to ensure such improvement is sustained.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

August 2019

Fact page

Task of the establishment

A category B local men's prison, with a separate category C unit. The establishment also held young adults and was a resettlement prison.

Certified normal accommodation and operational capacity¹

Prisoners held at the time of inspection: 486

Baseline certified normal capacity: 469

In-use certified normal capacity: 344

Operational capacity: 500

Notable features from this inspection

Winchester was operating on a full complement of staff.

About 70% of prison officers had less than 2 years' experience in post.

Levels of self-harm were the highest in the adult local prison estate.

Prison status and key providers

Public

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

Substance use treatment provider: Phoenix Futures

Prison education framework provider: Milton Keynes College

Community rehabilitation company (CRC): Hampshire and Isle of Wight CRC

Escort contractor: GEOAmey

Prison group

South Central

Brief history

HMP Winchester was built in 1849 and has a radial design, typical of Victorian prisons. The prison covers an area of approximately six acres. In 1908, the health care centre was built, and in 1964 another unit was added for use as a remand centre holding young offenders. The unit, known as Westhill, continued to be used until 1991 when it housed women prisoners. In 2004, its role changed to a category C resettlement unit.

Short description of residential units

On the local prison site:

A wing: remand and convicted vulnerable prisoners

B wing: remand and convicted prisoners

C wing: detoxification and the integrated drug treatment system; induction and first night support for prisoners undergoing detoxification – closed to conduct fire safety improvements

D wing: remand and convicted prisoners, including the induction and first night unit.

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.

On the category C site:

Two units accommodating category C and a small number of category D prisoners.

Name of governor/director and date in post

Jim Bourke – September 2018

Independent Monitoring Board chair

Angus Somerville

Date of last inspection

11–15 July 2016

About this inspection and report

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

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

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

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

Respect Prisoners are treated with respect for their human dignity.

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

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

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

- **Outcomes for prisoners are good.**

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

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

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

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

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

- **Outcomes for prisoners are poor.**

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

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

A5 Our assessments might result in one of the following:

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

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

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

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

This report

A9 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for men in prisons (Version 5, 2017)*.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

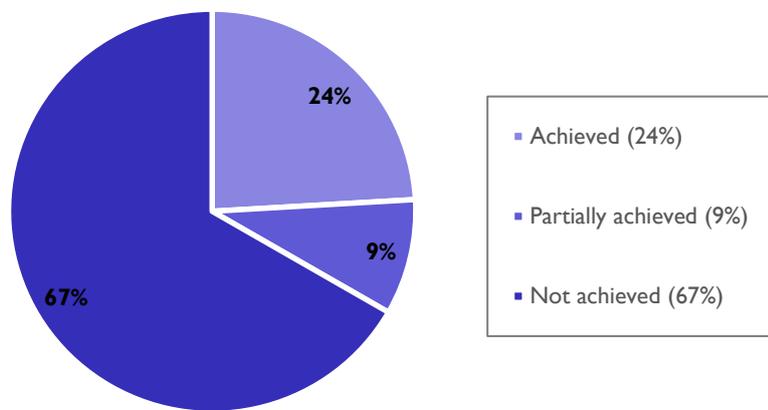
² <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

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

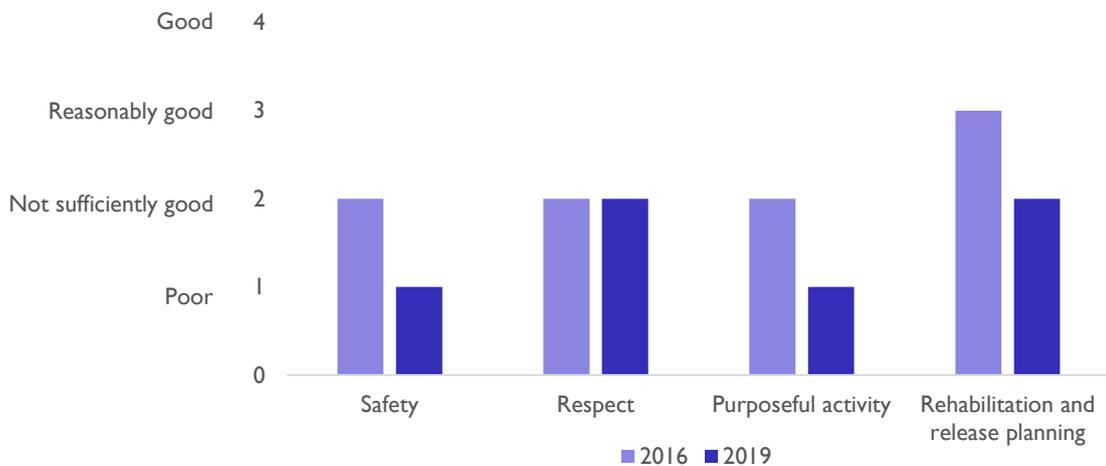
- S1 We last inspected HMP Winchester in 2016 and made 54 recommendations overall. The prison fully accepted 42 of the recommendations and partially (or subject to resources) accepted eight. It rejected four of the recommendations.
- S2 At this follow up inspection we found that the prison had achieved 13 of those recommendations, partially achieved five recommendations and not achieved 36 recommendations.

Figure 1: HMP Winchester progress on recommendations from last inspection (n=54)



- S3 Since our last inspection of HMP Winchester (local) outcomes for prisoners stayed the same in one healthy prison area – Respect remained not sufficiently good. Outcomes declined in the three other healthy prison areas. Safety and Purposeful activity declined from not sufficiently good to poor. Rehabilitation and release planning declined from reasonably good to not sufficiently good.

Figure 2: HMP Winchester (local) healthy prison outcomes 2016 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.

- S4 Since our last inspection of HMP Winchester (category C) outcomes for prisoners stayed the same in two healthy prison areas, with Safety and Respect remaining reasonably good. Outcomes declined in two healthy prison areas. Purposeful activity declined from reasonably good to poor. Rehabilitation and release planning declined from reasonably good to not sufficiently good.

Figure 3: HMP Winchester (category C) healthy prison outcomes 2016 and 2019⁵



Safety

- S5 *There had been some improvements to how prisoners were received and inducted. Levels of violence had increased and were high at the local site, although few incidents were serious. Violence on the category C site was rare. The slow implementation of challenge, support and intervention plans (CSIPs)⁶ and a new incentives and earned privileges (IEP) scheme meant behaviour management was not yet effective. Use of force was very high and special accommodation was used too frequently. The segregation unit remained bleak. Security arrangements were broadly proportionate, and the level of drug use was similar to other establishments. There had been seven self-inflicted deaths since the previous inspection. Levels of self-harm had increased and were exceptionally high and the prison's response had been inadequate. **Outcomes for prisoners were poor at the local site and reasonably good at the category C site against this healthy prison test.***

- S6 *At the last inspection in July 2016 we found that outcomes for prisoners in Winchester were not sufficiently good at the local site and reasonably good at the category C site against this healthy prison test. We made 13 recommendations in the area of safety.⁷ At this inspection we found that two of the recommendations had been achieved, two had been partially achieved and nine had not been achieved.*

⁵ 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.

⁶ Challenge support and intervention plans are used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners in the system. Prisoners who are identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individualised targets and regular reviews.

⁷ This included recommendations about substance use treatment, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison area of respect.

- S7 There was a lack of privacy during first night interviews and a 'tick box' approach to risk assessment. First night accommodation and the provision of essential items was better than at the previous inspection, and peer support was used well. However, there was no evidence that enhanced checks on prisoners took place during their first night in custody. The induction programme lacked some basic information about the regime. Long delays in allocating prisoners to education and work meant they spent too long locked in cells during their early days.
- S8 In our surveys of those on both prison sites, almost one in four prisoners felt unsafe. In our survey of prisoners on the local site, 53% had been victimised by other prisoners; for those at the category C site, the figure was 60%. Violence at the category C site remained rare, but levels of violence on the local site had increased significantly since the previous inspection and were high. Assaults on staff were also very high. However, few incidents of violence were classified as serious. The prison's response to rising levels of violence had been slow. The new IEP policy had not been implemented effectively, and the extended implementation of CSIPs meant neither scheme was yet effective. However, support for prisoners who were isolating themselves had improved, and prisoners in the vulnerable prisoner unit were kept safe.
- S9 There were now few outstanding adjudications, although adjudication paperwork was often incomplete. Use of force had increased significantly and efforts to address the issue were too recent to have yielded results. Oversight of force was beginning to improve – for example, documentation was now being completed, although there were still weaknesses in the standard of some reports. Staff were not using body-worn video cameras effectively to record incidents, and the use of force reports and footage we reviewed highlighted a need for training in de-escalation. Special accommodation was used too frequently and was not always properly authorised or sufficiently justified.
- S10 The segregation unit was still located in a basement with no natural light. It was unsuitable and needed to be relocated. The use of segregation was comparable to the previous inspection. A number of prisoners had spent long periods in the unit and the prison did not routinely monitor lengths of stay. Prisoners were positive about how staff treated them, but the regime available to them remained basic. Oversight of segregation was adequate, and a review group had been introduced in May 2019. There were some good examples of effective multidisciplinary reintegration planning.
- S11 Most aspects of physical and procedural security were proportionate. However, we were concerned that prison staff on the wings did not always know where prisoners were during the core day. Mandatory drug testing rates were running at 16%, including for new psychoactive substances⁸, which was similar to other local and category C prisons. The prison's supply reduction strategy captured relevant areas of risk but not all areas of risk were effectively managed.
- S12 There had been seven self-inflicted deaths since the previous inspection. Although there was evidence of action to address Prisons and Probation Ombudsman recommendations, arrangements for consolidating, monitoring and driving progress were not sufficiently robust. The high levels of self-harm reported at the previous inspection had increased further, and levels remained higher than at all other local prisons. It was too soon to assess the impact of a new strategy to reduce levels of self-harm. A range of data was presented to monthly safer custody meetings, but it was not clear how the data were translated into action to address the high levels of self-harm. The number of open assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm was high

⁸ 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.

and the system was unmanageable. There were many examples of inadequate support for prisoners in crisis and inconsistent case management, which had an impact on care. Prisoners on ACCTs spent too long locked in their cells with little to do, which increased their levels of risk.

- S13 The prison had maintained links with the Hampshire Adult Safeguarding Board, but very few staff were aware of the local policy or knew how to refer prisoners of concern.

Respect

S14 *Staff-prisoner relationships were reasonably good and key work⁹ was developing very well. Living conditions at the local site remained poor and too many prisoners could not shower every day. However, prisoners could keep their cells clean. Conditions were better at the category C site. Consultation through the prisoner council was improving. The formal application system worked well, but there were weaknesses in the complaints system. Strategic management of equality was beginning to improve, but support for prisoners with protected characteristics remained weak. Food was reasonable. The chaplaincy provided prisoners with good spiritual and pastoral care. Health provision was reasonably good, but the physical environment of the inpatient unit was impoverished. **Outcomes for prisoners were not sufficiently good at the local site and reasonably good at the category C site against this healthy prison test.***

S15 *At the last inspection in July 2016 we found that outcomes for prisoners in Winchester were not sufficiently good at the local site and reasonably good at the category C site against this healthy prison test. We made 21 recommendations in the area of respect. At this inspection we found that seven of the recommendations had been achieved and 14 had not been achieved.*

S16 Most prisoners had an officer they could turn to if they had a problem and we observed mostly polite interactions between staff and prisoners during the inspection. However, many prisoners reported that it was difficult to get simple things done. We also observed some minor poor behaviour that staff did not consistently challenge. All prisoners had a keyworker (see footnote 9), and many valued the sessions that took place. Keyworkers' entries on P-Nomis (a database used in prisons for the management of offenders) were better than we usually see, and some were excellent.

S17 External areas were clean and well-presented throughout. Cleanliness in communal areas was adequate. At the category C site, cells were well-equipped and had been personalised. However, ventilation in the cells was inadequate. Toilet areas were clean but contained graffiti. Although they were shabby, showers were private. On the local site, cells were generally poorly equipped and double cells were cramped. Much furniture was damaged, many toilets were not screened and there were no curtains and few lockable cabinets. Most prisoners kept their cells clean but some (particularly on B wing) could not shower every day and found it difficult to get clean clothes. About 18% of emergency cell bells were still not answered within five minutes.

S18 There were few complaints about food and the meal we tasted was reasonable. Staff's supervision of serveries was insufficient, and there were no halal utensils. Prisoners could not eat together or prepare their own food at the local site. Prisoners at the category C site remained very negative about the range of goods available through the prison shop.

⁹ Introduced under the Offender Management in Custody (OMiC) model, prison offer key workers are allocated time to hold regular recorded meetings with named prisoners, the purpose of which is to manage, support and encourage their progress.

- S19 A prisoner council had been established and was generally effective. The application system worked reasonably well and had a good tracking system. Most complaint responses were now polite, and the analysis of complaints had improved. However, the level of investigation was often insufficient, including for complaints about staff.
- S20 Equality and diversity work was not delivered as laid down in the prison's published strategy. The prison did not conduct or review equality impact assessments, disproportionate outcomes were not explored and addressed, and prisoners lacked confidence in the ineffective discrimination incident reporting system. Work in this area was not sufficiently prioritised by senior managers although there were early signs of improvement.
- S21 Functional heads now had lead responsibility for individual protected characteristics. However, there was little evidence of proactive work being carried out by these managers and very little consultation to understand and meet the needs of prisoners with protected characteristics. Work with prisoners who had a faith was good, but support for those with other protected characteristics was inadequate.
- S22 The chaplaincy provided good spiritual and pastoral care to prisoners. It delivered group work and one-to-one support through the Sycamore Tree restorative justice intervention. Chaplains now attended some ACCT reviews. The chapel building was adequately maintained but the multi-faith room was stark and unwelcoming.
- S23 Governance arrangements for the delivery of health services were effective, and key risks were identified and appropriately managed. The range of health provision was appropriate, and prisoners had good access to most clinics. However, the management of long-term conditions needed better coordination. The physical environment of the inpatient unit was impoverished and the patient waiting room was very poor. Social care arrangements were appropriate and prisoners requiring personal care received good support. Patients waited too long to receive routine mental health treatment. Substance use support was good, and a wide range of psychological interventions and patient-centred clinical treatment was available. The temporary closure of C wing (the stabilisation unit) presented a degree of risk, but it was managed well. The pharmacy and most medicine management arrangements were generally robust, but medicine administration queues were not always adequately supervised. Dental services were good.

Purposeful activity

S24 *Time out of cell remained inadequate for prisoners on the local site and too few prisoners across both sites were in purposeful activity during the core day. The library was good, but access was poor. Access to the gym was better for category C prisoners than for those on the local site. Overall education, skills and work were ineffective. Leadership and management had significantly deteriorated since the previous inspection and was poor. The prison provided sufficient activity places for the large majority of the population at the category C site, but not enough at the local site. The quality of teaching and learning required improvement. Attendance was low and punctuality was poor. Achievements in English and mathematics continued to be low. **Outcomes for prisoners were poor at both the local site and the category C site against this healthy prison test.***

S25 *At the last inspection in July 2016 we found that outcomes for prisoners in Winchester were not sufficiently good at the local site and reasonably good at the category C site against this healthy prison test. We made eight recommendations in the area of purposeful activity. At this inspection we found that two of the recommendations had been achieved, one had been partially achieved and five had not been achieved.*

S26 In our roll checks, we found about a third of prisoners on the local site locked up during the core day. Too few prisoners across both sites were in purposeful activity and those who were not in activities were out of their cells for only 90 minutes on week days. Prisoners on the basic regime were unlocked on only three days of the week for 45 minutes each day, which was inadequate. Most prisoners were routinely locked in their cells for over 24 hours at weekends which led to boredom and frustration. Prisoners on the category C site had a marginally more positive experience and at least remained unlocked during the core day, albeit usually behind spur gates. An improvement plan was in place and improvements were made prior to and during the inspection to address the inspectorate's significant concerns about time out of cell.

S27 The library at the local site was good. However, attendance was poor, as was staff's analysis of attendance. At the category C site, the library was small and had a limited stock.

S28 There was a main gym on each site and an additional mini-gym for prisoners on one of the category C units. Access to gym activities was much better for prisoners on the category C site. Gyms on both sites were dilapidated and required urgent maintenance. No accredited courses were offered in the gym.

S29 Overall, education, skills and work were ineffective. Leadership and management had significantly deteriorated since the previous inspection and were inadequate. The range of accredited vocational training had declined significantly since the previous inspection – no painting and decorating, carpentry, brickwork or catering provision was offered. The lack of vocational training frustrated and demotivated prisoners and prevented them from gaining useful accredited skills to support them getting jobs on release. The prison provided sufficient activity places for the large majority of the population at the category C site but not enough on the local site. The number of activity places on the local site had decreased and not all spaces were used. The number of prisoners who were unemployed and locked up had risen from 30% at the previous inspection to between 35% and 45% at this inspection. Attendance was too low in many activities and not all prisoners were fully employed on the wings. The IEP system was not consistently applied when prisoners refused to participate in their allocated activity. Prisoners' pay discouraged them from attending education classes. Prisoners on the category C site had to attend the local site for English and mathematics and

often arrived 45 minutes late. Prison managers' relationship with the education provider was positive, but there had been delays in implementing quality assurance arrangements designed to improve teaching and learning.

- S30 Teaching, learning and assessment required improvement. Tutors in education used an effective range of teaching, learning and assessment activities to support prisoners to develop their skills in English and mathematics. Instructors and trainers in workshops and vocational training used their commercial and industrial knowledge and experience well to help prisoners gain skills and knowledge. Peer mentors were supportive, but they received insufficient training and their own development needs were not recognised, which meant they were unable to progress. There were insufficient trained and experienced staff to support prisoners with additional learning needs. A minority of teaching was uninspiring and did not challenge or meet the needs of all prisoners, including the more able or disadvantaged.
- S31 Prisoners in the workshops displayed a positive attitude and worked productively individually and with other prisoners. Their behaviour in training and work was good. They interacted well with staff and peers and were polite and courteous. In education, tutors generally managed poor behaviour well. Prisoners often gained good practical and personal skills in a range of work activities, but they were not routinely recorded. Low attendance and poor punctuality prevented those who did attend from making progress with their learning and developing the skills they needed for resettlement. The range of provision on the category C site did not support prisoners to enter employment or further or higher education on release. Prisoners did not receive information from suitably qualified professionals on relevant career pathways to help them develop plans for their rehabilitation. The prison continued to support prisoners following Open University and distance learning courses.
- S32 Most prisoners in education and training enjoyed their learning and made progress from their starting points. Most who completed their courses achieved their learning goals, including qualifications. There were no significant variations in the accredited achievements of different groups of prisoners. Prisoners' achievements of English and mathematics functional skills qualifications at levels 1 and 2 continued to be low and required improvement. Overall prisoners' achievements were inadequate, and most prisoners did not develop employment skills because of the limited range of vocational courses available.

Rehabilitation and release planning

S33 *Children and families work was good and the prison had some innovative provision to help prisoners maintain family ties. Rehabilitative work was good but uncoordinated and the reducing reoffending strategy meeting did not drive rehabilitative services. The category C site was not used effectively as a resettlement unit. Most prisoners had a sentence plan to help them progress and levels of contact between prisoners and offender supervisors were adequate. Prison offender supervisors were not adequately trained to manage high risk cases. A third of eligible prisoners were still in custody beyond their home detention curfew (HDC) eligibility date. Public protection procedures were inadequate. Release planning was in place but about half of prisoners were released without settled accommodation. **Outcomes for prisoners were not sufficiently good at the local site or at the category C site against this healthy prison test.***

S34 *At the last inspection in July 2016 we found that outcomes for prisoners in Winchester were not sufficiently good at the local site and reasonably good at the category C site against this healthy prison test. We made 12 recommendations in the area of resettlement.¹⁰ At this inspection we found that two of the recommendations had been achieved, two had been partially achieved and eight had not been achieved.*

S35 Work to support prisoners to maintain ties with their children and families was good. Parenting courses, Storybook Dads (a scheme that helps prisoners to record a story for their children to listen to at home) and family days were available, and there were monthly homework clubs in the education unit for fathers and their children. However, the visiting facilities were formal and uninspiring, and some areas required refurbishment.

S36 Strategic management of reducing reoffending work was informed by an up-to-date needs analysis, but not by offender assessment system (OASys) data. Reducing reoffending work was not sufficiently prioritised. There were pockets of good work, but they were not coordinated effectively enough to ensure that all prisoners' needs were met. Key departments were not always represented at the reducing reoffending strategy meeting, which affected the delivery of rehabilitation services at the prison. The category C site was not used effectively as a resettlement unit and prisoners could not access release on temporary licence to support their reintegration. It was positive that key work sessions included regular discussions on resettlement needs.

S37 Most prisoners had a plan to help them progress through their sentence. The offender management unit was well resourced and caseloads were manageable. Offender supervisors knew the prisoners they were supporting well and levels of contact with prisoners were adequate. Prison offender supervisors managed 25% of high-risk cases but they were not sufficiently trained in the area of risk. Key risk information was regularly missing from basic custody screening tool assessments. Almost three-quarters of prisoners were transferred to other establishments with an incomplete OASys report. Despite improvements, it was still unacceptable that one-third of eligible prisoners had not been released by their HDC date.

S38 Public protection procedures were not sufficiently robust. None of the relevant departments were sufficiently committed to the inter-departmental risk management team (IDRMT) meeting. Communication between the prison and the community about prisoners' risks was inadequate and multi-agency public protection arrangement (MAPPAs) levels were not always set before prisoners were released, which created risks. Processes for assessing child

¹⁰ 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.

contact restrictions were sufficient, although we identified a risk during visits. Processes for identifying prisoners who should have been subject to telephone and mail monitoring were inadequate.

- S39 Recent changes meant that re-categorisation reviews were generally timely. Provision for indeterminate sentence prisoners remained adequate, but there was no support for those on remand who faced life sentences.
- S40 The prison offered a range of non-accredited offending behaviour provision, including one-to-one support from psychology staff. However, too many prisoners were released from Winchester without having addressed their offending behaviour. Finance, benefit and debt support was adequate. Not all prisoners had their accommodation needs assessed before their release and, at the time of our inspection, only 53% of prisoners went into settled accommodation.
- S41 Release plans were personalised, but they were descriptive and based on what prisoners requested rather than what they needed to do to reduce their risks.

Key concerns and recommendations

- S42 Concern: Support for new arrivals was weak. Early days interviews were not private and did not thoroughly assess prisoners' risks. First night observations were not sufficiently robust. Time out of cell during induction was poor and it took too long to allocate prisoners to activities.

Recommendation: All new arrivals should be subject to rigorous assessment to ensure that any identified risks are managed effectively and appropriate support is provided.

- S43 Concern: Recorded levels of violence had significantly increased and were high. Of concern was the level of assaults on staff. The prison's response to rising levels of violence had been slow and not properly embedded, which meant improvements were minimal.

Recommendation: Robust behaviour management strategies should be implemented and embedded to reduce levels of violence.

- S44 Concern: The use of special accommodation had increased significantly. Record keeping and oversight in general were poor. Some use of special accommodation was not justified or authorised.

Recommendation: Oversight of special accommodation should ensure that its use is always justified and approved at the appropriate level.

- S45 Concern: The segregation unit was bleak and dismal. The location of the unit, in a basement with no natural light, was not suitable.

Recommendation: The segregation unit should be replaced with a modern, fit-for-purpose facility. (Repeated recommendation S60)

S46 Concern: There had been seven self-inflicted deaths in custody since the previous inspection and the number of self-harm incidents had increased and was high. Despite this, there was little data or trend analysis to inform a local strategy. ACCT documentation was too often poor.

Recommendation: A robust local strategy to reduce the levels of suicide and self-harm should be introduced. (Repeated recommendation S59)

S47 Concern: Cells at the local site did not meet our expectations. Many double cells were too small for two prisoners. Some toilets were unscreened, there were no curtains and few cells had a lockable cabinet or a notice board. There was insufficient furniture in many cells and much of it was badly damaged. Many mattresses were too thin and the ventilation in some cells was inadequate.

Recommendation: Cells should be adequately equipped and suitable for the number of prisoners located in them.

S48 Concern: Eighteen percent of cell bells (over 1,000 each week) were not answered within five minutes. At least one cell bell remained unanswered after an hour most weeks, creating a potential risk to life.

Recommendation: Cell bells should be answered within five minutes.

S49 Concern: The promotion of equality was very underdeveloped. Equality and diversity outcomes were not prioritised by senior managers. The system to identify prisoners with protected characteristics was inadequate and there was little consultation to understand and meet the needs of these groups. Disproportionate outcomes for prisoners with protected characteristics were not explored and addressed. The discrimination incident reporting system was ineffective.

Recommendation: The specific requirements of prisoners with protected characteristics should be identified and met.

S50 Concern: The physical conditions within many areas of the inpatient area were poor and patient access to basic facilities was too restrictive. The regime for some men was too limited and accountability for the unit was unclear.

Recommendation: An improvement plan should be developed that ensures the inpatient environment provides good care by delivering a coordinated therapeutic regime with access to a decent and enabling physical environment.

S51 Concern: There had been no improvements to the restricted regime. Time out of cell at the local prison site remained very limited for most prisoners. Most prisoners who were in part-time work had about five hours unlocked, but a significant minority had only 45 minutes a day out of their cell for just three days a week. All prisoners on the local site were regularly locked up for over 24 hours over the weekend.

Recommendation: Prisoners should have 10 hours out of their cells during the core day to provide sufficient time to work or attend education and to complete domestic activities such as showering, cleaning their cells and spending some time in the open air.

S52 Concern: The prison's leadership and management of education, skills and work provision were weak. The range of vocational training was poor, and the category C site failed to provide an appropriate training or resettlement regime. Leaders and managers had not focused sufficiently on increasing the number of activity places. They did not routinely or systematically monitor attendance or punctuality to discover what they needed to do to improve. There had been insufficient improvement since the previous inspection.

Recommendation: The education, skills and work provision should be effectively managed. Managers should analyse and use data to evaluate performance to inform decisions about the provision, so that purposeful activities can be created to meet the needs of all prisoners across both sites.

S53 Concern: Attendance and punctuality were poor. Too few prisoners received appropriate careers information, advice and guidance. Too little employment-related work and too little vocational training were available.

Recommendation: Attendance and punctuality at education, skills and work should be improved. Prisoners' induction should provide them with the necessary careers information, advice and guidance. The vocational training and work provided should enable prisoners to develop good skills and improve their chances of positive rehabilitation.

S54 Concern: Not enough teaching staff were experienced or trained to support prisoners with specific or additional learning needs. Peer mentors were not sufficiently trained or supported to develop their mentoring skills. Trainers and instructors did not promote sufficiently the development of prisoners' English and mathematics skills through work activities.

Recommendation: Prison leaders and managers must ensure that sufficient staff are trained and experienced enough to support prisoners with specific and/or additional learning needs and that mentors receive training to improve their mentoring skills. Trainers and instructors should promote English and mathematics during work activities more effectively.

S55 Concern: We were concerned that the achievements of prisoners following non-accredited courses were not recorded and that prisoners did not develop their English or mathematics skills sufficiently well.

Recommendation: Accredited and non-accredited outcomes for learners should be appropriately tracked and monitored, so that steps can be taken to ensure all achieve as well as they can, with a clear focus on improving their English and mathematics skills.

S56 Concern: Risk screening processes were not working effectively enough and were compromising public protection and prisoners' safety. Initial risk screening was not always completed as part of the basic custody screening tool assessments. Too many high-risk cases were not being managed effectively, and oversight, including countersigning arrangements, was insufficient. The IDRMT was not always effective and staff outside the offender management unit rarely referred relevant cases for discussion. Some prisoners did not have an up-to-date OASys assessment of their risks and needs. There was insufficient communication between the prison and the community regarding risks, and MAPPA levels were not always set before release. Mail and telephone monitoring systems were not always sufficiently robust.

Recommendation: The prison should ensure all risk management processes are working effectively to provide safe and purposeful release planning.

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 While most prisoners had reasonably short journeys to the prison, many experienced lengthy delays in court before being transferred. The escort vehicles we checked were reasonably clean. Prisoners received basic information about the prison at court and were provided with bottled water for the journey.
- I.2 There had been very little change to the reception environment since the previous inspection. Although the area was reasonably clean, holding rooms were drab, had very little information and were not very welcoming. About 50 new prisoners arrived each week. Access to the reception was still via a flight of stairs that caused problems for disabled prisoners. However, prisoners were no longer routinely handcuffed when they left the escort vehicles or strip-searched on arrival without assessment of risk.
- I.3 A reception orderly provided all new arrivals with a drink and hot meal. Insiders (prisoner peer workers who talk to new arrivals about prison life) introduced themselves at an early stage. The use of prisoner peer support in reception was positive and peer workers were authorised to remain unlocked until all new arrivals had been seen. However, peer workers were involved in some work that was not appropriate. For example, they collated confidential information about protected characteristics and family contact details.
- I.4 First night and reception staff worked together, which provided consistency. We observed positive interactions between staff and new arrivals, which our survey reflected – 83% of respondents at the local site and 85% at the category C site said they were treated well in reception.
- I.5 First night risk assessment processes lacked sufficient privacy. The area used for confidential first night interviews was a multi-use office and staff locker room. It was not unusual for two prisoners to be asked personal information while in close proximity to each other, with doors left open, enabling others to walk in or listen. The information collated to assess risks during prisoners' early days in custody was basic and officers took a 'tick box' approach to data collation. We found examples where a potential concern had been raised, and the relevant box ticked, but no action was then taken to address the issue. (See key concern and recommendation S42.)
- I.6 The provision of essential items for new arrivals was better than at the last inspection and all received adequate bedding, toiletries, cutlery and a personal kettle before leaving reception. Despite facilities being available, very few prisoners were offered a shower or free phone call. New arrivals were taken to first night cells on D wing (D4 landing) while vulnerable prisoners were located on A wing.
- I.7 Cells used for prisoners during their first night were clean and appropriately furnished, although very few toilets in double cells had appropriate screening (see also paragraph 2.9).

The basic first night interview conducted in reception did little to inform residential or night staff of any potential risks and there was no evidence of regular observational checks being undertaken during prisoners' first night in custody. Induction staff did not carry out any form of follow-up interview to assess further risks. (See key concern and recommendation S42.)

- I.8** The induction programme began on the next working day after arrival and included some useful information from key departments, including substance use and health care providers. The use of Insiders alongside staff during induction talks was positive. The programme lacked some basic information, for example, how to order from the prison shop. This was reflected in our survey of prisoners on the local site, where only 34% said that induction met their needs, which was significantly worse than similar prisons (48%).
- I.9** The induction programme was delivered over three days, but modules only engaged prisoners for about two hours each day, which meant that a significant amount of time was spent locked up in cells. (See key concern and recommendation S42.) Delays in education assessments and allocations to activities contributed to prolonged periods in cells during the prisoners' first weeks at Winchester. Due to the temporary closure of C wing, which was undergoing fire safety improvements, prisoners who required substance use treatment were often located on A wing. This affected their access to induction and restricted the regime for these prisoners even further.
- I.10** Prisoners who eventually progressed to the category C site, received a useful introduction from a prisoner peer worker, covering key aspects of life there.

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

- I.11** In our surveys, almost one in four respondents at both sites said they felt unsafe. On the local site, 53% said they had been victimised by other prisoners; for those at the category C site, the figure was 60%.
- I.12** Recorded levels of violence at the local site had increased significantly since the previous inspection. A total of 185 violent incidents had taken place at the local site in the six months before the inspection, compared with 137 in the same period at the previous inspection. (See key concern and recommendation S43.) In contrast, there were no recorded incidents of violence at the category C site.
- I.13** Assaults on prisoners had increased; however, most incidents were not classified as serious and figures were in line with comparator prisons. Assaults on staff at the local site were a concern as there had been an increase from 50 at the last inspection to 86. This figure was high in comparison to other similar prisons; again, most of the recorded assaults were not classified as serious.
- I.14** The prison had taken some action in response to rising levels of violence. For example, it had conducted a violence reduction survey, drawn up a safety action plan, and held a summit to determine the reasons for the violence. However, its response was slow; action had either been implemented in the weeks before the inspection, or had not been successfully

embedded following implementation, which meant improvements to outcomes were minimal. (See key concern and recommendation S43.)

- I.15 The safer custody team maintained good systems for gathering and analysing data. The analyses were discussed at staff briefings, the safety intervention meeting (SIM)¹¹ and the monthly safer custody meeting. However, the information gathered was not used effectively to formulate action to reduce the number of violent incidents.
- I.16 Challenge, support and intervention plans¹² had been in place since November 2018. The introduction of this programme had been slow and few interventions had taken place – most had started in the weeks before the inspection, despite two plans having been drawn up in December 2018 and January 2019.
- I.17 During the inspection, the prison had identified three prisoners who were ‘self-isolating’. Improvements had been made to enable staff to identify vulnerabilities and support reintegration, but they were too new to assess their impact.
- I.18 In our survey, only 24% of respondents from the local site felt that they were treated fairly under the incentives and earned privileges scheme (IEP), and only 25% felt the scheme encouraged them to behave well. A new IEP policy had been implemented in January 2019. Data collated by the safer custody team indicated that there were few consequences for inappropriate behaviour. During our inspection, we saw minor breaches of the rules that went unchallenged. However, there were also prisoners who stayed on the basic regime for long periods without enough opportunities to demonstrate that they had improved their behaviour. The prison did not conduct weekly IEP reviews for prisoners on the basic regime as stipulated in the prison’s policy and most prisoners remained on that level for at least a month, receiving little encouragement to improve their behaviour. Overall, there was little focus on promoting positive behaviour as a means of maintaining safety. Other than a move to the category C site, prisoners had little to aspire to.
- I.19 The prison was effective in keeping the vulnerable prisoner population safe in a dedicated unit. Vulnerable prisoners told us they felt safe and staff treated them respectfully.

Recommendation

- I.20 **Managers should do more to create an environment and culture that motivates, rewards and promotes positive behaviour.**

Adjudications

- I.21 A total of 819 adjudications had been held in the six months before the inspection, fewer than at the previous inspection. Hearings were conducted fairly and outcomes were mostly proportionate.
- I.22 A concerted effort had been made to reduce the backlog of outstanding adjudications and only 12 had not been concluded at the time of the inspection. However, the paperwork we examined was not always completed in full.

¹¹ The safety intervention meeting is a weekly multi-disciplinary meeting to review individual prisoners whose vulnerability, behaviour or conduct (including acts of self-harm or violence) were of significant concern.

¹² Challenge support and intervention plans are used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners in the system. Prisoners who are identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individualised targets and regular reviews.

- I.23** The adjudications process was still being used for prisoners who could have been better dealt with using the IEP scheme or through discussions with keyworkers. Managers were aware of this and had improved oversight to address the problem.

Use of force

- I.24** The number of incidents involving the use of force had increased significantly. There had been 260 incidents in the six months leading up to the inspection, compared with 162 in the same period before the previous inspection. The prison attributed the high levels of force to a number of factors, including lack of staff experience – 70% of the staff had less than two years' experience. We concluded that the prison's slow response to rising levels of violence, a lack of quality assurance of incidents and limited consequences for inappropriate behaviour contributed to the increase. (See also paragraph I.14 and key recommendation S43.)
- I.25** Improvements had been made in collating use of force documentation with a year-to-date completion rate of over 90%. The standard of the documentation required further improvement. For example, statements were not always completed by all staff involved in the incident; they often lacked detail, and a health care assessment was rarely completed.
- I.26** The establishment had appointed a use of force coordinator. A detailed data analysis of the use of force was presented to a monthly governance meeting. Lessons learnt and briefings were shared with staff and prisoners. There was good scrutiny of CCTV footage at these meetings; however, despite the introduction of body-worn video cameras in 2017, few spontaneous incidents involving the use of force were recorded. Managers were aware of this but their response had been limited to reissuing a notice to staff reminding them to switch cameras on. The reports and minimal body-worn footage that we could review demonstrated that some staff lacked the necessary skills and confidence needed to de-escalate incidents. Planned interventions were routinely video-recorded and reviews of each incident completed.
- I.27** The number of times a baton had been drawn since the previous inspection had increased from five to 12. Of the 12 incidents, the baton had been used on three occasions. A review had been conducted for each use and the high usage had been partly attributed to the inexperience of the staff team (see paragraph I.24) and partly to one member of staff accounting for a disproportionate number of the recorded incidents. Management's response to this included conducting lessons learnt sessions with staff involved and providing extra support to staff who lacked confidence when dealing with incidents.
- I.28** Use of special accommodation had increased significantly since the previous inspection. It had been used 12 times during the previous six months compared to three times in the same period leading up to the previous inspection. The accommodation was sparse and dark. Record keeping was very poor and the use of special accommodation was not always appropriately authorised or justified. There was a lack of effective management oversight in this important area. (See key concern and main recommendation S44.)

Recommendation

- I.29** **Body-worn camera footage should be available and scrutinised to ensure that the use of force is justified and proportionate.**

Segregation

- I.30** Segregation had been used on 120 occasions in the six months leading up to the inspection, which was similar to the figure at our previous inspection. The unit held a maximum of seven prisoners and had an additional two cells used as special accommodation. During the inspection, five prisoners were residing there.
- I.31** The segregation unit and yard remained bleak and dismal. The unit remained located down steep narrow stairs in a basement with no natural light. Conditions in some cells, particularly the toilets, were filthy and they were infested with flies that entered through the drainage system. The location of the unit remained unsuitable. (See key concern and recommendation S45.)
- I.32** The prison did not routinely monitor lengths of stay, and were not aware of the average time prisoners remained segregated. There were a number of prisoners who had been segregated for long periods of time – about 166 days in one case. There was little evidence of a focus on segregating for the shortest time possible; however, there had been some good examples of multidisciplinary reintegration planning for the more complex cases. This included local fire service intervention for a prisoner with a history of fire setting, and psychology intervention.
- I.33** We observed good staff-prisoner relationships in the unit, and the prisoners located there during our inspection were very positive about how staff treated them. Prisoners were allowed library books, in-cell radios and photographs to personalise their cell. The regime remained basic – they could have a shower, exercise and make a phone call every day. Due to the small number of cells in the segregation unit, there were occasions when prisoners were segregated on mainstream wings. These prisoners were not always offered a chance to exercise every day.
- I.34** Governance of the segregation had been weak. A review group had been formed to monitor its use but the first meeting had only been held in May 2019.

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.35** Physical security arrangements across the local and category C sites remained proportionate to the threats that the establishment faced, such as drugs, mobile phone activity. However, some significant aspects of procedural security, for example, suspicion drug testing, were poor (see paragraph 1.40). During our roll checks, we also found that residential wing staff did not know where prisoners were or how many remained locked in their cells, which was a potential risk to safety (see also paragraph 3.2).
- I.36** Over 700 intelligence reports were received each month, which was relatively high. The prison had experienced difficulties in accessing national HM Prison and Probation Service (HMPPS) training courses, which had hindered the training of new analysts and access to HMPPS security systems by managers. The sheer volume of reports and lack of sufficient training had created a substantial backlog of intelligence reports in early 2019. While the prison had worked hard to reduce this, the backlog had led to a slow response to some

security issues, such as the management of intelligence-led searching and suspicion drug testing. (see paragraph I.40).

- I.37** A monthly local intelligence assessment had been introduced to assist in the creation of prison-wide security objectives, communicate risks, and direct staff resources. However, several aspects of the assessment were repeated each month and there was insufficient evidence that the previous month's objectives had been adequately addressed. This, combined with the deficiencies in the management of intelligence (see paragraph I.36), did not provide assurance that actions to address identified concerns were given sufficient priority.
- I.38** The head of security chaired the monthly security meeting. Attendance by other key stakeholders, such as the deputy governor and representatives from the residential team, was sporadic. Poor attendance had a negative impact on the effective delivery and communication of actions to address identified security risks.
- I.39** In our survey, 59% of prisoners said that drugs were readily available, which was similar to other local and category C prisons. A monthly drug strategy meeting focused on a range of supply reduction measures, although attendance by staff from key areas, such as the residential function, was poor. Despite this, the threat and impact of drugs was understood, and the prison had undertaken several assessments to identify vulnerabilities in physical security, inform the supply reduction strategy and disrupt and address illicit drug use.
- I.40** The proactive approach to supply reduction was showing early signs of success and local prison data demonstrated that the random mandatory drug testing positive rate had decreased from about 30% to 16% over the previous six months. This was contrary to HMPPS data which suggested a positive rate of 25% due to a local administrative error, which had included positive tests that were consistent with prescribed medication. The response to requests for suspicion testing was less effective and very few of these tests were conducted. In the previous six months, over half of requested searches and suspicion drug tests had not been carried out. Prisoners testing positive were not routinely referred to substance use services.
- I.41** Partnerships with the local police and the southeast regional police intelligence team were good and had led to good intelligence sharing, as well as measures to prevent corruption and combat extremism.

Recommendation

- I.42** **Suspicion based searches and drug testing should be carried out as required and the outcomes monitored.** (Repeated recommendation I.41.)

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.43** There had been no improvement in the prison's management of self-harm since the previous inspection. HMPPS's own data recorded 442 recorded incidents in the six months leading up to the inspection. This had doubled since the previous inspection and was the highest of all local prisons in England and Wales.
- I.44** There had been seven self-inflicted deaths since we last inspected, three of which were in the previous 12 months. Despite the significant risks and the need to prevent further self-inflicted deaths, important recommendations from Prisons and Probation Ombudsman (PPO) reports following deaths in custody at Winchester had not been implemented effectively. While there was evidence of some action to address concerns, the prison lacked any form of coordinated action plan and no regular discussions took place at safety meetings to track the progress of PPO recommendations. The only exception to this, was the methodology adopted by health care lead staff, who maintained accurate records of progress against all PPO recommendations that affected clinical care (see also paragraph 2.49). (See key concern and recommendation S46.)
- I.45** Although some serious incidents of self-harm had been investigated, the approach was inconsistent and minor self-harm incidents were not routinely investigated to determine the underlying causes. The safer custody team had begun to collate data to identify patterns and triggers for self-harm, but this was not being used to inform the prison's local strategy.
- I.46** The prison had recently conducted a review of its safety strategy and local reducing suicide and self-harm policy. It was too early to assess if the review and subsequent amendments would be effective in improving safety outcomes. Neither the strategy nor the policy was informed by local data or lessons learned from self-inflicted deaths and serious incidents of harm.
- I.47** The weekly SIM discussed immediate operational issues relating to a small number of prisoners who were at risk or who presented a risk to others (see paragraph 1.15). A monthly safety meeting was chaired by the head of safety and was designed to consider a range of issues relating to self-harm, including trends, complex cases and PPO action plans. Minutes from both meetings were poor and topics for discussion and action were routinely transferred to the next meeting. Despite the availability of reasonable data, there was little evidence of it being considered or translated into action to reduce incidents of self-harm.
- I.48** HMPPS regional safer custody staff had conducted several useful reviews of self-harm processes, which included recommendations designed to improve safety. Following serious incidents of self-harm or self-inflicted deaths, the regional team had published 'quick-time' learning plans which highlighted immediate action to improve care and prevent harm. However, as with PPO findings, there was little evidence of this work being used to guide the prison's strategy or to reduce the high levels of self-harm.

- I.49** An average of 35 assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm were open at any one time, which was high. The prison's local policy stipulated that prisoners on an ACCT could not be located on the category C site. Alongside the temporary closure of C wing, this meant that most prisoners requiring support were located on either B or D wings, placing significant demands on residential staff in these units, as well as on health care staff, assessors and case managers. The system was unmanageable and potentially diluted the care provided to prisoners in crisis. (See key concern and recommendation S46.)
- I.50** Although ACCT initial assessments were of a reasonable quality, the information gathered was not used well enough in most cases. ACCT reviews rarely addressed the concerns raised in assessments or identified and tracked objectives in the care map. For example, a care map identified one prisoner as having literacy problems – they were then provided with a crossword puzzle book to distract them from self-harming. We also found evidence of reviews that involved just a manager and the prisoner, which was not sufficiently multidisciplinary, and some that did not take place at all. This resulted in prisoners spending prolonged periods on ACCT documents. ACCT observation records showed insufficient levels of contact from staff, and prisoners subject to ACCT monitoring told us that staff were not always caring.
- I.51** During the inspection, we found one prisoner on an ACCT who self-harmed but did not receive a follow-up review. Another was not placed on an ACCT following an incident of self-harm. Prisoners' distress was intensified because they had too little involvement in purposeful activity or too little time out of cell. Managers had not made the link between poor time out of cell and risk of self-harm even though it was very apparent. (See paragraph 3.4.)
- I.52** In our survey, only 40% of prisoners on the local site said it was easy to speak to a Listener (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners). While there were enough Listeners overall, all but one lived on the category C site, making access very difficult. A new cohort of Listeners had begun training during the inspection, and although new phones had been introduced to allow prisoners to contact the local Samaritans, very few staff understood the process or knew how the phones could be accessed.

Protection of adults at risk¹³

- I.53** There was a comprehensive adult safeguarding policy that included relevant guidance on how to make a referral. Most staff we spoke to were not familiar with the policy, adult safeguarding principles or the procedures for reporting identified concerns.
- I.54** The prison was an associate member of the Hampshire Adult Safeguarding Board (HSAB) and had maintained relevant links. The memorandum of understanding and framework for reporting concerns to the HSAB was dated 2013 and had not been reviewed to reflect changes to local policy.
- I.55** No referrals to the local safeguarding authority had been made in the previous six months.

¹³ 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.56 All staff should receive sufficient guidance on local safeguarding reporting procedures that include how to identify and protect any prisoner whose vulnerability places them at risk of harm, abuse or neglect.**

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, more prisoners than at comparator prisons and compared with the previous inspection said that a member of staff had asked them how they were getting on in the previous week. Most prisoners we spoke to said they had an officer they could turn to if they had a problem. We observed mostly polite interactions, but most staff addressed prisoners by their surnames only, including in written records.
- 2.2** Many prisoners also told us about less helpful staff. We met some officers who seemed disinterested and some very new officers who were enthusiastic, but not yet able to answer all prisoners' questions (see paragraph 1.24). This sometimes left prisoners feeling unsupported and many said it was difficult to get simple things done (see paragraph 2.20). We also observed some minor poor behaviour, such as vaping on the landings, that was not consistently challenged.
- 2.3** Winchester was now operating on a full complement of staff which had enabled the prison to fully implement the keyworker scheme. Since May 2019, all prisoners had been allocated a keyworker and many valued their key work sessions. Keyworkers understood their role and had the training and facilities they needed. Records of keyworker sessions on P-Nomis (a database used in prisons for the management of offenders) were much better than we usually see, and some were excellent. Many entries were comprehensive and included details about prisoners' mood and progress and outlined how they had encouraged or challenged prisoners. They also described the new targets set. Staff across the prison found that key work helped broaden their knowledge of individual prisoners. (See paragraph 4.9.)
- 2.4** Prisoners could apply for a range of peer support roles, such as Listeners (see paragraph 1.52), Insiders (see paragraph 1.29), Phoenix Futures substance use peer mentors (see paragraph 2.77), prisoner information desk workers and prisoner council representatives. However, some of these roles were not well managed and some prisoners had multiple peer support roles, which meant others had fewer opportunities to help build the prison community.

Recommendation

- 2.5** **Staff should address prisoners by their first name or by their title followed by their surname.**

Good practice

- 2.6** *Keyworker records on P-Nomis were comprehensive, covering details such as about a prisoner's mood and progress, the encouragement they received, how they were challenged and what new targets were set. This helped staff tailor their support to individual prisoners' needs.*

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

- 2.7** External areas were clean and well-presented throughout. Cleanliness in communal areas was adequate. On the local site, A wing was the cleanest, but elsewhere railings and stairs were grubby.
- 2.8** At the category C site, cells were well-equipped and had been personalised, but the ventilation was inadequate. Some prisoners had been issued with electric fans to help them cope during hot weather. In one of the units, prisoners used communal toilets, which were clean, but contained graffiti. The shared showers were sufficiently private, but they were shabby and some had inadequate ventilation. In the other unit, prisoners had decent in-cell showers and toilets.
- 2.9** At the local site, most cells were poorly equipped – they had thin mattresses, damaged and insufficient furniture and no curtains. Some cells had unscreened toilets, and a few had broken observation panels. Although there were no privacy locks on cell doors, there were very few lockable cabinets. Conditions were better than at our previous inspection but still not good enough. Double cells were cramped and not large enough for both prisoners to have a chair each. Most prisoners kept their cells clean and presentable, and many had been re-painted since January 2019, but we found some graffiti. Cells had televisions and kettles and most toilets had seats and lids. (See key concern and recommendation S47.)
- 2.10** In our survey, prisoners on the local site were more negative than in comparator prisons about most aspects of everyday life at the prison. Some prisoners could not shower every day. Prisoners also complained about access to clean clothes. These concerns were particularly acute on B wing, where only a small number of showers worked properly and where there were no wing washing machines. Problems getting clothes laundered were exacerbated by shortages of prison-issue clothing and bed linen. However, all prisoners could wear their own clothes. Managers hoped to replace the showers during the refurbishment of B wing, but the work was not yet funded. They also hoped to reinstall wing washing machines.
- 2.11** There was an electronic system for monitoring cell bell response times, which showed that about 18% of cell bells (over 1000 each week) were not answered within five minutes. At least one cell bell remained unanswered after an hour most weeks, creating a potential risk to life. (See key concern and recommendation S48.)
- 2.12** Prisoners could have clothing sent in during their first 28 days in custody and there was no backlog in reception when we visited.

Residential services

- 2.13** In our survey of both sites, prisoners' perceptions about the food were similar to comparator prisons and we heard few complaints. The kitchen was modern and generally in good order. Managers reported that problems with equipment were usually resolved quickly.

The four-week menu cycle was sufficiently varied and met prisoners' needs. Staff catered individually for prisoners with special diets. Meals were well-presented and we judged the food we tasted to be reasonable.

- 2.14** Meals were served too early at about 11.30am and 4.30pm. A meagre breakfast pack was issued on the day before it was to be eaten. In April 2019, managers had conducted a prisoner food survey, which suggested prisoners were broadly content with the food but dissatisfied with meal times, portion sizes and breakfast. Prisoners at the category C site, could eat together and prepare simple meals, but those at the local site could not.
- 2.15** Supervision on the wing serveries was not sufficient but serveries were reasonably clean. Serveries workers did not always wear the necessary protective clothing, and on D wing officers stood by while some prisoners were given much more food than others, which supported prisoners' perceptions about poor portion control. There were no halal utensils in any of the serveries. This had been raised at the prisoner council in May 2019, but had not been resolved (see also paragraph 2.30 and key concern and recommendation S49).
- 2.16** In both our surveys, prisoners were less positive than in comparator prisons about access to the prison shop on reception. We found that the range of reception packs available was limited to vaping kit and a basic grocery pack. Managers believed that four other packs were available, but reception staff did not offer them. Some new arrivals still had to wait over a week before they could receive their first shop order.
- 2.17** Also in our survey, prisoners on the category C site were less positive about the range of goods available than in comparator prisons (46% compared with 62%). Prisoners wanted to be able to buy fresh fruit and vegetables, eggs and a bigger variety of canned food so that they could cater for themselves. There was no evidence of prisoners being meaningfully consulted about the range of goods available.

Prisoner consultation, applications and redress

- 2.18** A prisoner council had been established and was generally effective. Since April 2019, each wing had been required to hold a consultative meeting after the prisoner council meeting, and these meetings were becoming embedded.
- 2.19** The prisoner wing representatives were enthusiastic and felt they were being listened to. However, in our survey on the local site, only 15% of prisoners said that changes happened following consultation. Minutes suggested that all issues raised were appropriately discussed, but that some persisted over several months. Often this was because the concerns were complex and not easy to resolve.
- 2.20** In our surveys, perceptions about the applications process were similar to comparator prisons and we found it worked reasonably well. Many prisoners we spoke to were frustrated about having to use the applications system for simple matters that officers could have resolved for them more quickly (see paragraph 2.2).
- 2.21** A staff member logged all applications on a database and tracked them. The number of applications outstanding from each department was reported to managers every week. During our inspection, only 6% of applications from the previous month were outstanding.
- 2.22** In our surveys, perceptions about complaints were now similar to comparator prisons and the number of complaints made was also typical. Most replies were now polite, but in too many cases the investigations were not sufficient, and managers often failed to meet with the prisoner to discuss the concerns raised. We found examples of replies to complaints about

staff which were very poor and noted that senior manager oversight of them had been absent until June 2019.

- 2.23** A quality assurance process had been established, but it was not yet being used well enough for staff to be able to identify all deficiencies or to promote good practice. Complaints were now analysed well, but the data needed to be used more effectively to drive improvement. About 20% of complaints were not answered on time and some wings did not have all types of complaint form readily available.
- 2.24** In our surveys, perceptions about legal rights were similar to comparator prisons. There were good private interview rooms and video-conferencing facilities for legal visitors. On the local site, the library had a range of legal books. Eight prisoners had received help to make bail applications since April 2019, but none had been successful, sometimes because of a lack of Bail Accommodation and Support Service accommodation (see paragraph 4.16). Laptops were available through the Access to Justice scheme (enabling prisoners to have computers to assist their legal representations), but not often used. Staff had opened 36 legal letters in error since January 2019, mostly because they were not correctly marked, and they were logged.

Recommendation

- 2.25 Responses to complaints should be based on a thorough investigation to which the prisoner has a meaningful opportunity to contribute.**

Good practice

- 2.26** *The provision of a staff member to log and track all applications enabled managers to identify how well each department responded to applications and helped ensure prisoners received prompt replies.*

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

- 2.27** The delivery of equality and diversity work had not been prioritised and senior managers were doing little to implement the prison's written strategy. Recent improvements driven by the Deputy Governor were in the early stages. Attendance at the equality meeting had improved and functional heads had been nominated to lead on each protected characteristic. Despite this, almost all actions agreed at the equalities meeting were allocated to an overloaded equalities officer and, overall, there was insufficient ownership and drive at senior manager level (see section on protected characteristics).

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

- 2.28** The head of safety had functional responsibility for equalities work but their main focus was understandably on violence and self-harm. The establishment had appointed an enthusiastic and committed full-time equality officer whom prisoners spoke of highly. However, she was responsible for all aspects of equalities work, which was unmanageable and left many gaps in what the prison could achieve. For example, insufficient time had been allocated to training peer representatives or promoting equality and diversity throughout the prison. Staff were also poorly trained in equality and diversity, and some had little knowledge of protected characteristics. Prisoners in our focus groups complained about staff having a lack of understanding about equality issues, which led to frustrating delays in getting simple things done. For example, requests for prayer mats and newspapers in foreign languages were often delayed until the equality officer was available to approve them. The prison did not make enough effort to promote significant cultural dates and celebrations to educate its prisoners and staff.
- 2.29** The prison did not have an equality impact assessment programme and did not assess new policies to identify and prevent disproportionate treatment. There was no effective system in place to identify, track and resolve disproportionate treatment of prisoners.
- 2.30** The prison equality action plan identified appropriate areas for improvement but was not managed effectively. Several action points had been marked as completed before the work was fully implemented. The equality peer workers who were in post were frustrated that the concerns they raised were being ignored. For example, they had repeatedly raised concerns about the failure of the prison to provide halal utensils for serving food, but this issue had still not been resolved (see also paragraphs 2.15 and 2.34).
- 2.31** The process for dealing with discrimination incident reporting forms was ineffective. Our findings supported prisoners' lack of confidence in the system. Scrutiny of reports dating back to January 2019 showed that over half of the complaints logged had not received a response. Where there had been replies, many were late. Too many responses did not resolve the matter within the complaint or involve the complainant themselves. (See key concern and recommendation S49.)

Protected characteristics

- 2.32** Responsibility for identifying prisoners with protected characteristics on arrival had been inappropriately delegated to peer workers, which compromised confidentiality and accuracy (see paragraph 1.3). Each senior manager now had responsibility for a protected characteristic strand but most had done very little to drive the work forward. Some senior managers had not even attended their respective prisoner consultation forums. With the exception of some good work with prisoners of faith by the chaplaincy (see section on faith and religion), support for prisoners with other protected characteristics was inadequate. The absence of managers or decision-makers resulted in little action to address the issues raised in consultation forums. For example, a recent Muslim consultation event did not involve the Imam, and there were no managers of health professionals at the disability forum.
- 2.33** In our survey and in the prison's own data there was evidence of overrepresentation of some protected characteristic groups in important aspects of prison life. However, the prison did not always sufficiently interrogate and take action to address this. In our survey, black and minority ethnic prisoners reported higher levels of segregation and use of force. They also reported more negatively about their experience of the incentives and earned privileges (IEP) scheme. The equality meeting had not scrutinised data on IEP and the use of force so there was no action to address any disproportionality in these areas.

- 2.34** The Chaplaincy provided good support to prisoners of faith. However, despite prisoners raising issues on several occasions, the prison had failed to provide halal utensils during meal service.
- 2.35** We found several prisoners who spoke little English, yet official language interpretation had not been used in the six months before the inspection. The prison did not ensure professional interpretation services were used for assessment, care in custody and teamwork (ACCT) case management reviews for prisoners at risk of suicide or self-harm or for other formal matters. This left prisoners who could not speak English vulnerable, as they were unable to communicate their concerns to staff.
- 2.36** The local site had no adapted cells for disabled prisoners and the category C site had only one. Prisoners with physical disabilities were therefore at a significant disadvantage as the only showers in operation on the local site were on upper floor levels. The procedures in place to facilitate showering in accessible showers in the health care department were inadequate. (See key concern and recommendation S49.)
- 2.37** Both transgender prisoners located at the prison at the time of our inspection had been reviewed at the requisite local transgender boards within the allotted timescales. However, one of the two transgender prisoners we met during the inspection was self-isolating and low in mood. An offender supervisor provided good care to her when on duty but there was a lack of day to day oversight of this vulnerable woman by senior managers. There was also an inadequate focus on transgender prisoners at the weekly safety intervention meeting. The prison committed to carrying out a review of the transgender prisoner's management plan immediately. (See key concern and recommendation S49.)
- 2.38** Peer workers were inappropriately responsible for collating sensitive information during the induction process, such as the disclosure of prisoners' sexual orientation. The prison said it would stop this method of collating personal data (see paragraph 1.3). Very few LGBT prisoners declared their sexuality. Little had been done to promote tolerance and embrace diversity, and there was no involvement from community support groups to work with staff and prisoners to make the prison a safe place to disclose sexuality. It was therefore unsurprising that the prison had been struggling to encourage gay or bisexual prisoners to participate in a supportive forum to discuss how specific needs could be met.
- 2.39** Work on age-specific issues was also underdeveloped. Younger prisoners were more likely to be restrained than their older peers, but little had been done to understand and address this. However, the prison had recently secured funding for a programme to engage with young adults, provide coaching and develop life skills such as cookery and team work. Young adults on the course were also allowed additional gym sessions. The course was to run for 40 weeks of the year for a maximum of 10 prisoners, and was a good initiative. However, it benefited too few prisoners.
- 2.40** Very little was being done to support older prisoners which meant the specific needs of an aging population went unaddressed. During our inspection, an 'age forum' took place, but it was open to prisoners of all ages, which reinforced our finding that the prison was not focused on how to meet the specific needs of older or younger prisoners.
- 2.41** The prison had carried out some notably commendable work with veterans in custody. It had appointed a dedicated prison officer who quickly identified veterans and signposted them to appropriate services. The officer advocated on their behalf to relevant agencies and kept logs of all contact and action he had taken for each individual.

Faith and religion

- 2.42** Following a period of short staffing, the chaplaincy now had a full-time managing chaplain and a team of multi-faith chaplains who provided prisoners with good spiritual and pastoral care. Church services and Friday prayers took place on time and met the needs of the numerically larger faith groups. The chapel building was adequately maintained, but the multi-faith room was stark and unwelcoming.
- 2.43** Due to the sheer volume, ministers still struggled to attend all ACCT reviews, although efforts had been made to ensure that a member of the team now attended specific reviews. Chaplains attended the reviews of all prisoners who indicated that they would like someone from their faith in attendance, those they were already working with, and those who were deemed at heightened risk of harming themselves. Support was also provided by the chaplaincy outside of ACCT reviews, which ensured prisoners received ongoing support.
- 2.44** Despite it being a statutory duty, chaplains were still not meeting prisoners prior to release to provide support and signpost them to services in the community. Once again, the prison said it would look at ways to address this.
- 2.45** Chaplains delivered the Sycamore Tree restorative justice programme (where offenders consider the consequences of their offending for all parties) through group work and one-to-one sessions. Fifty-five prisoners had completed the course.

Recommendation

- 2.46 All prisoners should be seen or be given the option to be seen by a prison chaplain before their release.**

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.

- 2.47** 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. One area has been identified that requires improvement with a subsequent notice issued by the CQC which has been detailed within Appendix III of this report.

Strategy, clinical governance and partnerships

- 2.48** Central and North West London NHS Foundation Trust (CNWL) was the prime provider of health care, supported by other key partners. Governance and partnership arrangements were good and included conducting a recent health needs analysis. Clinical governance

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>.

systems were effective. Clinical leadership was evident across all pathways. Key risks were identified and managed well and there was a focus on delivering the essentials of patient care.

- 2.49** There was evidence of effective patient involvement. Wing health representatives attended regular health forums, which had triggered changes to practice. The incident reporting system was effective and there was a systematic approach to sharing lessons learned, including those from recent death in custody investigations (see paragraph 1.44).
- 2.50** Staff were under pressure, particularly in primary care. Innovations to meet the demand included the establishment of paramedic-led urgent response teams (see paragraph 2.53) and providing incentives to attract new recruitments. There was too great a reliance on bank workers and agency staff, which was putting a strain on core staff as they had to undertake increasing amounts of developmental work, such as audits and kit checks. Despite these problems, most patient outcomes were reasonable and, in our survey, more patients at the local site than the comparator viewed the quality of nursing and dentistry services as good or very good. We also spoke to prisoners on the category C site, most of whom told us they would be seen promptly and had access to appointments if they needed one urgently.
- 2.51** Access to training was reasonable and staff received regular management and clinical supervision, although supervision was less consistent for primary care staff. Clinical records reflected the support offered and clinical decisions made. All prisoners accessed services equitably and telephone interpreting services were available. Literature about services was available in different languages.
- 2.52** A recent infection prevention audit indicated some environmental issues had not been progressed due to a backlog of outstanding work. A programme of other audit activity had been established and was used to steer service improvements.
- 2.53** Most prison staff had undertaken emergency first-aid training. An emergency response team consisting of paramedic staff and nurses meant responses to all medical emergencies were prompt. Resuscitation equipment was being reviewed during the inspection, but existing kit was appropriate, regularly checked and appropriately maintained.
- 2.54** An independent health complaints system was in place and was working well. Trends and lessons to be learned were identified. Replies we reviewed were mostly good, but enhanced quality assurance would have ensured responses always fully addressed the concerns raised.

Recommendation

- 2.55 All clinical areas should be fully compliant with infection control guidelines.**
(Repeated recommendation 2.60.)

Promoting health and well-being

- 2.56** Information about health care services was provided at reception and during induction. A multi-agency health and well-being day held four months before the inspection had been well received, but there were no ongoing health promotion events.
- 2.57** Health promotion material was not widely displayed, but patients were given a good range of information during consultations. Appropriate health checks, screenings and immunisation programmes were in place, but sexual health services were limited and prisoners could not access barrier protection due to security issues. This was a concern and potentially put prisoners at risk.

- 2.58** Smoking cessation services were provided in partnership with trained prison officers and were readily available. No communicable diseases outbreaks were reported, but robust systems to prevent and manage them were in place.

Recommendation

- 2.59** **Access to sexual health services should be improved and barrier protection and related health advice should be available to prisoners to prevent sexually transmitted infections.**

Primary care and inpatient services

- 2.60** New arrivals received a prompt initial health screening to identify any immediate health needs, and appropriate onward referrals were made. Staffing shortages meant fewer prisoners than usual had recently received a more comprehensive health assessment during their first 72 hours in prison, although this backlog was being addressed.
- 2.61** GPs ran 11 weekly clinics from Monday to Saturday. The waiting time for a routine GP appointment was about 10 days, and the service was flexible enough to support prisoners with urgent needs. Out-of-hours' support was available through NHS 111. Nursing cover was available 24 hours a day and two registered staff were on duty at night. Nurse-led triage clinics ran every day, and the team had nurse prescribers and an advanced practitioner.
- 2.62** The identification and management of patients with long-term health conditions required better coordination. A senior nurse managed all patients with conditions such as epilepsy and diabetes, supported by the GP. Daily nurse-led long-term conditions clinics were scheduled but did not always take place due to staffing pressures. This meant patients with ongoing needs were not always reviewed promptly and few patients had care plans to inform their ongoing care. The provider planned to enhance administrative support to improve the coordination of clinical care.
- 2.63** Prisoners could access a range of clinics run by allied health professionals, including a physiotherapist, podiatrist and optician, and waiting times were reasonable. The health providers now routinely reviewed the reasons why patients did not attend appointments, and clinic non-attendance rates had declined since our previous inspection. External hospital appointments were managed effectively and patients requiring urgent treatment were prioritised.
- 2.64** The inpatient unit was staffed by prison officers and supported by visiting nurses. We observed positive interactions from officers who knew the prisoners in their care well. The unit catered for up to 15 patients and ran as two discrete areas supporting those with physical health needs and those with psychological or psychiatric needs. There was a recreational area and bathroom, used separately by each group of prisoners, which led to some competition for facilities. The outside space was good, but the unit overall was impoverished. The bathroom was not suitable as it was periodically flooded. (See key concern and recommendation S50.)
- 2.65** Those we spoke to appreciated the regime for patients with physical health needs, who were unlocked for most of the day. Other patients had a more restrictive regime – they could exercise and have a shower, and had some limited recreation opportunities, but many spent hours locked in their cells with limited access to areas away from the inpatient unit or to structured therapeutic activities. A weekly ward round, led by the psychiatrist, provided some clinical oversight, but it was unclear who was accountable for day-to-day care.

- 2.66** In addition, many patients attended clinics in the inpatient area, which created some problems in the shared space. The waiting area was unacceptably poor and contained an undignified toilet space and inadequate seating.
- 2.67** Good end of life care procedures had been developed, including guidance for staff and better links with outside hospital specialists. Prisoners being released were put in touch with relevant community services and an appropriate supply of medication was provided, where prescribed.

Recommendation

- 2.68 Prisoners with long-term health conditions should be promptly identified and receive regular reviews, informed by an evidence-based care plan.**

Social care

- 2.69** Prisoners with social care needs received good support. Joint working between Hampshire County Council, CNWL and the prison was informed by a memorandum of understanding, and the parties met regularly to review service delivery. Plans were being developed to better promote the service across the prison.
- 2.70** A prison-based social worker assessed prisoners within 72 hours when they were identified as having a potential need and produced a personal care plan. Access to mobility aids and adaptations was good. Two health care support workers provided personal care to nine prisoners on A wing and in the inpatient unit, and those receiving care packages were complimentary about the support they received. We observed caring interactions, although the records kept were not sufficiently good or consistent.

Mental health care

- 2.71** CNWL provided integrated mental health services using a stepped care approach (mental health services that address low level anxiety and depression through to severe and enduring needs) that was delivered through a multidisciplinary team. It was made up of psychiatry, psychology and registered mental health practitioners and support staff who provided input seven days a week.
- 2.72** All prisoners were seen on arrival to outline the support available, which enabled patients with significant needs to be prioritised. In addition, there was an open referral system, which included self-referral. A daily, single point of referral meeting reviewed all new cases to assess needs. All new ACCT cases were regarded as urgent and staff attended all first reviews and, where relevant, subsequent reviews. However, some reviews clashed, for example 16 were scheduled on one day alone. Routine referrals were seen within a week for an assessment, although access to routine treatment and support could take longer and there was a backlog of up to 14 weeks in some areas. Support workers regularly saw all patients who were waiting to access services to undertake welfare checks, enabling cases to be escalated if required. The team was now fully staffed and as a result waiting times had decreased and were expected to be minimal within two to three months.
- 2.73** In our survey, 65% of prisoners at the local site said they had a mental health problem. Treatment was good – it consisted of one-to-one interventions and group work and support included directed self-help and specialist psychological interventions. There was an active caseload of 109 patients, with nine patients experiencing severe and enduring mental health

problems who were managed under the care programme approach (mental health services for individuals diagnosed with a mental illness). All contact was proportionate to their needs and interventions were recorded on SystmOne (the electronic clinical information system) as was evidence of care planning and liaison with community services for patients being released.

- 2.74** Most prison staff had attended mental health awareness training and ongoing training was planned. In the previous 12 months, only nine out of 18 transfers to hospital under the Mental Health Act had taken place within the Department of Health's timeframes. Patients awaiting transfer were cared for in the inpatient unit and individual outreach support for men in the unit was good, but the ward regime was more limited.

Recommendation

- 2.75 Prisoners requiring treatment in hospital under the Mental Health Act should be transferred within the timescales established by the Department of Health.**

Substance use treatment¹⁶

- 2.76** Clinical substance use services were provided by CNWL and psychosocial interventions by Phoenix Futures. Teams contributed to monthly drug strategy meetings, and partnership working with the prison was good.
- 2.77** Well-resourced teams from Phoenix Futures delivered case management and group work interventions to 158 prisoners, a third of the population. Peer mentors played a crucial role in providing harm reduction advice on psychoactive substances¹⁷ during induction and weekly wing drop-in sessions.
- 2.78** Services were accessible to prisoners on both sites. They consisted of structured one-to-one sessions supplemented by in-cell packs and a wide range of substance awareness, relapse prevention and recovery and well-being courses (the latter was run jointly with the mental health team). A community project Saints 4 Sport and an alcohol awareness module Care After Combat had been introduced, and self-help assistance included self-management and recovery training, as well as regular Narcotics Anonymous, Alcoholics Anonymous and Cocaine Anonymous meetings.
- 2.79** Phoenix Futures' work was integrated with the clinical service through daily joint meetings, joint treatment reviews, shared use of SystmOne patient records and monthly prescribing reviews.
- 2.80** The clinical team was well managed and appropriately resourced. Substance use specialists assessed drug- and alcohol-dependent prisoners on arrival and prescribed first night treatment. Treatment regimes were flexible and patient-centred, and were reviewed regularly. During the inspection, 63 patients were prescribed opiate substitution therapy to stabilise or reduce their dependency.
- 2.81** The temporary closure of C wing accommodation, which contained 30 stabilisation cells presented a risk, but the prison and the clinical team worked together to mitigate this. Efforts were made to locate prisoners in hatched cells on other wings or in the health care

¹⁶ 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).

¹⁷ A psychoactive substance is a chemical substance that acts on the central nervous system to alter brain function – perception, mood, consciousness, cognition and behaviour.

department during their first five to seven days. If this was not possible, cell doors could be open at night to allow for unrestricted observation. Patient records demonstrated that night-time monitoring took place consistently and regularly.

- 2.82** Controlled drug administration on C wing (where some treatment rooms were still being used, despite the wing's closure) was a lengthy process and not sufficiently well supervised. Designated officers were being recruited to address this.
- 2.83** Clinical and psychosocial teams arranged for prisoners to receive continued treatment on release, and bridging prescriptions were available for unexpected releases. A three-week follow-up that Phoenix Futures carried out showed that 35% of prisoners had been involved with community services. Harm reduction advice was provided consistently and included a new pre-release information leaflet. Prisoners could now undertake training to administer the drug naloxone so they could treat an opiate overdose in the community.

Medicines optimisation and pharmacy services

- 2.84** A local pharmacy supplied medication promptly. A prescribing formulary (list of medications used to inform prescribing) was used and medicine use recorded on SystemOne. The clinical pharmacist and team of technicians worked closely with other health professionals to provide a robust medicines management service. Increased staffing would have enabled pharmacy technicians to lead all medicine administration sessions and provide clinics. Most medicines were identified as being for single patient use and an appropriate stock could also be accessed.
- 2.85** The prison's in-possession medicine policy ensured that tradeable medication was closely controlled and monitored. However, the absence of secure lockers in cells limited the effective use of in-possession medicines and increased the risk of diversion. Completed risk assessments were in place and were reviewed appropriately.
- 2.86** Medicines were transported and stored securely. Over-the-counter remedies were available for most common conditions and an adequate range of patient group directions (which authorise appropriate health care professionals to supply and administer prescription-only medicine) enabled prisoners to access certain treatments without an individual prescription. Supervised medicines were administered up to four times a day from wing treatment rooms and non-attendance was routinely followed up. Although we observed officers supervising medicine rounds effectively, supervision was inconsistent and there was a risk that medication could have been diverted. Medicine administration in the segregation unit involved removing medication from secure storage for several patients at the same time, before carrying them to individual cells, which was not safe practice, but this issue was resolved during the inspection.
- 2.87** Not all the treatment rooms on wings were clean or wholly compliant with infection control standards, although some now had better ventilation than at our previous inspection. Routine checks of equipment were undertaken, including of refrigerator and room temperatures, but monitoring was inconsistent in some locations and needed greater managerial oversight. Governance of medicines practice was effective and included well-attended multi-professional meetings to review lessons learned from incidents, prescribing trends and clinical audits. Appropriate policies and procedures were in place and there was evidence that staff had read them and were fully aware of their contents.

Recommendation

- 2.88** Officers should manage and supervise all medicine queues adequately, to protect patient confidentiality and prevent bullying and diversion.

Dental services and oral health

- 2.89** Dental services were good and consisted of a range of treatments that were equivalent to what was available in the community. A dentist and three dental nurses provided sessions three days a week. The waiting time for routine care was about seven weeks, and patients could access emergency care promptly.
- 2.90** The large and well-maintained dental suite and decontamination facility met current infection control standards, and equipment was well maintained and certificated. Robust governance arrangements ensured that the service was monitored effectively, and staff could access an appropriate range of policies and procedures. Clinical records on SystemOne were detailed and included evidence of oral health promotion.

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 continued to run the restricted regime that we found at the previous inspection and time out of cell for those on the local site was inadequate. This was reflected in our survey of prisoners on the local site, where 61% of respondents said they spent less than two hours out of their cell on weekdays increasing to 91% at weekends which was significantly worse than at similar prisons (35% and 45% respectively).
- 3.2 During our checks, we found a third of prisoners locked up on the local site. We also found that staff could not always account for those on the wing, attending activities, or locked in their cells (see also paragraphs 1.35 and 3.15). While the few prisoners who worked full time could spend up to 10 hours out of their cell each day, most had just 90 minutes a day during the week. For prisoners on the basic regime this was reduced further to just 45 minutes a day, three days a week, which was unacceptable and among the worst we have seen. At weekends, prisoners at the local site had very little time out of cell and continued to be locked up for periods of over 24 hours. (See key concern and recommendation S51.)
- 3.3 Prisoners' access to time in the open air also continued to be restricted. Access to exercise yards was offered during the brief time allocated to association, which meant prisoners often had to choose between time in the open air or other important activities, such as having a shower or using the phone to contact family. (See key concern and recommendation S51.)
- 3.4 Prisoners were frustrated by the limited time out of cell and the poor regime and we found direct evidence that this boredom and frustration contributed to the prison's significant levels of self-harm (see paragraph 1.51).
- 3.5 Prisoners on the category C site continued to have more freedom than their peer group in the local prison. However, while they were not locked in cells during the day, there was very little purposeful activity to keep them occupied.
- 3.6 Senior managers acknowledged that the regime was inadequate, and some improvements were made before and during the inspection, such as better access to association for vulnerable prisoners on A wing. These improvements were part of a strategic plan overseen by the deputy governor, which was due to be implemented in the coming months.
- 3.7 The library facility on the local site was good but underused. It contained a wide range of books, including legal texts. However, attendance and staff's analysis of attendance were poor. Only a small number of prisoners on the local site ever attended the library and many complained they were often locked up when staff called to inform them the library was open, which meant they could not attend. Those who did attend reported feeling hurried, stating that they only received five to 10 minutes at the library at most, when they were meant to spend 45 minutes there.

- 3.8** At the category C site, the library was very small and its stock of books was limited. It was also underused. It was managed by a prison orderly but every time we visited the unit, the library was locked up and not accessible to prisoners.
- 3.9** There was a gym on each site and an additional mini-gym in one of the category C units, which was excellent and which prisoners appreciated. However, neither gyms offered accredited courses. There was a disparity in access to the gym between the two sites. Those on the category C site had better access than those on the local site; in recent months, prisoners on the category C site had received double or even three times as much gym access as those on the local site.
- 3.10** Gyms on both sites were dilapidated and required urgent maintenance. The roof leaked on the category C site and the floor flooded on the local site, which led to the gyms being out of action until they had dried. The ventilation in both gyms was poor but several bids for funding to improve the conditions had been refused.

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

Management of education, skills and work

- 3.12** Leadership and management of education, skills and work had deteriorated significantly since the previous inspection and were inadequate. The amount of vocational training available had been reduced significantly, as had the number of activity places. Painting and decorating, carpentry, brickwork and catering training were no longer available and prisoners were frustrated and demotivated. Progress had been far too slow to address the lack of vocational training.

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).

- 3.13** Leaders did not have enough oversight of the provision across sites. Managers did not collect or use data sufficiently well to support decision making, which meant they could not identify or set priorities for bringing about necessary changes. Managers did not provide enough vocational training or work for the substantial number of prisoners on the category C site. They failed to support prisoners in making the transition into employment on release. (See key concern and recommendation S52.)
- 3.14** Education provision for vulnerable prisoners was reasonable. The range of vocational training and work activities for prisoners across both sites was poor. The provision of English and mathematics generally met the needs of many prisoners on the local site. Prisoners on the category C site had to attend classes on the local site, and the time they spent moving between sites reduced their time in classes.
- 3.15** There were enough activity spaces at the category C site for the prison population, but prisoners were not fully occupied during the core day. The number of places on the local site had decreased and not all spaces were used. There were only enough places for about two thirds of the population on the local site. Inspectors found that the number of prisoners who were unemployed and locked up during the core day had risen from 30% at the previous inspection to between 35% and 45% at the current inspection (see also paragraph 3.2). Prison managers did not routinely monitor figures to identify trends.
- 3.16** Attendance at activities was too low, punctuality poor, and not all prisoners were fully employed on the wings. Leaders and managers had not analysed in full or determined the reasons for low attendance or poor punctuality across both sites. Prisoners on the category C site had to attend the local site for English and mathematics classes and often arrived 45 minutes late. Prison staff applied the incentives and earned privileges (IEP) system inconsistently on those refusing to attend their allocated activities. The pay policy did not encourage prisoners to attend education and the number of prisoners in classes was often low. (See key concerns and recommendations S53.)
- 3.17** Leaders and managers did not sufficiently distinguish between sites when they evaluated performance. Prison managers' relationship with the education framework provider was positive, but there had been delays in implementing quality assurance arrangements to improve teaching and learning. The quality improvement plan was not effective in ensuring changes were made promptly enough. The prison's quality improvement group had been restructured and although in its early stages of development, it was a helpful forum for discussing performance.

Recommendations

- 3.18** **Leaders and managers should use the pay policy to encourage prisoners to attend education.**
- 3.19** **The IEP system should be applied consistently.**

Quality of provision

- 3.20** The quality of teaching, learning and assessment required improvement. Staff did not ensure that all prisoners made the progress they were capable of. They did not ensure that they acquired the knowledge and skills that would have increased their chances of employment on release. In education, tutors used detailed individual profiles well to identify prisoners' needs and plan strategies that helped them to achieve their learning goals.

- 3.21** During most teaching, learning and assessment, tutors used an effective range of activities to help prisoners develop their skills in English and mathematics. In barbering, prisoners developed their English skills through their assignments and use of technical and medical terminology. They developed their communication skills by interacting with customers as part of the customer service module.
- 3.22** Instructors and trainers in workshops and vocational training used their commercial and industrial knowledge and experience well to help prisoners gain skills and build their own knowledge. This was especially the case in waste management, barbering and gardening. For example, in gardening, prisoners developed the skills and knowledge they needed to clean, service and operate petrol-driven equipment, including strimmers, mowers and a shredder. The experience provided them with skills to help them find employment in the future.
- 3.23** A minority of trainers and instructors did not promote sufficiently the importance of developing English and mathematics skills through work activities. Education tutors provided a few prisoners in the workshops with good support to help them develop their English and mathematics skills.
- 3.24** In a minority of education sessions tutors used dull and uninspiring learning resources. They failed to motivate or challenge prisoners, including those who were more able or disadvantaged. Tutors in learning sessions for English speakers of other languages were too focused on reading and writing and did not develop prisoners' speaking or listening skills.
- 3.25** In most accredited learning activities, tutors set appropriate targets. They recorded prisoners' progress accurately. Most tutors, instructors and trainers provided helpful feedback so that prisoners knew how to improve. Instructors in workshops managed prisoners well and helped them produce work that met the standards and demanding deadlines required by external customers.
- 3.26** Peer mentors provided support for staff and other prisoners. They helped prisoners to develop their reading skills through a beginners' reading scheme. However, their own development needs were not recognised, which meant they were unable to progress. Staff were not sufficiently trained or experienced in supporting prisoners with more complex additional learning needs. (See key concern and recommendation S54.)

Personal development and behaviour

- 3.27** Prisoners' behaviour in training and work was good. Prisoners interacted well with staff and peers and were polite and courteous. Staff generally managed poor behaviour in education well. In the workshops, they worked productively individually and with other prisoners. Prisoners gained practical skills in a range of work activities and could explain their roles and responsibilities confidently, but these skills were not routinely recognised or recorded.
- 3.28** Prisoners with complex needs developed confidence and self-esteem in education sessions. A prisoner in an entry level English class with severe mental health and anger management problems was very proud of the poems they had written, including one to commemorate D-Day, which was included in a wall display.
- 3.29** A small number of prisoners were on distance learning and Open University courses. Prisoners used the virtual campus (prisoner access to community education, training and employment opportunities via the internet) effectively to undertake research to help them with their courses.

- 3.30** Low attendance and poor punctuality prevented prisoners from progressing with their learning and developing the skills they needed for resettlement. Only a small minority of prisoners attended vocational training and education. (See key concerns and recommendations S53.)
- 3.31** Most prisoners attended induction and had an initial assessment of their English and mathematics skills. Most were recorded as being at entry level. Only prisoners who attended education had a thorough diagnostic assessment, which meant staff did not know whether the provision was meeting the needs of all prisoners. The education, work and skills induction was confusing and most were unsure about the career pathways available to them.
- 3.32** Prisoners did not receive impartial information, advice and guidance from suitably qualified professionals. Too few were aware of the full range of job opportunities available to them and the employment challenges they would need to overcome on release. (See key concerns and recommendations S53.)
- 3.33** The range of provision on the category C site did not prepare prisoners sufficiently well for employment. They were not offered a good range of vocational courses through which to develop their employment skills. Prisoners could not use their release on temporary licence entitlement to enter employment or further or higher education on release. Prison managers had worked with employers, external agencies and the education provider and a very small number of prisoners had secured jobs on release.

Outcomes and achievements

- 3.34** Since the previous inspection, most prisoners who started their courses completed them and achieved their learning goals, including qualifications. During the inspection, most prisoners in education enjoyed learning and made reasonable progress from their starting points. In work and training a small number of prisoners developed a good range of technical and practical skills and knowledge which they used effectively in their work. However, most prisoners did not develop employment skills because of the limited range of vocational courses available and overall their achievements were inadequate. (See key concern and recommendation S55.)
- 3.35** Achievement rates for the those undertaking English for speakers of other languages and information and communications technology courses were very high. However, functional skills achievement rates in English and mathematics had remained low since the previous inspection. The achievement rates in functional skills in English and mathematics at levels 1 and 2 in the current year were too low. There were no significant variations in accredited achievements between different groups of prisoners. (See key concern and recommendation S55.)
- 3.36** Instructors and trainers did not record the skills development of many prisoners involved in work activities that were unaccredited. Training records were insufficiently detailed or complete which meant these prisoners' achievements could not be evaluated. The standard of most prisoners' work was mostly good. Outreach support helped a small minority of prisoners in the workshops meet their learning goals.

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 The visits provision was reasonably good. Visitors could book visits by phone and email and those who we spoke to found the service efficient. In our survey, 73% of prisoners on the local site who received visitors said staff treated their visitors respectfully. However, only 44% of prisoners said that sessions started and finished on time. Survey results were similar on the category C site.
- 4.2 The visitors' centre, run by the charity Spurgeons, was welcoming and comfortable. Spurgeons ran a range of programmes to help prisoners maintain or establish relationships with their children. Sixty-five prisoners had completed a parenting programme in the previous six months, and 40 prisoners had been involved with Storybook Dads (a scheme that helps prisoners to record a story for their children to listen to at home) over the same period. Family days were held every month, and themed activities helped prisoners build on what they had learned through the parenting programme. Prisoners we spoke to were positive about the range of support to help them maintain their relationships with their children and families.
- 4.3 Spurgeons also organised a monthly homework club for prisoners and their children. Fourteen prisoners in the previous six months had participated in the club and those we spoke to who had used it valued it.
- 4.4 The visits hall remained formal and unwelcoming. Facilities for visitors to use while at the prison were inadequate and required refurbishment. A limited range of snacks was available for visitors to purchase.
- 4.5 Sentenced prisoners on the basic level of the incentives and earned privileges scheme were still only entitled to two visits per month. Those on the standard regime could have three per month, and enhanced level prisoners four per month. During our inspection, there were no prisoners on closed visits.

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.

- 4.6** The strategic management of resettlement and reducing reoffending work was informed by a needs analysis from 2018, but it was only based on prisoner survey data and did not include offender assessment system (OASys) data. Reducing reoffending work was not sufficiently prioritised across the prison. The monthly reducing reoffending meeting was held consistently and was well attended by rehabilitation and resettlement staff, but staff from other key areas, such as residential and safer custody departments did not attend. There were pockets of good rehabilitative work, but they were not coordinated effectively enough to ensure that all prisoners' needs were met.
- 4.7** The purpose of the category C site remained unclear. Some staff and managers understood it to be a resettlement facility, but there was insufficient provision to distinguish the unit in this way. Some indeterminate sentence prisoners were placed on the category C site, as were prisoners who had just months left to serve before release. Most prisoners we spoke to had moved to the category C site to access a better regime, rather than to use specific resettlement services before release (see paragraph 4.33).
- 4.8** Release on temporary licence (ROTL) applications and opportunities were not promoted throughout the prison to assist prisoners with their rehabilitation and resettlement. ROTL had not been used at the prison in the previous six months, which was a concern, especially in light of its potential role as a resettlement unit.
- 4.9** The establishment had completed phase one of the Offender Management in Custody model²⁰. All prisoners had a keyworker and most benefited from regular contact with them. It was good that some keyworker discussions focused on resettlement needs. Full implementation had been planned for later in 2019. (See paragraph 2.3.)
- 4.10** Most prisoners had sentence plans, many of which included objectives and outlined the interventions required, for example those covering substance use and relationships with family. However, we also found prisoners without a sentence plan, one of whom was a 19-year-old young adult serving an extended sentence for violent offences. The National Probation Service (NPS) division responsible for their case had not allocated them to an offender manager and the prison had not escalated the problem. The prisoner had not received a full assessment or had a plan put in place to meet their needs, which affected their ability to make progress in their sentence.
- 4.11** The offender management unit (OMU) was well resourced. There were seven full-time-equivalent (FTE) prison offender supervisors in post and four FTE probation offender supervisors. Caseloads were between 15 and 20 and were manageable. Supervisors' contact with prisoners was adequate and, in some cases, frequent. Offender supervisors knew the prisoners on their caseload well.
- 4.12** Over 25% of high-risk prisoners were managed by prison offender supervisors who were not fully equipped to manage them, although some mentoring arrangements were in place.

²⁰ Following a review of offender management in 2015, HMPPS began to introduce a new offender management model from 2017. The new model is being implemented in stages, starting with new prison officer key workers. The second phase, core offender management, and the introduction of prison offender managers is being introduced gradually, from 2019.

Probation offender supervisors had only recently received supervision from the senior probation officer. Offender supervisors were not trained in trauma-informed practice (enabling them to consider the trauma prisoners may have experienced in their lives) and did not use this approach to support resettlement or reduce the risk of harm. This was despite very high levels of self-harm, emotional well-being needs and the young adult population.

- 4.13** Risk screening was not working effectively; key risk information was regularly missing from the basic custody screening tool assessments. OMU staff were under the misapprehension that the risk screening section of the assessment should have been completed by staff from Catch22, the resettlement provider, as part of their through-the-gate service. (See key concern and recommendation S56.)
- 4.14** Offender supervisors did not have anywhere to interview prisoners in private and sometimes had to hold conversations with prisoners through their cell doors, which was inappropriate and compromised confidentiality.
- 4.15** There was a small backlog of OASys reports, which had been reduced by the prison using overtime hours. At the time of our inspection, 16 prisoners at Winchester did not have an OASys assessment. However, a significant number also had out-of-date assessments that needed to be reviewed. As such, almost three-quarters of prisoners were transferred to other establishments with an out-of-date assessment of their risks and needs.
- 4.16** The prison now processed applications for home detention curfew (HDC) more promptly. However, we found about one-third of eligible prisoners were not released by their HDC date. Staff reported that HDC releases were often hampered by the lack of a suitable release address and we found evidence that there was little Bail Accommodation and Support Service (BASS) accommodation available (see paragraph 2.24). However, this did not explain the delays in every case.
- 4.17** During our inspection, 19 care leavers (those aged 25 or under, who have been looked after by a local authority) had been identified through an initial screening. There was no specific provision or policy in place for this population, and staff had a limited understanding of how best to support them to ensure they received their entitlements.

Public protection

- 4.18** Public protection work had deteriorated and was not sufficiently robust. Procedures were ineffective, inconsistent, and presented possible risks to the public. (See key concern and recommendation S56).
- 4.19** The inter-department risk management team (IDRMT) met monthly, however there was insufficient and inconsistent attendance from representatives from key departments, such as safer custody, who held information about changes in risk. The use of the IDRMT to support safe release planning was fragmented. Frontline staff rarely referred cases or issues for discussion to the IDRMT meeting. In one case, a prisoner who was named on the sex offender register and had refused to undertake any interventions was due to be released without a fixed address. Through-the-gate staff had not referred this case to the IDRMT to ensure that the obvious risks posed were being effectively managed. Offender management staff confirmed that it was unusual for cases to be referred to the meeting. Instead managers within the team routinely generated the lists of cases to be discussed. (See key concern and recommendation S56.)
- 4.20** Insufficient communication between the prison and the community offender manager meant that some prisoners were approaching release without having had their multi-agency public

protection arrangement (MAPPA) levels set. This created a potential risk to the public. The OMU did not have an effective escalation process for confirming MAPPA management levels with community offender managers before release. This meant that offender managers were unable to contribute effectively to release arrangements.

- 4.21** Entries on P-Nomis (a database used in prisons for the management of offenders) were disorganised and some historic irrelevant information was still on the system. In some cases, this led to erroneous information being included in MAPPA F forms (information-sharing reports). The quality of MAPPA F forms was very variable but there were some excellent examples. Those completed by probation offender supervisors tended to be of a higher standard compared with those completed by prison offender supervisors. The quality of MAPPA F forms was inconsistent, because different people authorised the reports each time. (See key concern and recommendation S56.)
- 4.22** During the inspection, only 16 prisoners were subject to telephone and mail monitoring arrangements, which was comparatively low. Assessment and review processes were timely, but we were not assured that the right people were being monitored. New receptions, who may have required mail and telephone monitoring because of their offence or other restrictions, were not identified or assessed to check whom they were attempting to contact. This meant that some prisoners who should have been monitored were overlooked, undermining the prison's ability to protect the public.
- 4.23** The telephone monitoring system had stopped working, creating a three-week backlog of telephone calls that needed to be listened to. The prison was unable to identify, monitor or manage risks as they occurred.
- 4.24** During our inspection, 43 prisoners were subject to child contact restrictions. Assessment processes were sufficient, and restrictions proportionate. Visits staff we spoke to were aware of prisoners who were subject to child contact restrictions. However, arrangements for children during visits were not always appropriate and there was a lack of safety planning. We observed one family with a small child being located next to a man convicted of sexual offences – the family asked to be moved to a different space.

Categorisation and transfers

- 4.25** There had been significant improvements in the number of re-categorisation reviews that were overdue by a month or longer. During our inspection, 13 prisoners had outstanding reviews, which was substantially better than earlier in 2019. Re-categorisation paperwork was generally adequate, but there were some inconsistencies in the standard of information provided by relevant departments, including wing officers. Prisoners were given the opportunity to contribute to their re-categorisation review.
- 4.26** During our inspection, 62% of prisoners had been at the prison for three months or less, and a total of 25 prisoners were awaiting a transfer to another establishment. Although there was a lack of interventions at the prison, progressive transfers took place relatively quickly for most of the population.
- 4.27** The prison held 35 indeterminate sentence prisoners and support for these prisoners was adequate. Those located on the category C site had access to a better regime than those on the local site. A quarterly lifers' forum was well attended and four lifer family days had been scheduled for 2019. However, there was no specific support for the five prisoners who were on remand facing life sentences.

Interventions

Expected outcomes:

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

- 4.28** The prison offered a range of non-accredited offending behaviour provision, including one-to-one support from psychology staff. Hampshire Fire and Rescue Service had also delivered a programme for prisoners who had committed arson-related offences. During our inspection, the prison was exploring the possibility of providing the Thinking Skills Programme. Too many prisoners were released from Winchester without having participated in sufficient interventions to address their offending behaviour.
- 4.29** A Citizens Advice worker visited the prison every week to provide financial support for prisoners and, again, the demand was high. They provided financial support for 18 prisoners in the month before our inspection. However, there were also 17 prisoners waiting approximately three weeks to access this provision, which meant some prisoners risked being released without this support. A total of 99 prisoners had opened bank accounts in the previous six months.
- 4.30** Not all prisoners were seen before release to assess their accommodation needs. About 116 prisoners were released from the establishment every month, so demand was high. In the previous six months, about 53% of prisoners were released into settled accommodation. However, the prison did not assess whether prisoners had maintained settled accommodation 12 weeks after their release, so it was not possible to gauge the overall effectiveness of the provision.

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.

- 4.31** The community rehabilitation company had commissioned Catch22 to provide accommodation and basic financial support as part of its integrated through-the-gate (ITTG) service. Most prisoners were seen before their release and had a release plan, which was good. However, the standard of the release plans was undermined because of shortfalls in initial risk screening (see paragraph 4.13). Although release plans for the cases we looked at were personalised, they were largely descriptive and frequently based on what prisoners had asked for rather than what they needed before release.
- 4.32** The citizens advice bureau (CAB) provided financial advice and assistance with universal credit applications. However, the provision did not sufficiently meet the needs of all prisoners. At the time of our inspection, 17 prisoners were on the waiting list for this service and it was likely that they would be released without accessing it. Not enough was being done to work with prisoners where there were barriers to their resettlement. For example, there was a lack of help for prisoners who had poor records of involvement with housing providers in the past. The prison had set up a useful clothes bank which was available to those who were being released with little or no clothing.
- 4.33** In our survey, less than half of prisoners thought that their experiences at Winchester made them less likely to offend in the future. The category C site was not used effectively as a

resettlement facility, and there were no separate resettlement services for prisoners located there (see paragraph 4.7).

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.

Key concerns and recommendations		Directed to:
S42	<p>Key concern: Support for new arrivals was weak. Early days interviews were not private and did not thoroughly assess prisoners' risks. First night observations were not sufficiently robust. Time out of cell during induction was poor and it took too long to allocate prisoners to activities.</p> <p>Recommendation: All new arrivals should be subject to rigorous assessment to ensure that any identified risks are managed effectively and appropriate support is provided.</p>	The Governor
S43	<p>Key concern: Recorded levels of violence had significantly increased and were high. Of concern was the level of assaults on staff. The prison's response to rising levels of violence had been slow and not properly embedded, which meant improvements were minimal.</p> <p>Recommendation: Robust behaviour management strategies should be implemented and embedded to reduce levels of violence.</p>	The Governor
S44	<p>Key concern: The use of special accommodation had increased significantly. Record keeping and oversight in general were poor. Some use of special accommodation was not justified or authorised.</p> <p>Recommendation: Oversight of special accommodation should ensure that its use is always justified and approved at the appropriate level.</p>	The Governor
S45	<p>Key concern: The segregation unit was bleak and dismal. The location of the unit, in a basement with no natural light, was not suitable.</p> <p>Recommendation: The segregation unit should be replaced with a modern, fit-for-purpose facility. (Repeated recommendation S60)</p>	The Governor

S46	<p>Key concern: There had been seven self-inflicted deaths in custody since the previous inspection and the number of self-harm incidents had increased and was high. Despite this, there was little data or trend analysis to inform a local strategy. ACCT documentation was too often poor.</p> <p>Recommendation: A robust local strategy to reduce the levels of suicide and self-harm should be introduced. (Repeated recommendation S59)</p>	The Governor
S47	<p>Key concern: Cells at the local site did not meet our expectations. Many double cells were too small for two prisoners. Some toilets were unscreened, there were no curtains and few cells had a lockable cabinet or a notice board. There was insufficient furniture in many cells and much of it was badly damaged. Many mattresses were too thin and the ventilation in some cells was inadequate.</p> <p>Recommendation: Cells should be adequately equipped and suitable for the number of prisoners located in them.</p>	The Governor
S48	<p>Key concern: Eighteen percent of cell bells (over 1000 each week) were not answered within five minutes. At least one cell bell remained unanswered after an hour most weeks, creating a potential risk to life.</p> <p>Recommendation: Cell bells should be answered within five minutes.</p>	The Governor
S49	<p>Key concern: The promotion of equality was very underdeveloped. Equality and diversity outcomes were not prioritised by senior managers. The system to identify prisoners with protected characteristics was inadequate and there was little consultation to understand and meet the needs of these groups. Disproportionate outcomes for prisoners with protected characteristics were not explored and addressed. The discrimination incident reporting system was ineffective.</p> <p>Recommendation: The specific requirements of prisoners with protected characteristics should be identified and met.</p>	The Governor
S50	<p>Key concern: The physical conditions within many areas of the inpatient area were poor and patient access to basic facilities was too restrictive. The regime for some men was too limited and accountability for the unit was unclear.</p> <p>Recommendation: An improvement plan should be developed that ensures the inpatient environment provides good care by delivering a coordinated therapeutic regime with access to a decent and enabling physical environment.</p>	The Governor

S51	<p>Key concern: There had been no improvements to the restricted regime. Time out of cell at the local prison site remained very limited for most prisoners. Most prisoners who were in part-time work had about five hours unlocked, but a significant minority had only 45 minutes a day out of their cell for just three days a week. All prisoners on the local site were regularly locked up for over 24 hours over the weekend.</p> <p>Recommendation: Prisoners should have 10 hours out of their cells during the core day to provide sufficient time to work or attend education and to complete domestic activities such as showering, cleaning their cells and spending some time in the open air.</p>	The Governor
S52	<p>Key concern: The prison's leadership and management of education, skills and work provision were weak. The range of vocational training was poor and the category C site failed to provide an appropriate training or resettlement regime. Leaders and managers had not focused sufficiently on increasing the number of activity places. They did not routinely or systematically monitor attendance or punctuality to discover what they needed to do to improve. There had been insufficient improvement since the previous inspection.</p> <p>Recommendation: The education, skills and work provision should be effectively managed. Managers should analyse and use data to evaluate performance to inform decisions about the provision, so that purposeful activities can be created to meet the needs of all prisoners across both sites.</p>	Prison leaders and managers
S53	<p>Key concern: Attendance and punctuality were poor. Too few prisoners received appropriate careers information, advice and guidance. Too little employment-related work and too little vocational training were available.</p> <p>Recommendation: Attendance and punctuality at education, skills and work should be improved. Prisoners' induction should provide them with the necessary careers information, advice and guidance. The vocational training and work provided should enable prisoners to develop good skills and improve their chances of positive rehabilitation.</p>	Prison leaders and managers
S54	<p>Key concern: Not enough teaching staff were experienced or trained to support prisoners with specific or additional learning needs. Peer mentors were not sufficiently trained or supported to develop their mentoring skills. Trainers and instructors did not promote sufficiently the development of prisoners' English and mathematics skills through work activities.</p> <p>Recommendation: Prison leaders and managers must ensure that sufficient staff are trained and experienced enough to support prisoners with specific and/or additional learning needs and that mentors receive training to improve their mentoring skills. Trainers and instructors should promote English and mathematics during work activities more effectively.</p>	Prison leaders and managers

S55	<p>Key concern: We were concerned that the achievements of prisoners following non-accredited courses were not recorded and that prisoners did not develop their English or mathematics skills sufficiently well.</p> <p>Recommendation: Accredited and non-accredited outcomes for learners should be appropriately tracked and monitored, so that steps can be taken to ensure all achieve as well as they can, with a clear focus on improving their English and mathematics skills.</p>	Prison leaders and managers
S56	<p>Key concern: Risk screening processes were not working effectively enough and were compromising public protection and prisoners' safety. Initial risk screening was not always completed as part of the basic custody screening tool assessments. Too many high-risk cases were not being managed effectively, and oversight, including countersigning arrangements, was insufficient. The IDRMT was not always effective and staff outside the offender management unit rarely referred relevant cases for discussion. Some prisoners did not have an up-to-date OASys assessment of their risks and needs. There was insufficient communication between the prison and the community regarding risks, and MAPPA levels were not always set before release. Mail and telephone monitoring systems were not always sufficiently robust.</p> <p>Recommendation: The prison should ensure all risk management processes are working effectively to provide safe and purposeful release planning.</p>	The Governor
General recommendations		Directed to:
1.20	Managers should do more to create an environment and culture that motivates, rewards and promotes positive behaviour.	The Governor
1.29	Body-worn camera footage should be available and scrutinised to ensure that the use of force is justified and proportionate.	The Governor
1.42	Suspicion based searches and drug testing should be carried out as required and the outcomes monitored. (Repeated recommendation 1.41)	The Governor
1.56	All staff should receive sufficient guidance on local safeguarding reporting procedures that include how to identify and protect any prisoner whose vulnerability places them at risk of harm, abuse or neglect.	The Governor
2.5	Staff should address prisoners by their first name or by their title followed by their surname.	The Governor
2.25	Responses to complaints should be based on a thorough investigation to which the prisoner has a meaningful opportunity to contribute.	The Governor
2.46	All prisoners should be seen or be given the option to be seen by a prison chaplain before their release.	The Governor
2.55	All clinical areas should be fully compliant with infection control guidelines. (Repeated recommendation 2.60)	The Governor
2.59	Access to sexual health services should be improved and barrier protection and related health advice should be available to prisoners to prevent sexually transmitted infections.	The Governor
2.68	Prisoners with long-term health conditions should be promptly identified and receive regular reviews, informed by an evidence-based care plan.	The Governor
2.75	Prisoners requiring treatment in hospital under the Mental Health Act should be transferred within the timescales established by the Department of Health.	The Governor
2.88	Officers should manage and supervise all medicine queues adequately, to protect patient confidentiality and prevent bullying and diversion.	The Governor

3.18	Leaders and managers should use the pay policy to encourage prisoners to attend education.	Prison leaders and managers
3.19	The IEP system should be applied consistently.	The Governor
Examples of good practice		
2.6	Keyworker records on P-Nomis were comprehensive, covering details such as about a prisoner's mood and progress, the encouragement they received, how they were challenged and what new targets were set. This helped staff tailor their support to individual prisoners' needs.	
2.26	The provision of a staff member to log and track all applications enabled managers to identify how well each department responded to applications and helped ensure prisoners received prompt replies.	

Section 6. Appendices

Appendix I: Inspection team

Martin Lomas	Chief inspector
Deborah Butler	Team leader
Ian Dickens	Inspector
Jeanette Hall	Inspector
Esra Sari	Inspector
Rebecca Stanbury	Inspector
Nadia Syed	Inspector
Becky Duffield	Researcher
Amilcar Johnson	Researcher
Catherine Shaw	Researcher
Joe Simmonds	Researcher
Holly Tuson	Researcher
Steve Eley	Lead health and social care inspector
Sigrid Engelen	Health and social care inspector
Tim Byron	Care Quality Commission inspector
Mary Devane	Ofsted inspector
Keith Hughes	Ofsted inspector
Bob Morton	Ofsted inspector
Lisa Parker	Offender management inspector

Appendix II: Progress on recommendations from the last report

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

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2016, in 2016, reception processes were reasonable, with an appropriate focus on vulnerability, and peer supporters provided good support and advice. First night arrangements were weak and most prisoners were placed in grubby, ill-equipped cells, and many felt unsafe. Levels of violence had increased and were relatively high on the main site, although incidents were mostly low level. Violent incidents were rare at West Hill. Arrangements to manage violence and make the prison safer were good. Levels of self-harm on the main site were high and arrangements to support those at risk were not good enough. Drug availability was similar to that at other prisons and supply reduction arrangements were good. The number of adjudications and level of use of force were high. The segregation unit was bleak and oppressive. Substance misuse arrangements were good. Outcomes for prisoners were not sufficiently good at the local site and reasonably good at the category C site against this healthy prison test.

Main recommendations

All new prisoners should receive comprehensive first night support, including a thorough assessment of how they are feeling and their risk of self-harm; access to a well-prepared cell; provision of all basic items; and regular checks by staff during their first few nights. (S58)

Not achieved

A robust local strategy to reduce the levels of suicide and self-harm should be introduced. (S59)

Not achieved (recommendation repeated, S46)

The segregation unit should be replaced with a modern, fit-for-purpose facility. (S60)

Not achieved (recommendation repeated, S45)

Recommendations

Prisoners should not remain in court cells for long periods waiting for transfer to prison. (1.5)

Not achieved

Induction sessions on the main site should not be interrupted, and sessions to vulnerable prisoners should be delivered as planned. (1.14)

Achieved

Samaritans telephones should be easily accessible and in working order. (1.29)

Not achieved

Wing officers should be more aware of the procedure for reporting suspicions of abuse to the local authority safeguarding teams. (1.32)

Not achieved

Prisoners should only be subject to a strip-search when justified by an individual risk assessment. (1.40)

Achieved

Suspicion-based searches and drug tests should be carried out as required and the outcomes monitored. (1.41)

Not achieved (recommendation repeated, 1.43)

The adjudication process should not be used for minor infringements which would be better dealt with using the incentives and earned privileges scheme. (1.45)

Partially achieved

Managerial oversight should ensure that all use of force dossiers are completed to a satisfactory standard, including the full completion of injury to prisoner forms. (1.50)

Not achieved

Prisoners in the segregation unit should have access to a significantly improved regime. (1.56)

Not achieved

Action should be taken to ensure that all prisoners requiring drug or alcohol support and treatment should be located on the relevant wing during the first five days of their admission. (1.65)

Partially achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2016, living conditions on the main site were poor, with cramped cells, and broken furniture and windows. There was poor access to telephones, showers and sufficient clothing. Conditions at West Hill were better, but showers on both sites were dirty and poorly maintained. Prisoners had little confidence in the application and complaint systems. Staff-prisoner relationships had improved on the main site, and were good on both sites. Equality and diversity arrangements were weak and the needs of some prisoners with protected characteristics were not being met. Health services had improved and were good. The food provided was satisfactory. Outcomes for prisoners were not sufficiently good at the local site and reasonably good at the category C site against this healthy prison test.

Main recommendation

Governance and management oversight of diversity should be prioritised to ensure that the needs of all prisoners from minority groups are identified, assessed and met, and that any negative perceptions of particular groups are understood. (S61)

Not achieved

Recommendations

Prisoners should have access to sufficient and suitable clean clothing. (2.6)

Not achieved

Living conditions on the both sites should be improved. Cells, toilets and showers should be properly maintained. (2.7)

Not achieved

Prisoners' confidence in the application system should be improved and a quality assurance system should be introduced to ensure that issues are addressed appropriately and respectfully. (2.8)

Achieved

Consultation with prisoners should be undertaken regularly. (2.9)

Achieved

Monitoring data for all protected characteristics should be comprehensively compiled and analysed, and action should be taken to investigate all anomalies. (2.18)

Not achieved

There should be appropriate oversight of the discrimination incident report form process to assure an effective response to discriminatory treatment and offensive behaviour. (2.19)

Not achieved

Appropriate use should be made of professional telephone interpreting services, and this should be monitored, to ensure that the needs of non-English-speaking prisoners are met and that none become isolated. (2.29)

Not achieved

Prisoners with disabilities who need one should have a wing care plan and an appropriately supervised paid carer. (2.30)

Not achieved

Chaplaincy staff should visit prisoners at risk of self-harm regularly, attend assessment, care in custody and teamwork (ACCT) reviews and see all prisoners before release. (2.38)

Not achieved

Any identified trends in complaints should be investigated. Information about upheld complaints should be included in the analysis. (2.43)

Achieved

Bail services for remand prisoners should be publicised and their effectiveness should be monitored. (2.47).

Not achieved

All clinical areas should be fully compliant with infection control guidelines. (2.60).

Not achieved (recommendation repeated, 2.55)

The failure-to-attend rate for all clinics should continue to be monitored and appropriate remedial action taken to reduce it to less than 10%. (2.70)

Achieved

There should be adapted cells and shower facilities on the inpatient unit to enable appropriate dignity and care for men with disabilities. (2.71)

Achieved

The ambient temperature in clinical rooms should be monitored daily and refrigerator temperatures checked regularly. Remedial action should be taken as required, to ensure that they are suitable for the provision of health services and the storage of medicines. (2.78).

Achieved

All medication should be administered at an appropriate time for maximum therapeutic effect and with sufficient officer supervision and privacy. (2.79).

Achieved

Supervision of queues at the medicine hatches should be improved. (2.80)

Not achieved

Serveries should be well maintained and supervision of the serving of meals should be improved, to ensure better portion control. (2.94).

Not achieved

The more negative perceptions from prisoners on the West Hill site, relative to the main site, about the range of goods available through the prison shop should be explored and addressed. (2.98).

Not achieved

Prisoners should receive purchases from a full range of prison shop goods within one week of arrival. (2.99)

Not achieved

Purposeful activity

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

At the last inspection, in 2016, on the main site, the amount of time out of cell was inadequate for most prisoners, having a detrimental impact on many areas of prison life, and was a source of considerable frustration. On the West Hill site, prisoners had far more freedom, and time unlocked. Across both sites, the management of learning and skills and work had improved and was good, with a suitable focus on functional and employability skills. At West Hill, prisoners attended a range of full-time work, but on the main site too many prisoners were unemployed. The quality of teaching and learning was good. Attendance and punctuality were good. Prisoners progressed well and achievements were mostly high. Library and PE facilities were good but there was inadequate access to PE on the main site. Outcomes for prisoners were not sufficiently good at the local site and reasonably good at the category C site against this healthy prison test.

Main recommendation

An unrestricted core day which allows prisoners to have 10 hours out of their cells should be published and followed. (S62)

Not achieved

Recommendations

A better range of vocational training programmes for vulnerable prisoners should be developed. (3.10)

Not achieved

All prisoners' practical skills developed in vocational training should be accredited to nationally recognised awards and they should be able to achieve qualifications that are most likely to help them to find jobs on release, typically at level 2. (3.16)

Not achieved

The impact of mixed-ability learning sessions on learners' success should be monitored and suitable alternative arrangements made where needed. (3.20)

Achieved

Tutors and trainers should ensure that more able learners are sufficiently challenged to achieve their full potential. (3.21)

Partially achieved

Success rates for prisoners' full functional skills in English at level I should improve. (3.29).

Not achieved

More support should be provided for prisoners who are unable to read or write, to ensure that they are able to develop these skills. (3.34).

Achieved

All prisoners should have access to the gym at least three times a week. (3.39)

Not achieved

Resettlement

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

At the last inspection, in 2016, offender management arrangements were reasonably good. Prisoners had adequate contact with offender supervisors, and the offender assessment system (OASys) backlog was relatively small. The quality of OASys assessments and risk management plans was good and sentence plans were reasonable. Too many home detention curfew and re-categorisation reviews were late. Public protection arrangements were satisfactory. Resettlement assessments were good. Most resettlement pathway provision was good, and work with children and families was excellent, but far too many prisoners were released without accommodation. Outcomes for prisoners were reasonably good at both sites against this healthy prison test.

Recommendations

The reducing reoffending strategy should be based on a comprehensive needs analysis, reflecting the population at Winchester, and should clarify the role of West Hill in delivering resettlement opportunities. (4.4)

Not achieved

All eligible prisoners should have a current offender assessment system (OASys) assessment. (4.10)

Not achieved

The number of prisoners transferred without an OASys assessment should be monitored. (4.11)

Achieved

All suitable prisoners should be released on their home detention curfew eligibility date. (4.12)

Not achieved

Re-categorisation reviews should be timely, and informed by high-quality information from all relevant staff, including external offender managers in cases of re-categorisation to category D. (4.19)

Achieved

Prisoners on remand and facing an indeterminate sentence should be given information and support. (4.23).

Not achieved

Prisoners should have their resettlement needs assessed 12 weeks before they are due for release, to enable identified needs to be addressed before discharge. (4.27)

Not achieved

Prisoners should have settled accommodation to go to when they are discharged. (4.30)

Not achieved

All prisoners should have access to the virtual campus, to research employment opportunities on release. (4.36)

Partially achieved

Data on the number of prisoners being released into education, training or employment should be collected, to evidence outcomes. (4.37)

Not achieved

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

Not achieved

A comprehensive analysis of prisoners' offending behaviour needs should be undertaken and used to develop an appropriate range of offending behaviour work for the population. (4.54)

Partially achieved

Appendix III: Care Quality Commission Requirement Notice



Requirement Notice

Provider: Central and North West London NHS Foundation Trust

Location: HMP Winchester

Location ID: RV3X6

Regulated activities: Treatment of disease, disorder or injury; Diagnostic and screening procedures

Action we have told the provider to take

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

Regulation 12 – Safe care and treatment

12 (1) Care and treatment must be provided in a safe way for service users.

How the regulation was not being met:

The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:

The identification and management of patients with long-term health conditions did not ensure that all clinical risks were identified and managed safely:

- Not all patients arriving with long-term health conditions received a prompt initial review of this condition, or were prioritised when their clinical history indicated on-going need.
- Records we reviewed showed evidence of some patients with poorly controlled diabetes and epilepsy not receiving structured care, which impacted on their health.
- Long-term health condition clinics were scheduled daily but often cancelled because of on-going staffing pressures within the primary care team.
- Very few patients with long-term health conditions had personalised care plans in place to inform their on-going care.

- Registers of patients with long-term health conditions were not well-established, up to date, and did not reflect the current patient population.

Appendix IV: Prison population profile

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

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	18	213	47.3%
Recall	3	61	13.1%
Convicted unsentenced	6	84	18.4%
Remand	7	81	18.0%
Civil prisoners	0	2	0.4%
Detainees	0	3	0.6%
Total	34	446	97.8%

Sentence	18–20 yr olds	21 and over	%
Unsentenced	13	177	38.9%
Less than 6 months	2	46	9.8%
6 months to less than 12 months	5	22	5.5%
12 months to less than 2 years	2	43	9.2%
2 years to less than 4 years	3	24	5.5%
4 years to less than 10 years	7	61	13.9%
10 years and over (not life)	1	13	2.9%
ISPP (indeterminate sentence for public protection)	0	16	3.3%
Life	1	13	6.1%
Total	34	415	95.1%

Age	Number of prisoners	%
Please state minimum age here: 18		
Under 21 years	35	7.2%
21 years to 29 years	165	33.8%
30 years to 39 years	149	30.5%
40 years to 49 years	82	16.8%
50 years to 59 years	37	7.6%
60 years to 69 years	14	2.9%
70 plus years	6	7.2%
Please state maximum age here: 80		
Total	488	100%

Nationality	18–20 yr olds	21 and over	%
British	32	420	92.6%
Foreign nationals	3	32	7.2%
Total	35	452	99.8%

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	15	165	36.9%
Uncategorised sentenced	0	40	8.2%
Category A	0	0	0.0%
Category B	0	17	3.5%
Category C	0	215	44.1
Category D	0	16	3.3%
Other			
Total	15	483	96%

Ethnicity	18–20 yr olds	21 and over	%
White			
British	21	328	71.5%
Irish	0	4	0.8%
Gypsy/Irish Traveller	2	8	2.0%
Other white	0	17	3.5%
Mixed			
White and black Caribbean	1	12	2.7%
White and black African	0	4	0.8%
White and Asian	0	0	0.0%
Other mixed	0	5	1.0%
Asian or Asian British			
Indian	0	3	0.6%
Pakistani	1	1	0.4%
Bangladeshi	0	1	0.2%
Chinese	0	0	0.0%
Other Asian	1	5	1.2%
Black or black British			
Caribbean	2	15	3.5%
African	3	10	2.7%
Other black	1	11	2.5%
Other ethnic group			
Arab	0	1	0.2%
Other ethnic group	0	6	1.2%
Not stated	3	22	5.1%
Total	32	453	99.6%

Religion	18–20 yr olds	21 and over	%
Baptist	0	1	0.2%
Church of England	4	64	13.9%
Roman Catholic	7	73	16.4%
Other Christian denominations	3	72	15.4%
Muslim	7	44	10.5%
Sikh	0	4	0.8%
Hindu	0	1	0.2%
Buddhist	0	12	2.5%
Jewish	0	3	0.6%
Other	1	12	2.7%
No religion	13	164	36.3%
Total	35	450	99.5%

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

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	4	0.8%	81	16.6%
1 month to 3 months	7	1.4%	64	13.1%
3 months to 6 months	8	1.6%	57	11.7%
6 months to 1 year	3	0.6%	46	9.4%
1 year to 2 years	0	0.0%	23	4.7%
2 years to 4 years	0	0.0%	4	0.8%
4 years or more	0	0.0%	1	0.2%
Total	22	4.5%	276	56.6%

Sentenced prisoners only

	18–20 yr olds	21 and over	%
Foreign nationals detained post sentence expiry	0	0	0.0%
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).	0	0	0.0%
Total	0	0	0.0%

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	3	1.6%	62	32.6%
1 month to 3 months	3	1.6%	68	35.8%
3 months to 6 months	5	2.6%	27	14.2%
6 months to 1 year	2	1.1%	19	10.0%
1 year to 2 years	0	0.0%	1	0.5%
2 years to 4 years	0	0.0%	0	0.0%
4 years or more	0	0.0%	0	0.0%
Total	13	2.7%	177	36.3%

Main offence	18–20 yr olds	21 and over	%
Violence against the person			
Sexual offences			
Burglary			
Robbery			
Theft and handling			
Fraud and forgery			
Drugs offences			
Other offences			
Civil offences			
Offence not recorded /holding warrant			
Total			

Appendix V: 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 power calculation, HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings are representative of the entire population of the establishment.²²

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 17 June 2019 the prisoner population at HMP Winchester was 366 at the local site and 121 at the category C site. Using the sampling method described above, questionnaires were distributed to 181 prisoners at the local site and 121 at the category C site.

We received a total of 153 completed questionnaires from the local site, a response rate of 85%. This included one questionnaire completed via face-to-face interview. Sixteen prisoners declined to participate in the survey and 12 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/>

We received a total of 85 completed questionnaires from the category C site, a response rate of 70%. This included one questionnaire completed via face-to-face interview. Three prisoners declined to participate in the survey and 33 questionnaires were either not returned at all, or returned blank.

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Winchester. 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 Winchester (local) 2019²⁵ compared with those from other HMI Prisons surveys²⁶

- Survey responses from HMP Winchester (local) in 2019 compared with survey responses from other local prisons inspected since September 2017.
- Survey responses from HMP Winchester (local) in 2019 compared with survey responses from HMP Winchester (local) in 2016.

Comparisons between different residential locations within HMP Winchester (local) 2019

- responses of prisoners on A wings (vulnerable prisoners) compared with those from the rest of the establishment.

Comparisons between self-reported sub-populations of prisoners within HMP Winchester (local) 2019²⁷

- Black or minority ethnic prisoners' responses compared with white prisoners.
- Disabled prisoners' responses compared with those who do not have a disability.
- Responses of prisoners with mental health problems compared with those who do not have mental health problems.
- Responses of prisoners aged 50 and over compared with those under 50.
- Responses of prisoners aged 25 and under compared with those over 25.

Responses from HMP Winchester (category C site) 2019²⁸ compared with those from other HMI Prisons surveys²⁹

- Survey responses from HMP Winchester (category C site) in 2019 compared with survey responses from other category C training prisoners inspected since September 2017.
- Survey responses from HMP Winchester (category C site) in 2019 compared with survey responses from HMP Winchester (West Hill) in 2016.

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

²⁵ Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data has been weighted to enable valid statistical comparison between establishments.

²⁶ 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.

²⁷ These analyses are carried out on summary data from selected survey questions only.

²⁸ Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data has been weighted to enable valid statistical comparison between establishments.

²⁹ 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.

Comparisons between self-reported sub-populations of prisoners within HMP Winchester (category C site) 2019³⁰

- Disabled prisoners' responses compared with those who do not have a disability.
- Responses of prisoners with mental health problems compared with those who do not have mental health problems.
- Responses of prisoners aged 50 and over compared with those under 50.
- Responses of prisoners aged 25 and under compared with those over 25.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.³¹

In the comparator analyses, statistically significant differences are indicated by shading.³² 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.

³⁰ These analyses are carried out on summary data from selected survey questions only.

³¹ A minimum of 10 responses which must also represent at least 10% of the total response.

³² 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.

Surveys

Local site

Background information

I.1	What wing or houseblock are you currently living on?	
	Wing A.....	30 (20%)
	Wing B.....	60 (39%)
	Wing D.....	58 (38%)
	Segregation unit.....	0 (0%)
	Health care unit.....	5 (3%)
I.2	How old are you?	
	Under 21	14 (9%)
	21 - 25.....	25 (17%)
	26 - 29.....	30 (20%)
	30 - 39.....	39 (26%)
	40 - 49.....	23 (15%)
	50 - 59.....	12 (8%)
	60 - 69.....	4 (3%)
	70 or over.....	2 (1%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	106 (73%)
	White - Irish	0 (0%)
	White - Gypsy or Irish Traveller.....	6 (4%)
	White - any other White background	11 (8%)
	Mixed - White and Black Caribbean.....	8 (6%)
	Mixed - White and Black African	0 (0%)
	Mixed - White and Asian.....	0 (0%)
	Mixed - any other Mixed ethnic background.....	1 (1%)
	Asian/ Asian British - Indian	0 (0%)
	Asian/ Asian British - Pakistani	1 (1%)
	Asian/ Asian British - Bangladeshi.....	0 (0%)
	Asian/ Asian British - Chinese.....	0 (0%)
	Asian - any other Asian Background.....	0 (0%)
	Black/ Black British - Caribbean.....	5 (3%)
	Black/ Black British - African	5 (3%)
	Black - any other Black/ African/ Caribbean background.....	0 (0%)
	Arab.....	0 (0%)
	Any other ethnic group.....	2 (1%)
I.4	How long have you been in this prison?	
	Less than 6 months.....	104 (71%)
	6 months or more.....	42 (29%)
I.5	Are you currently serving a sentence?	
	Yes.....	58 (40%)
	Yes - on recall	24 (16%)
	No - on remand or awaiting sentence.....	63 (43%)
	No - immigration detainee.....	1 (1%)

1.6	How long is your sentence?	
	Less than 6 months.....	24 (16%)
	6 months to less than 1 year.....	19 (13%)
	1 year to less than 4 years.....	14 (9%)
	4 years to less than 10 years.....	21 (14%)
	10 years or more.....	5 (3%)
	IPP (indeterminate sentence for public protection).....	1 (1%)
	Life.....	2 (1%)
	Not currently serving a sentence.....	64 (43%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes.....	16 (11%)
	No.....	121 (81%)
	Don't remember.....	12 (8%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours.....	64 (43%)
	2 hours or more.....	81 (54%)
	Don't remember.....	4 (3%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes.....	127 (85%)
	No.....	21 (14%)
	Don't remember.....	2 (1%)
2.4	Overall, how were you treated in reception?	
	Very well.....	37 (25%)
	Quite well.....	88 (59%)
	Quite badly.....	21 (14%)
	Very badly.....	4 (3%)
	Don't remember.....	0 (0%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers.....	75 (50%)
	Contacting family.....	77 (52%)
	Arranging care for children or other dependants.....	4 (3%)
	Contacting employers.....	12 (8%)
	Money worries.....	47 (32%)
	Housing worries.....	39 (26%)
	Feeling depressed.....	77 (52%)
	Feeling suicidal.....	32 (21%)
	Other mental health problems.....	63 (42%)
	Physical health problems.....	28 (19%)
	Drug or alcohol problems (e.g. withdrawal).....	41 (28%)
	Problems getting medication.....	54 (36%)
	Needing protection from other prisoners.....	12 (8%)
	Lost or delayed property.....	41 (28%)
	Other problems.....	30 (20%)
	Did not have any problems.....	12 (8%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes.....	27 (19%)
	No.....	104 (73%)
	Did not have any problems when I first arrived.....	12 (8%)

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.....	97 (65%)
Toiletries / other basic items	91 (61%)
A shower.....	19 (13%)
A free phone call.....	37 (25%)
Something to eat.....	113 (75%)
The chance to see someone from health care	85 (57%)
The chance to talk to a Listener or Samaritans.....	41 (27%)
Support from another prisoner (e.g. Insider or buddy)	42 (28%)
Wasn't offered any of these things.....	12 (8%)

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

Very clean	6 (4%)
Quite clean	22 (15%)
Quite dirty.....	42 (28%)
Very dirty.....	80 (53%)
Don't remember	0 (0%)

3.3 Did you feel safe on your first night here?

Yes.....	98 (65%)
No.....	45 (30%)
Don't remember	7 (5%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	27 (18%)	115 (78%)	6 (4%)
Free PIN phone credit?	77 (53%)	64 (44%)	4 (3%)
Numbers put on your PIN phone?	55 (38%)	82 (57%)	7 (5%)

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

Yes.....	39 (26%)
No.....	77 (52%)
Have not had an induction.....	32 (22%)

On the wing

4.1 Are you in a cell on your own?

Yes.....	53 (36%)
No, I'm in a shared cell or dormitory.....	96 (64%)

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

Yes.....	28 (19%)
No.....	111 (75%)
Don't know.....	9 (6%)
Don't have a cell call bell.....	0 (0%)

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?	57 (39%)	89 (60%)	2 (1%)
Can you shower every day?	93 (64%)	50 (34%)	3 (2%)
Do you have clean sheets every week?	70 (48%)	73 (50%)	3 (2%)
Do you get cell cleaning materials every week?	60 (41%)	82 (56%)	5 (3%)
Is it normally quiet enough for you to relax or sleep at night?	52 (36%)	91 (62%)	3 (2%)
Can you get your stored property if you need it?	25 (17%)	87 (60%)	34 (23%)

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

Very clean	10 (7%)
Quite clean	43 (29%)
Quite dirty	50 (34%)
Very dirty	45 (30%)

Food and canteen

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

Very good	3 (2%)
Quite good	37 (26%)
Quite bad	57 (39%)
Very bad	48 (33%)

5.2 Do you get enough to eat at mealtimes?

Always	5 (3%)
Most of the time	27 (18%)
Some of the time	68 (46%)
Never	49 (33%)

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

Yes	76 (52%)
No	66 (46%)
Don't know	3 (2%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	86 (60%)
No	58 (40%)

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

Yes	100 (68%)
No	47 (32%)

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

Yes	75 (51%)
No	72 (49%)

6.4 How helpful is your personal or named officer?

Very helpful	34 (23%)
Quite helpful	42 (29%)
Not very helpful	21 (14%)
Not at all helpful	14 (10%)

Don't know.....	13 (9%)
Don't have a personal / named officer.....	21 (14%)

6.5 How often do you see prison governors, directors or senior managers talking to prisoners?

Regularly.....	3 (2%)
Sometimes.....	28 (19%)
Hardly ever.....	106 (73%)
Don't know.....	9 (6%)

6.6 Do you feel that you are treated as an individual in this prison?

Yes.....	44 (30%)
No.....	101 (70%)

6.7 Are prisoners here consulted about things like food, canteen, health care or wing issues?

Yes, and things sometimes change.....	10 (7%)
Yes, but things don't change.....	55 (37%)
No.....	61 (41%)
Don't know.....	21 (14%)

Faith

7.1 What is your religion?

No religion.....	56 (38%)
Christian (including Church of England, Catholic, Protestant and all other Christian denominations).....	64 (43%)
Buddhist.....	3 (2%)
Hindu.....	0 (0%)
Jewish.....	0 (0%)
Muslim.....	13 (9%)
Sikh.....	0 (0%)
Other.....	12 (8%)

7.2 Are your religious beliefs respected here?

Yes.....	51 (35%)
No.....	24 (16%)
Don't know.....	15 (10%)
Not applicable (no religion).....	56 (38%)

7.3 Are you able to speak to a Chaplain of your faith in private, if you want to?

Yes.....	49 (34%)
No.....	15 (10%)
Don't know.....	26 (18%)
Not applicable (no religion).....	56 (38%)

7.4 Are you able to attend religious services, if you want to?

Yes.....	66 (46%)
No.....	12 (8%)
Don't know.....	10 (7%)
Not applicable (no religion).....	56 (39%)

Contact with family and friends

8.1 Have staff here encouraged you to keep in touch with your family / friends?

Yes.....	44 (30%)
No.....	104 (70%)

8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	86 (59%)
	No.....	60 (41%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	113 (78%)
	No.....	31 (22%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy.....	19 (13%)
	Quite easy.....	35 (24%)
	Quite difficult	33 (23%)
	Very difficult	42 (29%)
	Don't know.....	16 (11%)
8.5	How often do you have visits from family or friends?	
	More than once a week.....	5 (3%)
	About once a week	17 (12%)
	Less than once a week.....	74 (51%)
	Not applicable (don't get visits).....	49 (34%)
8.6	Do visits usually start and finish on time?	
	Yes	40 (43%)
	No.....	52 (57%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	66 (73%)
	No.....	25 (27%)

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.....	37 (25%)
	Yes, but these times are not usually kept to.....	69 (47%)
	No.....	41 (28%)
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	88 (61%)
	2 to 6 hours.....	38 (26%)
	6 to 10 hours	9 (6%)
	10 hours or more	7 (5%)
	Don't know.....	3 (2%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	131 (91%)
	2 to 6 hours.....	6 (4%)
	6 to 10 hours	4 (3%)
	10 hours or more	0 (0%)
	Don't know.....	3 (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	19	(13%)
	1 or 2	37	(25%)
	3 to 5.....	38	(26%)
	More than 5.....	47	(32%)
	Don't know.....	7	(5%)
9.5	How many days in a typical week do you get association, if you want it?		
	None	8	(5%)
	1 or 2	21	(14%)
	3 to 5.....	50	(34%)
	More than 5.....	60	(41%)
	Don't know.....	8	(5%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?		
	None	16	(11%)
	1 or 2	45	(31%)
	3 to 5.....	39	(27%)
	More than 5.....	32	(22%)
	Don't know.....	15	(10%)
9.7	Typically, how often do you go to the gym?		
	Twice a week or more	49	(34%)
	About once a week	41	(28%)
	Less than once a week.....	17	(12%)
	Never	39	(27%)
9.8	Typically, how often do you go to the library?		
	Twice a week or more	19	(13%)
	About once a week	56	(38%)
	Less than once a week.....	25	(17%)
	Never	46	(32%)
9.9	Does the library have a wide enough range of materials to meet your needs?		
	Yes	43	(31%)
	No.....	49	(36%)
	Don't use the library	46	(33%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?			
	Yes	89	(61%)	
	No.....	52	(36%)	
	Don't know.....	4	(3%)	
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?	52 (38%)	80 (58%)	6 (4%)
	Are applications usually dealt with within 7 days?	38 (27%)	98 (69%)	6 (4%)
10.3	Is it easy for you to make a complaint?			
	Yes	74	(51%)	
	No.....	47	(32%)	
	Don't know.....	24	(17%)	

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?	26 (19%)	67 (49%)	45 (33%)
	Are complaints usually dealt with within 7 days?	25 (18%)	68 (49%)	45 (33%)
10.5	Have you ever been prevented from making a complaint here when you wanted to?			
	Yes			41 (29%)
	No.....			74 (52%)
	Not wanted to make a complaint.....			28 (20%)
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?	40 (28%)	76 (53%)	17 (12%)
	Attend legal visits?	82 (59%)	29 (21%)	15 (11%)
	Get bail information?	14 (10%)	64 (45%)	38 (27%)
				25 (18%)
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?			
	Yes			83 (57%)
	No.....			48 (33%)
	Not had any legal letters			15 (10%)

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	7 (5%)	17 (12%)	58 (39%)	58 (39%)	7 (5%)
	Nurse	16 (11%)	40 (28%)	48 (33%)	36 (25%)	4 (3%)
	Dentist	4 (3%)	12 (8%)	32 (22%)	77 (53%)	20 (14%)
	Mental health workers	8 (6%)	17 (12%)	37 (26%)	47 (33%)	34 (24%)
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	15 (10%)	56 (39%)	39 (27%)	20 (14%)	15 (10%)
	Nurse	22 (16%)	66 (47%)	26 (18%)	16 (11%)	11 (8%)
	Dentist	15 (11%)	35 (25%)	21 (15%)	20 (14%)	48 (35%)
	Mental health workers	12 (9%)	33 (23%)	27 (19%)	20 (14%)	49 (35%)
11.3	Do you have any mental health problems?					
	Yes					93 (65%)
	No.....					51 (35%)
11.4	Have you been helped with your mental health problems in this prison?					
	Yes					37 (26%)
	No.....					55 (38%)
	Don't have any mental health problems.....					51 (36%)

11.5	What do you think of the overall quality of the health services here?	
	Very good	5 (3%)
	Quite good	47 (32%)
	Quite bad	54 (37%)
	Very bad	29 (20%)
	Don't know.....	10 (7%)

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	68 (47%)
	No.....	78 (53%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	14 (10%)
	No.....	46 (33%)
	Don't have a disability	78 (57%)
12.3	Have you been on an ACCT in this prison?	
	Yes	56 (39%)
	No.....	88 (61%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	25 (18%)
	No.....	28 (20%)
	Have not been on an ACCT in this prison.....	88 (62%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy.....	18 (12%)
	Quite easy.....	40 (28%)
	Quite difficult	24 (17%)
	Very difficult	10 (7%)
	Don't know.....	50 (34%)
	No Listeners at this prison	3 (2%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	39 (27%)
	No.....	107 (73%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	20 (14%)
	No.....	17 (12%)
	Did not / do not have an alcohol problem	107 (74%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	57 (39%)
	No.....	89 (61%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	15 (10%)
	No.....	129 (90%)

13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes.....	13 (9%)
	No.....	132 (91%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes.....	23 (17%)
	No.....	30 (22%)
	Did not / do not have a drug problem.....	84 (61%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy.....	61 (43%)
	Quite easy.....	24 (17%)
	Quite difficult.....	5 (3%)
	Very difficult.....	5 (3%)
	Don't know.....	48 (34%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	16 (11%)
	Quite easy.....	28 (20%)
	Quite difficult.....	20 (14%)
	Very difficult.....	10 (7%)
	Don't know.....	68 (48%)
Safety		
14.1	Have you ever felt unsafe here?	
	Yes.....	85 (57%)
	No.....	64 (43%)
14.2	Do you feel unsafe now?	
	Yes.....	33 (23%)
	No.....	111 (77%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here?	
	Verbal abuse.....	52 (39%)
	Threats or intimidation.....	45 (33%)
	Physical assault.....	22 (16%)
	Sexual assault.....	3 (2%)
	Theft of canteen or property.....	37 (27%)
	Other bullying / victimisation.....	22 (16%)
	Not experienced any of these from prisoners here.....	63 (47%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes.....	48 (35%)
	No.....	91 (65%)
14.5	Have you experienced any of the following types of bullying / victimisation from staff here?	
	Verbal abuse.....	55 (40%)
	Threats or intimidation.....	33 (24%)
	Physical assault.....	18 (13%)
	Sexual assault.....	1 (1%)

Theft of canteen or property.....	12 (9%)
Other bullying / victimisation	31 (22%)
Not experienced any of these from staff here.....	68 (49%)

14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	63 (44%)
	No.....	79 (56%)

Behaviour management

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

Yes	36 (25%)
No.....	64 (45%)
Don't know what the incentives / rewards are	43 (30%)

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

Yes	34 (24%)
No.....	57 (40%)
Don't know.....	25 (18%)
Don't know what this is	26 (18%)

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

Yes	35 (24%)
No.....	112 76%)

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	11 (8%)
No.....	22 (15%)
Don't remember	1 (1%)
Not been restrained here in last 6 months	112 77%)

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

Yes	12 (8%)
No.....	132 92%)

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?	10 (83%)	2 (17%)
Could you shower every day?	7 (64%)	4 (36%)
Could you go outside for exercise every day?	8 (73%)	3 (27%)
Could you use the phone every day (if you had credit)?	7 (64%)	4 (36%)

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	54 (39%)	54 (39%)	29 (21%)	0 (0%)
Vocational or skills training	16 (12%)	67 (52%)	39 (30%)	7 (5%)
Prison job	18 (13%)	102 (74%)	17 (12%)	1 (1%)
Voluntary work outside of the prison	1 (1%)	50 (38%)	50 (38%)	30 (23%)
Paid work outside of the prison	2 (2%)	48 (37%)	48 (37%)	33 (25%)

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	55 (40%)	39 (29%)	42 (31%)
Vocational or skills training	32 (25%)	28 (22%)	67 (53%)
Prison job	40 (30%)	49 (37%)	44 (33%)
Voluntary work outside of the prison	22 (17%)	24 (19%)	81 (64%)
Paid work outside of the prison	27 (21%)	18 (14%)	81 (64%)

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

Yes	44 (31%)
No.....	80 (56%)
Not applicable (e.g. if you are retired, sick or on remand)	18 (13%)

Planning and progression

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

Yes	21 (14%)
No.....	126 (86%)

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

Yes	16 (80%)
No.....	3 (15%)
Don't know what my objectives or targets are.....	1 (5%)

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

Yes	12 (60%)
No.....	7 (35%)
Don't know what my objectives or targets are.....	1 (5%)

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

	Yes, this helped	No, this didn't help	Not done / don't know
Offending behaviour programmes	8 (42%)	4 (21%)	7 (37%)
Other programmes	5 (29%)	7 (41%)	5 (29%)
One to one work	8 (40%)	5 (25%)	7 (35%)
Being on a specialist unit	4 (22%)	6 (33%)	8 (44%)
ROTL - day or overnight release	1 (6%)	2 (12%)	14 (82%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?		
	Yes	47	(33%)
	No.....	66	(46%)
	Don't know.....	31	(22%)
18.2	How close is this prison to your home area or intended release address?		
	Very near.....	9	(20%)
	Quite near.....	16	(35%)
	Quite far.....	15	(33%)
	Very far.....	6	(13%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?		
	Yes.....	21	(46%)
	No.....	25	(54%)
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 (14%)	23 (52%) 15 (34%)
	Getting employment	5 (13%)	22 (55%) 13 (33%)
	Setting up education or training	4 (10%)	21 (53%) 15 (38%)
	Arranging benefits	9 (21%)	24 (56%) 10 (23%)
	Sorting out finances	5 (12%)	22 (54%) 14 (34%)
	Support for drug or alcohol problems	6 (15%)	13 (32%) 22 (54%)
	Health / mental health support	6 (14%)	25 (60%) 11 (26%)
	Social care support	5 (13%)	13 (33%) 22 (55%)
	Getting back in touch with family or friends	5 (12%)	14 (33%) 23 (55%)

More about you

19.1	Do you have children under the age of 18?		
	Yes.....	70	(50%)
	No.....	69	(50%)
19.2	Are you a UK / British citizen?		
	Yes.....	137	(95%)
	No.....	7	(5%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?		
	Yes.....	13	(9%)
	No.....	130	(91%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?		
	Yes.....	13	(9%)
	No.....	129	(91%)
19.5	What is your gender?		
	Male.....	137	(97%)
	Female.....	0	(0%)
	Non-binary.....	3	(2%)
	Other.....	1	(1%)

19.6	How would you describe your sexual orientation?	
	Straight / heterosexual.....	138 (97%)
	Gay / lesbian / homosexual.....	1 (1%)
	Bisexual.....	2 (1%)
	Other	1 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes	6 (4%)
	No.....	133 (96%)

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.....	17 (13%)
	Less likely to offend.....	58 (43%)
	Made no difference.....	60 (44%)

Category C site

Background information

1.1	What wing or houseblock are you currently living on?	
	R unit.....	30 (35%)
	S unit.....	23 (27%)
	T unit.....	14 (16%)
	W unit.....	18 (21%)
1.2	How old are you?	
	Under 21	0 (0%)
	21 - 25.....	12 (14%)
	26 - 29.....	15 (18%)
	30 - 39.....	26 (31%)
	40 - 49.....	18 (21%)
	50 - 59.....	9 (11%)
	60 - 69.....	4 (5%)
	70 or over.....	1 (1%)

1.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	74 (87%)
	White - Irish	0 (0%)
	White - Gypsy or Irish Traveller.....	1 (1%)
	White - any other White background	3 (4%)
	Mixed - White and Black Caribbean.....	2 (2%)
	Mixed - White and Black African	0 (0%)
	Mixed - White and Asian.....	0 (0%)
	Mixed - any other Mixed ethnic background	0 (0%)
	Asian/ Asian British - Indian	0 (0%)
	Asian/ Asian British - Pakistani.....	1 (1%)
	Asian/ Asian British - Bangladeshi.....	0 (0%)
	Asian/ Asian British - Chinese.....	0 (0%)
	Asian - any other Asian Background	0 (0%)
	Black/ Black British - Caribbean.....	2 (2%)
	Black/ Black British - African	1 (1%)
	Black - any other Black/ African/ Caribbean background.....	0 (0%)
	Arab.....	1 (1%)
	Any other ethnic group.....	0 (0%)
1.4	How long have you been in this prison?	
	Less than 6 months.....	43 (51%)
	6 months or more.....	41 (49%)
1.5	Are you currently serving a sentence?	
	Yes	70 (83%)
	Yes - on recall.....	13 (15%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee.....	1 (1%)
1.6	How long is your sentence?	
	Less than 6 months.....	16 (19%)
	6 months to less than 1 year.....	11 (13%)
	1 year to less than 4 years.....	33 (40%)
	4 years to less than 10 years.....	12 (14%)
	10 years or more	2 (2%)
	IPP (indeterminate sentence for public protection)	6 (7%)
	Life	2 (2%)
	Not currently serving a sentence.....	1 (1%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	8 (10%)
	No.....	66 (79%)
	Don't remember.....	10 (12%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours.....	28 (34%)
	2 hours or more.....	54 (65%)
	Don't remember.....	1 (1%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	72 (86%)
	No.....	11 (13%)
	Don't remember.....	1 (1%)

2.4	Overall, how were you treated in reception?	
	Very well	19 (22%)
	Quite well	53 (62%)
	Quite badly	10 (12%)
	Very badly	2 (2%)
	Don't remember.....	1 (1%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	44 (53%)
	Contacting family.....	42 (51%)
	Arranging care for children or other dependants.....	3 (4%)
	Contacting employers	5 (6%)
	Money worries.....	36 (43%)
	Housing worries	25 (30%)
	Feeling depressed.....	44 (53%)
	Feeling suicidal.....	18 (22%)
	Other mental health problems	30 (36%)
	Physical health problems	13 (16%)
	Drug or alcohol problems (e.g. withdrawal)	28 (34%)
	Problems getting medication	26 (31%)
	Needing protection from other prisoners.....	8 (10%)
	Lost or delayed property	18 (22%)
	Other problems.....	13 (16%)
	Did not have any problems.....	7 (8%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	18 (22%)
	No.....	57 (70%)
	Did not have any problems when I first arrived.....	7 (9%)

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.....	56 (67%)
	Toiletries / other basic items	58 (70%)
	A shower.....	9 (11%)
	A free phone call	24 (29%)
	Something to eat	67 (81%)
	The chance to see someone from health care.....	54 (65%)
	The chance to talk to a Listener or Samaritans.....	32 (39%)
	Support from another prisoner (e.g. Insider or buddy).....	35 (42%)
	Wasn't offered any of these things	5 (6%)
3.2	On your first night in this prison, how clean or dirty was your cell?	
	Very clean.....	0 (0%)
	Quite clean.....	12 (14%)
	Quite dirty	24 (29%)
	Very dirty	46 (55%)
	Don't remember.....	1 (1%)
3.3	Did you feel safe on your first night here?	
	Yes	51 (61%)
	No.....	28 (34%)
	Don't remember.....	4 (5%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	15 (19%)	65 (80%)	1 (1%)
Free PIN phone credit?	43 (52%)	37 (45%)	2 (2%)
Numbers put on your PIN phone?	25 (32%)	50 (64%)	3 (4%)

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

Yes	29 (35%)
No	41 (50%)
Have not had an induction	12 (15%)

On the wing**4.1 Are you in a cell on your own?**

Yes	62 (76%)
No, I'm in a shared cell or dormitory	20 (24%)

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

Yes	11 (13%)
No	46 (56%)
Don't know	24 (29%)
Don't have a cell call bell	1 (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?	63 (76%)	18 (22%)	2 (2%)
Can you shower every day?	77 (93%)	6 (7%)	0 (0%)
Do you have clean sheets every week?	61 (76%)	15 (19%)	4 (5%)
Do you get cell cleaning materials every week?	57 (70%)	25 (30%)	0 (0%)
Is it normally quiet enough for you to relax or sleep at night?	49 (61%)	30 (38%)	1 (1%)
Can you get your stored property if you need it?	14 (17%)	41 (50%)	27 (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	8 (10%)
Quite clean	44 (54%)
Quite dirty	22 (27%)
Very dirty	7 (9%)

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

Very good	1 (1%)
Quite good	31 (38%)
Quite bad	24 (30%)
Very bad	25 (31%)

5.2	Do you get enough to eat at mealtimes?	
	Always.....	8 (10%)
	Most of the time.....	22 (27%)
	Some of the time.....	34 (42%)
	Never.....	17 (21%)

5.3	Does the shop / canteen sell the things that you need?	
	Yes.....	38 (46%)
	No.....	44 (54%)
	Don't know.....	0 (0%)

Relationships with staff

6.1	Do most staff here treat you with respect?	
	Yes.....	62 (75%)
	No.....	21 (25%)

6.2	Are there any staff here you could turn to if you had a problem?	
	Yes.....	59 (73%)
	No.....	22 (27%)

6.3	In the last week, has any member of staff talked to you about how you are getting on?	
	Yes.....	40 (49%)
	No.....	42 (51%)

6.4	How helpful is your personal or named officer?	
	Very helpful.....	16 (20%)
	Quite helpful.....	30 (37%)
	Not very helpful.....	17 (21%)
	Not at all helpful.....	5 (6%)
	Don't know.....	3 (4%)
	Don't have a personal / named officer.....	11 (13%)

6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	3 (4%)
	Sometimes.....	12 (15%)
	Hardly ever.....	56 (69%)
	Don't know.....	10 (12%)

6.6	Do you feel that you are treated as an individual in this prison?	
	Yes.....	37 (47%)
	No.....	42 (53%)

6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	11 (14%)
	Yes, but things don't change.....	22 (28%)
	No.....	33 (41%)
	Don't know.....	14 (18%)

Faith

7.1	What is your religion?	
	No religion.....	35 (45%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations).....	32 (41%)
	Buddhist.....	2 (3%)
	Hindu.....	0 (0%)
	Jewish.....	2 (3%)
	Muslim.....	5 (6%)
	Sikh.....	0 (0%)
	Other.....	2 (3%)
7.2	Are your religious beliefs respected here?	
	Yes.....	27 (35%)
	No.....	14 (18%)
	Don't know.....	2 (3%)
	Not applicable (no religion).....	35 (45%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes.....	25 (31%)
	No.....	10 (13%)
	Don't know.....	10 (13%)
	Not applicable (no religion).....	35 (44%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	32 (40%)
	No.....	8 (10%)
	Don't know.....	5 (6%)
	Not applicable (no religion).....	35 (44%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes.....	25 (31%)
	No.....	55 (69%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes.....	40 (50%)
	No.....	40 (50%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes.....	76 (94%)
	No.....	5 (6%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy.....	10 (12%)
	Quite easy.....	29 (36%)
	Quite difficult.....	14 (17%)
	Very difficult.....	16 (20%)
	Don't know.....	12 (15%)
8.5	How often do you have visits from family or friends?	
	More than once a week.....	1 (1%)
	About once a week.....	11 (14%)
	Less than once a week.....	35 (43%)
	Not applicable (don't get visits).....	34 (42%)

8.6	Do visits usually start and finish on time?	
	Yes	21 (47%)
	No	24 (53%)

8.7	Are your visitors usually treated respectfully by staff?	
	Yes	33 (75%)
	No	11 (25%)

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	39 (48%)
	Yes, but these times are not usually kept to	29 (36%)
	No	13 (16%)

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	5 (6%)
	2 to 6 hours	36 (46%)
	6 to 10 hours	17 (22%)
	10 hours or more	17 (22%)
	Don't know	3 (4%)

9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	12 (15%)
	2 to 6 hours	34 (43%)
	6 to 10 hours	19 (24%)
	10 hours or more	11 (14%)
	Don't know	3 (4%)

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 (7%)
	1 or 2	1 (1%)
	3 to 5	12 (16%)
	More than 5	56 (74%)
	Don't know	2 (3%)

9.5	How many days in a typical week do you get association, if you want it?	
	None	3 (4%)
	1 or 2	20 (26%)
	3 to 5	17 (22%)
	More than 5	34 (44%)
	Don't know	4 (5%)

9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None	1 (1%)
	1 or 2	9 (11%)
	3 to 5	17 (22%)
	More than 5	51 (65%)
	Don't know	1 (1%)

9.7	Typically, how often do you go to the gym?	
	Twice a week or more	41 (52%)
	About once a week.....	6 (8%)
	Less than once a week.....	4 (5%)
	Never	28 (35%)

9.8	Typically, how often do you go to the library?	
	Twice a week or more	21 (26%)
	About once a week.....	11 (14%)
	Less than once a week.....	23 (29%)
	Never	25 (31%)

9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes	21 (27%)
	No.....	33 (42%)
	Don't use the library	25 (32%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes	66 (83%)
	No.....	11 (14%)
	Don't know.....	3 (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?	39 (54%)	32 (44%)	1 (1%)
	Are applications usually dealt with within 7 days?	21 (30%)	48 (69%)	1 (1%)

10.3	Is it easy for you to make a complaint?	
	Yes	52 (67%)
	No.....	14 (18%)
	Don't know.....	12 (15%)

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?	16 (22%)	32 (43%)	26 (35%)
	Are complaints usually dealt with within 7 days?	11 (15%)	37 (50%)	26 (35%)

10.5	Have you ever been prevented from making a complaint here when you wanted to?	
	Yes	15 (20%)
	No.....	38 (51%)
	Not wanted to make a complaint	22 (29%)

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?	19 (24%)	24 (31%)	19 (24%)	16 (21%)
	Attend legal visits?	36 (49%)	9 (12%)	15 (20%)	14 (19%)
	Get bail information?	7 (9%)	22 (30%)	22 (30%)	23 (31%)

10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	
	Yes	42 (55%)
	No	28 (36%)
	Not had any legal letters	7 (9%)

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	0 (0%)	13 (16%)	24 (30%)	36 (45%)	7 (9%)
	Nurse	3 (4%)	16 (21%)	27 (35%)	27 (35%)	5 (6%)
	Dentist	0 (0%)	5 (6%)	15 (19%)	40 (52%)	17 (22%)
	Mental health workers	2 (3%)	16 (21%)	15 (19%)	19 (25%)	25 (32%)

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	7 (9%)	22 (28%)	16 (20%)	19 (24%)	15 (19%)
	Nurse	5 (6%)	24 (31%)	18 (23%)	18 (23%)	12 (16%)
	Dentist	4 (5%)	17 (23%)	11 (15%)	15 (20%)	27 (36%)
	Mental health workers	7 (9%)	16 (21%)	12 (16%)	11 (15%)	29 (39%)

11.3	Do you have any mental health problems?	
	Yes	39 (52%)
	No	36 (48%)

11.4	Have you been helped with your mental health problems in this prison?	
	Yes	18 (23%)
	No	24 (31%)
	Don't have any mental health problems	36 (46%)

11.5	What do you think of the overall quality of the health services here?	
	Very good.....	1 (1%)
	Quite good.....	27 (34%)
	Quite bad	15 (19%)
	Very bad	27 (34%)
	Don't know.....	9 (11%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes	31 (40%)
	No	47 (60%)

12.2	If you have a disability, are you getting the support you need?	
	Yes	11 (14%)
	No	20 (26%)
	Don't have a disability	47 (60%)

12.3	Have you been on an ACCT in this prison?	
	Yes	24 (31%)
	No	54 (69%)

12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	8 (10%)
	No.....	16 (21%)
	Have not been on an ACCT in this prison	54 (69%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	10 (13%)
	Quite easy	30 (39%)
	Quite difficult	8 (11%)
	Very difficult	3 (4%)
	Don't know.....	25 (33%)
	No Listeners at this prison	0 (0%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	22 (28%)
	No.....	57 (72%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	13 (16%)
	No.....	9 (11%)
	Did not / do not have an alcohol problem.....	57 (72%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	26 (33%)
	No.....	53 (67%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	14 (18%)
	No.....	65 (82%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	7 (9%)
	No.....	72 (91%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	17 (22%)
	No.....	12 (15%)
	Did not / do not have a drug problem.....	49 (63%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	31 (40%)
	Quite easy	15 (19%)
	Quite difficult	2 (3%)
	Very difficult	2 (3%)
	Don't know.....	28 (36%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	11 (14%)
	Quite easy	10 (13%)
	Quite difficult	13 (17%)
	Very difficult	4 (5%)
	Don't know.....	40 (51%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	44 (56%)
	No.....	35 (44%)
14.2	Do you feel unsafe now?	
	Yes	19 (24%)
	No.....	61 (76%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here?	
	Verbal abuse	32 (42%)
	Threats or intimidation.....	25 (32%)
	Physical assault.....	20 (26%)
	Sexual assault.....	3 (4%)
	Theft of canteen or property.....	29 (38%)
	Other bullying / victimisation	18 (23%)
	Not experienced any of these from prisoners here.....	31 (40%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	22 (29%)
	No.....	53 (71%)
14.5	Have you experienced any of the following types of bullying / victimisation from staff here?	
	Verbal abuse	23 (31%)
	Threats or intimidation.....	18 (24%)
	Physical assault.....	8 (11%)
	Sexual assault.....	2 (3%)
	Theft of canteen or property.....	9 (12%)
	Other bullying / victimisation	11 (15%)
	Not experienced any of these from staff here.....	44 (59%)
14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	39 (54%)
	No.....	33 (46%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	37 (49%)
	No.....	28 (37%)
	Don't know what the incentives / rewards are	11 (14%)
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	
	Yes	29 (39%)
	No.....	30 (40%)
	Don't know.....	10 (13%)
	Don't know what this is.....	6 (8%)
15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes	7 (9%)
	No.....	73 (91%)

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.....	6 (8%)
Don't remember.....	1 (1%)
Not been restrained here in last 6 months	73 (91%)

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

Yes	2 (3%)
No.....	77 (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?	2 (100%)	0 (0%)
Could you shower every day?	2 (100%)	0 (0%)
Could you go outside for exercise every day?	2 (100%)	0 (0%)
Could you use the phone every day (if you had credit)?	2 (100%)	0 (0%)

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

	Easy	Difficult	Don't know	Not available here
Education	51 (66%)	11 (14%)	14 (18%)	1 (1%)
Vocational or skills training	20 (29%)	23 (33%)	25 (36%)	2 (3%)
Prison job	47 (61%)	24 (31%)	5 (6%)	1 (1%)
Voluntary work outside of the prison	1 (1%)	21 (29%)	25 (35%)	25 (35%)
Paid work outside of the prison	1 (1%)	21 (29%)	22 (31%)	28 (39%)

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	22 (29%)	30 (39%)	24 (32%)
Vocational or skills training	18 (26%)	17 (25%)	34 (49%)
Prison job	22 (30%)	39 (53%)	12 (16%)
Voluntary work outside of the prison	8 (11%)	11 (15%)	53 (74%)
Paid work outside of the prison	7 (10%)	12 (17%)	53 (74%)

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

Yes	39 (49%)
No.....	38 (48%)
Not applicable (e.g. if you are retired, sick or on remand)	2 (3%)

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

Yes	28 (35%)
No.....	51 (65%)

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

Yes	24 (86%)
No	4 (14%)
Don't know what my objectives or targets are.....	0 (0%)

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

Yes	17 (61%)
No	11 (39%)
Don't know what my objectives or targets are.....	0 (0%)

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	10 (40%)	3 (12%)	12 (48%)
Other programmes	7 (29%)	2 (8%)	15 (63%)
One to one work	11 (42%)	1 (4%)	14 (54%)
Being on a specialist unit	1 (4%)	1 (4%)	21 (91%)
ROTL - day or overnight release	1 (4%)	0 (0%)	22 (96%)

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

Yes	31 (39%)
No	35 (44%)
Don't know.....	13 (16%)

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

Very near.....	3 (10%)
Quite near.....	18 (58%)
Quite far.....	4 (13%)
Very far.....	6 (19%)

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

Yes	20 (65%)
No.....	11 (35%)

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	10 (34%)	8 (28%)	11 (38%)
Getting employment	3 (11%)	16 (57%)	9 (32%)
Setting up education or training	2 (7%)	9 (32%)	17 (61%)
Arranging benefits	4 (14%)	15 (54%)	9 (32%)
Sorting out finances	4 (14%)	16 (55%)	9 (31%)
Support for drug or alcohol problems	4 (14%)	6 (21%)	18 (64%)
Health / mental health support	3 (11%)	9 (32%)	16 (57%)
Social care support	2 (7%)	7 (24%)	20 (69%)
Getting back in touch with family or friends	2 (7%)	8 (29%)	18 (64%)

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

	Yes	39 (51%)
	No.....	38 (49%)
19.2	Are you a UK / British citizen?	
	Yes	72 (94%)
	No.....	5 (6%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	
	Yes	7 (9%)
	No.....	70 (91%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes	9 (12%)
	No.....	68 (88%)
19.5	What is your gender?	
	Male	76 (99%)
	Female.....	1 (1%)
	Non-binary.....	0 (0%)
	Other	0 (0%)
19.6	How would you describe your sexual orientation?	
	Straight / heterosexual.....	73 (96%)
	Gay / lesbian / homosexual.....	0 (0%)
	Bisexual.....	3 (4%)
	Other	0 (0%)
19.7	Do you identify as transgender or transsexual?	
	Yes	1 (1%)
	No.....	74 (99%)

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 (6%)
	Less likely to offend.....	40 (52%)
	Made no difference	32 (42%)

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Comparison of survey responses from different residential locations

In this table responses from the local site are compared with those from the West Hill site.

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

	Local site	West Hill site
Number of completed questionnaires returned	153	85

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	9%	0%
	Are you 25 years of age or younger?	26%	14%
	Are you 50 years of age or older?	12%	17%
	Are you 70 years of age or older?	1%	1%
1.3	Are you from a minority ethnic group?	15%	8%
1.4	Have you been in this prison for less than 6 months?	71%	51%
1.5	Are you currently serving a sentence?	56%	99%
	Are you on recall?	16%	16%
1.6	Is your sentence less than 12 months?	29%	33%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	1%	7%
7.1	Are you Muslim?	9%	6%
11.3	Do you have any mental health problems?	65%	52%
12.1	Do you consider yourself to have a disability?	47%	40%
19.1	Do you have any children under the age of 18?	50%	51%
19.2	Are you a foreign national?	5%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	9%	9%
19.4	Have you ever been in the armed services?	9%	12%
19.5	Is your gender female or non-binary?	3%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	3%	4%
19.7	Do you identify as transgender or transsexual?	4%	1%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	11%	10%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	43%	34%
2.3	When you were searched in reception, was this done in a respectful way?	85%	86%
2.4	Overall, were you treated very / quite well in reception?	83%	85%

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	Local site	West Hill site
Number of completed questionnaires returned	153	85

2.5	When you first arrived, did you have any problems?	92%	92%
2.5	Did you have problems with:		
	- Getting phone numbers?	50%	53%
	- Contacting family?	52%	51%
	- Arranging care for children or other dependents?	3%	4%
	- Contacting employers?	8%	6%
	- Money worries?	32%	43%
	- Housing worries?	26%	30%
	- Feeling depressed?	52%	53%
	- Feeling suicidal?	22%	22%
	- Other mental health problems?	42%	36%
	- Physical health problems?	19%	16%
	- Drugs or alcohol (e.g. withdrawal)?	28%	34%
	- Getting medication?	36%	31%
	- Needing protection from other prisoners?	8%	10%
	- Lost or delayed property?	28%	22%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	21%	24%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	65%	68%
	- Toiletries / other basic items?	61%	70%
	- A shower?	13%	11%
	- A free phone call?	25%	29%
	- Something to eat?	75%	81%
	- The chance to see someone from health care?	57%	65%
	- The chance to talk to a Listener or Samaritans?	27%	39%
	- Support from another prisoner (e.g. Insider or buddy)?	28%	42%
	- None of these?	8%	6%
3.2	On your first night in this prison, was your cell very / quite clean?	19%	15%
3.3	Did you feel safe on your first night here?	65%	61%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	18%	19%
	- Free PIN phone credit?	53%	52%
	- Numbers put on your PIN phone?	38%	32%
3.5	Have you had an induction at this prison?	78%	85%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	34%	41%

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ON THE WING		
4.1	Are you in a cell on your own?	36% 76%
4.2	Is your cell call bell normally answered within 5 minutes?	19% 13%
4.3	On the wing or houseblock you currently live on:	
	- Do you normally have enough clean, suitable clothes for the week?	39% 76%
	- Can you shower every day?	64% 93%
	- Do you have clean sheets every week?	48% 76%
	- Do you get cell cleaning materials every week?	41% 70%
	- Is it normally quiet enough for you to relax or sleep at night?	36% 61%
	- Can you get your stored property if you need it?	17% 17%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	36% 64%
FOOD AND CANTEEN		
5.1	Is the quality of the food in this prison very / quite good?	28% 40%
5.2	Do you get enough to eat at meal-times always / most of the time?	22% 37%
5.3	Does the shop / canteen sell the things that you need?	52% 46%
RELATIONSHIPS WITH STAFF		
6.1	Do most staff here treat you with respect?	60% 75%
6.2	Are there any staff here you could turn to if you had a problem?	68% 73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	51% 49%
6.4	Do you have a personal officer?	86% 87%
	<i>For those who have a personal officer:</i>	
6.4	Is your personal or named officer very / quite helpful?	61% 65%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	2% 4%
6.6	Do you feel that you are treated as an individual in this prison?	30% 47%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	44% 41%
	If so, do things sometimes change?	15% 33%
FAITH		
7.1	Do you have a religion?	62% 55%
	<i>For those who have a religion:</i>	
7.2	Are your religious beliefs respected here?	57% 63%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	54% 56%
7.4	Are you able to attend religious services, if you want to?	75% 71%
CONTACT WITH FAMILY AND FRIENDS		
8.1	Have staff here encouraged you to keep in touch with your family / friends?	30% 31%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	59% 50%
8.3	Are you able to use a phone every day (if you have credit)?	79% 94%
8.4	Is it very / quite easy for your family and friends to get here?	37% 48%
8.5	Do you get visits from family/friends once a week or more?	15% 15%
	<i>For those who get visits:</i>	
8.6	Do visits usually start and finish on time?	44% 47%
8.7	Are your visitors usually treated respectfully by staff?	73% 75%

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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?	72%	84%
<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?	35%	57%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	61%	6%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	5%	22%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	91%	15%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	14%
9.4	Do you have time to do domestics more than 5 days in a typical week?	32%	74%
9.5	Do you get association more than 5 days in a typical week, if you want it?	41%	44%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	22%	65%
9.7	Do you typically go to the gym twice a week or more?	34%	52%
9.8	Do you typically go to the library once a week or more?	51%	40%
<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%	39%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	61%	83%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	39%	55%
	Are applications usually dealt with within 7 days?	28%	30%
10.3	Is it easy for you to make a complaint?	51%	67%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	28%	33%
	Are complaints usually dealt with within 7 days?	27%	23%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	36%	28%

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<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	30%	31%
	Attend legal visits?	65%	60%
	Get bail information?	12%	14%
<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?	63%	60%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	16%	16%
	- Nurse?	39%	24%
	- Dentist?	11%	7%
	- Mental health workers?	18%	23%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	49%	37%
	- Nurse?	62%	38%
	- Dentist?	36%	28%
	- Mental health workers?	32%	31%
11.3	Do you have any mental health problems?	65%	52%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	40%	43%
11.5	Do you think the overall quality of the health services here is very / quite good?	36%	35%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	47%	40%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	23%	36%
12.3	Have you been on an ACCT in this prison?	39%	31%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	47%	33%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	40%	53%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	27%	28%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	54%	59%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	39%	33%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	10%	18%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	9%	9%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	43%	59%
13.7	Is it very / quite easy to get illicit drugs in this prison?	59%	59%
13.8	Is it very / quite easy to get alcohol in this prison?	31%	27%

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SAFETY			
14.1	Have you ever felt unsafe here?	57%	56%
14.2	Do you feel unsafe now?	23%	24%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	39%	42%
	- Threats or intimidation?	33%	33%
	- Physical assault?	16%	26%
	- Sexual assault?	2%	4%
	- Theft of canteen or property?	27%	38%
	- Other bullying / victimisation?	16%	23%
	- Not experienced any of these from prisoners here	47%	40%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	35%	29%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	40%	31%
	- Threats or intimidation?	24%	24%
	- Physical assault?	13%	11%
	- Sexual assault?	1%	3%
	- Theft of canteen or property?	9%	12%
	- Other bullying / victimisation?	23%	15%
	- Not experienced any of these from staff here	49%	60%
14.6	If you were being bullied / victimised by staff here, would you report it?	44%	54%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	25%	49%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	24%	39%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	24%	9%
	<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?	32%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	8%	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?	83%	100%
	Could you shower every day?	64%	100%
	Could you go outside for exercise every day?	73%	100%
	Could you use the phone every day (if you had credit)?	64%	100%

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EDUCATION, SKILLS AND WORK		
16.1	In this prison, is it easy to get into the following activities:	
	- Education?	39% 66%
	- Vocational or skills training?	12% 29%
	- Prison job?	13% 61%
	- Voluntary work outside of the prison?	1% 1%
	- Paid work outside of the prison?	2% 1%
16.2	In this prison, have you done the following activities:	
	- Education?	69% 68%
	- Vocational or skills training?	47% 51%
	- Prison job?	67% 84%
	- Voluntary work outside of the prison?	36% 26%
	- Paid work outside of the prison?	36% 26%
	<i>For those who have done the following activities, do you think they will help you on release:</i>	
	- Education?	59% 42%
	- Vocational or skills training?	53% 51%
	- Prison job?	45% 36%
	- Voluntary work outside of the prison?	48% 42%
	- Paid work outside of the prison?	60% 37%
16.3	Do staff encourage you to attend education, training or work?	36% 51%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	14% 35%
	<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% 86%
17.3	Are staff helping you to achieve your objectives or targets?	60% 61%
17.4	In this prison, have you done:	
	- Offending behaviour programmes?	63% 52%
	- Other programmes?	71% 38%
	- One to one work?	65% 46%
	- Been on a specialist unit?	56% 9%
	- ROTL - day or overnight release?	18% 4%
	<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>	
	- Offending behaviour programmes?	67% 77%
	- Other programmes?	42% 78%
	- One to one work?	62% 92%
	- Being on a specialist unit?	40% 50%
	- ROTL - day or overnight release?	33% 100%

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153	85

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PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	33%	39%
<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?	54%	68%
18.3	Is anybody helping you to prepare for your release?	46%	65%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	66%	62%
	- Getting employment?	68%	68%
	- Setting up education or training?	63%	39%
	- Arranging benefits?	77%	68%
	- Sorting out finances?	66%	69%
	- Support for drug or alcohol problems?	46%	36%
	- Health / mental Health support?	74%	43%
	- Social care support?	45%	31%
	- Getting back in touch with family or friends?	45%	36%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	21%	56%
	- Getting employment?	19%	16%
	- Setting up education or training?	16%	18%
	- Arranging benefits?	27%	21%
	- Sorting out finances?	19%	20%
	- Support for drug or alcohol problems?	32%	40%
	- Health / mental Health support?	19%	25%
	- Social care support?	28%	22%
	- Getting back in touch with family or friends?	26%	20%
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?	43%	52%

HMP Winchester (West Hill) 2019

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

In this table summary statistics from HMP Winchester (West Hill) 2019 are compared with the following HMIP survey data:

- Summary statistics from surveys of category C training prisons conducted since the introduction of the new questionnaire in September 2017 (22 prisons). Please note that this does not include all category C training prisons.
- Summary statistics from HMP Winchester (West Hill) in 2016. Please note that we do not have comparable data for the new questions introduced in September 2017.

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Number of completed questionnaires returned

n=number of valid responses to question (HMP Winchester (West Hill) 2019)

		HMP Winchester (West Hill) 2019	All other category C training prisons surveyed since September 2017	HMP Winchester (West Hill) 2019	HMP Winchester (West Hill) 2016
		85	3,757	85	77
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	<i>n</i> =85	0%	5%	0%
	Are you 25 years of age or younger?	<i>n</i> =85	14%	26%	
	Are you 50 years of age or older?	<i>n</i> =85	17%	13%	17%
	Are you 70 years of age or older?	<i>n</i> =85	1%	2%	1%
1.3	Are you from a minority ethnic group?	<i>n</i> =85	8%	31%	8%
1.4	Have you been in this prison for less than 6 months?	<i>n</i> =84	51%	34%	
1.5	Are you currently serving a sentence?	<i>n</i> =84	99%	100%	99%
	Are you on recall?	<i>n</i> =84	16%	9%	16%
1.6	Is your sentence less than 12 months?	<i>n</i> =83	33%	7%	33%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n</i> =83	7%	3%	7%
7.1	Are you Muslim?	<i>n</i> =78	6%	17%	7%
11.3	Do you have any mental health problems?	<i>n</i> =75	52%	44%	
12.1	Do you consider yourself to have a disability?	<i>n</i> =78	40%	34%	40%
19.1	Do you have any children under the age of 18?	<i>n</i> =77	51%	50%	51%
19.2	Are you a foreign national?	<i>n</i> =77	7%	9%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n</i> =77	9%	5%	9%
19.4	Have you ever been in the armed services?	<i>n</i> =77	12%	6%	12%
19.5	Is your gender female or non-binary?	<i>n</i> =77	1%	1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n</i> =76	4%	4%	4%
19.7	Do you identify as transgender or transsexual?	<i>n</i> =75	1%	2%	
ARRIVAL AND RECEPTION					
2.1	Were you given up-to-date information about this prison before you came here?	<i>n</i> =84	10%	16%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n</i> =83	34%	49%	34%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n</i> =84	86%	82%	86%
2.4	Overall, were you treated very / quite well in reception?	<i>n</i> =85	85%	85%	

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Number of completed questionnaires returned

n=number of valid responses to question (HMP Winchester (West Hill) 2019)

HMP Winchester (West Hill) 2019	All other category C training prisons surveyed since September 2017	HMP Winchester (West Hill) 2019	HMP Winchester (West Hill) 2016
85	3,757	85	77

2.5	When you first arrived, did you have any problems?	<i>n</i> =83	92%	72%	92%	80%
2.5	Did you have problems with:					
	- Getting phone numbers?	<i>n</i> =83	53%	25%	53%	47%
	- Contacting family?	<i>n</i> =83	51%	26%	51%	32%
	- Arranging care for children or other dependents?	<i>n</i> =83	4%	2%	4%	
	- Contacting employers?	<i>n</i> =83	6%	2%	6%	8%
	- Money worries?	<i>n</i> =83	43%	16%	43%	26%
	- Housing worries?	<i>n</i> =83	30%	13%	30%	24%
	- Feeling depressed?	<i>n</i> =83	53%	29%	53%	
	- Feeling suicidal?	<i>n</i> =83	22%	8%	22%	
	- Other mental health problems?	<i>n</i> =83	36%	20%	36%	
	- Physical health problems?	<i>n</i> =83	16%	14%	16%	28%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n</i> =83	34%	10%	34%	
	- Getting medication?	<i>n</i> =83	31%	20%	31%	
	- Needing protection from other prisoners?	<i>n</i> =83	10%	6%	10%	5%
	- Lost or delayed property?	<i>n</i> =83	22%	22%	22%	24%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	<i>n</i> =75	24%	33%	24%	22%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	<i>n</i> =83	68%	64%	68%	75%
	- Toiletries / other basic items?	<i>n</i> =83	70%	51%	70%	55%
	- A shower?	<i>n</i> =83	11%	45%	11%	15%
	- A free phone call?	<i>n</i> =83	29%	44%	29%	23%
	- Something to eat?	<i>n</i> =83	81%	75%	81%	60%
	- The chance to see someone from health care?	<i>n</i> =83	65%	60%	65%	47%
	- The chance to talk to a Listener or Samaritans?	<i>n</i> =83	39%	27%	39%	26%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n</i> =83	42%	24%	42%	
	- None of these?	<i>n</i> =83	6%	7%	6%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n</i> =83	15%	41%	15%	
3.3	Did you feel safe on your first night here?	<i>n</i> =83	61%	74%	61%	58%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	<i>n</i> =81	19%	43%	19%	10%
	- Free PIN phone credit?	<i>n</i> =82	52%	47%	52%	
	- Numbers put on your PIN phone?	<i>n</i> =78	32%	49%	32%	
3.5	Have you had an induction at this prison?	<i>n</i> =82	85%	95%	85%	91%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	<i>n</i> =70	41%	57%	41%	

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ON THE WING						
4.1	Are you in a cell on your own?	n=82	76%	61%	76%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=82	13%	31%	13%	27%
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	n=83	76%	69%	76%	65%
	- Can you shower every day?	n=83	93%	90%	93%	89%
	- Do you have clean sheets every week?	n=80	76%	66%	76%	67%
	- Do you get cell cleaning materials every week?	n=82	70%	59%	70%	74%
	- Is it normally quiet enough for you to relax or sleep at night?	n=80	61%	68%	61%	57%
	- Can you get your stored property if you need it?	n=82	17%	27%	17%	10%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=81	64%	60%	64%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	n=81	40%	43%	40%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=81	37%	37%	37%	
5.3	Does the shop / canteen sell the things that you need?	n=82	46%	62%	46%	19%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	n=83	75%	69%	75%	74%
6.2	Are there any staff here you could turn to if you had a problem?	n=81	73%	70%	73%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=82	49%	32%	49%	22%
6.4	Do you have a personal officer?	n=82	87%	84%	87%	
<i>For those who have a personal officer:</i>						
6.4	Is your personal or named officer very / quite helpful?	n=71	65%	48%	65%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=81	4%	10%	4%	
6.6	Do you feel that you are treated as an individual in this prison?	n=79	47%	43%	47%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=80	41%	53%	41%	
	If so, do things sometimes change?	n=33	33%	33%	33%	
FAITH						
7.1	Do you have a religion?	n=78	55%	68%	55%	55%
<i>For those who have a religion:</i>						
7.2	Are your religious beliefs respected here?	n=43	63%	70%	63%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=45	56%	69%	56%	
7.4	Are you able to attend religious services, if you want to?	n=45	71%	88%	71%	

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CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=80	31%	29%	31%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=80	50%	57%	50%
8.3	Are you able to use a phone every day (if you have credit)?	n=81	94%	89%	94%
8.4	Is it very / quite easy for your family and friends to get here?	n=81	48%	36%	48%
8.5	Do you get visits from family/friends once a week or more?	n=81	15%	17%	15%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	n=45	47%	51%	47%
8.7	Are your visitors usually treated respectfully by staff?	n=44	75%	75%	75%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=81	84%	91%	84%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>					
9.1	Are these times usually kept to?	n=68	57%	58%	57%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=78	6%	16%	6%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=78	22%	9%	22%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=79	15%	21%	15%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=79	14%	3%	14%
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=76	74%	58%	74%
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=78	44%	66%	44%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=79	65%	66%	65%
9.7	Do you typically go to the gym twice a week or more?	n=79	52%	52%	52%
9.8	Do you typically go to the library once a week or more?	n=80	40%	49%	40%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	n=54	39%	57%	39%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	n=80	83%	73%	83%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	n=71	55%	51%	55%
	Are applications usually dealt with within 7 days?	n=69	30%	38%	30%
10.3	Is it easy for you to make a complaint?	n=78	67%	63%	67%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	n=48	33%	31%	33%
	Are complaints usually dealt with within 7 days?	n=48	23%	26%	23%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=53	28%	28%	28%

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<i>For those who need it, is it easy to:</i>					
10.6	Communicate with your solicitor or legal representative?	n=62	31%	41%	31%
	Attend legal visits?	n=60	60%	48%	60%
	Get bail information?	n=51	14%	16%	14%
<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?	n=70	60%	58%	60%
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	n=80	16%	33%	16%
	- Nurse?	n=78	24%	54%	24%
	- Dentist?	n=77	7%	17%	7%
	- Mental health workers?	n=77	23%	24%	23%
11.2	Do you think the quality of the health service is very / quite good from:				
	- Doctor?	n=79	37%	48%	37%
	- Nurse?	n=77	38%	58%	38%
	- Dentist?	n=74	28%	36%	28%
	- Mental health workers?	n=75	31%	29%	31%
11.3	Do you have any mental health problems?	n=75	52%	44%	52%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	n=42	43%	42%	43%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=79	35%	44%	35%
OTHER SUPPORT NEEDS					
12.1	Do you consider yourself to have a disability?	n=78	40%	34%	40%
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	n=31	36%	33%	36%
12.3	Have you been on an ACCT in this prison?	n=78	31%	16%	31%
<i>For those who have been on an ACCT:</i>					
12.4	Did you feel cared for by staff?	n=24	33%	45%	33%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=76	53%	39%	53%
ALCOHOL AND DRUGS					
13.1	Did you have an alcohol problem when you came into this prison?	n=79	28%	14%	28%
<i>For those who had / have an alcohol problem:</i>					
13.2	Have you been helped with your alcohol problem in this prison?	n=22	59%	52%	59%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=79	33%	27%	33%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=79	18%	16%	18%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=79	9%	10%	9%
<i>For those who had / have a drug problem:</i>					
13.6	Have you been helped with your drug problem in this prison?	n=29	59%	48%	59%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=78	59%	48%	59%
13.8	Is it very / quite easy to get alcohol in this prison?	n=78	27%	31%	27%

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SAFETY						
14.1	Have you ever felt unsafe here?	n=79	56%	47%	56%	50%
14.2	Do you feel unsafe now?	n=80	24%	23%	24%	15%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	n=77	42%	33%	42%	
	- Threats or intimidation?	n=77	33%	30%	33%	
	- Physical assault?	n=77	26%	17%	26%	
	- Sexual assault?	n=77	4%	3%	4%	
	- Theft of canteen or property?	n=77	38%	24%	38%	
	- Other bullying / victimisation?	n=77	23%	17%	23%	
	- Not experienced any of these from prisoners here	n=77	40%	55%	40%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=75	29%	34%	29%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	n=74	31%	30%	31%	
	- Threats or intimidation?	n=74	24%	23%	24%	
	- Physical assault?	n=74	11%	10%	11%	
	- Sexual assault?	n=74	3%	2%	3%	
	- Theft of canteen or property?	n=74	12%	9%	12%	
	- Other bullying / victimisation?	n=74	15%	17%	15%	
	- Not experienced any of these from staff here	n=74	60%	58%	60%	
14.6	If you were being bullied / victimised by staff here, would you report it?	n=72	54%	50%	54%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=76	49%	40%	49%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=75	39%	38%	39%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=80	9%	13%	9%	4%
<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?	n=7	0%	20%	0%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=79	3%	9%	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?	n=2	100%	58%	100%	
	Could you shower every day?	n=2	100%	76%	100%	
	Could you go outside for exercise every day?	n=2	100%	77%	100%	
	Could you use the phone every day (if you had credit)?	n=2	100%	66%	100%	

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EDUCATION, SKILLS AND WORK						
16.1	In this prison, is it easy to get into the following activities:					
	- Education?	<i>n</i> =77	66%	62%	66%	
	- Vocational or skills training?	<i>n</i> =70	29%	42%	29%	
	- Prison job?	<i>n</i> =77	61%	48%	61%	
	- Voluntary work outside of the prison?	<i>n</i> =72	1%	5%	1%	
	- Paid work outside of the prison?	<i>n</i> =72	1%	4%	1%	
16.2	In this prison, have you done the following activities:					
	- Education?	<i>n</i> =76	68%	80%	68%	92%
	- Vocational or skills training?	<i>n</i> =69	51%	68%	51%	89%
	- Prison job?	<i>n</i> =73	84%	81%	84%	95%
	- Voluntary work outside of the prison?	<i>n</i> =72	26%	32%	26%	
	- Paid work outside of the prison?	<i>n</i> =72	26%	32%	26%	
<i>For those who have done the following activities, do you think they will help you on release:</i>						
	- Education?	<i>n</i> =52	42%	61%	42%	53%
	- Vocational or skills training?	<i>n</i> =35	51%	67%	51%	44%
	- Prison job?	<i>n</i> =61	36%	40%	36%	40%
	- Voluntary work outside of the prison?	<i>n</i> =19	42%	53%	42%	
	- Paid work outside of the prison?	<i>n</i> =19	37%	57%	37%	
16.3	Do staff encourage you to attend education, training or work?	<i>n</i> =77	51%	61%	51%	
PLANNING AND PROGRESSION						
17.1	Do you have a custody plan?	<i>n</i> =79	35%	59%	35%	
<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</i> =28	86%	83%	86%	
17.3	Are staff helping you to achieve your objectives or targets?	<i>n</i> =28	61%	45%	61%	
17.4	In this prison, have you done:					
	- Offending behaviour programmes?	<i>n</i> =25	52%	48%	52%	
	- Other programmes?	<i>n</i> =24	38%	42%	38%	
	- One to one work?	<i>n</i> =26	46%	37%	46%	
	- Been on a specialist unit?	<i>n</i> =23	9%	19%	9%	
	- ROTL - day or overnight release?	<i>n</i> =23	4%	14%	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</i> =13	77%	71%	77%	
	- Other programmes?	<i>n</i> =9	78%	67%	78%	
	- One to one work?	<i>n</i> =12	92%	66%	92%	
	- Being on a specialist unit?	<i>n</i> =2	50%	45%	50%	
	- ROTL - day or overnight release?	<i>n</i> =1	100%	38%	100%	

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PREPARATION FOR RELEASE					
18.1	Do you expect to be released in the next 3 months?	<i>n=79</i>	39%	25%	39%
<i>For those who expect to be released in the next 3 months:</i>					
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n=31</i>	68%	42%	68%
18.3	Is anybody helping you to prepare for your release?	<i>n=31</i>	65%	58%	65%
18.4	Do you need help to sort out the following for when you are released:				
	- Finding accommodation?	<i>n=29</i>	62%	63%	62%
	- Getting employment?	<i>n=28</i>	68%	62%	68%
	- Setting up education or training?	<i>n=28</i>	39%	48%	39%
	- Arranging benefits?	<i>n=28</i>	68%	68%	68%
	- Sorting out finances?	<i>n=29</i>	69%	57%	69%
	- Support for drug or alcohol problems?	<i>n=28</i>	36%	43%	36%
	- Health / mental Health support?	<i>n=28</i>	43%	50%	43%
	- Social care support?	<i>n=29</i>	31%	35%	31%
	- Getting back in touch with family or friends?	<i>n=28</i>	36%	38%	36%
18.4	Are you getting help to sort out the following for when you are released, if you need it:				
	- Finding accommodation?	<i>n=18</i>	56%	38%	56%
	- Getting employment?	<i>n=19</i>	16%	24%	16%
	- Setting up education or training?	<i>n=11</i>	18%	25%	18%
	- Arranging benefits?	<i>n=19</i>	21%	30%	21%
	- Sorting out finances?	<i>n=20</i>	20%	25%	20%
	- Support for drug or alcohol problems?	<i>n=10</i>	40%	50%	40%
	- Health / mental Health support?	<i>n=12</i>	25%	31%	25%
	- Social care support?	<i>n=9</i>	22%	24%	22%
	- Getting back in touch with family or friends?	<i>n=10</i>	20%	32%	20%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n=77</i>	52%	50%	52%

HMP Winchester (West Hill) 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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Mental health problems		No mental health problems
39		36
Have a disability		Do not have a disability
31		47

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	10%	14%	3%	17%
	Are you 50 years of age or older?	18%	17%	23%	15%
1.3	Are you from a minority ethnic group?	3%	11%	10%	9%
7.1	Are you Muslim?	3%	6%	7%	7%
11.3	Do you have any mental health problems?			90%	26%
12.1	Do you consider yourself to have a disability?	71%	9%		
19.2	Are you a foreign national?	0%	11%	0%	9%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	17%	3%	14%	7%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	87%	89%	87%	89%
2.4	Overall, were you treated very / quite well in reception?	90%	86%	84%	92%
2.5	When you first arrived, did you have any problems?	97%	83%	100%	85%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	24%	24%	24%	26%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	60%	69%	57%	67%
3.5	Have you had an induction at this prison?	84%	89%	80%	89%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	45%	34%	46%	42%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	13%	14%	13%	13%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	82%	83%	81%	78%
	- Can you shower every day?	95%	97%	94%	98%
	- Do you have clean sheets every week?	77%	83%	72%	84%
	- Do you get cell cleaning materials every week?	73%	75%	73%	74%
	- Is it normally quiet enough for you to relax or sleep at night?	57%	69%	59%	67%
	- Can you get your stored property if you need it?	19%	19%	13%	22%

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Mental health problems	No mental health problems	Have a disability	Do not have a disability
39	36	31	47

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	35%	40%	35%	41%
5.3	Does the shop / canteen sell the things that you need?	46%	53%	37%	54%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	74%	78%	71%	81%
6.2	Are there any staff here you could turn to if you had a problem?	70%	75%	73%	76%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	53%	50%	43%	55%
6.6	Do you feel that you are treated as an individual in this prison?	38%	57%	37%	53%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	65%	56%	62%	70%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	46%	56%	61%	50%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	21%	44%	13%	44%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	58%	43%	55%	45%
8.3	Are you able to use a phone every day (if you have credit)?	92%	94%	90%	98%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	72%	75%	77%	74%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	8%	6%	10%	4%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	24%	20%	28%	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?	39%	40%	42%	34%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	76%	89%	77%	89%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	53%	58%	43%	63%
10.3	Is it easy for you to make a complaint?	70%	61%	66%	70%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	42%	25%	38%	32%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	30%	24%	38%	15%

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Number of completed questionnaires returned

	Mental health problems	No mental health problems	Have a disability	Do not have a disability
	39	36	31	47

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	15%	19%	19%	15%
	- Nurse?	26%	26%	20%	28%
	- Dentist?	5%	9%	7%	7%
	- Mental health workers?	32%	12%	31%	17%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	45%		41%	43%
11.5	Do you think the overall quality of the health services here is very / quite good?	39%	37%	29%	40%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	32%	67%	37%	
SAFETY					
14.1	Have you ever felt unsafe here?	68%	42%	73%	43%
14.2	Do you feel unsafe now?	39%	8%	36%	17%
14.3	Not experienced bullying / victimisation by other prisoners	23%	64%	26%	52%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	28%	32%	24%	34%
14.5	Not experienced bullying / victimisation by members of staff	44%	72%	44%	67%
14.6	If you were being bullied / victimised by staff here, would you report it?	53%	57%	54%	55%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	32%	66%	36%	54%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	36%	47%	37%	39%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	15%	0%	13%	4%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	5%	0%	3%	2%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	50%	59%	41%	59%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	16%	56%	20%	45%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	17%	80%	33%	71%
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?	71%	59%	67%	65%
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?	57%	53%	57%	50%

HMP Winchester (West Hill) 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

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

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

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Number of completed questionnaires returned

	25 and under	Over 25	50 and over	Under 50
	12	73	14	71

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	0%			0%
	Are you 70 years of age or older?		0%		7%
1.3	Are you from a minority ethnic group?	8%	8%	7%	9%
7.1	Are you Muslim?	10%	6%	8%	6%
11.3	Do you have any mental health problems?	44%	53%	54%	52%
12.1	Do you consider yourself to have a disability?	11%	44%	50%	38%
19.2	Are you a foreign national?	11%	6%	8%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	22%	7%	0%	11%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	75%	88%	92%	85%
2.4	Overall, were you treated very / quite well in reception?	58%	89%	93%	83%
2.5	When you first arrived, did you have any problems?	100%	90%	85%	93%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	17%	25%	0%	27%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	46%	64%	62%	61%
3.5	Have you had an induction at this prison?	64%	89%	85%	86%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	57%	40%	64%	37%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	0%	16%	14%	13%
4.3	- Do you normally have enough clean, suitable clothes for the week?	73%	76%	86%	74%
	- Can you shower every day?	91%	93%	100%	91%
	- Do you have clean sheets every week?	73%	77%	85%	75%
	- Do you get cell cleaning materials every week?	64%	70%	69%	70%
	- Is it normally quiet enough for you to relax or sleep at night?	55%	62%	54%	63%
	- Can you get your stored property if you need it?	9%	18%	15%	17%

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Number of completed questionnaires returned

		25 and under	Over 25
		12	73
		50 and over	Under 50
		14	71

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	9%	41%	62%	32%
5.3	Does the shop / canteen sell the things that you need?	55%	45%	39%	48%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	46%	79%	93%	71%
6.2	Are there any staff here you could turn to if you had a problem?	64%	74%	92%	69%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	46%	49%	46%	49%
6.6	Do you feel that you are treated as an individual in this prison?	40%	48%	54%	46%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	67%	63%	83%	60%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	33%	57%	50%	56%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	30%	31%	33%	31%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	30%	53%	42%	52%
8.3	Are you able to use a phone every day (if you have credit)?	100%	93%	100%	93%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	43%	81%	100%	71%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	10%	6%	15%	5%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	40%	19%	15%	23%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	60%	37%	44%	38%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	100%	80%	69%	85%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	44%	57%	60%	54%
10.3	Is it easy for you to make a complaint?	89%	64%	62%	68%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	22%	36%	75%	30%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	13%	31%	17%	30%

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

Number of completed questionnaires returned

	25 and under	Over 25	50 and over	Under 50
	12	73	14	71

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	0%	18%	14%	17%
	- Nurse?	13%	26%	8%	28%
	- Dentist?	0%	7%	0%	8%
	- Mental health workers?	0%	26%	8%	26%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	75%	40%	0%	53%
11.5	Do you think the overall quality of the health services here is very / quite good?	22%	37%	29%	37%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	0%	37%	57%	29%
SAFETY					
14.1	Have you ever felt unsafe here?	44%	57%	43%	59%
14.2	Do you feel unsafe now?	22%	24%	14%	26%
14.3	Not experienced bullying / victimisation by other prisoners	38%	41%	50%	38%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	25%	30%	58%	24%
14.5	Not experienced bullying / victimisation by members of staff	50%	61%	69%	57%
14.6	If you were being bullied / victimised by staff here, would you report it?	33%	56%	67%	52%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	22%	52%	46%	49%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	22%	41%	31%	40%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	22%	7%	7%	9%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	3%	0%	3%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	67%	49%	42%	52%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	33%	36%	31%	36%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	67%	60%	75%	58%
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%	62%	25%	70%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	44%	53%	67%	49%

HMP Winchester 2019

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

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

- Summary statistics from surveys of local prisons conducted since the introduction of the new questionnaire in September 2017 (23 prisons).

Please note that this does not include all local prisons.

- Summary statistics from HMP Winchester in 2016. Please note that we do not have comparable data for the new questions introduced in September 2017.

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Number of completed questionnaires returned

HMP Winchester 2019	All other local prisons surveyed since September 2017	HMP Winchester 2019	HMP Winchester 2016
153	3,976	153	173

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

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n=149</i>	9%	5%	9%	7%
	Are you 25 years of age or younger?	<i>n=149</i>	26%	22%	26%	
	Are you 50 years of age or older?	<i>n=149</i>	12%	13%	12%	18%
	Are you 70 years of age or older?	<i>n=149</i>	1%	1%	1%	4%
1.3	Are you from a minority ethnic group?	<i>n=145</i>	15%	26%	15%	15%
1.4	Have you been in this prison for less than 6 months?	<i>n=146</i>	71%	60%	71%	
1.5	Are you currently serving a sentence?	<i>n=146</i>	56%	70%	56%	75%
	Are you on recall?	<i>n=146</i>	16%	14%	16%	14%
1.6	Is your sentence less than 12 months?	<i>n=150</i>	29%	20%	29%	16%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=150</i>	1%	3%	1%	4%
7.1	Are you Muslim?	<i>n=148</i>	9%	13%	9%	5%
11.3	Do you have any mental health problems?	<i>n=144</i>	65%	51%	65%	
12.1	Do you consider yourself to have a disability?	<i>n=146</i>	47%	41%	47%	36%
19.1	Do you have any children under the age of 18?	<i>n=139</i>	50%	53%	50%	43%
19.2	Are you a foreign national?	<i>n=144</i>	5%	10%	5%	8%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=143</i>	9%	6%	9%	9%
19.4	Have you ever been in the armed services?	<i>n=142</i>	9%	7%	9%	6%
19.5	Is your gender female or non-binary?	<i>n=141</i>	3%	1%	3%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=142</i>	3%	4%	3%	4%
19.7	Do you identify as transgender or transsexual?	<i>n=139</i>	4%	2%	4%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=149</i>	11%	16%	11%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=149</i>	43%	35%	43%	34%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=150</i>	85%	77%	85%	78%
2.4	Overall, were you treated very / quite well in reception?	<i>n=150</i>	83%	75%	83%	

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HMP Winchester 2019	All other local prisons surveyed since September 2017	HMP Winchester 2019	HMP Winchester 2016
153	3,976	153	173

Number of completed questionnaires returned

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

2.5	When you first arrived, did you have any problems?	<i>n=149</i>	92%	88%	92%	87%
2.5	Did you have problems with:					
	- Getting phone numbers?	<i>n=149</i>	50%	46%	50%	42%
	- Contacting family?	<i>n=149</i>	52%	49%	52%	48%
	- Arranging care for children or other dependents?	<i>n=149</i>	3%	4%	3%	
	- Contacting employers?	<i>n=149</i>	8%	7%	8%	7%
	- Money worries?	<i>n=149</i>	32%	29%	32%	29%
	- Housing worries?	<i>n=149</i>	26%	24%	26%	27%
	- Feeling depressed?	<i>n=149</i>	52%	49%	52%	
	- Feeling suicidal?	<i>n=149</i>	22%	19%	22%	
	- Other mental health problems?	<i>n=149</i>	42%	29%	42%	
	- Physical health problems?	<i>n=149</i>	19%	20%	19%	27%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n=149</i>	28%	24%	28%	
	- Getting medication?	<i>n=149</i>	36%	31%	36%	
	- Needing protection from other prisoners?	<i>n=149</i>	8%	11%	8%	8%
	- Lost or delayed property?	<i>n=149</i>	28%	21%	28%	16%
	<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=131</i>	21%	30%	21%	29%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	<i>n=150</i>	65%	71%	65%	75%
	- Toiletries / other basic items?	<i>n=150</i>	61%	51%	61%	68%
	- A shower?	<i>n=150</i>	13%	26%	13%	12%
	- A free phone call?	<i>n=150</i>	25%	48%	25%	21%
	- Something to eat?	<i>n=150</i>	75%	76%	75%	66%
	- The chance to see someone from health care?	<i>n=150</i>	57%	61%	57%	62%
	- The chance to talk to a Listener or Samaritans?	<i>n=150</i>	27%	25%	27%	30%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n=150</i>	28%	21%	28%	
	- None of these?	<i>n=150</i>	8%	6%	8%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n=150</i>	19%	28%	19%	
3.3	Did you feel safe on your first night here?	<i>n=150</i>	65%	60%	65%	60%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	<i>n=148</i>	18%	31%	18%	18%
	- Free PIN phone credit?	<i>n=145</i>	53%	53%	53%	
	- Numbers put on your PIN phone?	<i>n=144</i>	38%	33%	38%	
3.5	Have you had an induction at this prison?	<i>n=148</i>	78%	81%	78%	87%
	<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=116</i>	34%	48%	34%	

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Number of completed questionnaires returned

HMP Winchester 2019	All other local prisons surveyed since September 2017	HMP Winchester 2019	HMP Winchester 2016
153	3,976	153	173

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

ON THE WING					
4.1	Are you in a cell on your own?	n=149	36%	34%	36%
4.2	Is your cell call bell normally answered within 5 minutes?	n=148	19%	19%	19%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	n=148	39%	53%	39%
	- Can you shower every day?	n=146	64%	78%	64%
	- Do you have clean sheets every week?	n=146	48%	61%	48%
	- Do you get cell cleaning materials every week?	n=147	41%	48%	41%
	- Is it normally quiet enough for you to relax or sleep at night?	n=146	36%	54%	36%
	- Can you get your stored property if you need it?	n=146	17%	22%	17%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=148	36%	54%	36%
FOOD AND CANTEEN					
5.1	Is the quality of the food in this prison very / quite good?	n=145	28%	33%	28%
5.2	Do you get enough to eat at meal-times always / most of the time?	n=149	22%	28%	22%
5.3	Does the shop / canteen sell the things that you need?	n=145	52%	59%	52%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	n=144	59%	67%	60%
6.2	Are there any staff here you could turn to if you had a problem?	n=147	68%	69%	68%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=147	51%	30%	51%
6.4	Do you have a personal officer?	n=145	86%	58%	86%
<i>For those who have a personal officer:</i>					
6.4	Is your personal or named officer very / quite helpful?	n=124	61%	48%	61%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=146	2%	6%	2%
6.6	Do you feel that you are treated as an individual in this prison?	n=145	30%	38%	30%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=147	44%	39%	44%
	If so, do things sometimes change?	n=65	15%	32%	15%
FAITH					
7.1	Do you have a religion?	n=148	62%	68%	62%
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	n=90	57%	67%	57%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=90	54%	64%	54%
7.4	Are you able to attend religious services, if you want to?	n=88	75%	84%	75%

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

Number of completed questionnaires returned

HMP Winchester 2019	All other local prisons surveyed since September 2017	HMP Winchester 2019	HMP Winchester 2016
153	3,976	153	173

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CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=148	30%	24%	30%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=146	59%	56%	59%
8.3	Are you able to use a phone every day (if you have credit)?	n=144	79%	82%	79%
8.4	Is it very / quite easy for your family and friends to get here?	n=145	37%	44%	37%
8.5	Do you get visits from family/friends once a week or more?	n=145	15%	23%	15%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	n=92	44%	42%	44%
8.7	Are your visitors usually treated respectfully by staff?	n=91	73%	71%	73%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=147	72%	82%	72%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>					
9.1	Are these times usually kept to?	n=106	35%	47%	35%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=145	61%	35%	61%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=145	5%	4%	5%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=144	91%	45%	91%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=144	0%	1%	0%
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=148	32%	42%	32%
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=147	41%	42%	41%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=147	22%	46%	22%
9.7	Do you typically go to the gym twice a week or more?	n=146	34%	38%	34%
9.8	Do you typically go to the library once a week or more?	n=146	51%	37%	51%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	n=92	47%	54%	47%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	n=145	61%	66%	61%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	n=132	39%	46%	39%
	Are applications usually dealt with within 7 days?	n=136	28%	33%	28%
10.3	Is it easy for you to make a complaint?	n=145	51%	54%	51%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	n=93	28%	27%	28%
	Are complaints usually dealt with within 7 days?	n=93	27%	22%	27%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=115	36%	30%	36%

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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=133</i>	30%	40%	30%	
	Attend legal visits?	<i>n=126</i>	65%	58%	65%	
	Get bail information?	<i>n=116</i>	12%	16%	12%	
<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=131</i>	63%	52%	63%	57%
HEALTH CARE						
11.1	Is it very / quite easy to see:					
	- Doctor?	<i>n=147</i>	16%	23%	16%	
	- Nurse?	<i>n=144</i>	39%	45%	39%	
	- Dentist?	<i>n=145</i>	11%	11%	11%	
	- Mental health workers?	<i>n=143</i>	18%	19%	18%	
11.2	Do you think the quality of the health service is very / quite good from:					
	- Doctor?	<i>n=145</i>	49%	38%	49%	
	- Nurse?	<i>n=141</i>	62%	50%	62%	
	- Dentist?	<i>n=139</i>	36%	24%	36%	
	- Mental health workers?	<i>n=141</i>	32%	24%	32%	
11.3	Do you have any mental health problems?	<i>n=144</i>	65%	51%	65%	
<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=92</i>	40%	34%	40%	
11.5	Do you think the overall quality of the health services here is very / quite good?	<i>n=145</i>	36%	33%	36%	
OTHER SUPPORT NEEDS						
12.1	Do you consider yourself to have a disability?	<i>n=146</i>	47%	41%	47%	36%
<i>For those who have a disability:</i>						
12.2	Are you getting the support you need?	<i>n=60</i>	23%	26%	23%	
12.3	Have you been on an ACCT in this prison?	<i>n=144</i>	39%	23%	39%	
<i>For those who have been on an ACCT:</i>						
12.4	Did you feel cared for by staff?	<i>n=53</i>	47%	47%	47%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	<i>n=145</i>	40%	45%	40%	
ALCOHOL AND DRUGS						
13.1	Did you have an alcohol problem when you came into this prison?	<i>n=146</i>	27%	23%	27%	22%
<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=37</i>	54%	56%	54%	65%
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=146</i>	39%	35%	39%	39%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<i>n=144</i>	10%	17%	10%	10%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<i>n=145</i>	9%	12%	9%	
<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=53</i>	43%	48%	43%	63%
13.7	Is it very / quite easy to get illicit drugs in this prison?	<i>n=143</i>	59%	51%	59%	
13.8	Is it very / quite easy to get alcohol in this prison?	<i>n=142</i>	31%	27%	31%	

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SAFETY						
14.1	Have you ever felt unsafe here?	n=149	57%	61%	57%	56%
14.2	Do you feel unsafe now?	n=144	23%	29%	23%	26%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	n=135	39%	39%	39%	
	- Threats or intimidation?	n=135	33%	36%	33%	
	- Physical assault?	n=135	16%	21%	16%	
	- Sexual assault?	n=135	2%	3%	2%	
	- Theft of canteen or property?	n=135	27%	33%	27%	
	- Other bullying / victimisation?	n=135	16%	21%	16%	
	- Not experienced any of these from prisoners here	n=135	47%	46%	47%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=139	35%	34%	35%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	n=138	40%	34%	40%	
	- Threats or intimidation?	n=138	24%	26%	24%	
	- Physical assault?	n=138	13%	13%	13%	
	- Sexual assault?	n=138	1%	2%	1%	
	- Theft of canteen or property?	n=138	9%	11%	9%	
	- Other bullying / victimisation?	n=138	23%	18%	23%	
	- Not experienced any of these from staff here	n=138	49%	54%	49%	
14.6	If you were being bullied / victimised by staff here, would you report it?	n=142	44%	46%	44%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=143	25%	37%	25%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=142	24%	34%	24%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=147	24%	15%	24%	11%
For those who have been restrained in the last 6 months:						
15.4	Did anyone come and talk to you about it afterwards?	n=34	32%	18%	32%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=144	8%	10%	8%	
For those who have spent one or more nights in the segregation unit in the last 6 months:						
15.6	Were you treated well by segregation staff?	n=12	83%	51%	83%	
	Could you shower every day?	n=11	64%	48%	64%	
	Could you go outside for exercise every day?	n=11	73%	58%	73%	
	Could you use the phone every day (if you had credit)?	n=11	64%	46%	64%	

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EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	- Education?	n=137	39%	51%	39%
	- Vocational or skills training?	n=129	12%	27%	12%
	- Prison job?	n=138	13%	34%	13%
	- Voluntary work outside of the prison?	n=131	1%	4%	1%
	- Paid work outside of the prison?	n=131	2%	4%	2%
16.2	In this prison, have you done the following activities:				
	- Education?	n=136	69%	71%	69%
	- Vocational or skills training?	n=127	47%	55%	47%
	- Prison job?	n=133	67%	71%	67%
	- Voluntary work outside of the prison?	n=127	36%	33%	36%
	- Paid work outside of the prison?	n=126	36%	33%	36%
<i>For those who have done the following activities, do you think they will help you on release:</i>					
	- Education?	n=94	59%	58%	59%
	- Vocational or skills training?	n=60	53%	57%	53%
	- Prison job?	n=89	45%	42%	45%
	- Voluntary work outside of the prison?	n=46	48%	50%	48%
	- Paid work outside of the prison?	n=45	60%	56%	60%
16.3	Do staff encourage you to attend education, training or work?	n=124	36%	44%	36%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	n=147	14%	26%	14%
<i>For those who have a custody plan:</i>					
17.2	Do you understand what you need to do to achieve your objectives or targets?	n=20	80%	77%	80%
17.3	Are staff helping you to achieve your objectives or targets?	n=20	60%	45%	60%
17.4	In this prison, have you done:				
	- Offending behaviour programmes?	n=19	63%	44%	63%
	- Other programmes?	n=17	71%	45%	71%
	- One to one work?	n=20	65%	40%	65%
	- Been on a specialist unit?	n=18	56%	22%	56%
	- ROTL - day or overnight release?	n=17	18%	19%	18%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>					
	- Offending behaviour programmes?	n=12	67%	69%	67%
	- Other programmes?	n=12	42%	65%	42%
	- One to one work?	n=13	62%	66%	62%
	- Being on a specialist unit?	n=10	40%	47%	40%
	- ROTL - day or overnight release?	n=3	33%	48%	33%

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PREPARATION FOR RELEASE					
18.1	Do you expect to be released in the next 3 months?	<i>n=144</i>	33%	31%	33%
<i>For those who expect to be released in the next 3 months:</i>					
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n=46</i>	54%	58%	54%
18.3	Is anybody helping you to prepare for your release?	<i>n=46</i>	46%	45%	46%
18.4	Do you need help to sort out the following for when you are released:				
	- Finding accommodation?	<i>n=44</i>	66%	67%	66%
	- Getting employment?	<i>n=40</i>	68%	62%	68%
	- Setting up education or training?	<i>n=40</i>	63%	50%	63%
	- Arranging benefits?	<i>n=43</i>	77%	69%	77%
	- Sorting out finances?	<i>n=41</i>	66%	58%	66%
	- Support for drug or alcohol problems?	<i>n=41</i>	46%	51%	46%
	- Health / mental Health support?	<i>n=42</i>	74%	59%	74%
	- Social care support?	<i>n=40</i>	45%	44%	45%
	- Getting back in touch with family or friends?	<i>n=42</i>	45%	43%	45%
18.4	Are you getting help to sort out the following for when you are released, if you need it:				
	- Finding accommodation?	<i>n=29</i>	21%	29%	21%
	- Getting employment?	<i>n=27</i>	19%	19%	19%
	- Setting up education or training?	<i>n=25</i>	16%	16%	16%
	- Arranging benefits?	<i>n=33</i>	27%	22%	27%
	- Sorting out finances?	<i>n=27</i>	19%	15%	19%
	- Support for drug or alcohol problems?	<i>n=19</i>	32%	41%	32%
	- Health / mental Health support?	<i>n=31</i>	19%	23%	19%
	- Social care support?	<i>n=18</i>	28%	16%	28%
	- Getting back in touch with family or friends?	<i>n=19</i>	26%	26%	26%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n=135</i>	43%	48%	43%

HMP Winchester 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
93	51	68	78

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	27%	27%	23%	30%
	Are you 50 years of age or older?	12%	12%	20%	7%
1.3	Are you from a minority ethnic group?	13%	19%	12%	17%
7.1	Are you Muslim?	5%	16%	8%	10%
11.3	Do you have any mental health problems?			84%	47%
12.1	Do you consider yourself to have a disability?	61%	22%		
19.2	Are you a foreign national?	0%	15%	3%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	7%	13%	9%	8%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	88%	82%	87%	86%
2.4	Overall, were you treated very / quite well in reception?	87%	80%	82%	87%
2.5	When you first arrived, did you have any problems?	96%	84%	100%	84%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	20%	20%	24%	16%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	67%	68%	58%	74%
3.5	Have you had an induction at this prison?	79%	74%	70%	84%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	32%	42%	36%	34%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	15%	27%	26%	14%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	44%	33%	45%	35%
	- Can you shower every day?	64%	65%	57%	71%
	- Do you have clean sheets every week?	54%	37%	54%	42%
	- Do you get cell cleaning materials every week?	37%	46%	33%	47%
	- Is it normally quiet enough for you to relax or sleep at night?	27%	53%	25%	46%
	- Can you get your stored property if you need it?	16%	16%	16%	18%

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Number of completed questionnaires returned

	Mental health problems	No mental health problems		
	93	51	Have a disability	Do not have a disability
			68	78

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	17%	30%	19%	23%
5.3	Does the shop / canteen sell the things that you need?	52%	56%	37%	65%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	61%	62%	61%	61%
6.2	Are there any staff here you could turn to if you had a problem?	69%	65%	70%	67%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	52%	51%	53%	50%
6.6	Do you feel that you are treated as an individual in this prison?	27%	37%	28%	34%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	54%	64%	50%	65%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	58%	49%	53%	56%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	32%	22%	30%	27%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	64%	54%	61%	58%
8.3	Are you able to use a phone every day (if you have credit)?	81%	74%	75%	82%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	78%	68%	88%	66%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	59%	67%	56%	65%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	4%	2%	8%	1%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	44%	53%	44%	48%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	61%	63%	62%	61%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	37%	41%	39%	40%
10.3	Is it easy for you to make a complaint?	52%	48%	48%	54%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	28%	27%	30%	26%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	43%	19%	49%	23%

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Number of completed questionnaires returned

	Mental health problems	No mental health problems	Have a disability	Do not have a disability
	93	51	68	78

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	17%	12%	18%	13%
	- Nurse?	44%	30%	42%	36%
	- Dentist?	12%	8%	14%	8%
	- Mental health workers?	21%	8%	22%	12%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	41%		39%	42%
11.5	Do you think the overall quality of the health services here is very / quite good?	34%	41%	39%	33%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	22%	27%	23%	
SAFETY					
14.1	Have you ever felt unsafe here?	63%	42%	72%	42%
14.2	Do you feel unsafe now?	23%	24%	31%	16%
14.3	Not experienced bullying / victimisation by other prisoners	41%	59%	35%	57%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	33%	38%	41%	28%
14.5	Not experienced bullying / victimisation by members of staff	44%	59%	42%	57%
14.6	If you were being bullied / victimised by staff here, would you report it?	42%	48%	49%	40%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	24%	24%	26%	24%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	21%	28%	26%	22%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	21%	29%	24%	23%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	9%	8%	5%	12%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	36%	31%	39%	32%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	14%	12%	16%	10%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	62%	50%	46%	75%
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?	47%	40%	48%	44%
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?	40%	46%	52%	34%

HMP Winchester 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

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

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

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

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

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

	25 and under	Over 25	50 and over	Under 50	
	39	110	18	131	

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	36%			11%
	Are you 70 years of age or older?		2%	11%	
1.3	Are you from a minority ethnic group?	21%	13%	17%	15%
7.1	Are you Muslim?	16%	6%	6%	9%
11.3	Do you have any mental health problems?	66%	65%	65%	65%
12.1	Do you consider yourself to have a disability?	40%	49%	72%	42%
19.2	Are you a foreign national?	6%	4%	0%	5%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	11%	12%	9%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	87%	84%	100%	83%
2.4	Overall, were you treated very / quite well in reception?	82%	84%	94%	82%
2.5	When you first arrived, did you have any problems?	95%	91%	89%	92%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	14%	23%	29%	19%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	64%	66%	72%	65%
3.5	Have you had an induction at this prison?	77%	79%	72%	79%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	30%	35%	31%	34%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	21%	18%	50%	14%
4.3					
	- Do you normally have enough clean, suitable clothes for the week?	31%	40%	61%	34%
	- Can you shower every day?	63%	63%	38%	66%
	- Do you have clean sheets every week?	47%	47%	56%	46%
	- Do you get cell cleaning materials every week?	34%	42%	38%	40%
	- Is it normally quiet enough for you to relax or sleep at night?	34%	36%	44%	34%
	- Can you get your stored property if you need it?	18%	17%	12%	18%

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

Number of completed questionnaires returned

		25 and under	Over 25
		39	110
		50 and over	Under 50
		18	131

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	24%	20%	44%	18%
5.3	Does the shop / canteen sell the things that you need?	58%	51%	50%	54%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	49%	64%	89%	55%
6.2	Are there any staff here you could turn to if you had a problem?	61%	71%	94%	64%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	34%	58%	67%	49%
6.6	Do you feel that you are treated as an individual in this prison?	32%	29%	39%	28%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	48%	61%	64%	57%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	48%	57%	64%	53%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	32%	29%	33%	29%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	63%	57%	41%	61%
8.3	Are you able to use a phone every day (if you have credit)?	81%	78%	93%	77%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	56%	78%	86%	71%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	68%	58%	29%	65%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	3%	6%	12%	4%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	20%	55%	43%	48%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	58%	64%	65%	62%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	33%	42%	56%	37%
10.3	Is it easy for you to make a complaint?	47%	52%	53%	50%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	30%	27%	25%	28%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	36%	36%	27%	37%

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

Number of completed questionnaires returned

	25 and under	Over 25	50 and over	Under 50
	39	110	18	131

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	11%	18%	11%	17%
	- Nurse?	40%	39%	33%	40%
	- Dentist?	14%	10%	18%	10%
	- Mental health workers?	11%	19%	6%	19%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	36%	42%	36%	41%
11.5	Do you think the overall quality of the health services here is very / quite good?	32%	38%	47%	34%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	31%	22%	33%	21%
SAFETY					
14.1	Have you ever felt unsafe here?	64%	54%	56%	57%
14.2	Do you feel unsafe now?	22%	22%	17%	23%
14.3	Not experienced bullying / victimisation by other prisoners	56%	44%	50%	47%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	30%	37%	31%	36%
14.5	Not experienced bullying / victimisation by members of staff	37%	54%	89%	44%
14.6	If you were being bullied / victimised by staff here, would you report it?	42%	46%	61%	42%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	29%	25%	41%	24%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	21%	26%	44%	22%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	42%	16%	6%	26%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	13%	7%	6%	9%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	29%	38%	58%	33%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	11%	14%	0%	15%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	50%	64%		61%
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?	46%	46%	67%	43%
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?	43%	43%	53%	42%

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

Number of completed questionnaires returned

	Black and minority ethnic	White
Number of completed questionnaires returned	22	123

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	36%	25%
	Are you 50 years of age or older?	14%	12%
1.3	Are you from a minority ethnic group?		
7.1	Are you Muslim?	41%	2%
11.3	Do you have any mental health problems?	57%	67%
12.1	Do you consider yourself to have a disability?	38%	48%
19.2	Are you a foreign national?	0%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	11%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	71%	88%
2.4	Overall, were you treated very / quite well in reception?	62%	87%
2.5	When you first arrived, did you have any problems?	95%	92%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	6%	23%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	52%	68%
3.5	Have you had an induction at this prison?	95%	74%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	35%	34%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	19%	19%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	19%	42%
	- Can you shower every day?	55%	66%
	- Do you have clean sheets every week?	32%	51%
	- Do you get cell cleaning materials every week?	14%	44%
	- Is it normally quiet enough for you to relax or sleep at night?	27%	38%
	- Can you get your stored property if you need it?	9%	19%

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

Black and minority ethnic	
White	
Number of completed questionnaires returned	
22	123

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	23%	21%
5.3	Does the shop / canteen sell the things that you need?	52%	54%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	35%	64%
6.2	Are there any staff here you could turn to if you had a problem?	60%	69%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	35%	55%
6.6	Do you feel that you are treated as an individual in this prison?	24%	30%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	38%	61%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	47%	57%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	14%	33%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	71%	57%
8.3	Are you able to use a phone every day (if you have credit)?	80%	78%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	58%	75%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	68%	59%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	9%	4%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	25%	50%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	48%	64%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	25%	42%
10.3	Is it easy for you to make a complaint?	38%	53%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	7%	30%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	44%	34%

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

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

	Black and minority ethnic	White
Number of completed questionnaires returned	22	123

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	9%	16%
	- Nurse?	14%	42%
	- Dentist?	5%	10%
	- Mental health workers?	10%	16%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	33%	42%
11.5	Do you think the overall quality of the health services here is very / quite good?	29%	37%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	17%	24%
SAFETY			
14.1	Have you ever felt unsafe here?	57%	58%
14.2	Do you feel unsafe now?	29%	22%
14.3	Not experienced bullying / victimisation by other prisoners	53%	46%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	23%	37%
14.5	Not experienced bullying / victimisation by members of staff	32%	53%
14.6	If you were being bullied / victimised by staff here, would you report it?	43%	44%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	14%	27%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	14%	26%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	36%	21%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	14%	8%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	21%	39%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	14%	13%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	67%	57%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	33%	49%
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?	24%	46%

HMP Winchester 2019

Comparison of survey responses from different residential locations

In this table responses from the vulnerable prisoner unit (A wing) are compared with those from the rest of the establishment (B and D wings).

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

	Vulnerable prisoner unit (A wing)	Rest of the establishment (B and D wings)
Number of completed questionnaires returned	30	118

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	13%	8%
	Are you 25 years of age or younger?	30%	25%
	Are you 50 years of age or older?	23%	9%
	Are you 70 years of age or older?	3%	0%
1.3	Are you from a minority ethnic group?	0%	20%
1.4	Have you been in this prison for less than 6 months?	66%	74%
1.5	Are you currently serving a sentence?	86%	48%
	Are you on recall?	38%	12%
1.6	Is your sentence less than 12 months?	37%	28%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	1%
7.1	Are you Muslim?	3%	11%
11.3	Do you have any mental health problems?	68%	63%
12.1	Do you consider yourself to have a disability?	66%	40%
19.1	Do you have any children under the age of 18?	46%	51%
19.2	Are you a foreign national?	7%	5%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	18%	7%
19.4	Have you ever been in the armed services?	18%	6%
19.5	Is your gender female or non-binary?	4%	3%
19.6	Are you homosexual, bisexual or other sexual orientation?	3%	3%
19.7	Do you identify as transgender or transsexual?	0%	6%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	13%	11%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	38%	46%
2.3	When you were searched in reception, was this done in a respectful way?	90%	84%
2.4	Overall, were you treated very / quite well in reception?	83%	84%

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

	Vulnerable prisoner unit (A wing)	Rest of the establishment (B and D wings)
Number of completed questionnaires returned	30	118

2.5	When you first arrived, did you have any problems?	93%	91%
2.5	Did you have problems with:		
	- Getting phone numbers?	60%	47%
	- Contacting family?	50%	53%
	- Arranging care for children or other dependents?	0%	4%
	- Contacting employers?	3%	10%
	- Money worries?	47%	27%
	- Housing worries?	20%	28%
	- Feeling depressed?	50%	52%
	- Feeling suicidal?	23%	19%
	- Other mental health problems?	23%	46%
	- Physical health problems?	23%	16%
	- Drugs or alcohol (e.g. withdrawal)?	23%	29%
	- Getting medication?	33%	36%
	- Needing protection from other prisoners?	10%	7%
	- Lost or delayed property?	23%	30%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	25%	18%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	63%	65%
	- Toiletries / other basic items?	70%	58%
	- A shower?	13%	12%
	- A free phone call?	7%	30%
	- Something to eat?	70%	77%
	- The chance to see someone from health care?	57%	57%
	- The chance to talk to a Listener or Samaritans?	13%	31%
	- Support from another prisoner (e.g. Insider or buddy)?	20%	29%
	- None of these?	10%	8%
3.2	On your first night in this prison, was your cell very / quite clean?	33%	14%
3.3	Did you feel safe on your first night here?	67%	66%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	23%	18%
	- Free PIN phone credit?	50%	52%
	- Numbers put on your PIN phone?	31%	40%
3.5	Have you had an induction at this prison?	53%	87%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	31%	35%

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	Vulnerable prisoner unit (A wing)	Rest of the establishment (B and D wings)
Number of completed questionnaires returned	30	118

ON THE WING			
4.1	Are you in a cell on your own?	43%	33%
4.2	Is your cell call bell normally answered within 5 minutes?	41%	12%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	57%	33%
	- Can you shower every day?	69%	63%
	- Do you have clean sheets every week?	76%	39%
	- Do you get cell cleaning materials every week?	69%	32%
	- Is it normally quiet enough for you to relax or sleep at night?	28%	36%
	- Can you get your stored property if you need it?	28%	13%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	77%	24%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	31%	27%
5.2	Do you get enough to eat at meal-times always / most of the time?	33%	17%
5.3	Does the shop / canteen sell the things that you need?	48%	55%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	71%	56%
6.2	Are there any staff here you could turn to if you had a problem?	90%	62%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	60%	48%
6.4	Do you have a personal officer?	93%	84%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	86%	55%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	3%	2%
6.6	Do you feel that you are treated as an individual in this prison?	48%	26%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	57%	41%
	If so, do things sometimes change?	29%	11%
FAITH			
7.1	Do you have a religion?	63%	62%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	63%	55%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	63%	52%
7.4	Are you able to attend religious services, if you want to?	78%	75%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	40%	27%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	43%	63%
8.3	Are you able to use a phone every day (if you have credit)?	86%	77%
8.4	Is it very / quite easy for your family and friends to get here?	37%	38%
8.5	Do you get visits from family/friends once a week or more?	13%	15%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	75%	37%
8.7	Are your visitors usually treated respectfully by staff?	81%	70%

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	Vulnerable prisoner unit (A wing)	Rest of the establishment (B and D wings)
Number of completed questionnaires returned	30	118

TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	77%	72%
<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?	39%	33%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	57%	62%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	7%	4%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	83%	94%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	0%
9.4	Do you have time to do domestics more than 5 days in a typical week?	37%	30%
9.5	Do you get association more than 5 days in a typical week, if you want it?	40%	42%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	10%	26%
9.7	Do you typically go to the gym twice a week or more?	53%	30%
9.8	Do you typically go to the library once a week or more?	70%	46%
<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%	45%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	80%	56%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	64%	33%
	Are applications usually dealt with within 7 days?	37%	27%
10.3	Is it easy for you to make a complaint?	55%	50%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	30%	29%
	Are complaints usually dealt with within 7 days?	16%	31%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	25%	36%

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<i>For those who need it, is it easy to:</i>		
10.6	Communicate with your solicitor or legal representative?	30% 31%
	Attend legal visits?	65% 65%
	Get bail information?	18% 12%
<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% 65%
HEALTH CARE		
11.1	Is it very / quite easy to see:	
	- Doctor?	28% 13%
	- Nurse?	56% 35%
	- Dentist?	18% 9%
	- Mental health workers?	30% 14%
11.2	Do you think the quality of the health service is very / quite good from:	
	- Doctor?	66% 46%
	- Nurse?	75% 59%
	- Dentist?	36% 36%
	- Mental health workers?	39% 30%
11.3	Do you have any mental health problems?	68% 63%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	50% 36%
11.5	Do you think the overall quality of the health services here is very / quite good?	43% 34%
OTHER SUPPORT NEEDS		
12.1	Do you consider yourself to have a disability?	66% 40%
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	33% 16%
12.3	Have you been on an ACCT in this prison?	55% 33%
<i>For those who have been on an ACCT:</i>		
12.4	Did you feel cared for by staff?	53% 47%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	61% 34%
ALCOHOL AND DRUGS		
13.1	Did you have an alcohol problem when you came into this prison?	31% 26%
<i>For those who had / have an alcohol problem:</i>		
13.2	Have you been helped with your alcohol problem in this prison?	63% 52%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	32% 41%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	0% 13%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	11% 8%
<i>For those who had / have a drug problem:</i>		
13.6	Have you been helped with your drug problem in this prison?	50% 42%
13.7	Is it very / quite easy to get illicit drugs in this prison?	57% 60%
13.8	Is it very / quite easy to get alcohol in this prison?	25% 32%

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SAFETY			
14.1	Have you ever felt unsafe here?	63%	54%
14.2	Do you feel unsafe now?	21%	23%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	61%	30%
	- Threats or intimidation?	43%	28%
	- Physical assault?	14%	15%
	- Sexual assault?	4%	2%
	- Theft of canteen or property?	39%	23%
	- Other bullying / victimisation?	29%	14%
	- Not experienced any of these from prisoners here	36%	52%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	54%	29%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	26%	42%
	- Threats or intimidation?	19%	23%
	- Physical assault?	4%	14%
	- Sexual assault?	0%	1%
	- Theft of canteen or property?	4%	9%
	- Other bullying / victimisation?	30%	21%
	- Not experienced any of these from staff here	63%	47%
14.6	If you were being bullied / victimised by staff here, would you report it?	52%	43%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	43%	21%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	36%	22%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	14%	26%
	<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?	25%	35%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	4%	9%
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>		
15.6	Were you treated well by segregation staff?	100%	80%
	Could you shower every day?	0%	67%
	Could you go outside for exercise every day?	0%	78%
	Could you use the phone every day (if you had credit)?	0%	67%

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EDUCATION, SKILLS AND WORK		
16.1	In this prison, is it easy to get into the following activities:	
	- Education?	64% 35%
	- Vocational or skills training?	17% 12%
	- Prison job?	39% 7%
	- Voluntary work outside of the prison?	4% 0%
	- Paid work outside of the prison?	4% 1%
16.2	In this prison, have you done the following activities:	
	- Education?	80% 67%
	- Vocational or skills training?	57% 45%
	- Prison job?	77% 65%
	- Voluntary work outside of the prison?	44% 34%
	- Paid work outside of the prison?	39% 34%
<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	65% 58%
	- Vocational or skills training?	46% 56%
	- Prison job?	50% 45%
	- Voluntary work outside of the prison?	70% 44%
	- Paid work outside of the prison?	78% 56%
16.3	Do staff encourage you to attend education, training or work?	72% 26%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	25% 12%
<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?	86% 77%
17.3	Are staff helping you to achieve your objectives or targets?	43% 69%
17.4	In this prison, have you done:	
	- Offending behaviour programmes?	33% 77%
	- Other programmes?	33% 91%
	- One to one work?	57% 69%
	- Been on a specialist unit?	50% 58%
	- ROTL - day or overnight release?	17% 18%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	50% 70%
	- Other programmes?	50% 40%
	- One to one work?	75% 56%
	- Being on a specialist unit?	33% 43%
	- ROTL - day or overnight release?	0% 50%

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PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	45%	31%
<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?	39%	61%
18.3	Is anybody helping you to prepare for your release?	62%	39%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	42%	75%
	- Getting employment?	60%	70%
	- Setting up education or training?	60%	63%
	- Arranging benefits?	82%	75%
	- Sorting out finances?	70%	65%
	- Support for drug or alcohol problems?	36%	50%
	- Health / mental Health support?	64%	77%
	- Social care support?	30%	50%
	- Getting back in touch with family or friends?	18%	55%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	40%	17%
	- Getting employment?	17%	19%
	- Setting up education or training?	17%	16%
	- Arranging benefits?	56%	17%
	- Sorting out finances?	29%	15%
	- Support for drug or alcohol problems?	50%	27%
	- Health / mental Health support?	43%	13%
	- Social care support?	67%	20%
	- Getting back in touch with family or friends?	50%	24%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	61%	38%