

Report on an unannounced inspection of

# **HMP Dovegate**

by HM Chief Inspector of Prisons

**30 September–11 October 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

Located near Uttoxeter in Staffordshire and built in 2001, HMP Dovegate, a privately-run prison operated by SERCO, is a modern and complex institution that comprises a self-contained therapeutic community (TC), a separate training prison for category B prisoners and a small local prison function. It holds up to 960 adult men. This inspection concerned only the training and local prison functions at the establishment as the TC is inspected separately.

In comparison to our inspection in 2017, we are pleased to report that this inspection found some notable improvements. Outcomes in safety and rehabilitation and release planning, like respect, were now reasonably good, although they remained insufficiently good in purposeful activity.

Dovegate is a safer prison than in 2017. Appropriate attention was given to individual risk among newly arrived prisoners, and reception procedures and induction arrangements were generally good. More prisoners in our survey told us they felt safe on their first night than we usually find in similar prisons, with other survey evidence suggesting this positive sense of safety continued throughout their stay. Work was in place to address violence, although more needed to be done to ensure it was sufficiently impactful, as the number of violent incidents, some of them serious, continued to fluctuate. However, after a recent peak in 2018, violence had fallen in the months before our visit and was now more in keeping with the level seen in similar prisons.

The evidence suggested that prisoners felt reasonably incentivised to behave and engage with the prison, and the number of formal adjudications had halved since we last inspected. The use of force had similarly fallen, although oversight of it was weak and paradoxically the use of segregation was increasing. Prisoners were reasonably positive about their treatment and their relationships with staff while in segregation, although we found some aspects of the way the unit was managed to be restrictive and unnecessary. Security procedures were proportionate, and a comprehensive and joined-up approach to combating the misuse of drugs was now in place. But despite this, drug availability remained a key concern. We were told that since we last inspected there had been two deaths linked to the use of illicit substances and a further three self-inflicted deaths. The level of self-harm, in contrast, was relatively low. The prison seemed to have responded adequately to recommendations made following enquiries into the deaths and those in crisis we spoke to told us they felt supported.

Except for some inertia in respect to minor rule breaking, supervision was generally good and staff-prisoner relationships constructive. The prison was clean and well maintained, and prisoners' access to amenities and kit was good. There were good prisoner consultation arrangements in place, although some improvement needed to be made in regard to how complaints were dealt with. More prominence was now given to the promotion of equality but there needed to be greater determination to improve the work of the equality action team in addressing negative perceptions among some minority groups. Health provision was good overall.

We found about a quarter of prisoners locked in cell during the working day although this was the case predominantly in the local part of the prison, with the proportion falling to 16% on the training wings. There were enough activity places for most prisoners although fewer for vulnerable prisoners. The availability of education was better than the more limited availability of vocational provision, but attendance generally was not good enough. Productive links with external employers ensured some demanding commercial standards in workshops, although there were missed opportunities in terms of recording skills acquisition and achievements. Most learners in education were making progress but our colleagues in Ofsted judged the overall effectiveness of provision as 'requires improvement', their second lowest level of assessment.

The support prisoners were given to maintain their family ties was encouraging, with very good visits and enhanced family visits arrangements. Family support and parenting courses were also available.

The prison held many high risk of harm prisoners serving long sentences. The majority had an offender assessment (OASys) although sentence plan reviews were often missed. Contact between offender supervisors and prisoners was reasonable. Public protection arrangements, including planning for release, were robust. Offending behaviour work was well managed but provision for vulnerable prisoners and one-to-one interventions was more limited. Support for the considerable number of prisoners being released needed to be better, with meaningful reviews of resettlement needs and plans prior to departure currently lacking and many individuals being released without a settled address.

Despite this, we found the prison settled. Prisoners were confident and engaged, and staff were knowledgeable. The Director and his team were ensuring the prison was well run and we had every confidence that the establishment would continue to improve. This report provides a number of recommendations which we hope will assist in that process.

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

October 2019

# Fact page

## Task of the establishment

A long-term high security men's prison with remand and therapeutic community facilities for category B prisoners. (We did not inspect the prison's therapeutic community as it is subject to a separate inspection.)

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

Prisoners held at the time of inspection: 960

Baseline certified normal capacity: 960

In-use certified normal capacity: 960

Operational capacity: 960

## Notable features from this inspection

*Dovegate was an unusual category B training prison as it held a number of prisoners on remand and serving very short sentences.*

*70% of the population were serving sentences of 10 years or more and nearly a third were serving indeterminate sentences.*

*Three-quarters of the population were assessed as presenting either a high or very high risk of serious harm to others and half were convicted of violence as their main offence.*

*17% of those responding to our survey reported that they had an alcohol problem when they arrived at Dovegate compared to 9% in other category B training prisons.*

*73% of prisoners were under 40 years old.*

*10% of prisoners were foreign nationals.*

## Prison status and key providers

Private – Serco

Physical health provider: Care UK

Mental health provider: Care UK

Substance use treatment provider: Care UK

Prison education framework provider: Serco

Community rehabilitation company (CRC): Staffordshire and West Midlands CRC

Escort contractor: GEOAmev

## Prison group

Staffordshire and West Midlands

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

**Brief history**

HMP Dovegate, near Uttoxeter in Staffordshire, opened in 2001. In September 2009, new accommodation opened to increase capacity, with half the 260 new spaces dedicated to local prisoners. The prison holds adult prisoners over the age of 21 serving a range of sentences including trial, remand, those awaiting sentence and convicted men serving short and long-term sentences.

**Short description of residential units**

There were three main residential units housing 960 prisoners, an 11-bed inpatient facility and an 18-bed segregation unit.

**Name of governor/director and date in post**

John Hewitson, appointed in August 2016

**Independent Monitoring Board chair**

John Haley

**Date of last inspection**

22 May–8 June 2017

# About this inspection and report

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

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

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

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

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

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

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

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

- **Outcomes for prisoners are good.**  
There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
- **Outcomes for prisoners are reasonably good.**  
There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.
- **Outcomes for prisoners are not sufficiently good.**  
There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.
- **Outcomes for prisoners are poor.**  
There is evidence that the outcomes for prisoners are seriously affected by current

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

A5 Our assessments might result in one of the following:

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

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

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

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

## This report

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

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

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

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

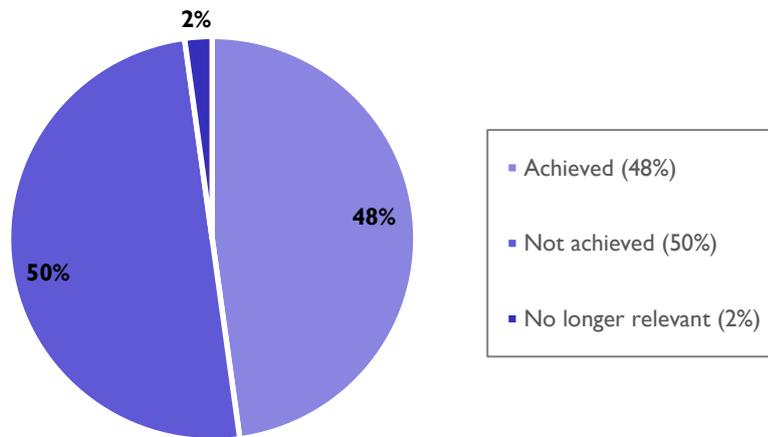
<sup>3</sup> The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

# Summary

S1 We last inspected HMP Dovegate in 2017 and made 46 recommendations overall. The prison fully accepted 40 of the recommendations and partially (or subject to resources) accepted four. It rejected two of the recommendations.

S2 At this follow up inspection we found that the prison had achieved 22 of those recommendations and not achieved 23 recommendations. One recommendation was no longer relevant.

Figure 1: HMP Dovegate progress on recommendations from last inspection (n=46)



S3 Since our last inspection of HMP Dovegate outcomes for prisoners in two healthy prison areas, Safety and Rehabilitation and release planning, improved from not sufficiently good to reasonably good. Outcomes for prisoners remained reasonably good in Respect and not sufficiently good in Purposeful activity.

Figure 2: HMP Dovegate healthy prison outcomes 2017 and 2019<sup>4</sup>



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

## Safety

**S4** *Prisoners received good support during their early days at the prison. Most prisoners we spoke to said the prison was safe. Levels of violence had fluctuated over the previous year but remained similar to those at the previous inspection. Much of the violence was linked to drugs and debt and some incidents were serious. Adjudications were well managed, but the use of force needed better oversight. Some conditions in the segregation unit had improved, but the regime was far too punitive. There was a good drug supply reduction strategy and there had been a significant reduction in the number of positive mandatory drug testing (MDT) results. The number of self-harm incidents over the previous six months had declined, but there had been three self-inflicted deaths and two other drug-related deaths since the previous inspection. The quality of recording in assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm was generally good and prisoners were positive about the care they received. **Outcomes for prisoners were reasonably good against this healthy prison test.***

**S5** *At the last inspection in 2017 we found that outcomes for prisoners in Dovegate were not sufficiently good against this healthy prison test. We made 13 recommendations in the area of safety.<sup>5</sup> At this inspection we found that five of the recommendations had been achieved and eight had not been achieved.*

**S6** Reception processes for new arrivals were efficient. Initial interviews were sufficiently focused on safety, but prisoners' privacy was not always maintained. The safer custody team attended reception to support those arriving with a safeguarding warning from staff at court, which was good.

**S7** In our survey, far more prisoners than in other category B training prisons said they felt safe on their first night. Cells on the first night wing were reasonably clean, had integral showers and were now adequately equipped. Prisoners received good support from staff and peer workers throughout the first night process. There were additional hourly safety checks for all new prisoners during their first night and a further safety interview took place on the following morning, which was good. The induction programme, delivered by Insiders (prisoners who introduce new arrivals to prison life), was comprehensive. Insiders were readily available on the wing and provided follow-up support after seven and 21 days.

**S8** In our survey, the proportion of prisoners saying they had felt unsafe at some point during their time at Dovegate was lower than in other category B prisons and compared with the previous inspection and most prisoners we spoke to during our inspection said it was a relatively safe place to live.

**S9** Levels of violence continued to fluctuate, and after a peak in 2018, they were now similar to those found at the previous inspection. However, some incidents were serious and many were connected to drugs and associated debt. A wide range of data was collected and analysed, informing a strategy to address violence. However, the strategy lacked a specific and measurable action plan. The management of perpetrators of violence and bullying was reasonably good, and victims were offered some support. The social responsibility unit had developed well and was a promising initiative, aiming to tackle antisocial and violent behaviour.

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

- S10 In our survey, more prisoners than at other similar prisons said the incentives and earned privileges (IEP) scheme encouraged them to behave well. However, we found the policy was applied inconsistently, prisoners on the basic level were not set targets and there were insufficient management checks.
- S11 The number of adjudications had halved since the previous inspection and the charges we saw all seemed appropriate. There was still an effective adjudications standardisation meeting and most adjudications had been processed within the given timescales. Adjudication paperwork was completed to a reasonable standard, but some cases lacked sufficient enquiry and failed to demonstrate how the charge was proven.
- S12 The number of incidents involving the use of force had decreased, but some aspects of governance were weak. The number of times special accommodation had been used in the previous six months was not excessive, but its use was not always justified. Whilst it was normal for special cells not to have an integral toilet, we were concerned that up until a few months before this inspection, the prison was not routinely issuing cardboard receptacles to prisoners so they could go to the toilet. However, we were assured that this situation had been resolved.
- S13 The number of times segregation had been used in the previous six months was much higher than at the previous inspection. The use of segregation pending adjudication needed to be reviewed to ensure it was always necessary. Communal areas and cells were reasonably clean, but the daily regime was too limited and the regime for those new to the unit or refusing to move out was punitive and unjustified. Reintegration plans were not sufficiently good, but staff-prisoner relationships were professional and prisoners we spoke to were generally positive about how they were treated.
- S14 Security arrangements were generally proportionate. The security committee meeting was well attended, but objectives were not communicated widely enough across the prison. Intelligence reports were processed and managed well.
- S15 There was now a comprehensive drug supply reduction strategy, good collaborative work between departments and excellent joint working with the police, including a clear focus on staff corruption. There had been a reduction in the proportion of positive MDT results from 26% to 12.4% over two years. However, in our survey 46% of respondents said it was easy to obtain drugs and 19% said they had developed a drug problem since being at the prison.
- S16 There had been three self-inflicted deaths since our last inspection in 2017. At the time of this inspection, the cause of death in another four cases had not been classified but we were told that two of those related to illicit drug use. The response to Prisons and Probation Ombudsman recommendations was generally effective. The level of self-harm had decreased since the previous inspection and was relatively low. More data analysis was needed to better understand the local prison population and determine the extent of their self-harming behaviour. Almost all prisoners on an ACCT reported feeling well supported. The standard of ACCT case recording was generally good and a recent deterioration in quality was being addressed.
- S17 There was now a safeguarding adults strategy in place. Staff had not been formally trained to identify prisoners at risk of abuse, but we were confident that those we spoke to would recognise concerns and report them to their manager.

## Respect

- S18** Working relationships between staff and prisoners were positive. The prison was clean and in reasonably good condition. Prisoners were positive about the food and shop arrangements were effective. Consultation had led to some changes being made. The application system was good, but the prison did not log all complaints. Equality and diversity work had improved but some groups had negative perceptions that needed further exploration. Faith provision was good. Health care and substance use work was reasonably good overall. **Outcomes for prisoners were reasonably good against this healthy prison test.**
- S19** At the last inspection in 2017 we found that outcomes for prisoners in Dovegate were reasonably good against this healthy prison test. We made 14 recommendations in the area of respect. At this inspection we found that eight of the recommendations had been achieved, five had not been achieved and one was no longer relevant.
- S20** In our survey, 70% of prisoners said most staff treated them with respect and we saw mostly positive interactions, with staff demonstrating a good knowledge of prisoners in their care. Staff supervision was good, but some minor rule breaking, such as vaping on landings, was not always challenged. All staff were trained as keyworkers and the scheme was working reasonably well. However, the standard of some case notes required improvement.
- S21** The prison was clean, well maintained and some positive steps had been taken to ensure cells were decent, such as adding toilet seats and lids. However, not all double occupancy cells were adequately furnished and not all cells had privacy screens around the toilet area. Communal showers were in reasonable condition but were not sufficiently private. The provision of clean clothing, bedding and cleaning equipment was good, and prisoners had reasonably prompt access to their stored property. Many prisoners we spoke to said cell bells were not always answered promptly.
- S22** Catering arrangements were well organised and efficient, and kitchen staff were responsive to feedback from prisoners. We received very few complaints about the food and in our survey, 60% of prisoners said the standard of the food was either good or very good, which was better than in other similar prisons. The range of products supplied by the shop was good. Prisoners could still place an order within 24 hours of their arrival in addition to receiving a £10 advance, which reduced their risk of getting into debt.
- S23** Consultation arrangements with prisoners were good. The prison council met every month and peer representatives were positive about the changes made as a result. The applications process was effective. There had been 1948 complaint forms submitted by prisoners in the previous six months, but the prison had not logged 40% of them as complaints, which some prisoners found frustrating. Responses to complaints were polite, but a small minority did not address in full the issue raised.
- S24** Equality and diversity work had been given more prominence since the previous inspection. Analysis of data about equalities and diversity had improved slightly, but this, and the range of data collected, remained too limited. Discussions at the diversity and equality action team meetings remained largely descriptive. Discrimination incident reporting forms were managed reasonably well and an independent quality assurance process had been introduced. Regular focus groups took place, which prisoners valued, and they were having a positive impact.
- S25** Support for some groups was particularly impressive, but support for younger prisoners had not been developed. Little information was available in languages other than English. In our

survey, prisoners who described themselves as having a disability or a mental health problem, reported feeling much less safe than other prisoners. Black and minority ethnic and Muslim prisoners had more negative perceptions than their white, non-Muslim counterparts in a number of areas relating to prison life.

- S26 Prisoners had good access to religious services and their spiritual needs were well met. Chaplains carried out a wide range of pastoral work and were well integrated into prison life.
- S27 Health care provision was reasonably good overall, governance systems were efficient and well-being and health promotion initiatives were impressive. Primary care, social care, dental services and provision for patients with long-term conditions were also reasonably good. Non-attendance rates were low, and waiting times acceptable. The amount of time spent in the health centre before and after appointments had been reduced. The inpatient unit was adequate, but the exercise area was stark. The therapeutic regime was improving and patients received good support to help them transfer back to the main wings. Despite recent challenges in staffing, mental health practitioners responded promptly to prisoners' needs, and the range of therapeutic options was limited, but growing. The clinical care of drug- and alcohol-dependent patients had improved but at the start of the inspection not all were located in the stabilisation unit, which potentially affected patient safety. An in-house pharmacy provided an adequate service but required further development. Too many patients experienced delays in getting their medication.

## Purposeful activity

- S28** *Time out of cell for employed and enhanced prisoners was good during the working week. The number of prisoners locked up during the core working day was generally relatively low. The library and gym were reasonably good. Ofsted judged that education, skills and work activity required improvement across all areas. The prison had enough activity places for most prisoners, but provision for vulnerable prisoners was very limited and too many wing-based workers did not have enough to do. English and mathematics were successfully prioritised, but the standard of teaching was not consistently high and there was a lack of recognition of the skills developed in workshops and work. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***
- S29 *At the last inspection in 2017 we found that outcomes for prisoners in Dovegate were not sufficiently good against this healthy prison test. We made 11 recommendations in the area of purposeful activity. At this inspection we found that four of the recommendations had been achieved and seven had not been achieved.*

- S30 Fully employed prisoners had a good amount of time out of cell, but for unemployed prisoners it was too limited and sometimes inconsistently applied. During our checks, we found 24% of prisoners across the whole prison locked in their cell during the core working day. However, most of those allocated to the training wings had a better experience and only 16% were locked in their cell during the core working day, which was relatively low.
- S31 The library was reasonable. Attendance had been poor for much of 2018 but was much better over recent months. Various activities were organised to promote literacy, including a weekly book club and a writing group. Physical education facilities were generally reasonable. Careful timetabling ensured that the gym was accessible and used at appropriate times, and fewer sessions had been cancelled in the previous months. There were limited opportunities for prisoners to gain qualifications, but there were plans to address this.

- S32 The education strategy successfully prioritised prisoners' English and mathematics needs. There were enough purposeful activity places for 90% of the population, but provision for vulnerable prisoners was too limited. Allocations to activities were fair. Waiting lists were effectively managed, but attendance was not consistently high. There was not enough vocational training, although education provision was sufficient. The collection and use of data required improvement. Appropriate quality assurance arrangements were in place, although improvements did not take place rapidly enough. The prison's productive external employer links provided prisoners with workshop activities that included demanding commercial procedures and deadlines. Prisoners did not have access to the virtual campus (prisoner access to community education, training and employment opportunities via the internet).
- S33 The quality of taught sessions was not consistently high. Not all tutors used available information to plan sessions. Prisoners in workshops and work rarely had skills development targets set or reviewed. Tutors made good use of learning support assistants to help prisoners succeed and used verbal and written feedback well to promote prisoners' progress. In barbering and IT, prisoners participated in activities that ensured they gained a good standard of technical competence.
- S34 Not all wing-based workers were fully employed, which limited the development of a good work ethic. Punctuality at activity sessions was good in the morning but poor in the afternoon. Prisoners' behaviour was usually good and most demonstrated a positive work ethic in workshops.
- S35 In most workshops and work areas prisoners' skills development was not formally recognised. Most prisoners in education were making expected or better progress. Prisoners' standards of work were appropriate for the level and good in art. Course pass rates were generally high.

## Rehabilitation and release planning

- S36 *Support to help prisoners maintain relationships with their children and families was good. Most prisoners presented a high risk of harm to others and were serving long sentences. The majority had an offender assessment system (OASys) report, but not all of them had been reviewed regularly enough. Contact between offender supervisors and prisoners was good but did not involve undertaking individual offending behaviour work. Home detention curfew (HDC) and re-categorisation work was good overall. Public protection work was sound and risk management planning for release was good. Programmes were managed well, but there was a lack of provision for those living on the vulnerable prisoners' wing. The standard of resettlement help was mixed and too few resettlement plans were reviewed prior to release. **Outcomes for prisoners were reasonably good against this healthy prison test.***
- S37 *At the last inspection in 2017 we found that outcomes for prisoners in Dovegate were not sufficiently good against this healthy prison test. We made eight recommendations in the area of resettlement.<sup>6</sup> At this inspection we found that five of the recommendations had been achieved and three had not been achieved.*

<sup>6</sup> This included recommendations about reintegration planning for drugs and alcohol and reintegration issues for education, skills and work, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison areas of respect and purposeful activity respectively.

- S38 The visitors' centre continued to offer a supportive service to family members and friends. The visits hall was well equipped and comfortable and visiting sessions were available every day. The number and range of family days had increased and included specific days for grandparents and Travellers. Attendance at family days was not restricted to those on the enhanced level of the IEP scheme. Parenting courses ran four times a year and family support workers provided some useful help.
- S39 The vast majority of those at Dovegate were category B prisoners serving over 10 years in prison. However, there was also a small proportion who were on remand or serving very short custodial sentences. Three-quarters of the population presented a high or very high risk of serious harm to others.
- S40 There was a good reducing reoffending strategy informed by a needs analysis. The strategic meeting had lapsed, which meant there had been little oversight of action plans. Almost all eligible prisoners had an initial OASys report and sentence plan and the prison reviewed sentence plans annually for the cases they managed. However, this was not the case for those managed by the National Probation Service (NPS).
- S41 Contact between offender supervisors and prisoners was good and better than we normally see. However, keyworker contact needed to be better focused on progression and linked to the work of the offender supervisor. Offender supervisors were not undertaking offending behaviour work with individual prisoners and few were trained to do so or to manage the risks of harm. Additional provision for the large number of indeterminate sentence prisoners was very limited. HDC processes were managed well, but some problems beyond the control of the prison had led to a few prisoners being released late.
- S42 Public protection procedures to protect children and other potential victims were applied well. A multi-agency public protection arrangement (MAPPA) high-risk pre-release meeting had been introduced and it was extremely effective. We found evidence of information exchange between the prison and the NPS and the development of robust risk management release plans. Categorisation reviews were up to date and decisions were justified.
- S43 Accredited programmes were well managed, but vulnerable prisoners were unable to access them. The introduction of the A-Z programme to enhance prisoners' motivation was positive and the community rehabilitation company provided a good range of unaccredited courses.
- S44 Over the previous six months, nearly a quarter of those released were homeless and the number going to very temporary accommodation was not monitored well enough. There was now a better range of provision for those with money worries, but there was too little support for prisoners who had been victims of abuse.
- S45 The demand for resettlement help was fairly high with almost 300 releases in the previous six months. Resettlement peer workers provided valuable support, but they sometimes had access to personal information about other prisoners, which was not appropriate. Prisoners' resettlement needs were assessed on arrival, but reviews of plans prior to their release were not always carried out. Prisoners could access some practical support on the day of their release, including obtaining clothing if they needed it.

## Key concerns and recommendations

- S46 Key concern: Violence was still too high and some incidents were serious. Although the prison had a clear strategy, there was no violence reduction action plan. Support for victims following a violent incident was limited.

**Recommendation: A comprehensive and up-to-date action plan to reduce the levels of violence should be implemented. It should include a range of support for victims.**

S47 Key concern: The daily regime for those in the segregation unit was limited and offered prisoners very little to occupy their time.

**Recommendation: The regime in the segregation unit should be improved and should include access to activities away from the unit.**

S48 Key concern: Prisoners new to the segregation unit or refusing to move out of it had a very punitive regime, lacking daily access to the very basics such as telephones and showers.

**Recommendation: Those new to the unit or refusing to move back to the main wings should not be denied full access to the daily regime.**

S49 Key concern: In our survey, prisoners said that illicit drugs remained too easily available and we found that drug use was having a direct impact on the levels of violence, debt and, in two cases, had directly resulted in death.

**Recommendation: The availability of illicit drugs should be reduced.**

S50 Key concern: The number of deaths in custody was high. There had been three self-inflicted deaths since our last inspection in 2017. At the time of this inspection, the cause of death in another four cases had not been classified but we were told that two of those related to illicit drug use.

**Recommendation: Action plans developed following deaths in custody investigations and serious near-fatal incidents of self-harm should be reviewed regularly to ensure that changes in practice and lessons learned are sustained over time.**

S51 Key concern: Too little accreditation was offered in the workshops and in vocational training, activities for vulnerable prisoners were very limited, and not all prisoners attended activities as planned. Managers did not have routine access to the data they needed to ensure a rapid improvement in standards.

**Recommendation: Prisoners should attend, as planned, a good standard, range and variety of accredited education, training and work provision that supports their successful resettlement and rehabilitation.**

S52 Key concern: Education tutors did not deliver consistently high quality taught sessions and too many prisoners in workshops and work failed to receive enough help to develop their English and mathematics skills. Their employment and personal skills development was not enhanced or documented as part of a strategy to support successful rehabilitation and resettlement.

**Recommendation: Leaders and managers should ensure all prisoners receive high-quality education and training that appropriately promotes and recognises all aspects of their development.**

S53 Key concern: Punctuality at activity sessions was poor, which hindered the development of a positive work ethic.

**Recommendation: All prisoners should attend activity sessions punctually to help them develop a positive work ethic.**

S54 Key concern: Too many wing-based workers were under-employed, which hindered their ability to develop a positive work ethic.

**Recommendation: All wing-based workers should be fully employed to help them develop a positive work ethic.**

S55 Key concern: As most prisoners posed a high risk of harm, they were managed by the NPS. However, not all of these cases had their OASys reports reviewed regularly.

**Recommendation: OASys reports should be reviewed regularly in all cases, particularly where a prisoner presents a high risk of harm to ensure ongoing risks and needs are accurately planned for.**

S56 Key concern: Prisoners living on the vulnerable prisoners' wing were not able to attend accredited offending behaviour programmes.

**Recommendation: Places on accredited offending behaviour programmes should be available to those living on the vulnerable prisoners' wing.**

S57 Key concern: Not all prisoners had their resettlement needs reviewed prior to release, which meant they missed out on the resettlement help on offer.

**Recommendation: All prisoners should have their resettlement needs reviewed 12 weeks before release and action should be taken to reduce their likelihood of reoffending.**



# 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.**

- 1.1 Most journeys were relatively short, but prisoners spent a long time waiting in court holding rooms before being brought to the prison. Most escort vehicles we inspected were clean and adequately equipped, and most prisoners said escort staff treated them well. Other prisons still took too long to forward prisoners' property and 20% of prisoners in our survey said they had problems with lost or delayed property when they first arrived.
- 1.2 On average there were 18 new receptions a week. Despite staff being busy, reception processes were efficient. In our survey, 56% of prisoners said they spent less than two hours in reception. Prisoners were no longer handcuffed when they left the vans and those transferred from other prisons were not routinely strip-searched. In our survey, 84% of prisoners said when they were searched in the reception, it was done in a respectful way.
- 1.3 The reception area was poorly designed and cramped. Holding rooms were clean and there were displays of useful information. In our survey, 86% of prisoners said they were treated very or quite well in reception. Prisoners received good support from staff and peer workers. Interactions in reception were friendly, and there was a good focus on prisoners' well-being. We observed staff and Insiders (prisoners who introduce new arrivals to prison life), providing some particularly good care to vulnerable prisoners. The safer custody team attended reception to support those who arrived with a safeguarding warning from court staff.
- 1.4 Initial interviews were sufficiently focused on safety, but privacy was not always maintained. Insiders and Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) still had access to some areas where security and confidentiality might have been compromised.
- 1.5 Our survey suggested that new prisoners received better support to meet a range of their immediate needs compared with other similar prisons, before they were locked up on their first night. All newly arrived prisoners were offered a free five-minute phone call and a grocery or vape pack. Clothing, underwear and most bedding prisoners received were new. Insiders met new arrivals on the induction wing. They helped them to settle into the unit and provided a useful range of information before they were locked up. In our survey, 82% of prisoners compared with 72% in other category B training prisons said they felt safe on their first night.
- 1.6 Cells on the first night wing were reasonably clean, had integral showers and were now adequately equipped. There were additional hourly safety checks on all new prisoners during their first night and a further safety interview the following morning.
- 1.7 When they first arrived, 13% of prisoners said they had problems with drugs or alcohol compared with 6% in similar prisons. For those who had arrived with alcohol problems, the

figure was 17% compared with 9% in other category B prisons. Although there was a stabilisation unit, some prisoners undergoing alcohol detoxification were located in the induction wing, which potentially affected their safety (see paragraph 2.81.)

- 1.8** In our survey, 94% of prisoners said they had received an induction and 64% said it covered everything they needed to know about the prison. The induction programme, delivered by Insiders, was comprehensive. Insiders were readily available on the wing and provided follow-up support after seven and 21 days.

## Recommendation

- 1.9 Reception interviews should be conducted in private.** (Repeated recommendation 1.15.)

## Good practice

- 1.10** *The safer custody team saw all prisoners who arrived with a court safeguarding warning to provide them with support.*
- 1.11** *All new prisoners received additional hourly safety checks during their first night and a further safety interview on the following morning.*
- 1.12** *Insiders provided prisoners with follow-up support after seven and 21 days.*

## Managing behaviour

### Expected outcomes:

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

## Encouraging positive behaviour

- 1.13** In our survey, 21% of prisoners said they felt unsafe at the time of the inspection, which was similar to other category B prisons and at our last inspection. In our survey, 40% of prisoners said they had felt unsafe at some point during their time at Dovegate, which was lower than in other category B prisons (56%) and compared with our previous inspection of Dovegate (57%). Most prisoners we spoke to during our inspection said Dovegate was a relatively safe place to live.
- 1.14** Violence levels continued to fluctuate, and after a peak in 2018, the overall level was now similar to the level we found at the previous inspection. There had been 41 assaults on prisoners in the previous six months compared with 48 over a six-month period at the previous inspection and 17% of the assaults at this inspection were classed as serious. The injuries recorded following these assaults were a concern – one prisoner sustained a fractured cheekbone and teeth were knocked out, while another prisoner was attacked and stabbed several times by multiple assailants. (See key concern and recommendation S46.)
- 1.15** Many incidents involving violence were connected to drugs and associated debt, which the prison had recognised. The safer custody team collected a wide range of local data and analysed it well. The analysis was then used to inform the strategy to address violence at

Dovegate, but there was no specific, measurable action plan to take this forward or to demonstrate improved outcomes. (See key concern and recommendation S46.)

- I.16** The management of perpetrators of violence and bullying through challenge, support and intervention plans (CSIPs)<sup>7</sup> was reasonably good. However, reviews of the plans were not multidisciplinary and targets set were too generic. Victims of violence were offered some support, but more could have been done to help them, for example by offering them support through the newly formed peer representative safer custody team.
- I.17** The prison had established a Social Responsibility Unit aimed at providing additional support for those struggling to cope on the main residential units or those involved in anti-social behaviour. The unit provided prisoners with a 12-week programme that included support from a team of psychologists alongside focussed sessions tailored to their individual needs. The prisoners we spoke to in the unit were positive about what it offered and appreciated the extra support they received from staff.
- I.18** In our survey, 46% of prisoners, significantly more than at similar prisons (34%), said the incentives and earned privileges (IEP) scheme promoted good behaviour. Although we found relatively few incentives to encourage prisoners to behave or progress, of the few available, access to weekday association and additional gym sessions were popular among prisoners.
- I.19** Prisoners generally spent a brief period on the basic level of the scheme and reviews were generally conducted on time. However, oversight was poor and the scheme was applied inconsistently. For example, we observed how one prisoner had his television removed before an IEP review had taken place and saw instances of poor behaviour that did not result in IEP warnings (see paragraph 2.2).
- I.20** Prisoners were not routinely involved in their IEP reviews, and those on the basic level were not set targets. Except for keyworker entries (see paragraph 2.3), wing staff recorded a limited number of entries on electronic case notes, most of which highlighted negative rather than positive behaviour. There were too few management checks on the quality of the IEP reviews being undertaken.

## Recommendation

- I.21 The IEP scheme should be applied consistently and those on the basic level should have clear and specific targets set for improvement.**

## Adjudications

- I.22** The number of adjudications had halved since the previous inspection and the charges we saw were appropriate. There were only four adjudications outstanding when we inspected and most records we looked at showed investigations had been carried out within the given timescales. Adjudication paperwork we examined was completed to a reasonable standard, but some cases lacked enquiry and did not sufficiently demonstrate how the charge was proven.
- I.23** Dovegate still had an effective adjudication standardisation meeting, which analysed trends and made informed decisions about what level of sanction was most appropriate for the

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<sup>6</sup> CSIPs (challenge, support and intervention plans) are used by all adult prisons to manage those prisoners who are violent or pose a heightened risk of being violent. These prisoners are managed and supported on a plan with individualised targets and regular reviews. Some prisons also use the CSIP framework to support victims of violence.

offence. The prison had a robust assurance process in place on the wings, which ensured adjudications only proceeded if it was appropriate.

## Good practice

- I.24** *The quality assurance process, which took place before the adjudication paperwork left wings, ensured that, in most cases, adjudication was the appropriate course of action. This meant prisoners did not face adjudication unless it was necessary.*

## Use of force

- I.25** The number of incidents involving the use of force had decreased since the previous inspection from 263 over a six-month period to 167 in the six months before the inspection.
- I.26** Governance procedures to oversee the use of force were not sufficiently robust and data analysis did not look sufficiently at root causes or reasons for the use of force. We also found that planned interventions (including CCTV footage) were not routinely reviewed to establish any concerns or training needs.
- I.27** The number of times special accommodation had been used in the previous six months was not excessive. However, we were concerned about the absence of toilet facilities in the special accommodation up until recently, but were assured that the issue had been resolved.
- I.28** The special accommodation paperwork did not always demonstrate the need to use these cells and we were concerned to see one prisoner who was kept in these conditions for over 15 hours, even though their behaviour had become compliant.

## Recommendation

- I.29** **The prison should have good use of force governance procedures, which should include reviewing use of force CCTV footage and better data collection and analysis.**

## Segregation

- I.30** The number of times segregation had been used in the previous six months was higher than at the previous inspection. The use of segregation pending adjudication was high – over 50% of prisoners held in the previous six months were held under prison rule 53 (which segregates prisoners if they pose a serious threat to the stability of the prison if they are held in a mainstream location). We felt segregation in some of these cases was not always necessary.
- I.31** In the segregation unit, communal areas, cells and a newly refurbished shower were reasonably clean. Staff-prisoner relationships were professional and prisoners we spoke to were generally positive about their treatment in the unit. However, the daily regime was far too limited and offered prisoners very little. We were also concerned to find this limited regime was further restricted for those new to the unit or refusing to move out. These prisoners were not allowed access to basic amenities on a daily basis, such as showers and phone calls, which was punitive and unjustified. (See key concern and recommendation S48.)

- I.32** Working relationships between staff and prisoners in the segregation unit were reasonably good, and staff knew the prisoners well. However, reintegration plans were not sufficiently good and all those we looked at had the same generic targets, which did not help prisoners achieve the change in behaviour that was required of them.

## Recommendation

- I.33** Prisoners awaiting adjudication should not be routinely segregated.

## 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.34** There was now a comprehensive drug supply reduction strategy with good collaborative work between relevant departments. There had been a reduction in the proportion of positive results following mandatory drug testing (MDT) from 26% to 12.4% over a two-year period. However, drugs were still too easily available. In our survey, 46% of respondents said it was easy to obtain drugs at the prison and 19% said they had developed a drug problem since being at the prison. Much of the violence and debt were associated with drugs and two deaths over recent years had been drug-related. (See key concern and recommendation S49.)
- I.35** Other security arrangements were generally proportionate. The regime was not overly restrictive, allocation to work places was proportionate and searching arrangements were not risk averse but based on an individual risk assessment.
- I.36** The security committee meeting was well attended and included representation from across the prison. Staff in the security department knew what their objectives were, but they were not always communicated widely enough across the rest of the prison.
- I.37** The amount of intelligence received had increased since the previous inspection and was now similar to other category B prisons. Intelligence reports were processed and managed well and there was no backlog.
- I.38** The security department had very strong working relationships with the two embedded full-time police intelligence officers. They shared good intelligence with the prison and had been pivotal in assisting in some successful staff corruption cases.

## Safeguarding

### Expected outcomes:

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

### Suicide and self-harm prevention

- I.39** There had been three self-inflicted deaths since our last inspection in 2017. At the time of this inspection, the cause of death in another four cases had not been classified but we were told that two of those related to illicit drug use.
- I.40** There was a consolidated action plan covering recommendations from the Prisons and Probation Ombudsman (PPO), but it was incomplete and was not routinely reviewed at safer custody governance meetings to ensure action remained embedded. (See key concern and recommendation S50.)
- I.41** The level of self-harm had been reduced since the previous inspection. There had been 240 incidents of self-harm in the previous six months, which was relatively low. There had been nine serious incidents of self-harm in the previous six months, but only one had been investigated to identify trends and lessons to be learned. More data analysis was needed to better understand the local prison population and determine the extent of prisoners' self-harming behaviour. Attendance at the monthly safer custody governance meeting was poor. Very little action arose as a result of the meeting and there was no overall safeguarding action plan. (See key concern and recommendation S50.)
- I.42** However, the co-location of the safer custody, mental health and substance use teams promoted good collaborative working. There was a good, weekly multidisciplinary meeting, where the most vulnerable prisoners were discussed, and multidisciplinary input in self-harm prevention casework was better than we often see (see paragraph I.44).
- I.43** There had been 312 assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm opened in the previous six months. During the inspection, eight prisoners were subject to ACCT case management.
- I.44** Almost all prisoners on an ACCT reported feeling well supported. The standard of ACCT case recording was generally good and better than we often see. A very high proportion of case reviews received appropriate input from mental health and other specialist staff and ensured that risks were being assessed appropriately.
- I.45** However, it was a concern that a temporary change in the management of the process had led to a deterioration in the standard of documented support and many ACCT documents were closed too quickly without specialist input. However, we were satisfied this was being addressed.
- I.46** There were also some useful interventions to support prisoners, such as weekly animal assisted therapy sessions and a group offering prisoners at risk of self-harm social activities.
- I.47** There was a strong team of Listeners. The service worked reasonably well and Listeners could now see prisoners in a pleasant Listener suite.

## Recommendation

- I.48 Safer custody governance meetings should be well attended, their work should be informed by a thorough analysis of self-harm data and progress should be monitored through appropriate action planning.**

## Protection of adults at risk<sup>8</sup>

- I.49** A safeguarding strategy was now in place, although links with the local adult safeguarding board were poor. Staff were not familiar with the strategy or with safeguarding procedures and had not been trained to identify prisoners at risk of abuse. Nonetheless, we were confident that those we spoke to would recognise concerns and report them to their manager.
- I.50** We saw evidence of good work to safeguard some particularly vulnerable prisoners. We also saw wing care planning for prisoners with safeguarding needs, but it was not widespread.

## Recommendation

- I.51 Comprehensive adult safeguarding procedures should be embedded across the prison.**

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<sup>8</sup> Safeguarding duties apply to an adult who:

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



## Section 2. Respect

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

### Staff-prisoner relationships

#### Expected outcomes:

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

- 2.1 In our survey, 70% of prisoners said that staff treated them respectfully and 68% said there was a member of staff they could turn to if they had a problem. We saw mostly positive and polite interactions between staff and prisoners, with many referring to one another by their first names, and staff generally knew their prisoners well. We observed one new arrival who was irate. Staff managed the prisoner well and, while staff were firm, they were able to de-escalate the situation by using effective communication skills.
- 2.2 Supervision and staff visibility on wings were good, and prisoners' movement to activities were controlled but relaxed. Wings generally felt calm, although some minor breaches went unchallenged. We observed several instances of prisoners vaping openly on wing landings.
- 2.3 In our survey, 95% of prisoners reported having a keyworker compared with 67% in other similar prisons. All staff had been trained and electronic case notes provided evidence of regular contact, although some entries were repetitive and insufficiently focused on progression. However, the scheme was working reasonably well and in our survey, 40% of respondents said that a member of staff had spoken to them within the past week to see how they are getting on, significantly better than the comparator of 28%.

### 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

- 2.4 The prison was clean and well maintained and there was little evidence of damage or graffiti. In our survey, 66% of prisoners were positive about the cleanliness of communal areas compared with 51% in other similar prisons. External areas were litter free and well cared for and all exercise yards had some exercise equipment and seating.
- 2.5 Cells were generally clean and in good condition. Steps had been taken to improve standards of decency, for example, a rolling programme of toilet lid and seat installation was taking place. Prisoner peer representatives were used to try to ensure cells were decent and information was collated every week so that missing cell items could be replaced. However, not all cells had adequate privacy screening in place around the toilet area.

- 2.6** Some single cells were still used to accommodate two prisoners. They were cramped and were not always adequately furnished, for example, they often did not have two chairs or a lockable cabinet or safe for prisoners to store their property securely.
- 2.7** Cells on newer wings had internal showers, but on older wings they were located in the middle of the wing making them visible from the communal area and lacked privacy. However, they were in a good state of repair and in our survey, far more prisoners than elsewhere said they could shower every day.
- 2.8** Many prisoners said that they had good access to appropriate cleaning materials and significantly more prisoners than at our last inspection said they could obtain clean bedding every week (70% compared with 41%). Most prisoners wore their own clothes, but prison clothing was available for those who needed it. Adequate wing laundry facilities were in place and prisoners we spoke to were generally positive about being able to wash their own clothes regularly.
- 2.9** All cells had emergency call bells, however, in our survey only 20% of respondents said they were answered within five minutes and our discussions with prisoners during the inspection confirmed this. The prison was aware of the issue and was attempting to reconcile monitoring data to determine the extent of the problem and take appropriate action.
- 2.10** Although some prisoners we spoke to were frustrated about being unable to access their stored property, 44% of prisoners said they could obtain it if they needed to, compared with 26% at the previous inspection and 26% in similar prisons. We found the management and storage of prisoners' property to be good and there were few outstanding property-related applications in reception. (See also paragraph 1.1.)

## Recommendation

- 2.11 All toilet areas in cells should provide prisoners with adequate privacy.**

## Residential services

- 2.12** We received very few complaints about the food during the inspection and in our survey, 60% of prisoners said they thought the standard of the food was either good or very good compared with 47% in other similar prisons.
- 2.13** Catering arrangements were well organised and efficient. Standards of hygiene in the kitchen were good and, in contrast to what we found previously, the food trolleys were clean and the food service on the wings was adequately supervised.
- 2.14** There were regular consultation meetings with prisoners about the food; kitchen staff listened closely to their views and worked hard to meet their preferences.
- 2.15** Prisoners working in the kitchen were not able to obtain vocational qualifications but arrangements were being put in place to enable prisoners to undertake relevant qualifications before the end of the year.
- 2.16** In our survey, 58% of prisoners said they could buy what they needed from the prison shop, compared with 38% at the previous inspection. The range of products supplied by the shop was good and the prison had agreed a contract with a new provider that was designed to increase the range available for prisoners from a minority ethnic background.

- 2.17** Prisoners could still order items from the shop within 24 hours of their arrival, twice a week. Prisoners without funds were also offered a £10 advance, which helped ensure they did not accumulate debt.

## Prisoner consultation, applications and redress

- 2.18** In our survey, 48% of prisoners said that consultation took place and 39% stated that it sometimes led to changes. We found consultation arrangements with prisoners were good. Prisoner representatives on each residential unit met with wing managers every week. A broader monthly prison council meeting was held, chaired by the director. Prison council representatives we spoke to were positive about how often the meetings took place and the changes they led to. On some wings we saw meeting minutes were published so prisoners could read them, however they were generally of poor quality and lacked sufficient detail.
- 2.19** The application process was effective. There were electronic kiosks on each wing, enabling prisoners to carry out a variety of tasks, including choosing their meals, viewing their weekly timetable of work or education and making applications. Prisoners we spoke to during our inspection were largely positive – 70% of prisoners in our survey said it was easy to make an application and 58% said they were dealt with within seven days, which was more than at similar prisons (26%). Peer representatives were in place to help prisoners make an application, if required, although managers did not quality assure the process.
- 2.20** In our survey, more prisoners than in similar prisons said complaints were dealt with fairly (36% compared with 22%) and within seven days (37% against 17%). There were complaint forms in all residential units, but forms in languages other than English were not freely available.
- 2.21** The number of complaints logged by the prison in the six months prior to our inspection was relatively low. However, an additional 785 had been submitted but not logged as complaints, which some prisoners found frustrating. Some were not logged, for example, because the complaint had not been dated or signed or because it was considered to be an application.
- 2.22** All the responses to complaints we looked at were polite, but a small minority were unhelpful and did not address in full the issues raised by prisoners. Analysis took place to establish patterns and trends, but it did not provide a full picture as it only took into account complaints that had been logged as such. A complaints presentation was given at monthly performance meetings to prompt discussions.
- 2.23** Legal services provision was similar to our last inspection. The needs of the short-term and remand population were reasonably well considered, for example 29% of prisoners said it was easy to get bail information compared with 12% at other similar prisons.
- 2.24** The library contained relevant legal texts and other useful publications. Prisoners could book research sessions at computer terminals and laptops were available through the Access to Justice scheme (enabling prisoners to have laptop computers to assist in their legal representations) so prisoners could view electronic documents and prepare for their legal cases; two had been issued to prisoners in 2019.
- 2.25** Facilities for legal visits were adequate and legal visits could take place every weekday. Although they took place at the same time and in the same venue as domestic visits, private consultation rooms and effective staff management meant it caused few issues. A video link enabled prisoners to speak to their legal advisers in private before court proceedings.

## Recommendation

- 2.26 All complaint forms submitted by prisoners should be recorded as complaints and responded to as such.**

## Equality, diversity and faith

### Expected outcomes:

**There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with particular protected characteristics<sup>9</sup> and any other minority characteristics are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.**

### Strategic management

- 2.27** Since the previous inspection, equality and diversity had been given greater prominence and the work carried out was more focused and consistent. The diversity and equality action team (DEAT) now met every month and attendance was reasonable. The director continued to chair the meeting and played an active part in it. Issues raised at the DEAT were dealt with through an action plan, which was kept up to date and monitored every month.
- 2.28** The quality of the data considered at the DEAT had improved. Clearly presented local information was now generated every month. However, the data focused almost exclusively on ethnicity and various aspects of the disciplinary procedure, and not enough attention was paid to other protected characteristics. The analysis that took place at the DEAT was also limited and discussions remained largely descriptive. The range of data being considered were too limited, and more needed to be done to ensure areas of concern were identified and action taken to address them.
- 2.29** Administrative arrangements for discrimination incident reporting forms (DIRFs) had improved and there had been a 60% increase in the number generated. DIRFs were more freely available on the wings, an independent quality assurance process had been introduced and there were far fewer delayed responses. Replies prisoners received were generally adequate, but some lacked sufficient detail and more effort could have been made to gain an understanding of the issues raised from the prisoner's perspective.
- 2.30** There was an active group of about 10 prisoner equality representatives and each had been allocated a protected characteristic. The prisoner equality representatives were well organised and competent. They had received training and participated in a monthly support group. The representatives told us they felt their views were taken seriously at the DEAT.
- 2.31** Regular focus groups led by the equality representatives had been established and meetings for most of the protected characteristics took place every month. The forums provided prisoners with protected characteristics with the opportunity to express their views. There was evidence that prisoners valued the forums and that they were having a positive impact.

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<sup>9</sup> The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

## Recommendation

- 2.32 Relevant data covering each of the protected characteristics should be analysed regularly to identify issues to be addressed.**

### Protected characteristics

- 2.33** Approximately 35% of the population were from a black and minority ethnic background and 22% were Muslim. Survey results from both these groups were somewhat less positive. Regular forums were run involving both these groups of prisoners. Greater efforts were being made to organise Black History Month celebrations, outside speakers were more involved and a gospel choir now visited regularly. Staff and prisoners also discussed potentially controversial subjects during the religious forum. Despite these improvements however, some black and minority ethnic prisoners told us they were not treated fairly when it came to accessing jobs. We were also told that Muslim prisoners could sometimes be treated more punitively than others but we did not find any evidence of this during our inspection.
- 2.34** Foreign national prisoners and prisoners from Traveller communities were well supported. Popular themed family days for foreign national prisoners and Travellers had been organised, following ideas generated through forums. An event had been arranged, which saw representatives from foreign embassies visit the prison, resulting in a number of benefits for foreign national prisoners, such as new books in the library and information leaflets.
- 2.35** We found evidence showing that informal interpretation was widely used. It was not possible however, to assess accurately the extent to which formal interpretation services were used or whether they were being used appropriately, because records were not available. Little translated material was available at the prison.
- 2.36** In our survey, 30% of prisoners identified as having a physical disability and there were efficient measures in place to assess these individuals on admission. Referrals could be made to an occupational therapist for aids and adaptations and, although there were no fully adapted cells, some cells had been modified. During the inspection, 10 prisoners with some form of disability had open care plans and 48 had a personal emergency evacuation plan (PEEP). We found that, in most cases, these arrangements worked sufficiently well, and staff were well informed about the general needs of prisoners with a disability. However, not all staff were familiar with the details contained in the care plans or PEEPs.
- 2.37** Paid carers – up to 20 of them – were still being used. They assisted prisoners with practical tasks, such as collecting meals and helping them to clean their cells. Four prisoners with the highest level of need were receiving social care from qualified external staff. In our survey, 65% of prisoners who had a disability said they had felt unsafe at some point compared with 30% of those who did not. Similarly, 62% of those with a mental health problem (who made up 45% of the population) had also felt unsafe at some point during their stay, compared with 22% in similar prisons. These findings required further investigation.
- 2.38** Forums for gay, bisexual and transgender prisoners had not taken place for two months. We were informed that a Pride event had been organised in the previous year but had not been repeated. An equality representative had been allocated to this group and was trying to re-establish the forum.
- 2.39** Prisoners under the age of 25 made up 14% of the population. There was no formal provision for this group, although we were informed that a meeting was to be held at the prison with a representative from an organisation supporting care leavers (a person aged 25

or under, who has been looked after by a local authority) to discuss how support might be developed.

- 2.40** Older prisoners represented another significant minority and 10% of the population were over the age of 50. A large proportion of older prisoners were located on K wing, along with prisoners with a disability. Older prisoners had access to specialist sessions in the library and the gym and there were plans to introduce an evening activity in the visits hall. Older prisoners involved in forums complained about the noise younger prisoners made and discussions were taking place about the viability of having a separate unit.
- 2.41** Veterans received good support. The veterans' forum was very actively involved in running fundraising events and participants in this forum helped to maintain a remembrance garden.

## Recommendation

- 2.42** **The prison should explore the negative perceptions of prisoners with a disability and those with mental health problems to establish if any action needs to be taken.**

## Faith and religion

- 2.43** Prisoners had good access to religious services and their spiritual needs were well met. The chaplaincy continued to be led by a full-time coordinating chaplain. Since the previous inspection, an additional part-time Roman Catholic chaplain and part-time Muslim chaplain had been appointed to meet an increase in demand. In our survey, 97% of prisoners said they could attend a religious service if they wanted to, compared with 86% at similar prisons. All faiths were catered for. The prison was still having difficulties recruiting a specialist chaplain to meet the religious needs of Rastafarian prisoners, although a 'reasoning' group was held every week, where Rastafarian prisoners could meet to discuss their beliefs and ideas.
- 2.44** The prison had a chapel and a multi-faith area. The facilities were good and provided prisoners with sufficient space and privacy, although the carpet in the multi-faith area was stained and needed to be replaced. Religious services were well attended.
- 2.45** Chaplains saw all new admissions within 24 hours of their arrival and gave them an information leaflet about the help they could provide. A duty chaplain was present every day and chaplains carried out a wide range of pastoral work, although they could no longer provide bereavement counselling.
- 2.46** The chaplains played a prominent role within the prison and contributed to assessment, care in custody and teamwork (ACCT) case management reviews for prisoners at risk of suicide or self-harm. They also attended meetings held by the security department to manage prisoners sentenced for terrorism offences, and DEAT meetings. The chaplains worked closely with residential staff to ensure that suitable arrangements were made for celebrations of the most commonly observed religious festivals.
- 2.47** The chaplaincy had links with colleagues in the community. A number of different chaplains and volunteers regularly visited the prison to assist in running services and the managing chaplain met with faith-based groups and charities, which provided mentoring opportunities and other post-release support.

## Health, well-being and social care

### Expected outcomes:

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

**2.48** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)<sup>10</sup> and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The CQC found there were no breaches of the relevant regulations.

### Strategy, clinical governance and partnerships

**2.49** Healthcare provision was reasonably good overall. Health services were informed by a health needs assessment that had been undertaken recently. Partnership working between the prison, commissioners and providers was effective. Minuted quality assurance, local delivery and clinical governance meetings were well attended.

**2.50** There were effective structures for patient consultation, which informed service development. They included informal feedback through health champions and a formal approach through patient forums, focus groups and monthly surveys. In our survey, patients at Dovegate were more satisfied with health care than those at comparator prisons.

**2.51** Staff had access to a wide range of Care UK policies to guide practice, including safeguarding adults. Regular clinical audits were used to monitor and assure the quality of the service. Managers encouraged all staff to suggest ideas for ways to improve the service, which was well led. Managers had reflected on lessons learned from serious and adverse incidents, and deaths in custody. Lessons learned informed clinical practice. SystmOne (the electronic clinical information system) was used effectively to collate clinical notes and share health and social care information.

**2.52** Two nurses were available 24 hours a day, seven days a week, and clinics ran from 7.30am to 6.30pm. The NHS 111 service was also available out of hours. There was a wide range of experienced and qualified health care professionals. Managers used regular agency staff to cover staffing vacancies, and they were offered the same training and supervision as full-time staff, which helped them to better meet the health needs of the population.

**2.53** Staff we spoke with said they felt supported and received clinical supervision and development in line with the provider's policy. Some staff were receiving support to gain additional competencies to enable them to work flexibly to meet patients' needs.

**2.54** There were enough well-equipped clinical rooms to provide a full range of services. The facilities met infection prevention and control standards. Cleanliness was good in the clinical rooms. Patients spent less time in the clinic waiting area before and after appointments than in 2017. However, the waiting area did not have any information displayed because it had recently been painted and the adjoining toilet was regularly blocked. There were plans in place to develop the space as a health care promotion area, which we welcomed.

<sup>10</sup> CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

- 2.55** Clinical staff were trained to deliver immediate life support and had access to essential and regularly checked equipment, including automated external defibrillators.
- 2.56** Dissatisfied patients could make complaints about their care in confidence. There had been 365 complaints about treatment and medicines in the previous six months. Managers addressed and investigated complaints about health appropriately, and concerns raised were first dealt with on a face-to-face basis. Staff treated patients with respect and ensured their dignity was maintained and we observed that staff knew them well. Generally, prisoners on wings, and patients in medicine queues, were positive about health care staff.

## Promoting health and well-being

- 2.57** Health promotion initiatives were impressive and included a road show that involved external and internal services, a past prisoner and families. Informative health information leaflets and locally developed self-help literature were displayed; local initiatives, such as Aging well in prison, had been delivered. A designated patient engagement lead staff member managed a group of eight well trained and highly visible health champions, who encouraged their peers to adopt a healthy lifestyle and use health services appropriately.
- 2.58** Smoking cessation support, health checks, immunisation and barrier protection were easily accessible, and robust systems were in place to prevent and manage communicable disease outbreaks should this have been necessary.

## Primary care and inpatient services

- 2.59** Nurses promptly screened all new arrivals at Dovegate to identify any immediate or ongoing health or substance use needs. All patients were offered a more in-depth secondary health assessment and received clear written information on how to access health care at the prison, which included using the electronic kiosks, making confidential written applications, and seeing nurses at the triage clinics.
- 2.60** A wide range of primary care clinics was available to patients, including those run by nurses and for optometry, pain management and physiotherapy. Waiting times were short and the non-attendance rate was low at only 3.6% for the GP. GPs could be seen on the same day if the prisoner's concern was urgent, and within two days if a routine appointment was required, which was excellent. Three nurse prescribers saw patients on the same day and ensured wide access to treatment. A good multidisciplinary approach to the care and treatment of patients was evident.
- 2.61** Since the previous inspection, the management of patients with long-term conditions had improved and patients' needs were met. There were lead nurses for long-term conditions, such as asthma and diabetes, and robust processes for annual checks and follow-up appointments, which ensured patients were seen regularly. There were also plans for staff to develop care planning. External clinicians provided additional well-used clinics, including those for hepatitis, sexual health and retinal screening.
- 2.62** The prison provided six daily hospital escorts, an improvement since 2017. External appointments were efficiently managed. Clinicians gave patients pre-operative health preparations so they did not have to go to a hospital to receive them, and there was an increase in the use of telemedicine (telecommunication and information technology to provide clinical health care at a distance), enabling patients to have specialist consultations, such as on dermatology, which saved time.

- 2.63** The new inpatient coordinator assertively ensured the clinical admissions criteria for the 11-bed inpatient unit were applied. A registered nurse was on duty 24 hours a day, and communication with the regular, caring custodial officers was good. The patient mix was skilfully managed and the unit had an average bed occupancy rate of 85% in 2019. Over 50% of patients had severe mental health problems and about 20%, complex social care support needs.
- 2.64** The inpatient unit was limited in size and flexibility. As a consequence, staff encouraged patients to make use of the communal areas. The exercise yard provided a therapeutic environment, but plans were in place to install exercise equipment and introduce greenery. Patients were encouraged to mix freely, except where risk assessments indicated otherwise. The therapeutic day had been enhanced through contact with education and library services, and the provision of diversionary activities. Health staff followed up all patients discharged to the wings within 48 hours, and ensured their needs were met.
- 2.65** During the inspection, there were no patients receiving end of life care. A recently deceased patient had received person-centred care, delivered jointly by the prison, Care UK and community services, which meant the patient died with dignity and not alone.
- 2.66** Pre-release arrangements were good. Prisoners were offered a health appointment prior to release, and patients were given summary letters for their GPs, detailing the care they received and any ongoing medications, as well as medicines to take home, when necessary. Care UK also provided a mobile phone application so that patients could keep track of their medical appointments in the community, which helped maintain continuity of care.

## Social care

- 2.67** Social care was commissioned by Staffordshire County Council (SCC) and provided by Care UK. A revised memorandum of association between the SCC and the prison was in the process of being agreed. Care UK social carers were well trained, supervised and supported.
- 2.68** Prisoners were screened for potential social care needs on arrival at the prison and information was passed on to relevant staff during the induction process. The referral process was effective and referrals were dealt with promptly. Prisoners usually referred themselves via nurses, and Care UK staff would also make referrals. During the inspection, 12 prisoners had been referred in the previous 12 months and three were receiving excellent social care.
- 2.69** Those receiving care with whom we spoke appreciated their care. They had detailed regularly reviewed care plans, which clearly described the support required.

## Mental health care

- 2.70** Care UK subcontracted the Midlands Partnership NHS Foundation Trust to provide mental health provision. The service had been affected by staffing shortages since 2017, but was now improving.
- 2.71** The mental health team comprised nurses, a psychiatrist and social workers. There were sufficient staff to provide a reasonable service. An occupational therapist had just started and a psychology service was to begin after our inspection. Only 34% of custodial staff (compared with 70% in 2017) had received mental health awareness training.

- 2.72** Prisoners were screened for mental health issues at reception and appropriate referrals were made. There was an open referral system from the wings and every referral was seen within three days. The threshold assessment grid triage system for mental health was used to indicate prisoners' needs, and daily duty workers responded promptly to urgent cases and attended ACCT meetings. During our visit, the team was supporting 150 patients, an increase from 129 in 2017. Most patients had emotional problems and/or depression. However, about 10% had severe and complex needs including psychosis and post-traumatic stress disorder. The care programme approach (mental health services for individuals diagnosed with a mental illness) was now used appropriately. Patients with learning disabilities were known to the service, although a pathway of care had not yet been introduced.
- 2.73** Therapeutic options were more limited than in 2017 but all acute needs were met using brief and solution-based therapies, and cognitive approaches. Groups were to start in November and advanced psychological treatments in early in 2020. Care planning and patient records were very good.
- 2.74** During the inspection, two patients were awaiting a transfer to external mental health services, both of whom had been waiting longer than the 14-day transfer target.

## Recommendation

- 2.75** **Patients requiring transfer to hospital under the Mental Health Act should be assessed promptly and transferred within the current transfer guideline.**  
(Repeated recommendation 2.86)

## Substance use treatment<sup>11</sup>

- 2.76** An up-to-date, comprehensive substance use strategy proactively addressed supply and demand reduction, but despite this, drug availability persisted. (See key concern and recommendation S49.) The action plan's implementation was well managed and communicated. A relevant psychoactive substance<sup>12</sup> (PS) pathway had been introduced to improve the safe management of prisoners found under the influence of PSs.
- 2.77** Care UK's integrated substance use service provided clinical and psychosocial interventions, and the co-location of substance use, mental health and safer custody teams promoted better joint working.
- 2.78** Psychosocial support was readily available six days a week and there was an in-cell hotline to the team. New arrivals were seen on the following day. The caseload stood at 264, which was high. While interventions included one-to-one work, PS awareness, counselling and self-management and recovery training, an eight-week gym course, acupuncture and yoga, more intensive support was not available. We welcomed plans to introduce an incentivised living/drug support unit in 2020 to provide a structured, recovery-focused environment.
- 2.79** An active peer support scheme Recovery over alcohol and drugs consisted of 15 well-trained mentors across all house blocks. They helped run mutual aid groups such as Narcotics

<sup>11</sup> In the previous report substance use treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

<sup>12</sup> Psychoactive substances are either naturally occurring, semi-synthetic or fully synthetic compounds. When taken they affect thought processes or individuals' emotional state. In prisons, these substances are commonly referred to as 'spice'. For more information see <https://www.gov.uk/guidance/psychoactive-substances-in-prisons#what-are-psychoactive-substances>.

Anonymous and Alcoholics Anonymous, but reported that they received mixed levels of recognition from officers. Staff awareness training was planned.

- 2.80** Clinical support had improved – an integrated substance use nurse was now present in reception and methadone treatment started promptly. Currently, 103 patients received opioid substitution therapy. Although treatment regimes were patient-focused and flexible, five-day reviews were not completed jointly with substance use practitioners. Controlled drug administration was safe and well supervised.
- 2.81** M wing, the designated stabilisation unit, had cell hatches allowing for unrestricted observation. However, we found that most patients requiring stabilisation, including those undergoing alcohol detoxification, were located in the induction unit, which had no observation facilities. The night nurse's access was restricted, which was unsafe. The prison addressed the issue immediately.
- 2.82** The integrated substance use team had good links with the offender management unit and contributed to sentence planning. Joint working with community drug and alcohol services facilitated treatment continuation. Representatives from local recovery services attended drug strategy meetings and assessed prisoners prior to their release. Release planning was good and included harm reduction advice and training on administering naloxone, which prisoners were supplied with so they could treat an opiate overdose in the community.

## Good practice

- 2.83** *Prisoners could contact the integrated substance use team through an in-cell phone hotline, which enabled staff to communicate promptly with prisoners and assist those in distress.*

## Medicines optimisation and pharmacy services

- 2.84** Medicines were dispensed by the new in-house pharmacy. The pharmacy manager was now based on site and clinically screened all prescriptions. There were no pharmacy-led clinics, but patients could ask to see a pharmacist to resolve any medicine issues. The pharmacy did not advertise medicine use reviews, but conducted some reviews when it was considered necessary to ensure medicine compliance. The recruitment and retention of pharmacy staff continued to be a challenge.
- 2.85** There was an in-possession medicines policy and about 50% of patients received their medicines in possession, following a suitable risk assessment. The prescribing of tradable medicines, such as pregabalin (an anti-convulsant) and gabapentin (antiepileptic medication) had decreased, but there was a significant increase in the prescribing of dihydrocodeine (a pain killer). We were told that spot checks occurred, but not frequently due to staff shortages. Nurses could promptly supply an appropriate range of over-the-counter remedies and more potent medicines using patient group directions (which enable nurses to supply and administer prescription-only medicine).
- 2.86** Medicines were administered twice a day, but night medication was given to prisoners between 3.30pm and 4pm, which was too early for patients who required medication at regular intervals to maintain a therapeutic level, and for those requiring night sedation. Facilities in the inpatient unit for night-time medicines administration were limited.
- 2.87** The storage of in-possession medicines in the treatment rooms was disorganised, which meant staff did not always give patients their medication during busy times and asked them to come back, which led to frustration and delays for patients. Medicines were stored at an

appropriate temperature and the fridges in the treatment rooms were in good working order. However, some records showed temperatures outside the required range with no remedial action noted. Managers were planning to rectify the situation. The pharmacy was in the process of trialling a new medication cabinet, which enabled prisoners to collect their own medicines at various times. Early indications demonstrated that the initiative was positive.

- 2.88** A useful minuted clinical governance and medicines management meeting was held every month and the pharmacist attended these meetings regularly, along with other clinical staff.

## Recommendations

- 2.89** The availability of regular pharmacy-led clinics and access to medicine use reviews should be advertised.
- 2.90** Patients should receive medicines at the times recommended by the dosage regime.
- 2.91** Medicines should be available for collection from wing medical rooms.

## Dental services and oral health

- 2.92** A full range of NHS dental services was provided. They included dental therapy to promote oral health. Access to urgent care was reasonable and patients could obtain an appointment within three days. However, there was a five-week wait for a routine appointment. The primary care team offered pain relief when required and informed the dental team of any patients requesting triage.
- 2.93** The dental suite met infection prevention control standards. However, the chair was broken, which led to an increase in patient waiting times. We were informed a new chair was due to be installed in the following week. Staff followed effective decontamination processes, equipment was certified as safe, and tools and equipment were checked every day.

## 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 amount of time out of cell for most prisoners was good. The majority of employed prisoners on the enhanced level of the incentives and earned privileges (IEP) scheme had over 10 hours out of their cell during weekdays and over eight hours over the weekend. However, it was considerably lower for unemployed prisoners, and for those on the basic level, it could be as little as two and a half hours during the week and just under five hours on a weekend. We saw some variations in the times that staff unlocked this latter group, which had the potential to reduce their time out of cell further.
- 3.2 In our survey, 55% of prisoners said that unlocking and locking-up times were kept to, far better than at similar prisons (35%), and a reliable regime was consistently delivered.
- 3.3 During our roll checks, we found 24% of prisoners across the whole prison locked in their cells during the core working day. However, the majority, who were allocated to the training wings, had a better experience – only 16% were locked in their cells during the core working day, which was relatively low.
- 3.4 Wings were well equipped with facilities for recreational activities, such as pool and snooker tables, but were only available to most prisoners on weekends. In our survey, only 42% of prisoners said they received association more than five times a week, far worse than in similar prisons (73%).
- 3.5 However, prisoners could attend outside exercise every day, although only for half an hour and it potentially clashed with other activities, including medication administration. Those on the enhanced level of the IEP scheme had an evening association period, during which they had access to more time outside.
- 3.6 The library was reasonable, although small, which limited the stock that could be held. There was a reasonable range of books, including foreign language texts, and ‘quick reads’ for learners with lower reading ability levels. However, the prison did not stock all required legal texts (see paragraph 2.24). Some of the stock was becoming worn.
- 3.7 All prisoners, including vulnerable prisoners, had reasonable access to the library. Attendance was reasonably good. However, it had been poor for much of 2018, when staff shortages meant that prisoners were often not escorted there. There were still problems escorting prisoners to evening sessions, when attendance fluctuated. Trend analysis of the data on attendance was limited, which might have meant some issues were not identified.
- 3.8 There were half-hour library slots for most activity workshops and classes, so access for those attending these activities was good. Education tutors worked with library staff to provide literature to support learning.

- 3.9** The library ran a variety of activities to promote literacy, including a weekly book club and a writing group. The prison ran the Turning Pages scheme to help prisoners learn to read, which had about 16 mentors and 14 learners. Library orderlies were well qualified and provided one-to-one coaching in English and Maths, in conjunction with the education department.
- 3.10** Gym provision was reasonable. Careful timetabling ensured that all prisoners, including those in full-time work and education, were able to access fitness activities. Fewer sessions had been cancelled in previous months.
- 3.11** Physical education facilities were generally reasonable – a wide range of aerobic machines, weights and free exercise areas were available. The prison had a large sports hall, where prisoners could play badminton, short tennis and basketball. Cardiovascular equipment was available on each wing and was well used. An outside artificial turf area provided two five-a-side football pitches, but the surfaces were worn out in places and gathered water in wet weather when they could not be used.
- 3.12** There were reasonable working relationships with health services staff to support prisoners with health issues, who could attend dedicated sessions. There were also over-40s gym sessions and activities for prisoners with substances use issues.
- 3.13** Data on gym use showed that access between wings was equitable. Vulnerable prisoners were making good use of the facilities. However, there was little analysis of gym use over time to identify potential problems.
- 3.14** There were limited opportunities for prisoners to gain qualifications. However, the prison was about to open a gym academy providing accredited gym instructor qualifications, which was a welcome development.

## Education, skills and work activities (Ofsted)<sup>13</sup>

### Expected outcomes:

**All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The education, skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.<sup>14</sup>**

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

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

### Management of education, skills and work

- 3.16** The prison had enough purposeful activity places to occupy 90% of the prison population. The unemployment rate had improved since the previous inspection to about 13%, but not all wing workers were fully occupied throughout the core day.
- 3.17** The number and range of vocational training places were not sufficient. During the inspection, accredited bricklaying, horticulture, and industrial cleaning training were not offered due to staffing shortages. A curriculum review had resulted in other courses being placed in abeyance until suitable replacements were introduced.
- 3.18** No accredited courses were offered in the commercial workshops, which occupied about two thirds of the prison population. (See key concern and recommendation S51.) Vulnerable prisoners could attend a workshop offering mainly packaging activities or a very restricted range of wing-based education. The range of education courses for the main prison population was adequate. Twenty-seven prisoners were on Open University or distance learning courses (see paragraph 3.33).
- 3.19** Attendance rates were not consistently high enough across all the provision's areas. Action undertaken by prisoner managers had yet to yield high and sustained session attendance. Allocations to purposeful activity were fair. Prisoners' skills levels, sentence plans and career aspirations were considered. Waiting lists were effectively managed.

<sup>13</sup> This part of the inspection is conducted by Ofsted inspectors using Ofsted's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

<sup>14</sup> In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

- 3.20** Prisoners had no access to the virtual campus (internet access for prisoners to community education, training and employment opportunities). This hindered their ability to develop the skills and knowledge they needed for employment.
- 3.21** Prison managers' collection and use of data required improvement. For example, until recently managers failed to collect sufficiently detailed course achievement data. This prevented them from monitoring individual courses' performance effectively and identifying trends to inform improvement action planning. Consequently, the pace of change had been too slow. (See key concern and recommendation S51.)
- 3.22** Managers had carried out a comprehensive schedule of observations of taught sessions. They used the results to identify correctly shortfalls in tutors' performance. During observations, managers concentrated on the quality of teaching, learning and assessment. They accurately identified strengths and weaknesses. Tutors received effective support from managers that improved their professional practice. Managers recognised that observations did not focus sufficiently on the progress that prisoners made over time.
- 3.23** Prison managers exploited productive employer links to provide prisoners with packing and assembly jobs that were subject to demanding commercial procedures and deadlines. This enhanced prisoners' key employment skills. All prisoners attended a useful accredited pre-employment course that prepared them for prison work.
- 3.24** The prison's education strategy prioritised prisoners' English and mathematics skills. This had been reinforced by pay policy changes that linked remuneration to skills level attainment, which had led to a reduction in the number of prisoners with low English and maths skills. However, the prison recognised it had yet to address all prisoners' skills development needs. (See key concern and recommendation S52 and paragraph 3.28.) The new pay rates were fair and did not discourage prisoners from participating in activities.
- 3.25** Prisoners participated in an appropriate pre-release course provided by the Staffordshire and West Midlands Community Rehabilitation Company. Jobcentre Plus offered adequate support to help prisoners develop their employment application skills. In addition, the prison had begun CV writing and interview technique sessions. Prisoners received appropriately coordinated impartial careers information, advice and guidance. This ensured they had a suitable understanding of their career goals. Prisoners did not participate in release on temporary licence.

### Quality of provision

- 3.26** The quality of taught sessions was not consistently high. Tutors' planning and delivery of sessions required improvement. Too often tutors set tasks that were not demanding enough or were inappropriately repetitive, which did not support prisoners' progress. As a result, prisoners became bored or disruptive. (See key concern and recommendation S52.) Where tutors used strategies that kept prisoners on task and interested, they achieved their learning goals. For example, barbering, information technology (IT), and painting and decorating lessons involved work that motivated prisoners to gain a good standard of technical competence. Tutors in vocational training classes used industry-sector examples that effectively promoted prisoners' practical skills and knowledge.
- 3.27** Not all education tutors made enough use of information about what learners already knew and could do to plan learning. In some cases, tutors did not have the required information, and prisoners had to undertake additional assessment tests when starting classes. However, tutors usually accurately identified prisoners' additional learning needs and implemented suitable support arrangements.

- 3.28** Outside education classes, prisoners received insufficient support to develop their English and mathematics skills. Most prisoners received adequate help to ensure they had the competence in English and mathematics to carry out their allotted activity. However, few prisoners were challenged to attain these skills to their full potential while they trained, worked, or stayed in the segregation unit.
- 3.29** Tutors and instructors did not effectively promote, recognise or record prisoners' employment or personal effectiveness skills development. For example, prisoners' improvements in team working, how they planned their work and solved problems were evident but not captured. Although an appropriate process was in place, prisoners in workshops and work rarely had detailed skills development targets set or reviewed. (See key concern and recommendation S52.)
- 3.30** Tutors made insufficient use of information and learning and technology (ILT) where it could have accelerated learning. Prisoners did not have ready access to the virtual campus and, for example, prisoners in information technology classes were unable to gain practical experience of sending and receiving emails (see also paragraph 3.19).
- 3.31** Tutors managed learning support assistants (LSA) well to help prisoners improve their subject knowledge and self-confidence. LSAs were well trained and highly valued by tutors and prisoners. They were good role models for other prisoners.
- 3.32** Tutors made good use of verbal and written feedback to help prisoners succeed. Most were adept at using questioning and prompting to confirm and extend prisoners' understanding and knowledge. As a result, prisoners generally had a clear understanding of how to improve their work.
- 3.33** The Open University and distance learning provision was effectively managed. During their studies, prisoners received good support from education staff, and many achieved good grades. Two prisoners had received a prestigious national award for their high level of commitment and achievement.
- 3.34** Most of the commercial workshops provided working environments that replicated those in industry. Vocational training and most education classes were undertaken in suitable classrooms. However, the pre-employment course was delivered in the former brickwork workshop, which offered a poor learning environment.

## Recommendation

- 3.35** **Prison managers should provide suitable accommodation for the pre-employment course.**

## Personal development and behaviour

- 3.36** Prisoners' punctuality was not consistently good enough throughout the working day. Inspectors found it was usually good during morning sessions but poor in the afternoon. This, and insufficiently high attendance at all activities, undermined prisoners' ability to gain the attitudes and behaviour required for successful resettlement and employment on release. (See key concern and recommendation S53.)
- 3.37** Much of the prison population worked in the commercial workshops and most developed a good work ethic. However, the prison's failure to recognise this, or the employment and specialist skills gained by for example the quality assurance checkers meant too few

prisoners were aware of how prison work was improving their employment skills before their release (see paragraph 3.29). The under-employment of wing workers impeded their development of a positive attitude to work (see key concern and recommendation S53 and paragraph 3.29).

- 3.38** Prisoners' behaviour was generally good. They exhibited high levels of respect for prison staff and their peers. Tutors and instructors challenged prisoners' use of unsuitable language. In a few cases, tutors did not adequately address inappropriate behaviour, such as prisoners leaving education classrooms without authorisation.
- 3.39** Prisoners developed an understanding of appropriate health and safety practices. For example, they knew how to keep themselves and others safe. Inspectors observed prisoners using appropriate personal protective equipment without their instructors prompting them.

### Outcomes and achievements

- 3.40** In the majority of workshop and work areas, accredited qualifications were not available. (See key concern and recommendation S51.) This impeded prisoners' chances of gaining employment on release. In a minority of work areas, including estates working parties and the kitchens, prisoners did develop a good range of practical and technical skills that were suitably documented.
- 3.41** Prisoners engaged in education and vocational training courses made the progress expected of them or better. Course pass rates were generally high. Different groups of prisoners achieved qualifications at a similar rate.
- 3.42** A suitable proportion of prisoners moved into higher levels of study or into LSA work. Prisoners in workshops advanced to positions of greater responsibility at a suitable rate. However, much of the work was at a low level and failed to allow all prisoners to reach their full potential.
- 3.43** The standards of prisoners' completed written and practical work was appropriate for the level at which they were studying. The quality of finished artwork was often high.
- 3.44** Prisoners were proud of their accomplishments. For example, prisoners' studying English for speakers of other languages could explain how their studies had improved their self-esteem and effectiveness.

## 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 visitors' centre continued to provide prisoners' families and friends with a supportive service. It had recently been decorated and staff we observed welcomed visitors in a helpful and friendly manner.
- 4.2 The visits hall was well equipped and comfortable. Instead of wearing bibs, prisoners were now issued with wristbands and lanyards so they could be identified and visiting sessions were no longer terminated if a prisoner needed to go to the toilet. These changes helped to create an informal atmosphere. Visits took place every day and prisoners could arrange them easily using the electronic kiosks. Visitors' complaints about being unable to book further visits after each session had been addressed, and a member of staff was now present in the visits hall to make these arrangements.
- 4.3 The Acorn suite, a separate room within the visits hall, was equipped and furnished to a high standard and provided prisoners with a private and quiet space. It was well used and sensitive visits involving child contact, mediation or bereavement, took place there.
- 4.4 The number and range of family days had been increased and extended. Almost twice as many events were now held, taking place about twice a month. It was encouraging that these opportunities were open to all prisoners. In direct response to feedback from prisoners and their families, events involving grandparents, Travellers and foreign national prisoners had been organised.
- 4.5 Useful parenting courses were conducted four times a year and family support workers provided guidance to prisoners who needed help maintaining contact with their families. Good use was made of the Email a Prisoner scheme, which generated about 1000 incoming messages a month.
- 4.6 Earlier in the year the prison had introduced an initiative Families/friends at the centre of throughcare, which was designed to improve communication by permitting family members to keep in regular contact with prisoners and vice versa, primarily through a key worker. The arrangement was voluntary and uptake was very low. Staff said they thought the scheme had not been presented positively enough to prisoners, who did not understand its purpose. The scheme could provide family members with the opportunity to play a more active and constructive role in prisoners' lives.

## Reducing risk, rehabilitation and progression

### Expected outcomes:

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

- 4.7** The vast majority of prisoners at Dovegate (71%) were category B prisoners serving over 10 years. More than a third were serving indeterminate or life sentences. However, unusually for a training prison, the prison also held a small proportion of prisoners on remand (5%) or serving very short custodial sentences (4% were serving less than six months). Fifty per cent of those sentenced had been convicted of a violent offence and the prison also held a small number of prisoners who had committed sexual offences (4%). Three-quarters of the population presented a high or very high risk of serious harm to others.
- 4.8** There was a good reducing reoffending strategy, informed by an up-to-date needs analysis covering a reasonable range of data. The prison had used the needs analysis to produce comprehensive action plans that supported work in each of the pathway areas. A well-attended meeting took place every two months to discuss specific delivery issues. However, the strategy meeting had not been held until its re-launch during the week of the inspection, which meant there had been little oversight of the action plans for too long.
- 4.9** Almost everyone had an initial offender assessment system (OASys) report to manage their risks and inform their sentence plan. The prison's offender management unit (OMU) ran a duty system, which meant the duty prison offender supervisor met newly received prisoners as part of their induction process within the first 24 hours of their arrival. Prisoners were then allocated to a specific offender supervisor within 10 working days.
- 4.10** Prison offender supervisors were non-operational staff and were rarely used to fulfil additional duties elsewhere. They could devote their full attention to their role, and contact between offender supervisors and prisoners was good and better than we normally see. Keyworkers also saw their prisoners regularly, however keyworker contact needed to be better focused on progression and linked to the work of the offender supervisor.
- 4.11** Although under the imminent introduction of the new offender management in custody (OMIC) model<sup>15</sup>, probation input would increase, only a small number of probation staff were working within the OMU during the inspection, which meant many high-risk cases were managed by prison offender supervisors. Prison offender supervisors had little training and they were not undertaking offending behaviour work with individual prisoners to manage risks of harm. This was compounded by the absence of a full-time senior probation officer – during the inspection, a senior probation officer was only working at Dovegate one day a week. However, a full-time senior probation officer was due to start in November 2019.
- 4.12** The National Probation Service (NPS) managed the vast majority of cases. Those that were the responsibility of the prison had their sentence plans reviewed annually, which was good. However, this was not the case for those managed by the NPS – their OASys reports were not always reviewed often enough or following a significant change in their risks and needs to inform their sentence plan and manage their risks. (See key concern and recommendation S54.)

<sup>15</sup> Following a review of offender management in 2015, HMPPS began to introduce a new offender management model from 2017. The new model is being implemented in stages, starting with new prison officer keyworkers. The second phase, core offender management, and the introduction of prison offender managers (POM) is being introduced gradually, from 2019.

- 4.13** During the inspection, 251 prisoners were serving life sentences and 44 were serving indeterminate sentences for public protection (IPP), all but two of the IPP prisoners were over their tariff date. The in-house forensic psychology team completed progression plans with these prisoners to support their progression towards parole. Additional provision for the large number of indeterminate sentence prisoners was, however, very limited. Consultation forums for this group had not been convened recently until the week of our inspection and peer lifer representatives had only just been identified. There was no specific needs analysis for this cohort of prisoner or opportunity for them to live independently to support preparations for their release.
- 4.14** Processes for tracking those subject to parole hearings and managing instructions from the parole board were good. Home detention curfew (HDC) processes were managed well and had improved since the previous inspection. The prison started the process in good time to ensure releases under HDC were timely. There were some problems that were, however, beyond the control of the prison, which had led to some prisoners being released late. This was often because they had been transferred to Dovegate very close to their HDC eligibility date, delaying the start of the process, or because of a lack of accommodation. Of all eligible applications considered, 86% were approved, which was now in line with what we would expect to see.

## Recommendations

- 4.15** **Offender supervisors managing high risk of harm cases should be adequately trained in areas, such as the management of prisoners convicted of sexual offences and the delivery of one-to-one work to motivate prisoners to participate in programmes.**
- 4.16** **The prison should provide adequate support for indeterminate sentenced prisoners, including a consultation forum, mentoring and support and help to live independently.**

## Public protection

- 4.17** Public protection procedures were managed well and procedures to protect children and other potential victims were applied well. During our inspection, 136 prisoners were subject to child contact restrictions and 26 had been assessed as requiring monitoring. Staff based in a public protection team in the OMU identified all public protection cases and implemented phone and mail monitoring processes to ensure dedicated oversight. Cases subject to monitoring were reviewed regularly at the inter-departmental risk management team (IDRMT) meeting and concerns were escalated appropriately. Prisoners identified as subject to child contact restrictions but not subject to monitoring were reviewed annually in line with expected procedures, which was good.
- 4.18** The standard of risk management work was good. We saw evidence of good risk management plans in OASys reports and information exchange took place between the prison and the NPS to develop the plans.
- 4.19** Since the previous inspection, a multi-agency public protection arrangement (MAPPA) high-risk pre-release meeting had been introduced. Attendance at this extremely effective meeting was good and included representatives from the community rehabilitation company (CRC). The meeting considered all high-risk cases nearing release to ensure good oversight of risk management work. Cases were discussed eight, six, three and then one month before release, providing staff with ample opportunity to escalate potential concerns and ensure

robust planning was in place. Arrangements for prisoners subject to MAPPA appeared to be working well, and we saw examples of cases being escalated, including the case of one prisoner who was released to an approved premises, who would otherwise have been released without a fixed address. Despite the prison's best efforts and good information exchange, we found two high-risk prisoners serving very short sentences who had been released without a fixed address because of a lack of suitable accommodation.

## Good practice

- 4.20** *The high-risk pre-release meeting considered all high-risk cases at regular intervals, which meant in most cases, there was sufficient multidisciplinary oversight to ensure the best possible outcome for the prisoner on release.*

## Categorisation and transfers

- 4.21** Categorisation reviews were up to date and took place regularly. Prisoners could make representations to the board but they were still not undertaken face to face. Re-categorisation decisions were justified and took into account a good range of reports from departments across the prison.
- 4.22** Despite being a category B trainer prison, there were 144 category C prisoners. Applications to relevant prisons to arrange transfers were timely. However, most of the category C prisoners could not be transferred. They were either being considered for parole and therefore could not be moved or were too close to their release date for them to be accepted elsewhere.

## Interventions

### Expected outcomes:

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

- 4.23** Accredited programmes were well managed. A regularly updated needs analysis was in place to ensure the most appropriate accredited programmes were being delivered for the vast majority of the population. However, the needs analysis did not cover the small number of prisoners convicted of a sexual offence and those living on the vulnerable prisoners' wing in the prison, which meant this group had no access to them during the inspection. (See key concern and recommendation S56.) Waiting lists for most programmes were manageable, with projections showing prisoners would be able to access a programme within 12 months.
- 4.24** Since our previous inspection, the programmes team had introduced the unaccredited but validated A-Z programme to enhance prisoners' motivation and improve attrition rates, which was positive. To further support this, the CRC also provided a good range of unaccredited courses, including motivational, problem solving and anger management programmes, which were delivered to about 20 prisoners each month.
- 4.25** Over the previous six months, nearly a quarter of those released were homeless and the number going to very temporary accommodation was not monitored well enough. The CRC now employed the equivalent of one full-time and one part-time housing worker to work with the most complex cases to try and address the issue, but the lack of suitable accommodation in the community meant the number of prisoners being released without an address to go to remained too high.

- 4.26** The range of help with finances had improved. In our survey, 22% of prisoners reported having worries about money on arrival compared with 13% in similar prisons and 15% at the previous inspection. The charity Birmingham Settlement provided prisoners with debt issues with good support, which prisoners we spoke to valued. Prisoners could apply to open bank accounts and access Jobcentre Plus for advice and support.
- 4.27** There was too little support for prisoners who had been victims of abuse. The prison had plans in place to deliver courses on trauma and counselling, but they were not available during the inspection. The CRC could inform prisoners about community agencies but had not done so in the six months prior to our inspection. Caseworkers said they would mostly refer prisoners to the chaplaincy for support if they had concerns.

## Recommendation

- 4.28 Provision for those who have suffered abuse should be developed.**

## 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.**

- 4.29** The demand for resettlement help was high and there had been almost 300 releases in the previous six months. The CRC supported six resettlement peer workers who provided valuable support working alongside the CRC. They had been appropriately trained, and co-delivered courses and helped promote the work of the CRC. However, peer workers sometimes had access to personal information about other prisoners, which was not appropriate. This included a resettlement needs screening tool that included questions about drug and alcohol use.
- 4.30** Prisoners' resettlement needs were assessed on arrival, but reviews of their resettlement plans prior to release were not always carried out. All prisoners should have their resettlement needs reviewed 12 weeks before release, but a third of the small sample of cases randomly selected by inspectors had not been allocated to a resettlement case worker so the review interview could be completed, despite being very close to their release date. This meant these prisoners were unable to obtain resettlement support from the CRC. (See key concern and recommendation S57.)
- 4.31** Prisoners could access some practical support on the day of release, for example, mobile phones could be charged and ready to collect on release, and clothing was available if they needed it. The CRC provided good through-the-gate support and two charities provided valuable help to those who needed additional support.



## Section 5. Summary of recommendations and good practice

The following is a listing of repeated and new key concerns and recommendations, general recommendations and examples of good practice included in this report. The reference numbers in the left-hand column refer to the paragraph location in the main report.

Key concerns and recommendations		Directed to:
S46	<p>Key concern: Violence was still too high and some incidents were serious. Although the prison had a clear strategy, there was no violence reduction action plan. Support for victims following a violent incident was limited.</p> <p><b>Recommendation: A comprehensive and up-to-date action plan to reduce the levels of violence should be implemented. It should include a range of support for victims.</b></p>	<b>The Director</b>
S47	<p>Key concern: The daily regime for those in the segregation unit was limited and offered prisoners very little to occupy their time.</p> <p><b>Recommendation: The regime in the segregation unit should be improved and should include access to activities away from the unit.</b></p>	<b>The Director</b>
S48	<p>Key concern: Prisoners new to the segregation unit or refusing to move out of it had a very punitive regime, lacking daily access to the very basics such as telephones and showers.</p> <p><b>Recommendation: Those new to the unit or refusing to move back to the main wings should not be denied full access to the daily regime.</b></p>	<b>The Director</b>
S49	<p>Key concern: In our survey, prisoners said that illicit drugs remained too easily available and we found that drug use was having a direct impact on the levels of violence, debt and, in two cases, had directly resulted in death.</p> <p><b>Recommendation: The availability of illicit drugs should be reduced.</b></p>	<b>The Director</b>
S50	<p>Key concern: The number of deaths in custody was high. There had been three self-inflicted deaths since our last inspection in 2017. At the time of this inspection, the cause of death in another four cases had not been classified but we were told that two of those related to illicit drug use.</p>	<b>The Director</b>

	<b>Recommendation: Action plans developed following deaths in custody investigations and serious near-fatal incidents of self-harm should be reviewed regularly to ensure that changes in practice and lessons learned are sustained over time.</b>	
S51	<p>Key concern: Too little accreditation was offered in the workshops and in vocational training, activities for vulnerable prisoners were very limited, and not all prisoners attended activities as planned. Managers did not have routine access to the data they needed to ensure a rapid improvement in standards.</p> <p><b>Recommendation: Prisoners should attend, as planned, a good standard, range and variety of accredited education, training and work provision that supports their successful resettlement and rehabilitation.</b></p>	<b>The Director</b>
S52	<p>Key concern: Education tutors did not deliver consistently high quality taught sessions and too many prisoners in workshops and work failed to receive enough help to develop their English and mathematics skills. Their employment and personal skills development was not enhanced or documented as part of a strategy to support successful rehabilitation and resettlement.</p> <p><b>Recommendation: Leaders and managers should ensure all prisoners receive high-quality education and training that appropriately promotes and recognises all aspects of their development.</b></p>	<b>The Director</b>
S53	<p>Key concern: Punctuality at activity sessions was poor which hindered the development of a positive work ethic.</p> <p><b>Recommendation: All prisoners should attend activity sessions punctually to help them develop a positive work ethic.</b></p>	<b>The Director</b>
S54	<p>Too many wing-based workers were under-employed, which hindered their ability to develop a positive work ethic.</p> <p><b>Recommendation: All wing-based workers should be fully employed to help them develop a positive work ethic.</b></p>	<b>The Director</b>
S55	<p>Key concern: As most prisoners posed a high risk of harm, they were managed by the NPS. However, not all of these cases had their OASys reports reviewed regularly.</p> <p><b>Recommendation: OASys reports should be reviewed regularly in all cases, particularly where a prisoner presents a high risk of</b></p>	<b>The Director</b>

	<b>harm to ensure ongoing risks and needs are accurately planned for.</b>	
S56	<p>Key concern: Prisoners living on the vulnerable prisoners' wing were not able to attend accredited offending behaviour programmes.</p> <p><b>Recommendation: Places on accredited offending behaviour programmes should be available to those living on the vulnerable prisoners' wing.</b></p>	<b>The Director</b>
S57	<p>Key concern: Not all prisoners had their resettlement needs reviewed prior to release, which meant they missed out on the resettlement help on offer.</p> <p><b>Recommendation: All prisoners should have their resettlement needs reviewed 12 weeks before release and action should be taken to reduce their likelihood of reoffending.</b></p>	<b>The Director</b>
<b>General recommendations</b>		<b>Directed to:</b>
1.9	Reception interviews should be conducted in private. (Repeated recommendation 1.15)	The Director
1.21	The IEP scheme should be applied consistently and those on the basic level should have clear and specific targets set for improvement.	The Director
1.29	The prison should have good use of force governance procedures, which should include reviewing use of force CCTV footage and better data collection and analysis.	The Director
1.33	Prisoners awaiting adjudication should not be routinely segregated.	The Director
1.48	Safer custody governance meetings should be well attended, their work should be informed by a thorough analysis of self-harm data and progress should be monitored through appropriate action planning.	The Director
1.51	Comprehensive adult safeguarding procedures should be embedded across the prison.	The Director
2.11	All toilet areas in cells should provide prisoners with adequate privacy.	The Director
2.26	All complaint forms submitted by prisoners should be recorded as complaints and responded to as such.	The Director
2.32	Relevant data covering each of the protected characteristics should be analysed regularly to identify significant patterns and trends.	The Director
2.42	The prison should explore the negative perceptions of prisoners with a disability and those with mental health problems to establish if any action needs to be taken.	The Director
2.75	Patients requiring transfer to hospital under the Mental Health Act should be assessed promptly and transferred within the current transfer guideline. (Repeated recommendation 2.86)	The Director
2.89	The availability of regular pharmacy-led clinics and access to medicine use reviews should be advertised.	The Director
2.90	Patients should receive medicines at the times recommended by the dosage regime.	The Director
2.91	Medicines should be available for collection from wing medical rooms.	The Director
3.35	Prison managers should provide suitable accommodation for the pre-employment course.	The Director
4.15	Offender supervisors managing high risk of harm cases should be adequately trained in areas, such as the management of prisoners	The Director

	convicted of sexual offences and the delivery of one-to-one work to motivate prisoners to participate in programmes.	
4.16	The prison should provide adequate provision for lifers, including a consultation forum, mentoring and support to live independently.	The Director
4.28	Provision for those who have suffered abuse should be developed.	The Director
<b>Examples of good practice</b>		
1.10	The safer custody team saw all prisoners who arrived with a court safeguarding warning to provide them with support.	
1.11	All new prisoners received additional hourly safety checks during their first night and a further safety interview on the following morning.	
1.12	Insiders provided prisoners with follow-up support after seven and 21 days.	
1.24	The quality assurance process, which took place before the adjudication paperwork left wings, ensured that, in most cases, adjudication was the appropriate course of action. This meant prisoners did not face adjudication unless it was necessary.	
2.83	Prisoners could contact the integrated substance use team through an in-cell phone hotline, which enabled staff to communicate promptly with prisoners and assist those in distress.	
4.20	The high-risk pre-release meeting considered all high-risk cases at regular intervals, which meant in most cases, there was sufficient multidisciplinary oversight to ensure the best possible outcome for the prisoner on release.	

## Section 6. Appendices

### Appendix I: Inspection team

Martin Lomas	Deputy chief inspector
Sandra Fieldhouse	Team leader
Darren Wilkinson	Inspector
Ian MacFadyen	Inspector
Deri Hughes-Roberts	Inspector
Kam Sarai	Inspector
Caroline Wright	Inspector
Becky Duffield	Researcher
Billie Powell	Researcher
Helen Ranns	Researcher
Catherine Shaw	Researcher
Paul Tarbuck	Lead health and social care inspector
Sigrid Engelen	Health and social care inspector
Lynda Day	Care Quality Commission inspector
David Baber	Ofsted inspector
Nigel Bragg	Ofsted inspector
Keith Hughes	Ofsted inspector
Martin Ward	Ofsted inspector
Paddy Doyle	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 2017, early days and induction processes were generally good and prisoners were well supported by peer mentors. Levels of violence remained too high but were reducing from a peak in 2016. Levels of self-harm were relatively high but processes to support prisoners at risk of self-harm were improving. Drugs, particularly spice, were readily available and the planning and coordination of supply reduction was inadequate. The number of adjudications, use of force and levels of segregation had increased sharply and were high. Managerial oversight of these areas was weak. Substance misuse services were mostly good. Outcomes for prisoners were not sufficiently good against this healthy prison test.*

#### Main recommendations

The focus on violence and drug supply reduction should continue with a thorough analysis of violent incidents. The current violence and drug reduction plans should be developed further. Outcomes should be reviewed and evaluated and, where necessary, actions should be adapted to ensure maximum impact. (S59)

**Not achieved**

Levels of segregation and use of force should be monitored and managerial oversight improved to provide robust governance and assurance. (S60)

**Not achieved**

#### Recommendations

Prisoners' property should arrive with them or within a reasonable period after their arrival. (I.5)

**Not achieved**

Reception interviews should be conducted in private. (I.15)

**Not achieved** (recommendation repeated, I.9)

Orderlies should be closely supervised while in reception. (I.16)

**Not achieved**

All first night cells should be free of graffiti and fully equipped. (I.17)

**Achieved**

Action plans developed following death in custody investigations and serious near-fatal incidents of self-harm should be reviewed periodically to ensure that changes in practice and lessons learned are sustained over time. (1.33)

**Not achieved**

Listeners should be able to meet prisoners in crisis in an appropriately furnished and supportive environment. (1.34)

**Achieved**

Comprehensive adult safeguarding procedures should be introduced and embedded across the prison, and the prison should be represented on the local safeguarding adults board. (1.38)

**Not achieved**

Prisoners in reception should only be strip-searched following an individual risk assessment and prisoners should not be routinely handcuffed between reception and escort vehicles. (1.47)

**Achieved**

The prison should implement a prison-wide, coordinated and action-planned approach to reduce the supply of illicit drugs. (1.48)

**Achieved**

A consistent and appropriate response to poor behaviour and punishments should be introduced. (1.54)

**Not achieved**

Prisoners arriving at the prison with opiate dependency should have access to first night prescribing of opiate substitutes and not just symptomatic relief. (1.69)

**Achieved**

## Respect

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

*At the last inspection, in 2017, Living conditions were generally good and enhanced by in-cell telephones. Relationships between staff and prisoners were mostly good but staff sometimes struggled to maintain effective boundaries on prisoners' behaviour. Work to address equality and diversity was underdeveloped, and in our survey prisoners from some minority groups reported less favourable treatment than others, and in some cases needs were not met. Faith provision was good. Complaints were well managed. Health provision was very good. The quality of the food provided, and prison shop arrangements were good. Outcomes for prisoners were reasonably good against this healthy prison test.*

### Recommendations

Cells designed for single occupancy should not be used for shared occupancy. (2.8)

**Not achieved**

Prisoners should have timely and reliable access to their property. (2.9)

**Achieved**

Residential managers should routinely monitor delays in cell call alarms being re-set and be assured that urgent calls receive a prompt response. (2.10)

**Not achieved**

Consistent and confident staff–prisoner relationships should be embedded which set clear expectations on behaviour. (2.16)

**Achieved**

Timely and comprehensive equality data should be analysed regularly, to ensure that the needs of minority groups are clearly identified and appropriate action planned as a result. (2.23)

**Achieved**

All minority groups should be systematically identified, supported and consulted, to ensure that their needs are assessed and met. Negative perceptions should be understood and any unequal treatment addressed. (2.33)

**Achieved**

Individual care plans for prisoners with disabilities should be drawn up jointly by equality and health services staff, and should be accessible and appropriately communicated to all staff. (2.34)

**Achieved**

The prison should ensure all disabled prisoners have prompt access to mobility aids. (2.35)

**Achieved**

Custodial staff should have direct access to well-maintained and checked automated external defibrillators. (2.60)

**Not achieved**

Inpatients should have regular access to therapeutic activities. (2.69)

**Achieved**

Nurses should have keys to enable unfettered access to their patients. (2.70)

**No longer relevant**

Patients should receive medications at the times prescribed. (2.77)

**Not achieved**

Professional counselling services should be available to prisoners with emotional needs. (2.85)

**Achieved**

Patients requiring transfer to hospital under the Mental Health Act should be assessed promptly and transferred within the current transfer guideline. (2.86)

**Not achieved** (recommendation repeated, 2.75)

## Purposeful activity

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

*At the last inspection, in 2017, for most prisoners, the amount of time out of cell was good but the substantial number of unemployed prisoners had too little time unlocked. The leadership and management of learning and skills and work required improvement. Provision was being enhanced but quality assurance and performance management were weak. There were too few activity places for the population and too many prisoners were unemployed or had only part-time employment. The quality of teaching and learning was too inconsistent. Good use was made of qualified prisoner learning support assistants. Prisoners achieved well on most courses but pass rates were not good enough in some key areas. The library service and PE provision were reasonably good. Outcomes for prisoners were not sufficiently good against this healthy prison test.*

### Main recommendation

The number of purposeful activity places should be increased, to enable all prisoners to engage in education, skills or work activities that are of a good standard and promote personal development and employability. (S61)

**Not achieved**

### Recommendations

The learning and skills quality manual should be implemented, to provide a clear structure for reporting on all aspects of provision and driving forward further improvement. (3.10)

**Achieved**

The use of data should be improved, to analyse the performance of different learner groups and develop actions to address any underperformance identified. (3.11)

**Not achieved**

Accreditation opportunities should be provided for prisoners working in horticulture and the laundry. (3.15)

**Not achieved**

Staff development for teachers should focus on meeting the needs of all learners, to ensure that they make progress to their potential, by increasing the range of methods employed by teachers and the use of interactive learning technology. (3.23)

**Not achieved**

Quality monitoring of individual learning plans should be established, to focus on the setting of targets for personal development skills and ensure that learners understand the steps needed to achieve the targets set. (3.24)

**Not achieved**

Managers should ensure that teachers and trainers take note of the identified additional learning needs of their learners when planning their classes, so that learners can make progress according to their potential. (3.25)

**Not achieved**

A framework for the development and recording of learners' personal employability skills should be provided. (3.31)

**Not achieved**

Pre-release activities should be improved, to prepare learners and help them to succeed in the job market. (3.32)

**Achieved**

Prisoners' success rates in level I mathematics and information and communications technology should be improved. (3.37)

**Achieved**

The number of prisoners failing to stay on their programme and complete their qualifications should be reduced. (3.38)

**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 2017, most prisoners presented a significant risk of harm to others, and offender supervisors had frequent contact with many prisoners and an adequate focus on progression and risk reduction. Risk management planning for the release of some high-risk prisoners was inadequate. The assessment and planning for resettlement were poor. Prisoners were given too little help to address their finance and debt issues, or find accommodation or employment on release. Family support had improved and was good. Outcomes for prisoners were not sufficiently good against this healthy prison test.*

### Main recommendations

In partnership with outside agencies, comprehensive risk management plans should be developed for all high-risk prisoners due for release. (S62)

**Achieved**

The quality of prisoners' resettlement plans should be improved, and all prisoners should have their needs reviewed before release. All prisoners should have access to good-quality help to address their finance and debt problems and find sustainable accommodation and employment on release. (S63)

**Not achieved**

### Recommendations

A comprehensive analysis of the resettlement needs of the population should be undertaken and used to develop provision for the diverse range of prisoners held at the establishment. (4.6)

**Achieved**

All high-risk and long-term prisoners should have an up-to-date offender assessment system (OASys) and sentence plan. (4.13)

**Not achieved**

Offender supervisor contact with prisoners should be of consistently good quality, to ensure that all higher-risk prisoners receive meaningful support which is clearly aimed at sentence progression and risk reduction. (4.14)

**Achieved**

The reasons why so few prisoners apply for a home detention curfew assessment should be explored and action taken to increase the number. (4.15)

**Achieved**

Prisoners should be allowed to use the toilet facilities without ending their visits session. (4.49)

**Achieved**

The need for a specific victim awareness course should be assessed and an appropriate course provided if required. (4.53)

**Not achieved**

## Appendix III: Prison population profile

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

### Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	0	799	85.6%
Recall	0	84	7.3%
Convicted unsentenced	0	20	1.7%
Remand	0	58	5.0%
Civil prisoners	0	0	0.0%
Detainees	0	0	0.0%
<b>Total</b>		<b>961</b>	

Sentence	18–20 yr olds	21 and over	%
Unsentenced	0	81	8.4%
Less than 6 months	0	36	3.7%
6 months to less than 12 months	0	20	2.1%
12 months to less than 2 years	0	26	2.7%
2 years to less than 4 years	0	29	3.0%
4 years to less than 10 years	0	99	10.3%
10 years and over (not life)	0	326	33.9%
ISPP (indeterminate sentence for public protection)	0	56	5.8%
Life	0	288	30.0%
<b>Total</b>		<b>961</b>	

Age	Number of prisoners	%
Please state minimum age here: 21		
Under 21 years	0	0%
21 years to 29 years	322	33.4%
30 years to 39 years	381	39.5%
40 years to 49 years	157	16.3%
50 years to 59 years	66	6.9%
60 years to 69 years	27	2.8%
70 plus years	10	1.0%
Please state maximum age here: 84		
<b>Total</b>	<b>961</b>	

Nationality	18–20 yr olds	21 and over	%
British	0	861	90%
Foreign nationals	0	100	10%
<b>Total</b>		<b>961</b>	

<b>Security category</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Uncategorised unsentenced	0	88	9.2%
Uncategorised sentenced	0	0	0%
Category A	0	0	0%
Category B	0	682	71.0%
Category C	0	178	18.5%
Category D	0	13	1.4%
Other	0	0	0%
<b>Total</b>		<b>961</b>	

<b>Ethnicity</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
<b>White</b>		<b>620</b>	<b>64.5%</b>
British	0	572	59.5%
Irish	0	9	0.9%
Gypsy/Irish Traveller	0	9	0.9%
Other white	0	30	3.1%
			0.0%
<b>Mixed</b>		<b>68</b>	<b>7.1%</b>
White and black Caribbean	0	52	5.4%
White and black African	0	2	0.2%
White and Asian	0	4	0.4%
Other mixed	0	10	1.0%
			0.0%
<b>Asian or Asian British</b>		<b>110</b>	<b>11.4%</b>
Indian	0	22	2.3%
Pakistani	0	49	5.1%
Bangladeshi	0	9	0.9%
Chinese	0	2	0.2%
Other Asian	0	28	2.9%
			0.0%
<b>Black or black British</b>		<b>142</b>	<b>14.8%</b>
Caribbean	0	89	9.3%
African	0	23	2.4%
Other black	0	30	3.1%
			0.0%
<b>Other ethnic group</b>		<b>20</b>	<b>2.1%</b>
Arab	0	17	1.8%
Other ethnic group	0	3	0.3%
			0.0%
Not stated	0	1	0.1%
<b>Total</b>		<b>961</b>	

Religion	18–20 yr olds	21 and over	%
Baptist	0	0	0.0%
Church of England	0	122	12.7%
Roman Catholic	0	175	18.2%
Other Christian denominations	0	156	16.2%
Muslim	0	213	22.2%
Sikh	0	15	1.6%
Hindu	0	4	0.4%
Buddhist	0	21	2.2%
Jewish	0	4	0.4%
Other	0	13	1.4%
No religion	0	238	24.8%
<b>Total</b>		<b>961</b>	

Other demographics	18–20 yr olds	21 and over	%
Veteran (ex-armed services)	0	36	100%
<b>Total</b>		<b>36</b>	

### Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month			111	12.6%
1 month to 3 months			112	12.7%
3 months to 6 months			130	14.8%
6 months to 1 year			159	18.1%
1 year to 2 years			206	23.4%
2 years to 4 years			108	12.3%
4 years or more			54	6.1%
<b>Total</b>			<b>880</b>	

### Sentenced prisoners only

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

### Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0%	24	29.6%
1 month to 3 months	0	0%	33	40.7%
3 months to 6 months	0	0%	17	21.0%
6 months to 1 year	0	0%	4	4.9%
1 year to 2 years	0	0%	2	2.5%
2 years to 4 years	0	0%	1	1.2%
4 years or more	0	0%	0	0.0%
<b>Total</b>			<b>81</b>	

<b>Main offence</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Violence against the person	0	478	49.7%
Sexual offences	0	36	3.7%
Burglary	0	47	4.9%
Robbery	0	133	13.8%
Theft and handling	0	14	1.5%
Fraud and forgery	0	9	0.9%
Drugs offences	0	91	9.5%
Other offences	0	153	15.9%
Civil offences	0	0	0.0%
Offence not recorded /holding warrant	0	0	0.0%
<b>Total</b>		<b>961</b>	

# Appendix IV: Prisoner survey methodology and results

## Prisoner survey methodology

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

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.<sup>16</sup>

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

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

### Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a 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.<sup>17</sup>

### Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.<sup>18</sup> Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

### Survey response

At the time of the survey on 30 September 2019 the prisoner population at HMP Dovegate was 965. Using the sampling method described above, questionnaires were distributed to 227 prisoners. We received a total of 178 completed questionnaires, a response rate of 78%. Twenty-seven prisoners declined to participate in the survey and 23 questionnaires were either not returned at all, or returned blank.

<sup>16</sup> Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

<sup>17</sup> 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

<sup>18</sup> For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectorates.gov.uk/hmiprison/about-our-inspections/>

## Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Dovegate. For the comparator analyses, each question was reformulated into a binary ‘yes/no’ format and affirmative responses compared.<sup>19</sup> Missing responses have been excluded from all analyses.

### Full survey results

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

### Responses from HMP Dovegate 2019<sup>20</sup> compared with those from other HMI Prisons surveys<sup>21</sup>

- Survey responses from HMP Dovegate in 2019 compared with survey responses from the most recent inspection at all other category B training prisons inspected since September 2017.
- Survey responses from HMP Dovegate in 2019 compared with survey responses from HMP Dovegate in 2017.

### Comparisons between different residential locations within HMP Dovegate 2019

- Responses of prisoners on mixed use houseblocks (L, M, N and P wings) compared with those from the rest of the establishment.

### Comparisons between sub-populations of prisoners within HMP Dovegate 2019<sup>22</sup>

- Responses of prisoners from black or minority ethnic groups compared with those of white prisoners.
- Responses of Muslim prisoners compared with those of non-Muslim prisoners.
- Responses of prisoners who reported a disability compared with those who did not.
- Responses of prisoners who reported mental health problems compared with those who did not.
- 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.<sup>23</sup>

In the comparator analyses, statistically significant differences are indicated by shading.<sup>24</sup> Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

<sup>19</sup> Using the Chi-square test (or Fisher’s exact test if there are fewer than five responses in a group).

<sup>20</sup> 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.

<sup>21</sup> These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

<sup>22</sup> These analyses are carried out on summary data from selected survey questions only.

<sup>23</sup> A minimum of 10 responses which must also represent at least 10% of the total response.

<sup>24</sup> A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing,  $p < 0.01$  is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

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

# Survey

## Background information

<b>I.1</b>	<b>What wing or houseblock are you currently living on?</b>	
	A wing.....	14 (8%)
	B wing.....	9 (5%)
	C wing.....	10 (6%)
	D wing.....	10 (6%)
	E wing.....	9 (5%)
	F wing.....	13 (7%)
	G wing.....	11 (6%)
	H wing.....	13 (7%)
	J wing.....	13 (7%)
	K wing.....	11 (6%)
	L wing.....	15 (8%)
	M wing.....	16 (9%)
	N wing.....	17 (9%)
	P wing.....	13 (7%)
	Segregation unit.....	3 (2%)
	Health care unit.....	1 (1%)
<b>I.2</b>	<b>How old are you?</b>	
	Under 21 .....	0 (0%)
	21 - 25.....	25 (14%)
	26 - 29.....	30 (17%)
	30 - 39.....	70 (40%)
	40 - 49.....	33 (19%)
	50 - 59.....	13 (7%)
	60 - 69.....	3 (2%)
	70 or over.....	2 (1%)
<b>I.3</b>	<b>What is your ethnic group?</b>	
	White - English/ Welsh/ Scottish/ Northern Irish/ British .....	87 (51%)
	White - Irish.....	4 (2%)
	White - Gypsy or Irish Traveller.....	2 (1%)
	White - any other White background .....	4 (2%)
	Mixed - White and Black Caribbean .....	12 (7%)
	Mixed - White and Black African .....	0 (0%)
	Mixed - White and Asian .....	2 (1%)
	Mixed - any other Mixed ethnic background .....	3 (2%)
	Asian/ Asian British - Indian.....	4 (2%)
	Asian/ Asian British - Pakistani.....	17 (10%)
	Asian/ Asian British - Bangladeshi.....	0 (0%)
	Asian/ Asian British - Chinese.....	0 (0%)
	Asian - any other Asian Background .....	3 (2%)
	Black/ Black British - Caribbean.....	15 (9%)
	Black/ Black British - African .....	9 (5%)
	Black - any other Black/ African/ Caribbean background.....	1 (1%)
	Arab.....	3 (2%)
	Any other ethnic group.....	3 (2%)
<b>I.4</b>	<b>How long have you been in this prison?</b>	
	Less than 6 months.....	56 (32%)
	6 months or more .....	117 (68%)

<b>1.5</b>	<b>Are you currently serving a sentence?</b>	
	Yes .....	149 (85%)
	Yes - on recall .....	15 (9%)
	No - on remand or awaiting sentence.....	12 (7%)
	No - immigration detainee.....	0 (0%)

<b>1.6</b>	<b>How long is your sentence?</b>	
	Less than 6 months.....	6 (3%)
	6 months to less than 1 year.....	7 (4%)
	1 year to less than 4 years.....	9 (5%)
	4 years to less than 10 years.....	21 (12%)
	10 years or more .....	68 (39%)
	IPP (indeterminate sentence for public protection) .....	4 (2%)
	Life .....	48 (27%)
	Not currently serving a sentence.....	12 (7%)

### Arrival and reception

<b>2.1</b>	<b>Were you given up-to-date information about this prison before you came here?</b>	
	Yes .....	36 (20%)
	No.....	123 (70%)
	Don't remember .....	17 (10%)

<b>2.2</b>	<b>When you arrived at this prison, how long did you spend in reception?</b>	
	Less than 2 hours.....	98 (56%)
	2 hours or more.....	69 (39%)
	Don't remember .....	9 (5%)

<b>2.3</b>	<b>When you were searched in reception, was this done in a respectful way?</b>	
	Yes .....	148 (84%)
	No.....	20 (11%)
	Don't remember .....	8 (5%)

<b>2.4</b>	<b>Overall, how were you treated in reception?</b>	
	Very well .....	51 (29%)
	Quite well .....	101 (57%)
	Quite badly .....	18 (10%)
	Very badly .....	4 (2%)
	Don't remember .....	2 (1%)

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

Problems getting phone numbers .....	72 (42%)
Contacting family.....	51 (30%)
Arranging care for children or other dependants.....	3 (2%)
Contacting employers .....	7 (4%)
Money worries.....	38 (22%)
Housing worries .....	15 (9%)
Feeling depressed.....	47 (27%)
Feeling suicidal .....	15 (9%)
Other mental health problems .....	34 (20%)
Physical health problems .....	21 (12%)
Drug or alcohol problems (e.g. withdrawal) .....	22 (13%)
Problems getting medication .....	41 (24%)
Needing protection from other prisoners.....	9 (5%)
Lost or delayed property .....	34 (20%)
Other problems.....	18 (11%)
Did not have any problems.....	52 (30%)

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

Yes .....	49 (29%)
No.....	66 (40%)
Did not have any problems when I first arrived.....	52 (31%)

**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.....	100 (59%)
Toiletries / other basic items .....	89 (52%)
A shower.....	87 (51%)
A free phone call .....	130 (76%)
Something to eat .....	133 (78%)
The chance to see someone from health care .....	118 (69%)
The chance to talk to a Listener or Samaritans.....	58 (34%)
Support from another prisoner (e.g. Insider or buddy).....	60 (35%)
Wasn't offered any of these things .....	9 (5%)

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

Very clean .....	8 (5%)
Quite clean .....	75 (44%)
Quite dirty .....	50 (29%)
Very dirty .....	30 (18%)
Don't remember .....	8 (5%)

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

Yes .....	141 (82%)
No.....	25 (15%)
Don't remember .....	6 (3%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	107 (65%)	50 (30%)	7 (4%)
Free PIN phone credit?	97 (59%)	53 (32%)	14 (9%)
Numbers put on your PIN phone?	83 (50%)	73 (44%)	9 (5%)

<b>3.5</b>	<b>Did your induction cover everything you needed to know about this prison?</b>	
	Yes.....	103 (60%)
	No.....	58 (34%)
	Have not had an induction.....	11 (6%)

### On the wing

<b>4.1</b>	<b>Are you in a cell on your own?</b>	
	Yes.....	129 (75%)
	No, I'm in a shared cell or dormitory.....	42 (25%)

<b>4.2</b>	<b>Is your cell call bell normally answered within 5 minutes?</b>	
	Yes.....	33 (20%)
	No.....	118 (70%)
	Don't know.....	17 (10%)
	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?	122 (72%)	43 (25%)	4 (2%)
Can you shower every day?	167 (98%)	3 (2%)	1 (1%)
Do you have clean sheets every week?	118 (70%)	46 (27%)	4 (2%)
Do you get cell cleaning materials every week?	94 (56%)	69 (41%)	5 (3%)
Is it normally quiet enough for you to relax or sleep at night?	120 (71%)	43 (26%)	5 (3%)
Can you get your stored property if you need it?	70 (43%)	47 (29%)	44 (27%)

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

Very clean.....	17 (10%)
Quite clean.....	96 (56%)
Quite dirty.....	47 (27%)
Very dirty.....	11 (6%)

### Food and canteen

<b>5.1</b>	<b>What is the quality of food like in this prison?</b>	
	Very good.....	13 (8%)
	Quite good.....	88 (52%)
	Quite bad.....	52 (31%)
	Very bad.....	15 (9%)

<b>5.2</b>	<b>Do you get enough to eat at mealtimes?</b>	
	Always.....	27 (16%)
	Most of the time.....	49 (29%)
	Some of the time.....	59 (35%)
	Never.....	35 (21%)

<b>5.3</b>	<b>Does the shop / canteen sell the things that you need?</b>	
	Yes .....	97 (58%)
	No.....	67 (40%)
	Don't know.....	2 (1%)

### Relationships with staff

<b>6.1</b>	<b>Do most staff here treat you with respect?</b>	
	Yes .....	121 (70%)
	No.....	51 (30%)
<b>6.2</b>	<b>Are there any staff here you could turn to if you had a problem?</b>	
	Yes .....	116 (68%)
	No.....	55 (32%)
<b>6.3</b>	<b>In the last week, has any member of staff talked to you about how you are getting on?</b>	
	Yes .....	68 (40%)
	No.....	103 (60%)
<b>6.4</b>	<b>How helpful is your personal or named officer?</b>	
	Very helpful.....	36 (21%)
	Quite helpful.....	44 (26%)
	Not very helpful .....	28 (16%)
	Not at all helpful.....	33 (19%)
	Don't know.....	21 (12%)
	Don't have a personal / named officer .....	9 (5%)
<b>6.5</b>	<b>How often do you see prison governors, directors or senior managers talking to prisoners?</b>	
	Regularly.....	15 (9%)
	Sometimes.....	37 (22%)
	Hardly ever .....	106 (62%)
	Don't know.....	14 (8%)
<b>6.6</b>	<b>Do you feel that you are treated as an individual in this prison?</b>	
	Yes .....	81 (49%)
	No.....	86 (51%)
<b>6.7</b>	<b>Are prisoners here consulted about things like food, canteen, health care or wing issues?</b>	
	Yes, and things sometimes change.....	32 (19%)
	Yes, but things don't change.....	50 (29%)
	No.....	58 (34%)
	Don't know.....	31 (18%)

### Faith

<b>7.1</b>	<b>What is your religion?</b>	
	No religion.....	48 (28%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations).....	62 (36%)
	Buddhist.....	5 (3%)
	Hindu.....	0 (0%)
	Jewish .....	1 (1%)
	Muslim.....	46 (27%)
	Sikh .....	2 (1%)
	Other .....	8 (5%)

<b>7.2</b>	<b>Are your religious beliefs respected here?</b>	
	Yes .....	82 (49%)
	No.....	20 (12%)
	Don't know.....	18 (11%)
	Not applicable (no religion).....	48 (29%)
<b>7.3</b>	<b>Are you able to speak to a Chaplain of your faith in private, if you want to?</b>	
	Yes .....	93 (54%)
	No.....	7 (4%)
	Don't know.....	24 (14%)
	Not applicable (no religion).....	48 (28%)
<b>7.4</b>	<b>Are you able to attend religious services, if you want to?</b>	
	Yes .....	120 (70%)
	No.....	3 (2%)
	Don't know.....	1 (1%)
	Not applicable (no religion).....	48 (28%)

### Contact with family and friends

<b>8.1</b>	<b>Have staff here encouraged you to keep in touch with your family / friends?</b>	
	Yes .....	64 (37%)
	No.....	109 (63%)
<b>8.2</b>	<b>Have you had any problems with sending or receiving mail (letters or parcels)?</b>	
	Yes .....	87 (50%)
	No.....	86 (50%)
<b>8.3</b>	<b>Are you able to use a phone every day (if you have credit)?</b>	
	Yes .....	166 (97%)
	No.....	6 (3%)
<b>8.4</b>	<b>How easy or difficult is it for your family and friends to get here?</b>	
	Very easy.....	13 (8%)
	Quite easy.....	57 (33%)
	Quite difficult .....	32 (18%)
	Very difficult .....	61 (35%)
	Don't know.....	10 (6%)
<b>8.5</b>	<b>How often do you have visits from family or friends?</b>	
	More than once a week.....	3 (2%)
	About once a week.....	27 (16%)
	Less than once a week.....	89 (53%)
	Not applicable (don't get visits).....	49 (29%)
<b>8.6</b>	<b>Do visits usually start and finish on time?</b>	
	Yes .....	53 (46%)
	No.....	62 (54%)
<b>8.7</b>	<b>Are your visitors usually treated respectfully by staff?</b>	
	Yes .....	88 (77%)
	No.....	26 (23%)

**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 .....     | 88 (50%) |
| Yes, but these times are not usually kept to ..... | 72 (41%) |
| No.....  | 15 (9%)  |
- 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 ..... | 41 (24%) |
| 2 to 6 hours.....       | 50 (29%) |
| 6 to 10 hours .....     | 54 (31%) |
| 10 hours or more .....  | 15 (9%)  |
| Don't know.....         | 14 (8%)  |
- 9.3 How long do you usually spend out of your cell on a typical Saturday or Sunday?**
- |                         |          |
|-------------------------|----------|
| Less than 2 hours ..... | 3 (2%)   |
| 2 to 6 hours.....       | 70 (41%) |
| 6 to 10 hours .....     | 80 (47%) |
| 10 hours or more .....  | 8 (5%)   |
| Don't know.....         | 9 (5%)   |
- 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 .....       | 6 (4%)    |
| 1 or 2 .....     | 33 (19%)  |
| 3 to 5.....      | 17 (10%)  |
| More than 5..... | 105 (62%) |
| Don't know.....  | 9 (5%)    |
- 9.5 How many days in a typical week do you get association, if you want it?**
- |                  |          |
|------------------|----------|
| None .....       | 10 (6%)  |
| 1 or 2 .....     | 33 (20%) |
| 3 to 5.....      | 44 (26%) |
| More than 5..... | 70 (42%) |
| Don't know.....  | 10 (6%)  |
- 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 .....     | 12 (7%)   |
| 3 to 5.....      | 31 (18%)  |
| More than 5..... | 118 (70%) |
| Don't know.....  | 7 (4%)    |
- 9.7 Typically, how often do you go to the gym?**
- |                            |          |
|----------------------------|----------|
| Twice a week or more ..... | 96 (58%) |
| About once a week.....     | 14 (8%)  |
| Less than once a week..... | 11 (7%)  |
| Never .....                | 45 (27%) |
- 9.8 Typically, how often do you go to the library?**
- |                            |          |
|----------------------------|----------|
| Twice a week or more ..... | 12 (7%)  |
| About once a week.....     | 63 (38%) |
| Less than once a week..... | 36 (21%) |
| Never .....                | 57 (34%) |

<b>9.9</b>	<b>Does the library have a wide enough range of materials to meet your needs?</b>	
	Yes .....	45 (28%)
	No.....	60 (37%)
	Don't use the library .....	57 (35%)

### Applications, complaints and legal rights

<b>10.1</b>	<b>Is it easy for you to make an application?</b>	
	Yes .....	117 (70%)
	No.....	36 (21%)
	Don't know.....	15 (9%)

<b>10.2</b>	<b>If you have made any applications here, please answer the questions below:</b>			
		Yes	No	Not made any applications
	Are applications usually dealt with fairly?	70 (45%)	68 (44%)	18 (12%)
	Are applications usually dealt with within 7 days?	77 (51%)	55 (37%)	18 (12%)

<b>10.3</b>	<b>Is it easy for you to make a complaint?</b>	
	Yes .....	113 (67%)
	No.....	30 (18%)
	Don't know.....	26 (15%)

<b>10.4</b>	<b>If you have made any complaints here, please answer the questions below:</b>			
		Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	38 (25%)	67 (44%)	47 (31%)
	Are complaints usually dealt with within 7 days?	35 (24%)	61 (43%)	47 (33%)

<b>10.5</b>	<b>Have you ever been prevented from making a complaint here when you wanted to?</b>	
	Yes .....	32 (20%)
	No.....	98 (62%)
	Not wanted to make a complaint .....	27 (17%)

<b>10.6</b>	<b>In this prison, is it easy or difficult for you to...</b>				
		Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	78 (48%)	35 (21%)	32 (20%)	18 (11%)
	Attend legal visits?	71 (47%)	25 (17%)	37 (25%)	17 (11%)
	Get bail information?	28 (19%)	21 (14%)	47 (32%)	52 (35%)

<b>10.7</b>	<b>Have staff here ever opened letters from your solicitor or legal representative when you were not present?</b>	
	Yes .....	72 (43%)
	No.....	69 (41%)
	Not had any legal letters .....	26 (16%)

**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	15 (9%)	51 (30%)	53 (31%)	42 (25%)	8 (5%)
Nurse	23 (14%)	83 (49%)	37 (22%)	17 (10%)	8 (5%)
Dentist	18 (11%)	39 (23%)	52 (31%)	46 (28%)	12 (7%)
Mental health workers	19 (12%)	34 (21%)	33 (20%)	22 (13%)	57 (35%)

**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	19 (12%)	62 (38%)	32 (19%)	27 (16%)	25 (15%)
Nurse	21 (13%)	69 (42%)	33 (20%)	21 (13%)	21 (13%)
Dentist	21 (13%)	63 (38%)	32 (20%)	17 (10%)	31 (19%)
Mental health workers	17 (10%)	40 (25%)	12 (7%)	18 (11%)	75 (46%)

**11.3 Do you have any mental health problems?**

Yes .....	75 (45%)
No.....	91 (55%)

**11.4 Have you been helped with your mental health problems in this prison?**

Yes .....	38 (24%)
No.....	32 (20%)
Don't have any mental health problems.....	91 (57%)

**11.5 What do you think of the overall quality of the health services here?**

Very good.....	16 (10%)
Quite good.....	63 (38%)
Quite bad .....	38 (23%)
Very bad .....	34 (20%)
Don't know.....	15 (9%)

**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 .....	50 (30%)
No.....	117 (70%)

**12.2 If you have a disability, are you getting the support you need?**

Yes .....	17 (10%)
No.....	29 (18%)
Don't have a disability .....	117 (72%)

<b>12.3</b>	<b>Have you been on an ACCT in this prison?</b>	
	Yes .....	24 (15%)
	No.....	137 (85%)
<b>12.4</b>	<b>If you have been on an ACCT in this prison, did you feel cared for by staff?</b>	
	Yes .....	14 (9%)
	No.....	10 (6%)
	Have not been on an ACCT in this prison.....	137 (85%)
<b>12.5</b>	<b>How easy or difficult is it for you to speak to a Listener, if you need to?</b>	
	Very easy.....	40 (24%)
	Quite easy.....	52 (31%)
	Quite difficult .....	12 (7%)
	Very difficult .....	3 (2%)
	Don't know.....	60 (36%)
	No Listeners at this prison.....	1 (1%)

### Alcohol and drugs

<b>13.1</b>	<b>Did you have an alcohol problem when you came into this prison?</b>	
	Yes .....	29 (17%)
	No.....	138 (83%)
<b>13.2</b>	<b>Have you been helped with your alcohol problem in this prison?</b>	
	Yes .....	18 (11%)
	No.....	10 (6%)
	Did not / do not have an alcohol problem .....	138 (83%)
<b>13.3</b>	<b>Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes .....	41 (25%)
	No.....	125 (75%)
<b>13.4</b>	<b>Have you developed a problem with illicit drugs since you have been in this prison?</b>	
	Yes .....	32 (19%)
	No.....	133 (81%)
<b>13.5</b>	<b>Have you developed a problem with taking medication not prescribed to you since you have been in this prison?</b>	
	Yes .....	16 (10%)
	No.....	149 (90%)
<b>13.6</b>	<b>Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes .....	25 (15%)
	No.....	25 (15%)
	Did not / do not have a drug problem.....	112 (69%)
<b>13.7</b>	<b>Is it easy or difficult to get illicit drugs in this prison?</b>	
	Very easy.....	57 (34%)
	Quite easy.....	21 (12%)
	Quite difficult .....	10 (6%)
	Very difficult .....	8 (5%)
	Don't know.....	74 (44%)

<b>13.8</b>	<b>Is it easy or difficult to get alcohol in this prison?</b>	
	Very easy.....	33 (20%)
	Quite easy.....	26 (15%)
	Quite difficult.....	19 (11%)
	Very difficult.....	6 (4%)
	Don't know.....	85 (50%)

## Safety

<b>14.1</b>	<b>Have you ever felt unsafe here?</b>	
	Yes.....	69 (40%)
	No.....	102 (60%)
<b>14.2</b>	<b>Do you feel unsafe now?</b>	
	Yes.....	35 (21%)
	No.....	135 (79%)
<b>14.3</b>	<b>Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply.)</b>	
	Verbal abuse.....	53 (33%)
	Threats or intimidation.....	49 (30%)
	Physical assault.....	30 (19%)
	Sexual assault.....	2 (1%)
	Theft of canteen or property.....	39 (24%)
	Other bullying / victimisation.....	27 (17%)
	Not experienced any of these from prisoners here.....	94 (58%)
<b>14.4</b>	<b>If you were being bullied / victimised by other prisoners here, would you report it?</b>	
	Yes.....	56 (35%)
	No.....	105 (65%)
<b>14.5</b>	<b>Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply.)</b>	
	Verbal abuse.....	50 (31%)
	Threats or intimidation.....	48 (30%)
	Physical assault.....	28 (17%)
	Sexual assault.....	2 (1%)
	Theft of canteen or property.....	25 (16%)
	Other bullying / victimisation.....	38 (24%)
	Not experienced any of these from staff here.....	84 (52%)
<b>14.6</b>	<b>If you were being bullied / victimised by staff here, would you report it?</b>	
	Yes.....	77 (49%)
	No.....	80 (51%)

## Behaviour management

<b>15.1</b>	<b>Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?</b>	
	Yes.....	77 (46%)
	No.....	69 (41%)
	Don't know what the incentives / rewards are.....	21 (13%)

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

Yes .....	70 (42%)
No.....	65 (39%)
Don't know.....	21 (13%)
Don't know what this is .....	11 (7%)

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

Yes .....	22 (13%)
No.....	146 (87%)

**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 .....	5 (3%)
No.....	18 (11%)
Don't remember .....	0 (0%)
Not been restrained here in last 6 months .....	146 (86%)

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

Yes .....	29 (18%)
No.....	136 (82%)

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

	Yes	No
Were you treated well by segregation staff?	12 (44%)	15 (56%)
Could you shower every day?	15 (54%)	13 (46%)
Could you go outside for exercise every day?	19 (70%)	8 (30%)
Could you use the phone every day (if you had credit)?	16 (62%)	10 (38%)

**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	95 (59%)	32 (20%)	33 (20%)	1 (1%)
Vocational or skills training	56 (36%)	49 (32%)	44 (29%)	5 (3%)
Prison job	60 (38%)	77 (49%)	20 (13%)	1 (1%)
Voluntary work outside of the prison	10 (7%)	26 (17%)	60 (40%)	54 (36%)
Paid work outside of the prison	10 (7%)	24 (16%)	57 (38%)	58 (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	74 (47%)	46 (29%)	38 (24%)
Vocational or skills training	71 (48%)	34 (23%)	42 (29%)
Prison job	59 (39%)	67 (44%)	26 (17%)
Voluntary work outside of the prison	27 (19%)	14 (10%)	101 (71%)
Paid work outside of the prison	27 (19%)	15 (11%)	99 (70%)

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

Yes .....	96 (59%)
No.....	59 (36%)
Not applicable (e.g. if you are retired, sick or on remand) .....	7 (4%)

## Planning and progression

- 17.1 Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)**  
 Yes ..... 96 (60%)  
 No..... 65 (40%)
- 17.2 Do you understand what you need to do to achieve the objectives or targets in your custody plan?**  
 Yes ..... 81 (85%)  
 No..... 9 (9%)  
 Don't know what my objectives or targets are..... 5 (5%)
- 17.3 Are staff here supporting you to achieve your objectives or targets?**  
 Yes ..... 54 (58%)  
 No..... 34 (37%)  
 Don't know what my objectives or targets are..... 5 (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  | 29 (36%)         | 8 (10%)              | 44 (54%)              |
| Other programmes                | 20 (26%)         | 9 (12%)              | 49 (63%)              |
| One to one work                 | 25 (32%)         | 7 (9%)               | 46 (59%)              |
| Being on a specialist unit      | 8 (11%)          | 4 (6%)               | 59 (83%)              |
| ROTL - day or overnight release | 2 (3%)           | 4 (6%)               | 65 (92%)              |

## Preparation for release

- 18.1 Do you expect to be released in the next 3 months?**  
 Yes ..... 19 (12%)  
 No..... 130 (80%)  
 Don't know..... 14 (9%)
- 18.2 How close is this prison to your home area or intended release address?**  
 Very near..... 5 (26%)  
 Quite near..... 7 (37%)  
 Quite far ..... 4 (21%)  
 Very far ..... 3 (16%)
- 18.3 Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?**  
 Yes ..... 10 (53%)  
 No..... 9 (47%)

**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	3 (16%)	9 (47%)	7 (37%)
Getting employment	0 (0%)	9 (47%)	10 (53%)
Setting up education or training	1 (5%)	9 (47%)	9 (47%)
Arranging benefits	6 (32%)	9 (47%)	4 (21%)
Sorting out finances	3 (16%)	11 (58%)	5 (26%)
Support for drug or alcohol problems	3 (16%)	6 (32%)	10 (53%)
Health / mental health support	2 (11%)	8 (42%)	9 (47%)
Social care support	0 (0%)	8 (42%)	11 (58%)
Getting back in touch with family or friends	2 (11%)	7 (37%)	10 (53%)

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

Yes .....	82 (51%)
No.....	80 (49%)

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

Yes .....	151 (93%)
No.....	12 (7%)

**19.3 Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?**

Yes .....	7 (4%)
No.....	157 (96%)

**19.4 Have you ever been in the armed services (e.g. army, navy, air force)?**

Yes .....	7 (4%)
No.....	155 (96%)

**19.5 What is your gender?**

Male .....	162 (99%)
Female.....	0 (0%)
Non-binary.....	2 (1%)
Other .....	0 (0%)

**19.6 How would you describe your sexual orientation?**

Straight / heterosexual.....	155 (95%)
Gay / lesbian / homosexual.....	1 (1%)
Bisexual.....	5 (3%)
Other .....	3 (2%)

**19.7 Do you identify as transgender or transsexual?**

Yes .....	1 (1%)
No.....	151 (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.....	9 (5%)
Less likely to offend.....	82 (50%)
Made no difference .....	73 (45%)

## HMP Dovegate 2019

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

In this table the following analyses are presented:

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

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

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

Black and minority ethnic	White	Muslim	Non-Muslim
72	97	46	126

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	25%	7%	26%	10%
	Are you 50 years of age or older?	3%	17%	0%	14%
1.3	Are you from a minority ethnic group?			93%	23%
7.1	Are you Muslim?	60%	3%		
11.3	Do you have any mental health problems?	30%	56%	32%	50%
12.1	Do you consider yourself to have a disability?	18%	37%	16%	35%
19.2	Are you a foreign national?	6%	9%	12%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	2%	5%	2%	5%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	88%	82%	87%	83%
2.4	Overall, were you treated very / quite well in reception?	88%	85%	83%	87%
2.5	When you first arrived, did you have any problems?	69%	71%	70%	69%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	39%	48%	36%	46%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	83%	82%	78%	84%
3.5	Have you had an induction at this prison?	94%	95%	96%	94%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	56%	70%	58%	67%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	19%	22%	18%	21%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	71%	74%	70%	73%
	- Can you shower every day?	94%	100%	98%	98%
	- Do you have clean sheets every week?	60%	80%	59%	75%
	- Do you get cell cleaning materials every week?	54%	59%	49%	59%
	- Is it normally quiet enough for you to relax or sleep at night?	71%	71%	78%	69%
	- Can you get your stored property if you need it?	44%	45%	49%	43%

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Number of completed questionnaires returned

	Black and minority ethnic	White	Muslim	Non-Muslim
	72	97	46	126

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	41%	48%	40%	48%
5.3	Does the shop / canteen sell the things that you need?	46%	67%	47%	63%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	66%	74%	69%	72%
6.2	Are there any staff here you could turn to if you had a problem?	61%	72%	64%	70%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	29%	48%	21%	47%
6.6	Do you feel that you are treated as an individual in this prison?	40%	55%	36%	53%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	71%	66%	72%	66%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	79%	70%	80%	73%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	32%	40%	33%	39%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	57%	46%	57%	48%
8.3	Are you able to use a phone every day (if you have credit)?	97%	96%	98%	96%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	67%	88%	57%	84%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	23%	26%	26%	23%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	6%	12%	4%	10%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	33%	50%	38%	43%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	65%	73%	64%	72%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	39%	59%	42%	53%
10.3	Is it easy for you to make a complaint?	59%	71%	60%	69%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	28%	42%	32%	38%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	31%	21%	31%	22%

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Number of completed questionnaires returned

	Black and minority ethnic	White	Muslim	Non-Muslim
	72	97	46	126

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	33%	42%	19%	46%
	- Nurse?	60%	65%	54%	66%
	- Dentist?	26%	38%	16%	41%
	- Mental health workers?	32%	31%	23%	35%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	44%	58%	17%	63%
11.5	Do you think the overall quality of the health services here is very / quite good?	41%	52%	37%	52%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	30%	41%	29%	40%
SAFETY					
14.1	Have you ever felt unsafe here?	34%	45%	35%	43%
14.2	Do you feel unsafe now?	24%	18%	23%	20%
14.3	Not experienced bullying / victimisation by other prisoners	73%	50%	66%	56%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	31%	36%	28%	36%
14.5	Not experienced bullying / victimisation by members of staff	50%	53%	50%	53%
14.6	If you were being bullied / victimised by staff here, would you report it?	39%	55%	39%	53%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	42%	50%	38%	48%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	28%	49%	30%	45%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	14%	13%	16%	12%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	18%	18%	19%	17%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	56%	67%	61%	62%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	67%	56%	62%	59%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	48%	65%	64%	55%
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?	17%	69%	0%	63%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	44%	54%	33%	55%

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

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

Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
75	91	50	117

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	9%	18%	8%	17%
	Are you 50 years of age or older?	5%	14%	12%	10%
1.3	Are you from a minority ethnic group?	28%	54%	26%	48%
7.1	Are you Muslim?	19%	34%	14%	32%
11.3	Do you have any mental health problems?			78%	31%
12.1	Do you consider yourself to have a disability?	51%	12%		
19.2	Are you a foreign national?	8%	7%	8%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	7%	1%	6%	4%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	80%	92%	74%	91%
2.4	Overall, were you treated very / quite well in reception?	78%	96%	76%	92%
2.5	When you first arrived, did you have any problems?	85%	57%	86%	63%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	38%	52%	30%	53%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	74%	89%	69%	88%
3.5	Have you had an induction at this prison?	88%	99%	92%	96%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	64%	69%	60%	69%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	15%	24%	21%	19%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	56%	84%	67%	74%
	- Can you shower every day?	99%	97%	100%	97%
	- Do you have clean sheets every week?	68%	72%	56%	76%
	- Do you get cell cleaning materials every week?	49%	64%	57%	56%
	- Is it normally quiet enough for you to relax or sleep at night?	67%	75%	67%	72%
	- Can you get your stored property if you need it?	37%	47%	39%	44%

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

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

Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
75	91	50	117

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	34%	56%	37%	50%
5.3	Does the shop / canteen sell the things that you need?	66%	54%	57%	59%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	69%	73%	64%	74%
6.2	Are there any staff here you could turn to if you had a problem?	62%	74%	55%	74%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	37%	41%	42%	38%
6.6	Do you feel that you are treated as an individual in this prison?	42%	56%	43%	53%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	57%	75%	48%	75%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	68%	79%	77%	74%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	31%	42%	33%	39%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	57%	44%	52%	49%
8.3	Are you able to use a phone every day (if you have credit)?	95%	98%	94%	97%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	82%	77%	78%	78%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	29%	18%	26%	22%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	8%	9%	10%	8%
<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%	43%	54%	39%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	60%	78%	62%	73%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	45%	58%	48%	53%
10.3	Is it easy for you to make a complaint?	64%	70%	72%	65%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	36%	39%	31%	40%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	28%	20%	26%	23%

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Number of completed questionnaires returned

	Mental health problems	No mental health problems		
	75	91	Have a disability	Do not have a disability
			50	117

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	35%	43%	39%	39%
	- Nurse?	62%	65%	67%	61%
	- Dentist?	30%	39%	33%	35%
	- Mental health workers?	37%	31%	35%	33%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	54%		62%	49%
11.5	Do you think the overall quality of the health services here is very / quite good?	47%	49%	40%	51%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	36%	33%	38%	
SAFETY					
14.1	Have you ever felt unsafe here?	62%	22%	65%	30%
14.2	Do you feel unsafe now?	35%	10%	31%	16%
14.3	Not experienced bullying / victimisation by other prisoners	46%	71%	42%	66%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	35%	35%	43%	30%
14.5	Not experienced bullying / victimisation by members of staff	39%	64%	41%	57%
14.6	If you were being bullied / victimised by staff here, would you report it?	37%	58%	52%	47%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	41%	51%	41%	49%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	41%	43%	35%	46%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	20%	8%	23%	10%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	26%	10%	30%	12%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	57%	66%	60%	62%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	48%	69%	57%	60%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	42%	70%	46%	65%
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?	57%	40%	40%	57%
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%	54%	43%	53%

## HMP Dovegate 2019

### Comparison of survey responses from different residential locations

In this table responses from mixed use Houseblock (L, M, N and P wings) are compared with those from the rest of the establishment.

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Number of completed questionnaires returned

	Houseblock 3 (L, M, N and P wings)	Rest of the establishment
Number of completed questionnaires returned	61	113

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	0%
	Are you 25 years of age or younger?	10%	17%
	Are you 50 years of age or older?	10%	10%
	Are you 70 years of age or older?	2%	0%
1.3	Are you from a minority ethnic group?	26%	53%
1.4	Have you been in this prison for less than 6 months?	53%	21%
1.5	Are you currently serving a sentence?	86%	97%
	Are you on recall?	15%	4%
1.6	Is your sentence less than 12 months?	22%	0%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	2%	3%
7.1	Are you Muslim?	19%	32%
11.3	Do you have any mental health problems?	59%	36%
12.1	Do you consider yourself to have a disability?	35%	27%
19.1	Do you have any children under the age of 18?	52%	49%
19.2	Are you a foreign national?	4%	10%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	3%
19.4	Have you ever been in the armed services?	4%	4%
19.5	Is your gender female or non-binary?	2%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	7%	5%
19.7	Do you identify as transgender or transsexual?	2%	0%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	25%	19%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	59%	55%
2.3	When you were searched in reception, was this done in a respectful way?	80%	87%
2.4	Overall, were you treated very / quite well in reception?	83%	89%

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Houseblock 3 (L, M, N and P wings)	Rest of the establishment
<b>61</b>	<b>113</b>

Number of completed questionnaires returned

2.5	When you first arrived, did you have any problems?	<b>75%</b>	<b>66%</b>
2.5	Did you have problems with:		
	- Getting phone numbers?	<b>47%</b>	<b>38%</b>
	- Contacting family?	<b>38%</b>	<b>24%</b>
	- Arranging care for children or other dependents?	<b>2%</b>	<b>0%</b>
	- Contacting employers?	<b>7%</b>	<b>2%</b>
	- Money worries?	<b>35%</b>	<b>16%</b>
	- Housing worries?	<b>18%</b>	<b>4%</b>
	- Feeling depressed?	<b>47%</b>	<b>17%</b>
	- Feeling suicidal?	<b>16%</b>	<b>4%</b>
	- Other mental health problems?	<b>31%</b>	<b>13%</b>
	- Physical health problems?	<b>18%</b>	<b>8%</b>
	- Drugs or alcohol (e.g. withdrawal)?	<b>24%</b>	<b>7%</b>
	- Getting medication?	<b>26%</b>	<b>21%</b>
	- Needing protection from other prisoners?	<b>6%</b>	<b>4%</b>
	- Lost or delayed property?	<b>13%</b>	<b>21%</b>
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	<b>49%</b>	<b>39%</b>
<b>FIRST NIGHT AND INDUCTION</b>			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	<b>66%</b>	<b>56%</b>
	- Toiletries / other basic items?	<b>61%</b>	<b>50%</b>
	- A shower?	<b>48%</b>	<b>55%</b>
	- A free phone call?	<b>82%</b>	<b>76%</b>
	- Something to eat?	<b>80%</b>	<b>78%</b>
	- The chance to see someone from health care?	<b>70%</b>	<b>71%</b>
	- The chance to talk to a Listener or Samaritans?	<b>41%</b>	<b>32%</b>
	- Support from another prisoner (e.g. Insider or buddy)?	<b>45%</b>	<b>32%</b>
	- None of these?	<b>2%</b>	<b>6%</b>
3.2	On your first night in this prison, was your cell very / quite clean?	<b>42%</b>	<b>52%</b>
3.3	Did you feel safe on your first night here?	<b>84%</b>	<b>81%</b>
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	<b>60%</b>	<b>68%</b>
	- Free PIN phone credit?	<b>56%</b>	<b>61%</b>
	- Numbers put on your PIN phone?	<b>46%</b>	<b>53%</b>
3.5	Have you had an induction at this prison?	<b>91%</b>	<b>95%</b>
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	<b>71%</b>	<b>62%</b>

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Houseblock 3 (L, M, N and P wings)	Rest of the establishment
<b>61</b>	<b>113</b>

Number of completed questionnaires returned

<b>ON THE WING</b>			
4.1	Are you in a cell on your own?	42%	93%
4.2	Is your cell call bell normally answered within 5 minutes?	26%	16%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	59%	80%
	- Can you shower every day?	98%	97%
	- Do you have clean sheets every week?	69%	72%
	- Do you get cell cleaning materials every week?	59%	55%
	- Is it normally quiet enough for you to relax or sleep at night?	67%	75%
	- Can you get your stored property if you need it?	41%	46%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	79%	59%
<b>FOOD AND CANTEEN</b>			
5.1	Is the quality of the food in this prison very / quite good?	51%	64%
5.2	Do you get enough to eat at meal-times always / most of the time?	37%	50%
5.3	Does the shop / canteen sell the things that you need?	66%	57%
<b>RELATIONSHIPS WITH STAFF</b>			
6.1	Do most staff here treat you with respect?	75%	68%
6.2	Are there any staff here you could turn to if you had a problem?	72%	66%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	41%	39%
6.4	Do you have a personal officer?	90%	98%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	51%	50%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	9%	7%
6.6	Do you feel that you are treated as an individual in this prison?	47%	50%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	41%	51%
	If so, do things sometimes change?	46%	38%
<b>FAITH</b>			
7.1	Do you have a religion?	70%	73%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	56%	75%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	68%	78%
7.4	Are you able to attend religious services, if you want to?	93%	100%
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	34%	40%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	41%	56%
8.3	Are you able to use a phone every day (if you have credit)?	95%	98%
8.4	Is it very / quite easy for your family and friends to get here?	42%	39%
8.5	Do you get visits from family/friends once a week or more?	21%	16%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	44%	46%
8.7	Are your visitors usually treated respectfully by staff?	81%	75%

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<b>61</b>	<b>113</b>

Number of completed questionnaires returned

<b>TIME OUT OF CELL</b>			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<b>87%</b>	<b>94%</b>
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	<b>60%</b>	<b>54%</b>
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<b>47%</b>	<b>11%</b>
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<b>5%</b>	<b>11%</b>
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<b>0%</b>	<b>3%</b>
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<b>5%</b>	<b>5%</b>
9.4	Do you have time to do domestics more than 5 days in a typical week?	<b>57%</b>	<b>66%</b>
9.5	Do you get association more than 5 days in a typical week, if you want it?	<b>28%</b>	<b>51%</b>
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<b>69%</b>	<b>70%</b>
9.7	Do you typically go to the gym twice a week or more?	<b>47%</b>	<b>65%</b>
9.8	Do you typically go to the library once a week or more?	<b>39%</b>	<b>48%</b>
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	<b>56%</b>	<b>36%</b>
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	<b>63%</b>	<b>73%</b>
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	<b>51%</b>	<b>52%</b>
	Are applications usually dealt with within 7 days?	<b>74%</b>	<b>52%</b>
10.3	Is it easy for you to make a complaint?	<b>62%</b>	<b>70%</b>
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	<b>40%</b>	<b>32%</b>
	Are complaints usually dealt with within 7 days?	<b>47%</b>	<b>31%</b>
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<b>22%</b>	<b>26%</b>

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Houseblock 3 (L, M, N and P wings)	Rest of the establishment
<b>61</b>	<b>113</b>

Number of completed questionnaires returned

<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	50%	58%
	Attend legal visits?	51%	56%
	Get bail information?	28%	31%
<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?	43%	56%
<b>HEALTH CARE</b>			
11.1	Is it very / quite easy to see:		
	- Doctor?	40%	38%
	- Nurse?	62%	63%
	- Dentist?	36%	32%
	- Mental health workers?	40%	29%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	53%	47%
	- Nurse?	62%	50%
	- Dentist?	42%	56%
	- Mental health workers?	44%	32%
11.3	Do you have any mental health problems?	59%	36%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	63%	51%
11.5	Do you think the overall quality of the health services here is very / quite good?	57%	43%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability?	35%	27%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	47%	32%
12.3	Have you been on an ACCT in this prison?	21%	10%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	67%	50%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	54%	55%
<b>ALCOHOL AND DRUGS</b>			
13.1	Did you have an alcohol problem when you came into this prison?	30%	10%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	72%	56%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	42%	15%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	25%	15%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	15%	6%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	59%	43%
13.7	Is it very / quite easy to get illicit drugs in this prison?	52%	41%
13.8	Is it very / quite easy to get alcohol in this prison?	34%	34%

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<b>61</b>	<b>113</b>

Number of completed questionnaires returned

<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	<b>49%</b>	<b>33%</b>
14.2	Do you feel unsafe now?	<b>29%</b>	<b>16%</b>
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	<b>46%</b>	<b>26%</b>
	- Threats or intimidation?	<b>38%</b>	<b>25%</b>
	- Physical assault?	<b>24%</b>	<b>15%</b>
	- Sexual assault?	<b>2%</b>	<b>0%</b>
	- Theft of canteen or property?	<b>29%</b>	<b>19%</b>
	- Other bullying / victimisation?	<b>22%</b>	<b>13%</b>
	- Not experienced any of these from prisoners here	<b>47%</b>	<b>67%</b>
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<b>40%</b>	<b>30%</b>
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	<b>33%</b>	<b>28%</b>
	- Threats or intimidation?	<b>33%</b>	<b>28%</b>
	- Physical assault?	<b>24%</b>	<b>13%</b>
	- Sexual assault?	<b>2%</b>	<b>0%</b>
	- Theft of canteen or property?	<b>15%</b>	<b>14%</b>
	- Other bullying / victimisation?	<b>22%</b>	<b>24%</b>
	- Not experienced any of these from staff here	<b>53%</b>	<b>53%</b>
14.6	If you were being bullied / victimised by staff here, would you report it?	<b>60%</b>	<b>42%</b>
<b>BEHAVIOUR MANAGEMENT</b>			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<b>42%</b>	<b>48%</b>
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<b>38%</b>	<b>45%</b>
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<b>10%</b>	<b>13%</b>
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?	<b>50%</b>	<b>13%</b>
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<b>11%</b>	<b>19%</b>
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>		
15.6	Were you treated well by segregation staff?	<b>20%</b>	<b>53%</b>
	Could you shower every day?	<b>33%</b>	<b>58%</b>
	Could you go outside for exercise every day?	<b>40%</b>	<b>74%</b>
	Could you use the phone every day (if you had credit)?	<b>20%</b>	<b>67%</b>

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Houseblock 3 (L, M, N and P wings)	Rest of the establishment
<b>61</b>	<b>113</b>

<b>EDUCATION, SKILLS AND WORK</b>		
<b>16.1</b>	In this prison, is it easy to get into the following activities:	
	- Education?	<b>48%</b> <b>64%</b>
	- Vocational or skills training?	<b>26%</b> <b>41%</b>
	- Prison job?	<b>32%</b> <b>43%</b>
	- Voluntary work outside of the prison?	<b>9%</b> <b>5%</b>
	- Paid work outside of the prison?	<b>10%</b> <b>5%</b>
<b>16.2</b>	In this prison, have you done the following activities:	
	- Education?	<b>67%</b> <b>81%</b>
	- Vocational or skills training?	<b>59%</b> <b>79%</b>
	- Prison job?	<b>71%</b> <b>89%</b>
	- Voluntary work outside of the prison?	<b>26%</b> <b>29%</b>
	- Paid work outside of the prison?	<b>31%</b> <b>28%</b>
<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	<b>61%</b> <b>62%</b>
	- Vocational or skills training?	<b>67%</b> <b>69%</b>
	- Prison job?	<b>57%</b> <b>42%</b>
	- Voluntary work outside of the prison?	<b>69%</b> <b>65%</b>
	- Paid work outside of the prison?	<b>67%</b> <b>64%</b>
<b>16.3</b>	Do staff encourage you to attend education, training or work?	<b>56%</b> <b>64%</b>
<b>PLANNING AND PROGRESSION</b>		
<b>17.1</b>	Do you have a custody plan?	<b>44%</b> <b>67%</b>
<i>For those who have a custody plan:</i>		
<b>17.2</b>	Do you understand what you need to do to achieve your objectives or targets?	<b>91%</b> <b>86%</b>
<b>17.3</b>	Are staff helping you to achieve your objectives or targets?	<b>52%</b> <b>62%</b>
<b>17.4</b>	In this prison, have you done:	
	- Offending behaviour programmes?	<b>37%</b> <b>49%</b>
	- Other programmes?	<b>33%</b> <b>40%</b>
	- One to one work?	<b>40%</b> <b>41%</b>
	- Been on a specialist unit?	<b>22%</b> <b>16%</b>
	- ROTL - day or overnight release?	<b>17%</b> <b>6%</b>
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	<b>71%</b> <b>79%</b>
	- Other programmes?	<b>67%</b> <b>70%</b>
	- One to one work?	<b>75%</b> <b>83%</b>
	- Being on a specialist unit?	<b>50%</b> <b>75%</b>
	- ROTL - day or overnight release?	<b>33%</b> <b>33%</b>

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Houseblock 3 (L, M, N and P wings)	Rest of the establishment
<b>61</b>	<b>113</b>

Number of completed questionnaires returned

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	28%	4%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	73%	25%
18.3	Is anybody helping you to prepare for your release?	53%	50%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	60%	75%
	- Getting employment?	40%	75%
	- Setting up education or training?	47%	75%
	- Arranging benefits?	80%	75%
	- Sorting out finances?	80%	50%
	- Support for drug or alcohol problems?	53%	25%
	- Health / mental Health support?	60%	25%
	- Social care support?	40%	50%
	- Getting back in touch with family or friends?	47%	50%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	33%	0%
	- Getting employment?	0%	0%
	- Setting up education or training?	14%	0%
	- Arranging benefits?	42%	33%
	- Sorting out finances?	25%	0%
	- Support for drug or alcohol problems?	25%	100%
	- Health / mental Health support?	22%	0%
	- Social care support?	0%	0%
	- Getting back in touch with family or friends?	29%	0%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	51%	51%

## HMP Dovegate 2019

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

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

- Summary statistics from surveys of all category B training prisons conducted since September 2017 (4 prisons).
- Summary statistics from HMP Dovegate in 2017. 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 Dovegate 2019)*

HMP Dovegate 2019	All other category B training prisons	HMP Dovegate 2019	HMP Dovegate 2017
<b>178</b>	<b>688</b>	<b>178</b>	<b>175</b>

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n=176</i>	0%	0%	0%	1%
	Are you 25 years of age or younger?	<i>n=176</i>	14%	11%	14%	
	Are you 50 years of age or older?	<i>n=176</i>	10%	20%	10%	13%
	Are you 70 years of age or older?	<i>n=176</i>	1%	2%	1%	2%
1.3	Are you from a minority ethnic group?	<i>n=169</i>	43%	34%	43%	29%
1.4	Have you been in this prison for less than 6 months?	<i>n=173</i>	32%	14%	32%	
1.5	Are you currently serving a sentence?	<i>n=176</i>	93%	100%	93%	90%
	Are you on recall?	<i>n=176</i>	9%	3%	9%	6%
1.6	Is your sentence less than 12 months?	<i>n=175</i>	7%	0%	7%	7%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=175</i>	2%	9%	2%	7%
7.1	Are you Muslim?	<i>n=172</i>	27%	20%	27%	13%
11.3	Do you have any mental health problems?	<i>n=166</i>	45%	41%	45%	
12.1	Do you consider yourself to have a disability?	<i>n=167</i>	30%	34%	30%	21%
19.1	Do you have any children under the age of 18?	<i>n=162</i>	51%	48%	51%	42%
19.2	Are you a foreign national?	<i>n=163</i>	7%	7%	7%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=164</i>	4%	5%	4%	1%
19.4	Have you ever been in the armed services?	<i>n=162</i>	4%	8%	4%	6%
19.5	Is your gender female or non-binary?	<i>n=164</i>	1%	1%	1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=164</i>	6%	5%	6%	2%
19.7	Do you identify as transgender or transsexual?	<i>n=152</i>	1%	1%	1%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=176</i>	21%	16%	21%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=176</i>	56%	51%	56%	42%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=176</i>	84%	83%	84%	76%
2.4	Overall, were you treated very / quite well in reception?	<i>n=176</i>	86%	85%	86%	

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HMP Dovegate 2019	All other category B training prisons	HMP Dovegate 2019	HMP Dovegate 2017
178	688	178	175

2.5	When you first arrived, did you have any problems?	n=171	70%	68%	70%	73%
2.5	Did you have problems with:					
	- Getting phone numbers?	n=171	42%	21%	42%	30%
	- Contacting family?	n=171	30%	19%	30%	27%
	- Arranging care for children or other dependents?	n=171	2%	2%	2%	
	- Contacting employers?	n=171	4%	2%	4%	2%
	- Money worries?	n=171	22%	13%	22%	15%
	- Housing worries?	n=171	9%	4%	9%	10%
	- Feeling depressed?	n=171	28%	27%	28%	
	- Feeling suicidal?	n=171	9%	9%	9%	
	- Other mental health problems?	n=171	20%	19%	20%	
	- Physical health problems?	n=171	12%	15%	12%	11%
	- Drugs or alcohol (e.g. withdrawal)?	n=171	13%	6%	13%	
	- Getting medication?	n=171	24%	22%	24%	
	- Needing protection from other prisoners?	n=171	5%	6%	5%	6%
	- Lost or delayed property?	n=171	20%	27%	20%	30%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	n=115	43%	29%	43%	30%
<b>FIRST NIGHT AND INDUCTION</b>						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	n=170	59%	51%	59%	64%
	- Toiletries / other basic items?	n=170	52%	48%	52%	55%
	- A shower?	n=170	51%	40%	51%	33%
	- A free phone call?	n=170	77%	33%	77%	81%
	- Something to eat?	n=170	78%	68%	78%	65%
	- The chance to see someone from health care?	n=170	69%	49%	69%	69%
	- The chance to talk to a Listener or Samaritans?	n=170	34%	20%	34%	29%
	- Support from another prisoner (e.g. Insider or buddy)?	n=170	35%	25%	35%	
	- None of these?	n=170	5%	12%	5%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=171	49%	39%	49%	
3.3	Did you feel safe on your first night here?	n=172	82%	72%	82%	71%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	n=164	65%	47%	65%	28%
	- Free PIN phone credit?	n=164	59%	49%	59%	
	- Numbers put on your PIN phone?	n=165	50%	54%	50%	
3.5	Have you had an induction at this prison?	n=172	94%	90%	94%	97%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	n=161	64%	58%	64%	

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ON THE WING						
4.1	Are you in a cell on your own?	n=171	75%	96%	75%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=168	20%	29%	20%	24%
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	n=169	72%	74%	72%	73%
	- Can you shower every day?	n=171	98%	91%	98%	96%
	- Do you have clean sheets every week?	n=168	70%	68%	70%	41%
	- Do you get cell cleaning materials every week?	n=168	56%	52%	56%	66%
	- Is it normally quiet enough for you to relax or sleep at night?	n=168	71%	62%	71%	69%
	- Can you get your stored property if you need it?	n=161	44%	26%	44%	26%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=171	66%	51%	66%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	n=168	60%	47%	60%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=170	45%	35%	45%	
5.3	Does the shop / canteen sell the things that you need?	n=166	58%	60%	58%	38%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	n=172	70%	72%	70%	79%
6.2	Are there any staff here you could turn to if you had a problem?	n=171	68%	67%	68%	72%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=171	40%	28%	40%	27%
6.4	Do you have a personal officer?	n=171	95%	67%	95%	
For those who have a personal officer:						
6.4	Is your personal or named officer very / quite helpful?	n=162	49%	44%	49%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=172	9%	8%	9%	
6.6	Do you feel that you are treated as an individual in this prison?	n=167	49%	42%	49%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=171	48%	57%	48%	
	If so, do things sometimes change?	n=82	39%	34%	39%	
FAITH						
7.1	Do you have a religion?	n=172	72%	78%	72%	75%
For those who have a religion:						
7.2	Are your religious beliefs respected here?	n=120	68%	63%	68%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=124	75%	66%	75%	
7.4	Are you able to attend religious services, if you want to?	n=124	97%	86%	97%	

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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=173	37%	29%	37%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=173	50%	60%	50%
8.3	Are you able to use a phone every day (if you have credit)?	n=172	97%	95%	97%
8.4	Is it very / quite easy for your family and friends to get here?	n=173	41%	23%	41%
8.5	Do you get visits from family/friends once a week or more?	n=168	18%	9%	18%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	n=115	46%	28%	46%
8.7	Are your visitors usually treated respectfully by staff?	n=114	77%	64%	77%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=175	91%	92%	91%
<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=160	55%	35%	55%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=174	24%	11%	24%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=174	9%	9%	9%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=170	2%	13%	2%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=170	5%	2%	5%
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=170	62%	65%	62%
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=167	42%	73%	42%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=169	70%	77%	70%
9.7	Do you typically go to the gym twice a week or more?	n=166	58%	50%	58%
9.8	Do you typically go to the library once a week or more?	n=168	45%	44%	45%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	n=105	43%	51%	43%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	n=168	70%	71%	70%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	n=138	51%	42%	51%
	Are applications usually dealt with within 7 days?	n=132	58%	26%	58%
10.3	Is it easy for you to make a complaint?	n=169	67%	68%	67%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	n=105	36%	22%	36%
	Are complaints usually dealt with within 7 days?	n=96	37%	17%	37%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=130	25%	29%	25%

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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=145	54%	47%	54%		
	Attend legal visits?	n=133	53%	45%	53%		
	Get bail information?	n=96	29%	12%	29%		
<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=141	51%	64%	51%	54%	
<b>HEALTH CARE</b>							
11.1	Is it very / quite easy to see:						
	- Doctor?	n=169	39%	20%	39%		
	- Nurse?	n=168	63%	40%	63%		
	- Dentist?	n=167	34%	10%	34%		
11.2	Do you think the quality of the health service is very / quite good from:						
	- Doctor?	n=165	49%	38%	49%		
	- Nurse?	n=165	55%	46%	55%		
	- Dentist?	n=164	51%	32%	51%		
11.3	Do you have any mental health problems?	n=166	45%	41%	45%		
	<i>For those who have mental health problems:</i>						
	11.4	Have you been helped with your mental health problems in this prison?	n=70	54%	39%	54%	
	11.5	Do you think the overall quality of the health services here is very / quite good?	n=166	48%	27%	48%	
<b>OTHER SUPPORT NEEDS</b>							
12.1	Do you consider yourself to have a disability?	n=167	30%	34%	30%	21%	
<i>For those who have a disability:</i>							
12.2	Are you getting the support you need?	n=46	37%	28%	37%		
12.3	Have you been on an ACCT in this prison?	n=161	15%	17%	15%		
<i>For those who have been on an ACCT:</i>							
12.4	Did you feel cared for by staff?	n=24	58%	41%	58%		
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=168	55%	36%	55%		
<b>ALCOHOL AND DRUGS</b>							
13.1	Did you have an alcohol problem when you came into this prison?	n=167	17%	9%	17%	20%	
<i>For those who had / have an alcohol problem:</i>							
13.2	Have you been helped with your alcohol problem in this prison?	n=28	64%	49%	64%	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=166	25%	18%	25%	29%	
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=165	19%	18%	19%	21%	
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=165	10%	11%	10%		
<i>For those who had / have a drug problem:</i>							
13.6	Have you been helped with your drug problem in this prison?	n=50	50%	40%	50%	56%	
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=170	46%	51%	46%		
13.8	Is it very / quite easy to get alcohol in this prison?	n=169	35%	43%	35%		

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SAFETY						
14.1	Have you ever felt unsafe here?	n=171	40%	56%	40%	57%
14.2	Do you feel unsafe now?	n=170	21%	29%	21%	22%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	n=161	33%	38%	33%	
	- Threats or intimidation?	n=161	30%	38%	30%	
	- Physical assault?	n=161	19%	23%	19%	
	- Sexual assault?	n=161	1%	3%	1%	
	- Theft of canteen or property?	n=161	24%	27%	24%	
	- Other bullying / victimisation?	n=161	17%	21%	17%	
	- Not experienced any of these from prisoners here	n=161	58%	48%	58%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=161	35%	31%	35%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	n=161	31%	32%	31%	
	- Threats or intimidation?	n=161	30%	27%	30%	
	- Physical assault?	n=161	17%	13%	17%	
	- Sexual assault?	n=161	1%	2%	1%	
	- Theft of canteen or property?	n=161	16%	14%	16%	
	- Other bullying / victimisation?	n=161	24%	22%	24%	
	- Not experienced any of these from staff here	n=161	52%	53%	52%	
14.6	If you were being bullied / victimised by staff here, would you report it?	n=157	49%	46%	49%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=167	46%	34%	46%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=167	42%	39%	42%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=168	13%	11%	13%	17%
<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=23	22%	18%	22%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=165	18%	9%	18%	
<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=27	44%	50%	44%	
	Could you shower every day?	n=28	54%	35%	54%	
	Could you go outside for exercise every day?	n=27	70%	72%	70%	
	Could you use the phone every day (if you had credit)?	n=26	62%	53%	62%	

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HMP Dovegate 2019	All other category B training prisons	HMP Dovegate 2019	HMP Dovegate 2017
<b>178</b>	<b>688</b>	<b>178</b>	<b>175</b>

Number of completed questionnaires returned

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

EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	- Education?	n=161	59%	62%	59%
	- Vocational or skills training?	n=154	36%	29%	36%
	- Prison job?	n=158	38%	38%	38%
	- Voluntary work outside of the prison?	n=150	7%	3%	7%
	- Paid work outside of the prison?	n=149	7%	2%	7%
16.2	In this prison, have you done the following activities:				
	- Education?	n=158	76%	85%	76%
	- Vocational or skills training?	n=147	71%	70%	71%
	- Prison job?	n=152	83%	87%	83%
	- Voluntary work outside of the prison?	n=142	29%	29%	29%
	- Paid work outside of the prison?	n=141	30%	28%	30%
<i>For those who have done the following activities, do you think they will help you on release:</i>					
	- Education?	n=120	62%	63%	62%
	- Vocational or skills training?	n=105	68%	65%	68%
	- Prison job?	n=126	47%	41%	47%
	- Voluntary work outside of the prison?	n=41	66%	59%	66%
	- Paid work outside of the prison?	n=42	64%	63%	64%
16.3	Do staff encourage you to attend education, training or work?	n=155	62%	47%	62%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	n=161	60%	70%	60%
<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=95	85%	86%	85%
17.3	Are staff helping you to achieve your objectives or targets?	n=93	58%	46%	58%
17.4	In this prison, have you done:				
	- Offending behaviour programmes?	n=81	46%	60%	46%
	- Other programmes?	n=78	37%	52%	37%
	- One to one work?	n=78	41%	44%	41%
	- Been on a specialist unit?	n=71	17%	24%	17%
	- ROTL - day or overnight release?	n=71	9%	6%	9%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>					
	- Offending behaviour programmes?	n=37	78%	75%	78%
	- Other programmes?	n=29	69%	70%	69%
	- One to one work?	n=32	78%	72%	78%
	- Being on a specialist unit?	n=12	67%	57%	67%
	- ROTL - day or overnight release?	n=6	33%	38%	33%

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HMP Dovegate 2019	All other category B training prisons	HMP Dovegate 2019	HMP Dovegate 2017
<b>178</b>	<b>688</b>	<b>178</b>	<b>175</b>

Number of completed questionnaires returned

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

PREPARATION FOR RELEASE					
18.1	Do you expect to be released in the next 3 months?	<i>n=163</i>	<b>12%</b>	<b>3%</b>	<b>12%</b>
<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=19</i>	<b>63%</b>	<b>24%</b>	<b>63%</b>
18.3	Is anybody helping you to prepare for your release?	<i>n=19</i>	<b>53%</b>	<b>43%</b>	<b>53%</b>
18.4	Do you need help to sort out the following for when you are released:				
	- Finding accommodation?	<i>n=19</i>	<b>63%</b>	<b>90%</b>	<b>63%</b>
	- Getting employment?	<i>n=19</i>	<b>47%</b>	<b>84%</b>	<b>47%</b>
	- Setting up education or training?	<i>n=19</i>	<b>53%</b>	<b>83%</b>	<b>53%</b>
	- Arranging benefits?	<i>n=19</i>	<b>79%</b>	<b>74%</b>	<b>79%</b>
	- Sorting out finances?	<i>n=19</i>	<b>74%</b>	<b>63%</b>	<b>74%</b>
	- Support for drug or alcohol problems?	<i>n=19</i>	<b>47%</b>	<b>44%</b>	<b>47%</b>
	- Health / mental Health support?	<i>n=19</i>	<b>53%</b>	<b>61%</b>	<b>53%</b>
	- Social care support?	<i>n=19</i>	<b>42%</b>	<b>72%</b>	<b>42%</b>
	- Getting back in touch with family or friends?	<i>n=19</i>	<b>47%</b>	<b>58%</b>	<b>47%</b>
18.4	Are you getting help to sort out the following for when you are released, if you need it:				
	- Finding accommodation?	<i>n=12</i>	<b>25%</b>	<b>33%</b>	<b>25%</b>
	- Getting employment?	<i>n=9</i>	<b>0%</b>	<b>13%</b>	<b>0%</b>
	- Setting up education or training?	<i>n=10</i>	<b>10%</b>	<b>13%</b>	<b>10%</b>
	- Arranging benefits?	<i>n=15</i>	<b>40%</b>	<b>14%</b>	<b>40%</b>
	- Sorting out finances?	<i>n=14</i>	<b>21%</b>	<b>8%</b>	<b>21%</b>
	- Support for drug or alcohol problems?	<i>n=9</i>	<b>33%</b>	<b>0%</b>	<b>33%</b>
	- Health / mental Health support?	<i>n=10</i>	<b>20%</b>	<b>9%</b>	<b>20%</b>
	- Social care support?	<i>n=8</i>	<b>0%</b>	<b>0%</b>	<b>0%</b>
	- Getting back in touch with family or friends?	<i>n=9</i>	<b>22%</b>	<b>18%</b>	<b>22%</b>
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=164</i>	<b>50%</b>	<b>52%</b>	<b>50%</b>

## HMP Dovegate 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
	25	151		18	158

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	0%			0%
	Are you 70 years of age or older?		1%	11%	
1.3	Are you from a minority ethnic group?	72%	38%	11%	46%
7.1	Are you Muslim?	50%	23%	0%	30%
11.3	Do you have any mental health problems?	30%	48%	25%	48%
12.1	Do you consider yourself to have a disability?	17%	32%	35%	29%
19.2	Are you a foreign national?	0%	9%	7%	8%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	4%	0%	5%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	96%	83%	78%	85%
2.4	Overall, were you treated very / quite well in reception?	96%	85%	89%	86%
2.5	When you first arrived, did you have any problems?	64%	70%	63%	70%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	50%	42%	22%	45%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	88%	81%	61%	84%
3.5	Have you had an induction at this prison?	100%	93%	89%	94%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	75%	62%	56%	65%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	21%	20%	41%	17%
4.3					
	- Do you normally have enough clean, suitable clothes for the week?	83%	70%	82%	71%
	- Can you shower every day?	100%	97%	100%	97%
	- Do you have clean sheets every week?	70%	71%	67%	71%
	- Do you get cell cleaning materials every week?	33%	60%	61%	56%
	- Is it normally quiet enough for you to relax or sleep at night?	74%	71%	50%	74%
	- Can you get your stored property if you need it?	46%	43%	69%	41%

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	25	151	18	158

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	46%	45%	61%	43%
5.3	Does the shop / canteen sell the things that you need?	44%	61%	78%	57%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	72%	71%	83%	69%
6.2	Are there any staff here you could turn to if you had a problem?	68%	68%	83%	66%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	36%	41%	44%	40%
6.6	Do you feel that you are treated as an individual in this prison?	44%	50%	59%	48%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	71%	68%	77%	67%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	79%	74%	85%	74%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	40%	37%	39%	37%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	58%	49%	33%	52%
8.3	Are you able to use a phone every day (if you have credit)?	100%	96%	100%	96%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	73%	79%	87%	77%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	24%	24%	11%	25%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	8%	9%	0%	10%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	41%	43%	62%	40%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	70%	69%	71%	69%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	71%	48%	60%	50%
10.3	Is it easy for you to make a complaint?	65%	67%	67%	66%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	46%	35%	33%	37%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	40%	23%	30%	24%

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HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	30%	40%	61%	36%
	- Nurse?	61%	64%	78%	62%
	- Dentist?	30%	35%	53%	32%
	- Mental health workers?	39%	31%	31%	32%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	29%	57%	75%	53%
11.5	Do you think the overall quality of the health services here is very / quite good?	46%	48%	69%	45%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	0%	41%	50%	36%
SAFETY					
14.1	Have you ever felt unsafe here?	25%	43%	50%	40%
14.2	Do you feel unsafe now?	13%	22%	17%	21%
14.3	Not experienced bullying / victimisation by other prisoners	74%	56%	35%	61%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	33%	34%	71%	30%
14.5	Not experienced bullying / victimisation by members of staff	60%	51%	69%	50%
14.6	If you were being bullied / victimised by staff here, would you report it?	35%	50%	59%	47%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	48%	46%	53%	45%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	48%	40%	50%	40%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	4%	15%	6%	14%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	14%	18%	0%	20%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	76%	59%	85%	59%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	81%	57%	50%	61%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	53%	59%	83%	56%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	100%	50%	50%	53%
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%	51%	60%	49%