

Report on an unannounced inspection of

# **HMP/YOI Drake Hall**

by HM Chief Inspector of Prisons

**27 January–6 February 2020**

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, and this short glossary should help to explain some of the specialist terms you may find. If need an explanation of any other terms, please see the longer glossary in our 'Guide for writing inspection reports', available on our website at: <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

## **Care Quality Commission**

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>.

## **Certified normal accommodation and operational capacity**

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.

## **Offender management in custody (OMiC)**

Offender Management in Custody (OMiC) is being implemented in two separate but interconnected and complementary phases. Phase 1, key work, introduced the delivery of key work by Prison Officers in 2017. The second phase, core offender management and new prison offender managers, was being introduced gradually, from 2019, in the male closed estate. This introduces the new role of Prison Offender Manager.

## **Protected characteristic**

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



# Introduction

HMP/YOI Drake Hall is a training and resettlement prison in Staffordshire holding 324 adult and young adult women. While being a closed prison, Drake Hall has an open regime within the perimeter of the fence. Prisoners are never locked in their rooms and have free access around the site during the day; at night they are only locked in their house blocks leaving them able to move around their unit. Just outside the main prison is a fully open facility that accommodates up to 25 prisoners. Drake Hall promoted a community ethos where prisoners lived together, were involved in the running of the prison and were given the responsibility to behave well and determine their own progression.

We last inspected Drake Hall in the summer of 2016 and judged that outcomes for prisoners were good in three of four of our healthy prison tests, with outcomes under respect judged to be reasonably good. At this inspection we made similar judgements, with outcomes under respect having improved to good, our highest grade. However, outcomes in purposeful activity had deteriorated to reasonably good under Ofsted's inspection framework.

Drake Hall remained a safe place to live with hardly any serious violence, and prisoners were positive about the community ethos and their role in developing this. However, in our survey, half of the prisoners said they had been intimidated, bullied or victimised by others and we found that some anti-social or violent incidents noted by wing staff had not been reported to the safer custody team for investigation. Some house units were not staffed and we found that the level of staff engagement with the prisoners was too limited at times. It did not always provide adequate protection for the more vulnerable or challenge those involved in bullying others. It also meant that prisoners found it more difficult to get simple tasks done and this was the most common complaint we heard from prisoners throughout our inspection weeks.

The availability of illicit drugs was one of our key concerns. Much of the evidence suggested that drugs were too easily available and the prison needed to do more to stem the flow. The proportion of prisoners who said they had developed a drug problem while at Drake Hall had increased since our last inspection and was higher than in similar prisons. Although use of force had increased over recent months, incidents were very low level and did not involve the use of full restraint. The use of segregation was appropriate but had some weaknesses around the quality of reintegration planning. The proportion of self-harm incidents was lower than we have seen in similar prisons and care provided was good.

Progression opportunities within the prison community stemmed from the use of release on temporary license (ROTL) and Drake Hall far exceeded other closed prisons in the number of events completed each year. The open unit provided a further incentive to behave well, although other incentives were not very effective in this. Interactions between staff and prisoners were good but were not supported by an effective personal officer scheme. The use of peer workers, however, was good overall which further promoted the community ethos and empowered prisoners to support each other. Management of equality and diversity work was well established but consultation with prisoners from every protected characteristic was not very effective and there was too little direct support for some groups.

Living conditions were reasonable overall but were poor on two units. Richmond and Plymouth units were World War II prefabricated buildings which had been in need of replacement for many years. Some refurbishment to the showers had been made but it is our view that these two buildings were not fit for purpose and were in urgent need of demolition and replacement. It was disappointing that Her Majesty's Prison and Probation Service (HMPPS) had not committed resources to this despite previous promises to do so. The food provided was good and some positive steps had been taken to enable prisoners to buy clothing and accessories from the prison-based charity shop.

Healthcare provision had improved since our last inspection and was now good, which is especially important in a women's prison. Prisoners had good access to a range of primary care services which now included a female GP. The addition of specialist counselling was very good, enabling prisoners to address the impact of trauma on their lives and develop coping skills for the future.

Ofsted considered Drake Hall's education, skills and work activity as good. There were enough activity places, with good attendance and punctuality. Most prisoners achieved their qualifications. However, there was no strategic oversight of the curriculum and a lack of data made it difficult to evidence useful outcomes after release.

Offender management and resettlement work remained good overall and was supported by an effective CRC provision. Work to help prisoners maintain contact with children and family members remained positive and most of the other resettlement pathways were well developed. However, this work was not yet informed by a comprehensive analysis of needs across the population. ROTL continued to be well managed and used effectively, including good links with national employers so that prisoners could continue their employment upon release. Some home detention curfew (HDC) releases were hindered by the lack of Bail, Accommodation and Support Service (BASS) places. Few prisoners were released homeless but there was a lack of monitoring of longer term outcomes which made it difficult to evidence the effectiveness of this work.

**Peter Clarke CVO OBE QPM**

HM Chief Inspector of Prisons

April 2020



# Fact page

## Task of the establishment

A women's resettlement prison and young offender institution.

## Certified normal accommodation and operational capacity (see Glossary of terms)

Prisoners held at the time of inspection: 324

Baseline certified normal capacity: 340

In-use certified normal capacity: 340

Operational capacity: 340

## Notable features from this inspection

*Prisoners were never locked in their rooms and had good access to the prison grounds throughout the day.*

*In our survey, 62% of prisoners said they had a mental health problem on arrival at the prison.*

*In the previous six months, release on temporary licence had been used over 5000 times to support a variety of resettlement activities, including contact with children.*

*The prison had an open unit outside the prison, which accommodated up to 25 prisoners who were all in full-time employment.*

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

Public

Physical health provider and clinical substance misuse: Care UK

Mental health and substance misuse provider: Inclusion (Psychosocial and mental health)

Learning and skills provider: People Plus

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

Escort contractor: GEOAmev

## Prison department

Women's estate

## Brief history

During World War II, Drake Hall provided accommodation for women munitions workers. It became a men's open prison in the 1960s, but has been a women's prison since 1974. Most accommodation was rebuilt in 1994–1995. In January 2002, Drake Hall was re-designated from an open prison to a semi-open establishment. In March 2009, it became a closed prison.

## Short description of residential units

There were 15 residential units within the prison's perimeter fence, accommodating up to 315 prisoners, with most units holding approximately 20 people.

Norwich unit – general non-vaping unit

Bristol unit – for the general population and those with complex needs

Canterbury, Durham, Exeter, Folkestone, Gloucester, Ipswich, Margate, Oxford and Richmond units – for the general population with some double rooms

Keele unit – a 19-room induction unit

Plymouth unit – for prisoners on the enhanced level

Lancaster unit – mostly housing long-term prisoners and lifers

St David's unit – 16 single rooms for prisoners with social care or mobility needs.

The prison also has an open unit outside the perimeter fence that has an operational capacity of 25, enabling prisoners to work in the local community and prepare for release. The open unit has a facility for overnight children's visits (subject to prisoners meeting the required criteria).

**Name of governor and date in post**

Carl Hardwick (October 2014)

**Independent Monitoring Board chair**

Patrick Sullivan

**Date of last full inspection**

11–22 July 2016

# About this inspection and report

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

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

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

### **Safety**

Prisoners, particularly the most vulnerable, are held safely.

### **Respect**

Prisoners are treated with respect for their human dignity.

### **Purposeful activity**

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

### **Resettlement**

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

A4 The 2010 'Bangkok Rules' set out internationally agreed standards that should govern the treatment of women in prison. Since September 2014 we have Expectations which specifically address the outcomes we expect for women in prison, which are underpinned by human rights treaties and standards, including the Bangkok Rules.

A5 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 their well-being. 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.

A6 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.

A7 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.

A8 Other than in exceptional circumstances, all our inspections are unannounced and include a follow up of recommendations from the previous inspection.

A9 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

A10 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follows five sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for women in prisons*. 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 6 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.

A11 Details of the inspection team and the prison population profile can be found in the appendices.

A12 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

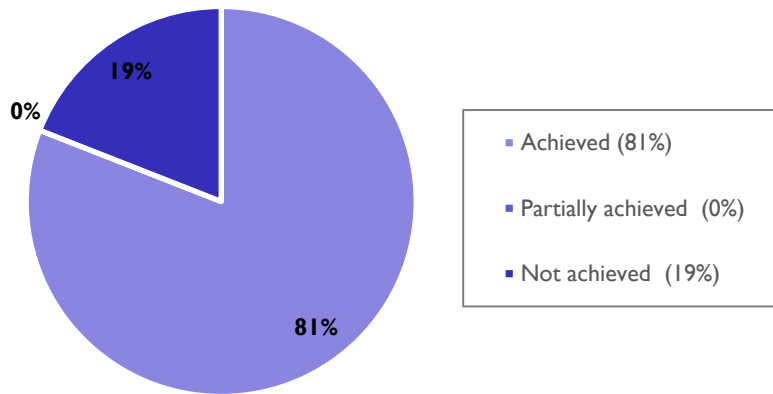
comparisons with other comparable establishments or previous inspections when these are statistically significant. The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.



# Summary

- S1 We last inspected HMP Drake Hall in 2016 and made 42 recommendations overall. The prison fully accepted 36 of the recommendations and partially (or subject to resources) accepted six. No recommendations were rejected.
- S2 At this follow up inspection we found that the prison had achieved thirty-four of those recommendations, and not achieved eight recommendations.

Figure 1: HMP Drake Hall progress on recommendations from last inspection (n=42). Note that figures have been rounded and may not total 100%. This applies throughout the report.



- S3 Since our last inspection outcomes for prisoners had improved in the healthy prison area of respect from reasonably good to good, and had declined in purposeful activity from good to reasonably good. Outcomes for prisoners remained good in both safety and resettlement.

Figure 2: HMP Drake Hall healthy prison outcomes 2016 and 2020



## Safety

- S4** Support during prisoners' early days was good. The prison remained a safe place for most and levels of violence were low, but staff needed to provide more proactive oversight. Case management for perpetrators and victims of violence was limited. There were some incentives to encourage prisoners to progress, but the incentives policy was not well used. Self-harm levels were low and the care provided was good. Those requiring additional support were managed effectively. Security arrangements were proportionate, but the availability of drugs was a concern and too many prisoners said they had developed a drug problem while at Drake Hall. The number of adjudications and incidents involving force had increased, but management was appropriate. Conditions in the segregation unit were good, but reintegration planning was weak. Substance misuse services were good. **Outcomes for prisoners were good against this healthy prison test.**
- S5** At the last inspection in 2016 we found that outcomes for prisoners in Drake Hall were good against this healthy prison test. We made four recommendations in the area of safety. At this follow-up inspection we found that two of the recommendations had been achieved and two had not been achieved.
- S6** Prisoners continued to receive little information about Drake Hall prior to their arrival, leaving some ill prepared for the transition to the prison's semi-open regime. Prisoners were not locked in the holding room in reception and processes were respectful and thorough, and included a focus on safety and individual vulnerabilities.
- S7** The induction unit was welcoming and prisoners' rooms were appropriately equipped. Significantly more prisoners than at our previous inspection said they felt safe on their first night. Induction orderlies were proactive in helping new prisoners settle in, but staff checks on the welfare of new arrivals during their first night at the prison were not always undertaken. Prisoners did not have to wait too long to receive their first shop order, which reduced the risk of getting into debt. Almost all prisoners in our survey had participated in the induction programme, and it covered key areas, but only about half of respondents said it covered everything they needed to know.
- S8** The number of assaults or fights between prisoners over the previous six months was not excessive (16 assaults and four fights) and only one incident was classified as serious. In our survey, only 16% of prisoners felt unsafe at the time of our inspection and most of those we spoke to said it was a safe place to live. Prisoners were positive about Drake Hall's open, community feel and the high level of freedom they had, not seen in other similar prisons. While this was a strength, the lack of staff supervision or interaction with prisoners had the potential to leave intimidation, bullying and assaults going unnoticed.
- S9** The prison had a well-attended monthly safer custody meeting, where a good range of data were analysed and action was taken to keep prisoners safe. The effective weekly safety intervention meeting provided good support to individual prisoners with specific and often complex needs. Some violent, bullying or intimidating behaviour was not investigated, which undermined the ethos of the prison. Investigations into reported violent incidents were good, but case management was limited.
- S10** The biggest incentives to behave well were gaining access to release on temporary licence (ROTL) and being able to live in the open unit, but the incentives policy did not promote positive behaviour very effectively.



- S11 The level of self-harm was low and a small number of prisoners self-harmed repeatedly. There had been one self-inflicted death since our previous inspection and action to address Prisons and Probation Ombudsman recommendations had been taken forward. The standard of assessment, care in custody and teamwork case management recording for prisoners at risk of suicide or self-harm was mostly good, and prisoners appreciated the care they received. Prisoners could access a good range of support, including counselling. The weekly safety intervention meeting reviewed prisoners of concern and identified major events linked to self-harm. There were too few Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) during the inspection, but further training for new Listeners was planned.
- S12 The prison was no longer represented at the external local safeguarding adults board. However, this was being addressed. Most prison staff had not been trained in adult safeguarding and their awareness of the issue needed to be improved. Prisoners with complex individual problems were managed well and the Bristol unit provided a supportive environment.
- S13 Security arrangements were proportionate, enabling prisoners to have a very good level of freedom across the prison. Despite efforts to control the supply of drugs, and a lower average mandatory drug testing (MDT) rate than was reported at our last inspection, other evidence showed that illicit substances were too easily available. For example, in our survey, significantly more prisoners than in similar prisons said they had developed a problem with illicit drugs while at Drake Hall.
- S14 The number of adjudications had increased since the previous inspection. Most were appropriate, although we found a small number that could have been dealt with through the incentives policy. Referrals made to the police for offences were not always robustly managed, which meant some of them did not proceed.
- S15 The number of use of force incidents had increased since the previous inspection and was now high. However, almost half of the incidents were very low level and did not involve the use of restraint. Quality assurance was effective and it was good that prisoners received a debriefing after a use of force incident.
- S16 According to the prison's own data, the number of prisoners segregated had decreased since our previous inspection. However, it was higher than at comparator prisons. Staff-prisoner relationships were good. The segregation unit was bright and clean, and prisoners had access to basic entitlements. However, reintegration planning, including access to the wider prison regime, was poor.
- S17 A well-managed and integrated substance misuse team delivered responsive and patient-centred care. However, the delivery of interventions was hindered by the lack of space for group programmes.

## Respect

- S18** Living conditions were reasonable. Access to basic essential items was good overall. Staff's interactions with prisoners were supportive. However, opportunities for staff to talk to prisoners were not always taken, which undermined the community ethos of the prison. This was compounded by a weak personal officer scheme. Peer worker roles were effective, but oversight required improvement. General consultation was good. Equality and diversity arrangements were well developed, but more needed to be done to interact with groups of prisoners and support them. Faith provision was good. Complaints were well managed.

Health care provision had improved and was good. The food and shop provision were both very positive. **Outcomes for prisoners were good against this healthy prison test.**

- S19 At the last inspection in 2016 we found that outcomes for prisoners in Drake Hall were reasonably good against this healthy prison test. We made 17 recommendations in the area of respect (this included recommendations about the incentives and earned privileges scheme which, in our updated *Expectations* (Version 4, 2012), now appear under the healthy prison area of safety). At this follow-up inspection we found that 15 of the recommendations had been achieved and two had not been achieved.
- S20 The prison grounds remained clean and well maintained. The Richmond and Plymouth units were very old prefabricated buildings, which, despite investment, remained poor and needed replacing. Prisoners' access to toiletries, clothing and laundry facilities was good; however, access to cleaning material was inconsistent. Prisoners were never locked in their rooms so access to phones was excellent. The application system worked well and more prisoners than at the previous inspection said replies were answered within seven days. However, replies were not monitored.
- S21 Most prisoners were positive about staff and we observed good, respectful interactions. However, prisoners had few opportunities to speak with staff, which undermined the community ethos of the prison and many prisoners said they found this frustrating. Contact between the personal officer and the prisoner was not consistent and, in many instances, case notes were weak. The use of peer workers across the prison was good, but not all had been adequately trained and staff oversight was limited in some instances. Monthly consultation forums were effective and led to good outcomes for prisoners.
- S22 Equality and diversity work was well established, for example, the monthly meeting was well attended and equality representatives we spoke to felt actively involved. Lead managers had been identified for each protected characteristic. Discrimination incident reporting forms were managed well; assurance processes were robust and included independent scrutiny.
- S23 Our survey analyses showed few differences between the views of prisoners from protected characteristic groups and those of prisoners without protected characteristics. A monthly forum took place, but it was too generalised, leaving some prisoners feeling frustrated because they thought they were not being listened to and issues were not discussed in depth. The lack of wheelchairs across the prison remained a problem.
- S24 Support for care leavers (those aged 25 or under, who have been looked after by a local authority) was impressive, but work on assisting those with other protected characteristics was less well developed. Support for foreign national prisoners was reasonable but professional telephone interpretation was not always used when needed.
- S25 The chaplaincy had expanded and was well integrated and visible across the prison. The managing chaplain was actively involved in a number of projects, including those supporting prisoners who did not receive visitors and providing one-to-one support sessions.
- S26 The number of complaints had increased since our previous inspection. Complaints were analysed well and key trends and themes were identified. Responses to complaints were reasonable, but too many were late. Legal rights support was reasonable and the provision for legal visits was adequate.
- S27 Overall, the quality of health services had improved since the previous inspection and was now good. Partnership working and governance arrangements were effective. A joined-up health promotion plan informed the provision of a variety of national and local initiatives.

Health screening, harm minimisation and patient information was widely available throughout the prison. Prisoners had good access to a range of primary care services, including a female GP. Staff were working hard to reduce waiting times but despite efforts the non-attendance rate was high.

- S28 Medicines management had improved and was adequate, but medication administration continued to compromise patient confidentiality and medicines were not always stored safely. Patients could access an appropriate range of dental treatments equivalent to those available in the community. They were delivered in a clean and suitable environment. The integrated mental health team provided an accessible service, which met prisoners' needs; however, groupwork provision was limited. The addition of specialist counselling was very good and provided prisoners with much needed support. Social care processes were in place, but peer support was not formally approved and there were no job descriptions or training.
- S29 Prisoners were very positive about the quality and quantity of the food provided. Some basic equipment had been installed in the kitchens in the open unit, but cooking facilities remained limited. The shop provision was very good and prisoners were positive about the range of goods sold. The charity shop continued to sell a good range of clothes and accessories, and prisoners could make purchases from an adequate range of catalogues.

## Purposeful activity

**S30** Prisoners had an excellent amount of time out of their rooms and were only locked in the units at night. However, they had little to do and access to some recreational activities was too often curtailed, for example the library and gym provision had been limited. Ofsted judged that the quality of provision across education skills and work activity was good. There were sufficient activity places and the achievement of qualifications was high. There was no strategic oversight of the curriculum. Prisoners' skills development was not always recorded or recognised. Personal learning plans were inconsistent. Prisoners' behaviour was very good. ROTL opportunities were positive, but there was no careers service provider.

**Outcomes for prisoners were reasonably good against this healthy prison test.**

S31 At the last inspection in 2016 we found that outcomes for prisoners in Drake Hall were good against this healthy prison test. We made 13 recommendations in the area of purposeful activity. At this follow-up inspection we found that 12 of the recommendations had been achieved and one had not been achieved.

S32 Prisoners were not locked in their rooms and could move freely around the prison. Even at night time prisoners were only locked in their units and could move around to access showers, phones and the kitchen. Prisoners now had access to some outdoor exercise equipment, but other than that they had too little to do during the evenings and at weekends, and some suggested that this could be a trigger for poor behaviour.

S33 There were sufficient activity places to occupy prisoners fully and they could combine work with education. Attendance was very high and punctuality was good. There was no strategic oversight of the curriculum. The vocational curriculum and the majority of job roles that prisoners had enabled them to gain useful and relevant knowledge, skills and qualifications, helping them prepare for employment on release. The vast majority of prisoners achieved their qualifications. In a few areas, such as cleaning, laundry and the call centre, prisoners did not gain accredited qualifications. The skills they gained were not recorded or recognised sufficiently well.

- S34 Most managers and lecturers tailored the curriculum to meet prisoners' individual needs. This helped prisoners to build on their foundation skills and knowledge and enabled them to complete more complex tasks. Most lecturers and assessors used assessment frequently and effectively to establish what prisoners had learned and identify any gaps in their knowledge and skills. Staff did not complete personal learning plans in work or vocational training consistently well enough.
- S35 Prisoners enjoyed a calm learning environment. They behaved respectfully towards each other and staff. Prisoners displayed positive attitudes to learning in all areas of training, education and work activities.
- S36 The virtual campus (internet access for prisoners to community education, training and employment opportunities) was used well to deliver additional learning, as well as for job searches. The prison's outworker team provided prisoners eligible for ROTL with good opportunities and support. Managers had been slow to implement careers advice and guidance for education, training and employment.
- S37 Learning support strategies for prisoners who had additional support needs or for whom English was not their first language were effective and helped them develop their knowledge and skills.
- S38 Access to the library and physical education had been curtailed due to staffing issues. The library had been housed in a temporary, smaller building for over 10 months. In our survey, prisoners were more negative about access to the library and its provision than those in comparator prisons. The gym provision was good and a range of equipment and fitness classes was available. Only 46% of prisoners had used the gym in January 2020 according to the prison's data, and the prison could have done more to determine why this was so low and encourage prisoners to attend.

## Resettlement

**S39** Strategic management of resettlement was reasonably good. ROTL was used extensively and there was an excellent open unit outside the prison fence. The prison had developed good links with national employers to help prisoners to retain employment after release. Offender management was good overall, but contact levels needed to be more consistent and focused. Some prisoners on home detention curfew were released late. Public protection arrangements were sound. Community rehabilitation company (CRC) support was effective. Resettlement pathway work was appropriate. Work promoting contact with prisoners' children and families was good, and support for those who had been abused had improved. However, limited monitoring of longer-term housing outcomes after release took place and the lack of analysis made it difficult to see what offence-focused work was needed.

**Outcomes for prisoners were good against this healthy prison test.**

S40 At the last inspection in 2016 we found that outcomes for prisoners in Drake Hall were good against this healthy prison test. We made eight recommendations in the area of resettlement. At this follow-up inspection we found that five of the recommendations had been achieved and three had not been achieved.

S41 The management of reducing reoffending work was reasonably good, with a strategy covering all resettlement pathways and a proactive committee overseeing progress, but there was no formal action plan or comprehensive needs analysis.,

- S42 ROTL was used extensively to promote good resettlement and family ties. A small open unit outside the prison provided prisoners with an excellent opportunity to demonstrate progress. All prisoners living in the unit were in full-time paid or unpaid employment.
- S43 Most prisoners had an up-to-date assessment of their risks and needs; they were accurate and included good quality plans. Levels of contact between offender supervisors and prisoners varied. In some cases, contact was frequent, meaningful and drove progression. In others, contact was mainly reactive. A fifth of prisoners were released after their home detention curfew eligibility date and a small number remained in prison due to the lack of Bail Accommodation and Support Service accommodation.
- S44 Public protection was generally well managed. Risks were appropriately identified on arrival and the interdepartmental risk management team (IRMT) meeting was excellent, providing good oversight, including discussing all high risk of harm prisoners prior to their release. Decisions on ROTL were timely, the process was robust and prisoners were involved, but multi-agency public protection arrangement (MAPPA) levels were not always confirmed before they started ROTL. Contact restrictions were reasonably well managed. Re-categorisation decisions were timely, but the processes were not always comprehensive. The small number of life-sentenced prisoners received reasonably good support.
- S45 The CRC provided good resettlement support. Staff met all new arrivals and updated most prisoners' resettlement plans 12 weeks prior to release. Practical release arrangements were reasonably good – prisoners had access to the charity shop to obtain clothing and were driven to the nearest train station on release.
- S46 Strategic management of work to promote prisoners' contact with families was good. A family engagement worker provided good support and advocacy, including liaison with children's services to facilitate contact between prisoners and their children. The number and range of family days had increased and now included a wider focus on prisoners' partners. Despite efforts, visiting sessions sometimes started late. The prison had a small unit where prisoners and their children could stay overnight, which was excellent, but it had not been used very often.
- S47 There was now a good range of support for prisoners who were victims of abuse through several one-to-one and group-based interventions.
- S48 The prison had worked hard to establish links with local authorities and housing agencies and very few prisoners were released homeless. However, accommodation outcomes were not always tracked after release to evaluate the service's effectiveness.
- S49 The use of ROTL to improve prisoners' education, training and employment opportunities was excellent. The prison had developed good links with national employers to enhance prisoners' chances of employment on release. However, no data were monitored post release to support resettlement work.
- S50 Health care arrangements in preparation for release were good and liaison and communications with community services were effective. Training to administer naloxone (a drug to manage a substance misuse overdose) and its provision on release were positive initiatives. Prisoners received good finance, benefit and debt support. The work undertaken by the specialist debt advisor was particularly impressive.
- S51 There were sufficient places on the Thinking Skills Programme for prisoners who met specific criteria, and there was a range of non-accredited offending behaviour work, such as a Managing Emotions course. However, there was no needs analysis to determine the full range of offending behaviour work required by the population.

## Key concerns and recommendations

S52 Key concern: The average MDT positive rate for the six months leading up to this inspection was lower than that reported at our last inspection. Despite this we were concerned that much of the other available evidence suggested that illicit substances, including diverted prescribed medications, were too easily available within the prison. For example, in our survey, 48% of prisoners said that it was easy to get illicit drugs and many of the staff we spoke to supported this view. More prisoners (15%) than at similar prisons (4%) and compared with our last inspection (4%) said they had developed a drug problem since being at the prison. In addition, two thirds of the security department's intelligence related to illicit substances and over half of completed suspicion drug tests in the previous six months had been positive. We were concerned that some of the prisoners undertaking ROTL said they felt under pressure from peers to bring illicit items into the prison.

**Recommendation: The availability of illicit drugs should be reduced through the implementation of an evidenced-based, robust supply reduction strategy.**

S53 Key concern: The pre-fabricated residential Plymouth and Richmond units were not suitable for use and were damp and mouldy. The problems had been highlighted for about the previous 15 years and, although some cosmetic refurbishment had been undertaken to improve the shower areas, the units remained poor.

**Recommendation: The Plymouth and Richmond units should be replaced with suitable accommodation.**

S54 Key concern: We were concerned that prison managers did not have accurate data on how many prisoners went into education, training and employment on release, preventing them from evaluating the impact of the curriculum on prisoners' education, skills and work.

**Recommendation: Prison managers should ensure that they have accurate and up-to-date information on the number of prisoners going into education, training and employment following their release so that they can better evaluate the impact of the curriculum on prisoners' rehabilitation and adjust it to ensure activities prepare prisoners well for release.**

# Section 1. Safety

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

## Courts, escorts and transfers

### Expected outcomes:

**Prisoners transferring to and from the prison are treated safely, decently and efficiently.**

- I.1 Prisoners continued to receive little information about Drake Hall prior to their arrival. The prison had an open regime but some did not know what to expect. Some prisoners told us that this added to their feelings of anxiety and concern before moving prisons.
- I.2 During the inspection, prisoners did not report having to share transport with men, which was positive. Prisoners told us escort staff treated them respectfully and all their property was transferred with them. On arrival at the prison, prisoners, some of whom had had long journeys, were not held on vans unnecessarily but went straight into the reception. Prisoners arrived in good time to receive appropriate first night support, which was good.

## Early days in custody

### Expected outcomes:

**Prisoners are treated with respect and feel safe on their arrival into prison and for the first few days in custody. Prisoners' individual needs are identified and addressed, and they feel supported on their first night. During a prisoner's induction they are made aware of the prison routines, how to access available services and how to cope with imprisonment.**

- I.3 Early days arrangements were good. The reception area was welcoming and staff were warm and helpful. In our survey, almost all prisoners (94%) said staff treated them well or very well. Prisoners were not locked in the holding room in reception and processes were respectful and thorough. Prisoners could access peer support immediately through induction orderlies who were on hand to put them at ease and answer any questions.
- I.4 All prisoners had a private interview with a member of induction staff, focusing on safety and individual vulnerabilities, and another interview with a member of the health care team. Searching arrangements were proportionate and appropriate and prisoners had their property processed immediately on arrival so they could take personal possessions to the induction unit with them.
- I.5 Significantly more prisoners than at our previous inspection (78% compared with 60%) said they felt safe on their first night. The induction orderly accompanied prisoners to the induction unit to show them to their rooms. The unit was welcoming and prisoners' rooms were appropriately equipped. All new arrivals received a 'hygiene bag', which included toiletries for their first few days and they could collect further supplies throughout their stay. Induction orderlies helped new prisoners settle in – for example, on their first night, they took new prisoners to the dining hall and spent time with them in the evening to explain what would happen during their induction.
- I.6 All prisoners could make a free initial phone call and, as they were not locked in their rooms at all, they were significantly more positive than those at similar prisons about access to

showers and phone calls on their first night – 67% said they were offered a shower compared with 32% in comparator prisons and 67% said they could use the phone compared with 48% in similar prisons. Prisoners could submit shop orders regardless of when they arrived and could receive their first order at the same time as other prisoners, which reduced the risk of incurring debts and improved safety.

- I.7** The main weakness of the prison's first night procedures was that staff did not carry out systematic checks on the welfare of new prisoners.
- I.8** In our survey, 97% of prisoners reported having completed an induction, but only 52% of them said it covered everything they needed to know. Not all of these prisoners would have completed the recently reviewed induction, which covered all key areas. Induction was a rolling programme and included one-to-one appointments with prison offender managers, as well as a tour of the grounds. An induction survey was undertaken on completion, but no analysis had been done so lessons could be learned.

## Recommendation

- I.9 Staff should carry out first night welfare checks on all new arrivals.**

## Safe and supportive relationships

### Expected outcomes:

**Safe and supportive relationships are encouraged. Everyone feels and is safe from victimisation (which includes verbal and racial abuse, theft, violence and assault or threats). Prisoners are protected from victimisation through active and fair systems known to staff, prisoners and visitors, and which inform all aspects of the regime. Any sanctions on behaviour are applied fairly, transparently and consistently.**

- I.10** Many of the prisoners we spoke to said the prison felt safe: in our survey, only 16% of prisoners said they had felt unsafe at the time of our inspection. We observed a relaxed atmosphere, in which prisoners were allowed a great deal of freedom not seen at similar prisons and could live as a community. While this was positive, some prisoners felt the lack of staff supervision or interaction meant intimidation, bullying and assaults could go unnoticed. Only four units out of 16 were staffed during the day and none were staffed after 7.30pm. Some prisoners we spoke to said they resolved most issues among themselves because staff interaction was limited; while this supported the prison's community ethos, it had the potential to undermine safety.
- I.11** The number of assaults or fights between prisoners over the previous six months was not excessive compared to some women's prisons and only one incident had been classified as serious. According to the prison's data, there had been 16 assaults on prisoners in the previous six months, four assaults on staff and nine fights.
- I.12** There was a well-attended monthly safer custody meeting, where a good range of data were analysed and we saw evidence of the prison taking action to keep prisoners safe. For example, local data had shown an increase in incidents after shop items were distributed, so the prison deployed more staff to supervise the route prisoners took back from collecting their canteen orders and enabled some prisoners to collect their orders at different times to others. This resulted in a reduction in the number of incidents involving the theft of canteen items. In addition to the monthly meeting, there was an effective weekly safety intervention meeting, which provided good support to individual prisoners with specific and often complex needs. (See paragraph I.19.)



- I.13** Investigations into reported violent incidents were thorough and timely; however, case management was too limited. Targets in plans for prisoners who had been identified as perpetrators were too generic, for example we saw ‘attend work’ or ‘conform to the regime’ as main targets, which did not address their problematic behaviour.
- I.14** Some violent, bullying or intimidating behaviour recorded in unit observation books was not reported to the safer custody team and therefore not investigated, which undermined the ethos of the prison. In one case, staff had witnessed a prisoner being bullied by three others and recorded the event in an observation book, but no follow-up action was taken. (See also paragraph I.27.)
- I.15** The main incentive for good behaviour was progression to accessing release on temporary license (ROTL) for work or family ties and an eventual move to the open unit which prisoners appreciated and saw as genuine goals for themselves. Although there was a relatively new incentives policy in place, it did not sufficiently promote positive behaviour and in our survey, only 50% of prisoners said the scheme encouraged them to behave well. Incentives to move between levels were too small and not enough was done to encourage prisoners to behave well. Case management needed to improve, for example, some reviews were not multidisciplinary and targets set were very basic and did not sufficiently address poor behaviour. The prison had other ways of promoting positive behaviour, such as offering progression to ROTL and a move to the open unit, which were the biggest incentives.

## Recommendations

- I.16 All violent, bullying or intimidating behaviour should be reported to the safer custody team for thorough investigation.**
- I.17 Management plans developed for individual prisoners should include specific, meaningful targets that address their poor behaviour.**

## Self-harm and suicide prevention

### Expected outcomes:

**The prison provides a safe and secure environment which reduces the risk of self-harm and suicide. Vulnerable prisoners are identified at an early stage and given the necessary support. All staff are aware of and alert to vulnerability issues, are appropriately trained and have access to proper equipment and support.**

- I.18** The level of self-harm was low and the lowest across all other closed prisons for prisoners according to Prison Service data. However, a small number of prisoners self-harmed repeatedly – over the previous year, three prisoners accounted for a third of all incidents of self-harm. There had been one self-inflicted death since the previous inspection and action to address Prisons and Probation Ombudsman recommendations had been taken forward and included an action plan that was considered at the monthly safer custody meeting.
- I.19** Prisoners supported by the assessment, care in custody and teamwork (ACCT) case management process for those at risk of suicide or self-harm reported receiving good levels of care from staff. The standard of ACCT recording was mostly good. Assessments were thorough, although we found some care maps were not always reviewed appropriately. Attendance at reviews were multidisciplinary and had improved following specific training undertaken by the safer custody team.

- I.20** Prisoners had access to a good range of support, including counselling, and the safer custody team worked hard to provide activity packs for prisoners in crisis, including craft material, to keep them busy. The weekly safety intervention meeting also reviewed all prisoners on ACCTs, prisoners of concern and identified events linked to self-harm. (See paragraph I.12.)
- I.21** In our survey, 43% of prisoners said it was easy for them to access a Listener (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners). There were too few Listeners in post during the inspection, but further training was planned and more new prisoners had been identified and selected to take on the role. Prisoners could contact the Samaritans on a free phone number.

## Good practice

- I.22** *The safety intervention meeting noted major events in prisoners' lives, such as anniversaries of bereavements, so that staff could provide them with extra support during these times.*

## Safeguarding (protection of adults at risk) and prisoners with complex needs

### Expected outcomes:

**The prison promotes the welfare of all prisoners, particularly adults at risk, and protects them from all kinds of harm and neglect.**

Note: we define an adult at risk as a person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

- I.23** The prison had a safeguarding policy in place, although there had been no adult safeguarding referrals since the previous inspection. The designated safeguarding lead member of staff no longer represented the prison at the external local safeguarding adults board. However, this was being addressed.
- I.24** Most prison staff had not been trained in adult safeguarding and they lacked an awareness of the difference between adult safeguarding and meeting the needs of prisoners with complex issues.
- I.25** The Bristol unit, the only unit other than the induction unit with dedicated staff throughout the day, provided prisoners with complex individual needs with a supportive environment. These prisoners reported receiving good support from staff and said they had access to many of the support services on offer (see paragraphs 2.44 and 4.33).

## Security

### Expected outcomes:

**Physical and procedural security measures are specific to the risks in a prisoner's prison. Security and good order are underpinned by effective security intelligence and positive**

### **staff-prisoner relationships. Prisoners are safe from exposure to substance misuse while in prison.**

- I.26** Security arrangements were proportionate and prisoners had a good level of freedom to move around the prison. Strip-searching was based on a risk assessment, which was proportionate. During the inspection, no prisoners were on closed visits and there had only been two in the previous six months, both for incidents relating to visits. Reviews of closed visits were completed regularly and demonstrated that prisoners had the restriction removed, following a reduction in risk.
- I.27** The security department received a good number of intelligence reports (IRs) – 2578 had been received in the previous six months compared with 1668 over a similar period at our previous inspection. The increased amount of intelligence was well managed; there was no backlog and a robust system ensured that newly submitted IRs were checked every day. Action was taken as a result of intelligence and results were good. However, we were concerned that intelligence about bullying and violence that was held by the security department was not always shared with other departments, making it difficult for action to be taken (see paragraph I.14).
- I.28** Since the last inspection the prison had been proactive in trying to reduce the availability and use of illicit substances. New technology and additional security measures had been introduced and the recent average mandatory drug testing (MDT) rate was lower than at our last inspection but other evidence, including the prison's own security priorities, suggested illicit substances were still a key risk. Most prisoners and staff we spoke to told us that drugs, including the trading of prescribed medication, were too readily available in the prison and they were concerned this could destabilise the prison. Some prisoners reported concerns about pressure from peers to bring illicit items back into Drake Hall on their return from ROTL. The availability of drugs was supported by our survey findings and other evidence. In our survey, significantly more prisoners (15%) than in similar prisons (4%) said they had developed a problem with illicit drugs while at Drake Hall, which was also higher than at the previous inspection (4%). Half of those surveyed (48%) said it was easy to get drugs in the prison. Two thirds of the security department's intelligence reports received related to drug availability and over half of completed suspicion drug tests in the previous six months had been positive. (See key concern and recommendation S52.)

## **Disciplinary procedures**

### **Expected outcomes:**

**Disciplinary procedures are applied fairly and for good reason. Prisoners understand why they are being disciplined and can appeal against any sanctions imposed on them.**

### **Disciplinary procedures**

- I.29** The number of adjudications had increased and was high compared to the previous inspection and compared with similar prisons. There had been 750 adjudications in the previous six months compared to 511 last time we inspected. Most adjudications were appropriate, although a small number of cases could have been dealt with through the incentives policy. Some charges that prison managers considered serious enough to refer to the police were not always robustly managed, which meant some did not proceed.

## The use of force

- I.30** The number of incidents involving the use of force had increased since the previous inspection. However, almost half of the incidents were very low level and did not involve restraint.
- I.31** Documentary evidence was up to date and showed force was used as a last resort. Staff used body-worn video cameras and video evidence showed de-escalation was used to minimise restraint wherever possible. All prisoners were debriefed after force was used, even in low-level incidents.
- I.32** Quality assurance was effective. The deputy governor chaired a monthly meeting, which included representation from senior managers, who reviewed all incidents involving force, including video footage. Where training requirements or lessons were identified, action was taken.

## Good practice

- I.33** *Prisoners were debriefed after every incident involving force to help them understand the reasons for its use and prevent it from happening again.*

## Segregation

- I.34** According to the prison's own data, the number of prisoners segregated had decreased since the previous inspection; however, it was still higher than at similar prisons. The main reasons for segregation in the previous six months were because prisoners had an adjudication pending or because their behaviour was undermining the good order or discipline of the prison. Four prisoners were in the unit during our inspection, and all were there for appropriate reasons. We observed good relationships between staff and prisoners. Prisoners we spoke to said staff treated them with respect and were sensitive to their needs.
- I.35** The segregation unit was bright and clean. Prisoners had access to basic entitlements, such as showers, phone calls and time in the open air. Cells were reasonably clean and prisoners had daily access to cleaning material. Senior managers and health care staff were meant to see prisoners every day, but we saw evidence showing this had not happened.
- I.36** Segregated prisoners' access to the wider prison regime was poor and prisoners could spend up to 23 hours locked in their cells on some days and more needed to be done to improve this. Reintegration planning was weak and targets we looked at were too basic and failed to address the reasons for prisoners' initial segregation or provide them with support. A senior manager carried out reintegration planning without involving the key people required to make the plans effective.

## Recommendation

- I.37** **Reintegration planning should be meaningful and address the reasons for the behaviour that has led to segregation.**

## Substance misuse

### Expected outcomes:

**Prisoners with drug and/or alcohol problems are identified at reception and receive effective treatment and support throughout their stay in custody.**

- I.38** A well-managed and integrated substance misuse team delivered responsive and patient-centred care. Attendance and information sharing at drug strategy meetings were good.
- I.39** In our survey, 38% of prisoners told us they had a drug problem when they arrived at the prison and 12% said they had developed a problem with medication that had not been prescribed for them. (See also paragraph I.28 and key concern and recommendation S52.)
- I.40** Psychosocial care was delivered by Inclusion and was now part of an integrated substance misuse and mental health service. Some staffing deficits within the psychosocial team affected the provision, and prisoners waited too long for group interventions. Inclusion provided an induction pack, which included information on harm minimisation and how to contact the service. No peer supporters were in post; however, there were plans to address this. An additional impact on group interventions was the lack of available confidential space (see paragraph 2.63).
- I.41** A clinical substance misuse team, run by Care UK Health and Rehabilitation Services Ltd, was led by a clinical nurse manager who was also the prescribing lead staff member. The team was fully staffed and consisted of two nurses and two health care assistants.
- I.42** The caseloads for psychosocial and clinical teams were similar – approximately 75 prisoners had regular contact with the teams and 23% of the population was receiving daily opiate substitution therapy (OST), a 6% increase since the previous inspection. Clinical administration of OST was in line with good practice; however, supervision of the medicines queues was problematic because of the physical environment, number of prisoners and congestion in the corridors.
- I.43** All initial assessments and 12-week reviews were undertaken jointly with both clinical and psychosocial teams and followed up with appropriate, but separate, care plans. Patients requiring OST were identified during reception screening and prescribing was timely and in line with national guidance. If the main prescriber was not available, mechanisms were in place to ensure prisoners had access to timely prescribing. New arrivals receiving OST were expected to be stabilised as overnight monitoring was not available.
- I.44** The lack of officers in the residential units meant it was difficult to monitor the use of illicit drugs. Prisoners told us they looked after each other when they were under the influence of substances, which meant these prisoners were not referred to the substance misuse service. (See also paragraph I.28.)



## Section 2. Respect

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

### Residential units

#### **Expected outcomes:**

**Prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions. Prisoners are aware of the rules and routines of the prison which encourage responsible behaviour.**

- 2.1 The prison grounds remained clean and well maintained. Prisoners were accommodated in a mixture of double and single rooms in 15 residential units. There was also an open unit outside the prison gate, which remained impressive and well equipped (see paragraph 4.32).
- 2.2 As we reported at the previous inspection, Richmond and Plymouth units were very old, prefabricated buildings, which, despite having received an investment to improve the shower areas, remained poor and needed replacing. Rooms were damp and mouldy, and although prisoners were supplied with dehumidifiers for their rooms, conditions were poor. (See key concern and recommendation S53.)
- 2.3 All other units were well maintained, a cleaning project had started a year earlier and teams of prisoners led by a team leader, cleaned set units and work areas every day. A two-year Clean, Rehabilitative, Enabling and Decent programme had begun in September 2019, in which houses were painted and refurbished by prisoners, working alongside the maintenance contractor, which allowed them to be trained on the job. Gloucester unit had been completed and during the inspection, work was being carried out on Exeter unit.
- 2.4 Most rooms were single and reasonably big and all prisoners had their own room key. However, there were few lockable cabinets in the double rooms that were in good working order. Prisoners kept their rooms tidy and all units had communal toilets and showers, which were clean. There were also laundry rooms and an association room with a TV, sofa, chairs and a table. Fridges had been placed in all the units' kitchen areas with the existing microwave and toasters, and the prison planned to further improve the cooking facilities. Prisoners' access to toiletries, clothing and laundry facilities was good; however, access to cleaning material was inconsistent.
- 2.5 Prisoners were never locked in their rooms so they had excellent access to phones, although they were still not sufficiently private. However, plans were underway for in-room telephony to be installed.
- 2.6 The application system worked well, in our survey 84% of prisoners said it was easy to make an application and 52%, significantly more than at the previous inspection (33%), said applications were dealt with within seven days. However, answers were not logged and there was no quality assurance process in place.

## Staff-prisoner relationships

### Expected outcomes:

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

- 2.7** Most prisoners were positive about staff and we observed good, supportive and respectful interactions. However, prisoners had few opportunities to speak with staff as they were only based in the induction unit and Bristol, Plymouth and Richmond units. According to notices on office doors, staff enquiry times were set at 45 minutes in the morning and 45 minutes in the evening, which undermined the prison's community ethos and many prisoners said they found this frustrating. This was compounded by a weak personal officer scheme. Although all prisoners in our survey said they had a personal officer, only 49% found them helpful. Contact with prisoners was not consistent and, many of the electronic case notes we viewed were weak and not completed regularly. Although some prisoners were positive about their personal officer, too many said they had not had a conversation with theirs since they had arrived at Drake Hall.
- 2.8** The use of peer workers across the prison was good, but they had not all been adequately trained; some had access to confidential information, which was inappropriate, and staff oversight was limited in some instances.
- 2.9** Monthly consultation forums were effective and chaired by the head of residential units. Unit representatives attended and put forward reasonable suggestions and made requests, which led to good outcomes for prisoners.

### Recommendation

- 2.10 Prisoners should have easy access to support and advice from staff and the personal officer scheme should be effective.**

## Equality and diversity

### Expected outcomes:

**The prison demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic (see Glossary of terms) are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), transgender issues, sexual orientation and age.**

### Strategic management

- 2.11** The strategic management of equality and diversity work was well developed. Analyses of central and local data were submitted to the monthly equality meeting, where any patterns or trends were considered. Where disparities affecting those with protected characteristics were identified, further investigations were carried out to determine the cause and ensure appropriate action was taken.



- 2.12** The equality meeting was well attended by an appropriate range of staff but the governor or deputy governor were not always present, which demonstrated that the meeting was not given a high priority. Prisoner equality representatives we spoke to were positive about the equality meeting and felt they could make a full contribution and were taken seriously.
- 2.13** A senior manager had been appointed to take responsibility for each of the protected characteristics, underpinned by a policy for most strands. Not all of the work covering protected characteristics was well established and some prison lead staff members with whom we spoke felt they had not been given sufficient time to focus on their area.
- 2.14** Discrimination incident reporting forms (DIRFs) were dealt with in a timely way and the standard of investigations was good. Robust assurance processes were in place, including independent scrutiny from a panel of external volunteers with relevant experience, which met every month. Prisoners could apply to sit on the panel and those we spoke to who had done so felt the process was fair. The number of DIRFs upheld supported this view and prisoners said they had confidence in the system. Access to DIRF forms was not consistent across all the units and in the induction unit, prisoners had to ask the induction orderly for a form if they needed one, which was not appropriate as it undermined confidentiality.

## Protected characteristics

- 2.15** There were no major differences in our survey between the perceptions of prisoners with protected characteristics and those without. Prisoners had access to a monthly forum. However, the forum dealt with all protected strands at the same time instead of offering individual meetings for each group, which meant it was too generalised and failed to cover issues in depth. Some prisoners with whom we spoke said they felt they could not express themselves or were not listened to at this meeting and no longer attended as a result. Prisoners from minority groups told us most of the support they received at the prison was informal assistance through their peers in residential units.
- 2.16** Prisoners were also consulted and supported through the equality hub, a drop-in centre which provided support, help and advice on a range of prison matters. Those we spoke to were generally positive about the hub but we did not observe many using it during our inspection. The hub was meant to be open every day throughout the week, but we found it was closed for parts of the day if staff were unavailable, which undermined its effectiveness.
- 2.17** At the time of our inspection 21% of the prison population was from a black and minority ethnic group. Perceptions about their treatment did not differ significantly from white prisoners. Black and minority ethnic prisoners we spoke to were positive about support, particularly from peers, and the flexibility in the regime enabled this to take place successfully. There was no specific forum for black and minority ethnic prisoners and those we spoke to who attended the general protected characteristics forum felt listened to but would welcome a separate group if this was made available.
- 2.18** The prison appropriately analysed its data about black and minority ethnic prisoners and where disproportionality was identified, further investigation was carried out to determine the cause. For example, an investigation found that the overrepresentation of black and minority ethnic prisoners in the segregation unit earlier in the year had occurred due to an extended stay by one individual.
- 2.19** Support for foreign nationals was reasonable – an officer focusing on this group’s needs was available in the equality hub and there was a monthly immigration clinic. Foreign national prisoners took on the role of informal interpreters and we were not satisfied professional

telephone interpretation was always used when needed in some areas of the prison, such as reception.

- 2.20** We observed a prisoner being repatriated – she was upset, frustrated and did not understand English, but officers did not attempt to use formal interpretation services. Additionally, foreign national prisoners were routinely refused open status on the basis of being a foreign national prisoner alone, without a risk assessment being undertaken, which was not appropriate (see paragraph 4.19)
- 2.21** The prison needed to do more to determine the perceptions of those with other protected characteristics and raise staff and prisoners’ awareness of these groups. Of the many disabled and older prisoners we spoke with, none believed they could raise issues and their perceptions were negative about the provision on offer. There were only four wheelchairs in the prison, and we were told by prisoners and staff that at times this was too few for all those needing one.
- 2.22** There were no paid full-time prisoner carer roles during the inspection. Most prisoners with a disability we spoke to relied on their peers for individual support. St David’s unit, where older prisoners or those identified as having a disability applied to live in, had appropriate adjustments, including pull bars in rooms and three accessible shower rooms. Personal emergency evacuation plans were completed for those requiring help evacuating the building on their arrival at the prison. The plans lacked detail and some prisoners did not know they had one. During our night visit, we also found some staff were uncertain of the process or where to find the plans, which was a concern as many units were unstaffed.
- 2.23** A group for care leavers (those aged 25 or under, who have been looked after by a local authority) was impressive and very well developed; prisoners were consulted and the work had clear direction. These prisoners were involved in group activities in the prison and links had been developed with relevant external charitable organisations.

## Recommendation

- 2.24 A formal interpretation service should be used for prisoners with a limited understanding of English.**

## Faith and religious activity

### Expected outcomes:

**All prisoners are able to practise their religion fully and in safety. The chaplaincy plays a full part in prison life and contributes to prisoners’ overall care, support and resettlement.**

- 2.25** Since the previous inspection, the chaplaincy had been expanded and now included a new managing chaplain who was full time and a faith chaplain. The department was well integrated and visible across the prison.
- 2.26** Prisoners we spoke to were very positive about the support they received from chaplains. The department offered structured and informal sessions on a one-to-one basis with an open-door policy, which worked well. Chaplains’ attendance at assessment, care in custody and teamwork (ACCT) case management reviews for those at risk of suicide or self-harm had improved since our last inspection and was good. All prisoners were seen individually by a member of the team when they first arrived at the prison and within two weeks of their release date. The managing chaplain had access to the community rehabilitation company’s

database so that they could help with prisoners' housing options when they were due to be released.

## Complaints

### Expected outcomes:

**Effective complaints procedures are in place for prisoners, which are easy to access, easy to use and provide timely responses. Prisoners feel safe from repercussions when using these procedures and are aware of an appeal procedure.**

- 2.27** There had been 467 complaints in the six months before the inspection, which had increased from 275 at the previous inspection. Responses to complaints were reasonable overall. However, 17% of them were late.
- 2.28** Complaints were analysed well, key trends and themes were identified and a monthly quality assurance process was in place. Complaints made against staff were directed to the deputy governor and would then be passed to the relevant manager if appropriate.

## Legal rights

### Expected outcomes:

**Prisoners are fully aware of, and understand their sentence or remand, both on arrival and release. Prisoners are supported by the prison staff to freely exercise their legal rights.**

- 2.29** Legal rights support was reasonable, a trained legal services officer was available to provide prisoners with solicitors' contact details and assist with appeal paperwork, and up-to-date legal texts were available in the library. The provision for legal visits was adequate and three private rooms were available as well as a small video-link suite.
- 2.30** Confidential legal correspondence was now handled more carefully and there had only been one reported incident of legal correspondence opened in error. Arrangements were made for prisoners to use a computer in the library for legal work when needed, although it needed to be updated.

## Health services

### Expected outcomes:

**Prisoners are cared for by a health service that assesses and meets their health needs while in prison and which promotes continuity of health and social care on release. The standard of health service provided is equivalent to that which prisoners could expect to receive elsewhere in the community.**

- 2.31** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC) (see Glossary of terms) 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.

## Governance arrangements

- 2.32** Overall, the quality of health services had improved since the previous inspection and was now good. Regular, well-attended local delivery board meetings and clinical governance meetings provided effective oversight of the service. Monthly meetings with commissioners ensured the contract was robustly monitored to ensure it met patients' needs.
- 2.33** Service development was informed by lessons learned from incidents, patient feedback and complaints. Health care provider Care UK Health and Rehabilitation Services Ltd regularly undertook clinical audits, however, it required better oversight of care plan audits (see paragraph 2.44). A new patient participation group was to be launched two weeks following the inspection.
- 2.34** Health care services were well-led and supported by skilled clinical lead staff members. We observed caring and compassionate interactions between patients and clinical staff, who knew their patients well. The service operated from 7.15am to 6.30pm week days and 7.30am to 5pm at weekends and was adequately staffed.
- 2.35** Mandatory training compliance was very good, and arrangements for regular clinical and management supervision were robust and recorded. All staff had received an annual appraisal.
- 2.36** The health centre operated like a community clinic and a prisoner health care champion greeted patients at the welcome desk. Clinical areas met infection prevention control standards.
- 2.37** Emergency resuscitation equipment was in good order; it was monitored effectively, stored appropriately and easily accessed. Officers we spoke to were familiar with the emergency code protocol and first-aid trained staff were always on duty.
- 2.38** Patients had access to a separate health complaints system, which was well advertised. Complaints were well managed and face-to-face resolution was encouraged if appropriate. Complaint responses we sampled were respectful and addressed the issue raised.
- 2.39** A joined-up health promotion plan informed the provision of a variety of national and local initiatives. A local prisoners' strategy action plan covered health promotion plans for the year. There was a wide range of health promotion material across the prison. There was no evidence of information in other languages, but staff told us it was available on request. Gender- and age-appropriate health screening was available, as were intermittent health promotion activities throughout the year.
- 2.40** There had been a recent increase in waiting times for sexual health and some contraception services, but work was being undertaken to rectify this. The gym had a peer health advisor who supported prisoners to eat well and be more active, newly recruited gym staff were currently undertaking training to provide remedial exercise sessions (see also paragraph 3.33).

## Delivery of care (physical health)

- 2.41** In our survey, 52% of prisoners said that quality of the GP service was very or quite good. Daily nurse clinics were in place and patients had good access to prescribers. In our survey, 66% of prisoners stated the quality of the service nurses provided was very or quite good.

- 2.42** An appropriate appointment system was in place. Missed appointment levels were generally high – approximately 20%-25%. Feedback from patients was that it could be difficult to get an appointment and they were not always informed about them; the prison was addressing the problem. However, overall waiting times within acceptable time frames.
- 2.43** Patients received a timely initial health screening and were offered a more detailed secondary health screening; subsequent referrals were made. Prisoners had good access to a range of primary care services, including a female GP.
- 2.44** Overall, chronic disease management was managed well and further developments were planned. We found that patients needing additional support had care plans and regular reviews took place. Care plans helped to ensure staff were aware of patients' needs and associated risks and knew how the care should be delivered; there was no evidence that they had been developed with the patient to reflect their wishes. Auditing needed to be further developed. Multidisciplinary weekly complex care meetings identified patients at risk, and their health needs were prioritised.
- 2.45** A perinatal pathway was in place and had been reviewed to incorporate new changes in line with recent guidance. There was a named community midwife, which helped ensure patients received continuity of care, and links with the local hospital were good. Systems had been put in place to ensure patients had a copy of their records.
- 2.46** External hospital appointments were well managed and patients had access to telemedicine (the use of telecommunication and information technology to provide clinical health care at a distance) to help ensure timely access. Appropriate systems were in place for out-of-hours' care, as well as for dealing with emergencies.

## Recommendation

- 2.47** **Care plans, which should be audited, should be drawn up with the patient to ensure they reflect their wishes.**

## Pharmacy

- 2.48** Medicines management had improved and was adequate. The pharmacy service supplied medicines every week day and urgent medicines were delivered on the same day. Community prescriptions were used to access urgent medicines not covered by the delivery schedule.
- 2.49** A full-time pharmacy technician was in post and a pharmacist visited every fortnight and saw patients to carry out medicine reviews. A prescribing supervision group now met every month, which was good, and medicines management was discussed at the monthly quality assurance meetings.
- 2.50** Most medication was delivered on a patient-named basis and some commonly used medicines were administered from stock. Medicines were prescribed and recorded on SystmOne (the electronic clinical information system). During the inspection, about 70% of prisoners prescribed medication received it in possession following a risk assessment.
- 2.51** Medicines administration occurred twice a day and missed doses were recorded and followed up as necessary. Patients requiring medication at night received it as a single in-possession dose, depending on their risk assessment. Medicines were transported to the segregation unit in unlocked bags, which created a risk.

- 2.52** Medicines were administered from the pharmacy, which continued to compromise patient confidentiality due to the close proximity of two hatches that were being used simultaneously and the location of the supervising custody officer. We observed administration being completed competently and the team had a good rapport with patients, answering medication queries and booking them in for nurse triage appointments.
- 2.53** Patients who received medication in possession re-ordered their prescriptions by handing in a slip to the pharmacy technician similar to in the community.
- 2.54** A good range of minor ailment treatments and suitable patient group directions, which enable nurses to supply and administer prescription-only medicine, were available. Prisoners could buy creams, lotions and simple painkillers from the shop.
- 2.55** Refrigerator and room temperatures were not always recorded consistently so the integrity of the medicines could not be assured, and not all medicines in the refrigerator were clearly labelled; however, these issues were addressed during the inspection.

## Recommendation

- 2.56** **Oversight of medicines stock, storage and transportation should be improved to ensure the safety and integrity of medicines.**

## Dentistry

- 2.57** Patients could access an appropriate range of treatment equivalent to those available in the community. In our survey, 40% said the quality of the service was very or quite good.
- 2.58** Governance arrangements were effective and included registering staff with appropriate professional bodies. Regular audits and checks on the environment and equipment were supported by relevant policies and procedures, which meant that treatment was delivered in a clean and suitable environment.
- 2.59** The large number of patients failing to attend their appointments had had an impact on waiting times. Dedicated staff had worked hard to reduce them and, during our inspection, it was approximately six weeks, which was acceptable. Dental staff triaged applications to ensure patients were prioritised appropriately. A process was in place for those who needed urgent care.
- 2.60** In-depth medical records showed that patients' consent was obtained, a choice of treatment was offered, risks were explained, and health promotion and advice given.

## Delivery of care (mental health)

- 2.61** The integrated mental health team delivered a responsive and patient-centred service, had benefited from more staff in 2019 and now provided a seven-day service. The team was based in an open plan office, which promoted effective communication and integrated working with substance misuse workers.
- 2.62** During the inspection, 90 prisoners were receiving support from the team and seven were being managed under the care programme approach (a framework that assesses and supports those with a mental illness). In our survey, 62% of prisoners stated they had a mental health problem and 71% said they were receiving help.

- 2.63** Issues with the prison's sequencing of programmes and lack of confidential therapeutic space hindered the delivery of group therapies, which included psychosocial groups, and we found prisoners who were referred to groups waited too long before they could attend. In the interim, these prisoners were receiving adequate support from individual workers and had their cases reviewed regularly.
- 2.64** Referrals were discussed at weekly multidisciplinary team meetings and urgent referrals were discussed at the daily team meeting. The new duty professional worker saw urgent referrals promptly and attended ACCT reviews.
- 2.65** The team was skilled and knowledgeable, and individuals felt they received good support, including from a consultant psychiatrist. Vacancies were being covered by regular bank and agency staff. A newly appointed psychologist had started in the week of the inspection.
- 2.66** The training package for custody staff delivered by the mental health team, was being reviewed, and all custody staff we spoke to understood the referral process and valued the service.
- 2.67** Physical health monitoring was in place for those prescribed mood stabilising and anti-psychotic medications, and care plans we looked at were evidence-based and reviewed regularly.
- 2.68** There had been no transfers to mental health hospitals under the Mental Health Act in the previous six months.
- 2.69** Since March 2019, NHS England separately commissioned loss and bereavement and sexual violence counselling services and over 100 prisoners had accessed them, with 21 receiving support during the inspection. All prisoners and staff we spoke to valued the service.

## Recommendation

- 2.70 Prisoners with mental health problems and/or psychosocial needs should be able to access group therapies.**

## Good practice

- 2.71** *Prisoners who were experiencing issues around loss, bereavement or sexual violence could receive specialised counselling to meet their specific needs.*

## Social care

- 2.72** There was an agreed memorandum of understanding between the local authority and the prison. The local authority had developed a regional team to meet social care needs, which included assessment, occupational therapy and contracted domiciliary care, which had been used on occasion in recent months. Appropriately trained and supervised peer support workers had been in place, but they had left the prison. They were replaced by informal unsupervised peer supporters, without job descriptions or training, which created a potential risk to some prisoners.

## Recommendation

**2.73 Peer workers should be supervised and trained to deliver support.**

## Catering

### Expected outcomes:

**Prisoners are offered varied meals to meet their individual requirements and food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations.**

- 2.74** The food provided was good. Prisoners were positive about it and in our survey, 85% of them said the quality of the food was very or quite good and 82% said they got enough to eat at meal times. Prisoners were consulted about the food and their views were acted on.
- 2.75** Menu options were based on a four-weekly seasonal cycle, and pictures and allergen information were provided for each item. Prisoners selected lunch and dinner options from a good varied selection of food, which catered for prisoners' dietary and religious needs. Prisoners ate lunch and dinner, and, on weekends, a hot breakfast, in the communal dining hall.
- 2.76** The dining facilities had improved, the communal hall had been redecorated with art work and a digital noticeboard provided advice on healthy eating. Most units had a fridge and a microwave, but overall cooking facilities remained limited.

## Purchases

### Expected outcomes:

**Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs, and can do so safely.**

- 2.77** The shop provision was very good and in our survey, 83% of prisoners said the shop sold what they needed compared with 56% in other similar prisons. Shop items were issued every week and any discrepancies with orders were dealt with easily as the contract provider was based at Drake Hall. Most items on the shop list were reasonably priced and prisoners could also order from an additional six different catalogues. However, prisoners still had to pay an administration fee and delivery costs, which was not appropriate.
- 2.78** The charity shop continued to sell a very good range of clothes and accessories donated by the local community and proceeds were given to Katharine House Hospice. Most items were under £2 and prisoners could pay in instalments for more expensive items, such as coats, which was helpful.



## 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 are actively encouraged to engage in activities available during unlock and the prison offers a timetable of regular and varied activities.**

Note: time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

- 3.1** Prisoners were never locked in their rooms and could move freely around the prison and its grounds during the day. Prisoners were responsible for maintaining their own weekly activities' timetable, which meant they had to ensure they arrived on time at work, education or appointments.
- 3.2** Prisoners were expected to remain within their units from 7pm until the following morning, but could still move freely within their units, which allowed them to carry out tasks, such as showering, making food or using the phone without restrictions. In our survey, 32% of prisoners over the age of 50 said they spent less than two hours out of their rooms on a typical week day, compared with 3% of under 50-year-olds. This appeared to have been their choice rather than any enforced difference in regime.
- 3.3** Many prisoners we spoke with told us they had little to do at weekends and in the evenings and suggested it caused some to misbehave because they were bored. However, prisoners now had access to outside exercise equipment and a path with distances marked out to promote walking and enhance healthy living. However, access to the library, gym and coffee shops was too often curtailed (see also paragraphs 3.30 and 3.33).
- 3.4** Prisoners had not been consulted to determine their views about suitable activities, and managers told us they did not have enough staff for additional recreational activities in the evening or at weekends. A number of themed days did take place throughout the year, which were well received, including a Tour de Drake biking event, as well as other initiatives and competitions that involved prisoners and staff interacting.

### Learning and skills and work activities (Ofsted)

#### **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 learning and skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.**

**This part of the inspection is conducted and written by Ofsted inspectors using Ofsted's inspection framework, available at <https://www.gov.uk/government/publications/education-inspection-framework>.**

**Ofsted inspects the provision of education, skills and work in custodial establishments using the same inspection framework and methodology it applies to further education and skills provision in the wider community. This covers four areas: quality of education, behaviour and attitudes, personal development and leadership and management. The findings are presented in the order of the learner journey in the establishment. Together with the key concerns and recommendations, provided in the summary section of this report, this constitutes Ofsted's assessment of what the establishment does well and what it needs to do better.**

**3.5** Ofsted made the following assessments about the learning and skills and work provision:

Overall effectiveness:	Good
Quality of education:	Good
Behaviour and attitudes:	Outstanding
Personal development:	Good
Leadership and management:	Good

**3.6** Leaders, managers and staff had high expectations of prisoners during their time at Drake Hall. Pay rates were equitable and fair, and enabled prisoners to move into enhanced roles in work and as peer mentors in education. Prison managers had improved the allocations process since the previous inspection. Activities were carefully organised and ordered so that prisoners received the right intervention at the right time in their sentence. The prison provided sufficient activities to occupy prisoners fully. Prisoners could combine work with education and there was a high priority placed on helping those with lower levels of English and mathematics to improve these skills. Leaders had created a culture of trust in which prisoners were independently responsible for attending activities. Attendance was consistently high, and prisoners attended activities on time.

**3.7** There was no strategic oversight of the curriculum, however managers had a clear rationale. They had developed excellent partnership arrangements with a range of national employers to provide work and training. This provided prisoners with the opportunity to participate in a good range of vocational career pathways that did not promote gender stereotypes. For example, they worked with Halfords, a large national retailer of car parts and bicycles, where they received training on cycle maintenance. Since the previous inspection, managers had introduced level 3 programmes in hairdressing, beauty therapy and hospitality supervision. These programmes had been developed in consultation with employers. As a result, prisoners had access to highly relevant workplace training, a more challenging curriculum, and a greater range of progression pathways.

**3.8** Staff used relevant information about prisoners' starting points, scale of need and length of stay to inform achievable personal learning plans in most areas; however, the plans were inconsistent. In a few work and vocational training areas, staff did not complete them consistently well enough. As a result, it was not clear what knowledge or skills prisoners were developing over time.

**3.9** In education, vocational training and work, prisoners gained useful and relevant knowledge, skills and qualifications that helped prepare them for employment on release. The vast majority of prisoners achieved their qualifications. However, in a few work areas, such as cleaning, the call centre, and laundry, prisoners did not gain accredited qualifications. The skills they developed from working in these areas were not recorded or recognised sufficiently well.

- 3.10** Most lecturers and instructors tailored activities across work and vocational training to meet individual needs, which enabled prisoners to build on and consolidate previously acquired knowledge and skills. For example, in level 3 hairdressing, prisoners practised advanced techniques, such as tapering, thinning, and point cutting, building on the skills they had mastered at level 2. In the cycle maintenance academy, prisoners first learned how to use tools to strip a bicycle. They then developed the skills they needed to build a bicycle to a precise specification. They practised these skills until they were able to complete the task within industry-standard timescales.
- 3.11** Lecturers in education used their subject expertise to plan engaging activities that helped prisoners build and consolidate their knowledge and skills. For example, in mathematics, prisoners used the interactive whiteboard and voting handsets to complete quizzes. This helped them review and recall previously learned mathematical topics, as well as develop their use of technology and communication skills.
- 3.12** Lecturers and assessors used assessment frequently and effectively to check what prisoners had learned and identify any gaps in their knowledge and skills. This enabled them to adapt the topics being taught. Most lecturers and instructors provided prisoners with feedback that helped them improve their knowledge and skills. Prisoners produced work to at least the required standard, and often to a high standard. In vocational training and work, staff did not always follow up on the action they had set prisoners to improve their work. Consequently, a few prisoners did not improve their workplace practices swiftly enough.
- 3.13** English and mathematics were promoted well through displays in the education centre and in work areas. Lecturers in education produced quality resources that helped prisoners develop these skills in vocational training and work areas, such as waste management and recycling. Most prisoners understood the value of these skills in the workplace.
- 3.14** Prisoners with additional support needs, or for whom English was not their first language, were promptly identified during induction. Individual support plans were detailed and thorough. Prisoners with very low levels of English and mathematics were referred to the Turning Pages reading scheme, which was run by well-trained peer mentors in the units. Prisoners who successfully completed the programme then moved on to functional skills courses in education. Additional learning support staff provided lecturers and classroom assistants with clear guidance on how to meet prisoners' needs. Support strategies were highly effective in helping prisoners to improve their skills and achieve as well as their peers.
- 3.15** Staff and prisoners created a very calm and exceptionally positive learning environment. Prisoners were very respectful towards each other and staff, and responded positively to feedback. Staff quickly and appropriately challenged the very few examples of inappropriate language we came across. Prisoners displayed excellent attitudes to learning in all areas of training, education and work. They were highly motivated and extremely proud of the work they produced. For example, they produced the Take a Drake magazine, containing articles about prisoners' health issues, healthy living, poems and short stories, all of which were produced to a very high standard.
- 3.16** Prisoners in education, vocational training and work developed a wide range of useful skills that helped prepare them for their release. For example, prisoners studying level 3 hairdressing and barbering worked independently and used their initiative, often with minimal supervision, to meet clients' needs. Prisoners in warehousing and storage, and the cycle maintenance academy had an excellent work ethic, completing orders within tight deadlines to industry standard and demonstrating their ability to work under pressure.
- 3.17** Most prisoners knew what they wanted to achieve during their time at Drake Hall. They developed their confidence and self-esteem over time. Staff supported prisoners to 'self-reflect', which helped them to respond positively to setbacks and overcome difficulties. For

example, in the hair and beauty training salons, staff frequently used the 'positivity mirror', which displayed positive quotes. This helped prisoners develop their resilience to keep themselves mentally healthy.

- 3.18** During their time at Drake Hall, prisoners demonstrated a strong commitment to the local community. They participated in a wide range of activities, such as initiating fundraising campaigns for the local horse sanctuary and coffee mornings for a cancer support charity. Prisoners contributed to the local village hanging-baskets initiative and voluntarily ran the local football club's café.
- 3.19** Prisoners in vocational training and work areas knew how to keep themselves safe. They adhered to safe working practices and wore the correct personal protective equipment in work areas.
- 3.20** Prisoners had a clear understanding of the importance of the skills they were developing for their future and in relation to their resettlement plans. Those in warehousing used the skills they had gained in mathematics and information technology to complete shop orders for six other prisons. Prisoners in the cycle maintenance academy were keen to use the skills they had gained to secure employment on release. They were proud to be working at the academy and wearing the uniform.
- 3.21** People Plus provided a suitable curriculum that promoted prisoners' personal development. The living skills course was designed to help those identified as needing additional support to live on their own after release. Prisoners could learn skills that helped them manage household finances, prepare healthy and nutritious meals for children and cook on a budget.
- 3.22** The prison's outworker team provided opportunities for prisoners identified as eligible for release on temporary licence. Prisoners participated in paid or unpaid employment in the community. This helped them develop skills and behaviour that would support them on release – for example, customer service skills, punctuality, and dressing appropriately for the workplace.
- 3.23** Education staff had developed a good range of learning materials and resources that promoted tolerance, respect and equality of opportunity. Prisoners celebrated different cultures and diversity through a range of activities – in beauty therapy theory sessions, lecturers skilfully promoted debates on topics, such as transgender therapists and clients.
- 3.24** Managers used self-assessment to identify the key strengths and weaknesses of the quality of education, skills and work. Staff felt their managers supported them well. Managers sought their views on their well-being through frequent surveys and forums.
- 3.25** Staff also received support to improve their practice through frequent professional development. They attended events to update them on developments in their vocational areas, which staff were able to introduce into their own work areas.
- 3.26** The virtual campus (prisoner access to community education, training and employment opportunities via the internet) was used well to deliver short accredited learning programmes, in addition to helping prisoners carry out job searches.
- 3.27** The prison's outworker team provided prisoners eligible for release on temporary licence with good opportunities and support. The prison did not have a careers service provider in place during the inspection and managers had been slow to implement careers advice and guidance for education, training and employment. Information, advice and guidance and careers support were provided by People Plus, the community resettlement company, and the prison's outworker team. (See paragraph 4.38.)

## Recommendations

- 3.28** The prison should recognise, record, and, where possible accredit the skills and behaviour that prisoners develop in work so they can provide evidence of their work experience when released.
- 3.29** In vocational training and work, instructors and assessors should ensure that prisoners act on the feedback provided so they make swift progress.

## Library

- 3.30** Access to the library had been reduced due to staffing issues – there was a reduced timetable in place as a result and there were also regular regime curtailments in the evenings and at weekends (see also paragraph 3.3). This was reflected in our survey where only 29% of prisoners said they visited the library once a week or more, which was significantly lower than at the previous inspection (51%) and compared to similar prisons (68%).
- 3.31** The library had been located in a small, temporary building for over 10 months, while the roof, which had collapsed, was being repaired. Although prisoners could still make requests for books, the temporary location reduced the number of books they had immediate access to. In our survey, only 43% of prisoners at Drake Hall compared to 65% in other prisons, said the library had a sufficient range of stock. The lack of space also meant there were few seating areas and prisoners no longer had regular access to computers in the library. (See also paragraph 4.29.)

## Physical education and healthy living

### Expected outcomes:

**All prisoners understand the importance of healthy living, and are encouraged and enabled to participate in physical education in safe and decent surroundings.**

- 3.32** In our survey, only 28% of prisoners said they went to the gym twice a week or more. The prison did not routinely collect sufficient data to identify which prisoners were attending the gym so they could take steps to improve attendance.
- 3.33** A good range of fitness equipment was available and a well-trained gym orderly ran regular fitness classes on an evening and weekend. The prison had also improved its communication with the health care department and focused on health and well-being (see also paragraph 2.40). However, staffing issues meant the gym had not offered higher level gym qualifications since June 2019 and access to the facility was also affected by regular regime curtailments at evening and weekends (see also paragraph 3.3).
- 3.34** The prison had increased the range of fitness equipment available for prisoners at the open unit who could not access the main gym. However, those we spoke to in the unit said they wanted more equipment.

### Recommendation

- 3.35** Attendance at the gym should be improved.



## Section 4. Resettlement

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

### Strategic management of resettlement

#### **Expected outcomes:**

**Planning for a prisoner's release or transfer starts on their arrival at the prison.**

**Resettlement underpins the work of the whole prison, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need.**

**Good planning ensures a seamless transition into the community.**

- 4.1** The strategic management of work to reduce reoffending was reasonably good. The prison had an up-to-date strategy, covering all the resettlement pathways, which was specific to Drake Hall. There was also a well-attended monthly resettlement meeting. However, the strategy was not informed by a needs analysis to determine whether the interventions and support available met the needs of the population. There was also no overarching reducing reoffending action plan to coordinate work or drive progress.
- 4.2** The use of release on temporary licence (ROTL) was a real strength. In the previous six months, ROTL was used over 5000 times for 71 prisoners, which was more than any other closed women's prison. ROTL was used extensively to help with prisoners' resettlement and promote good family ties. Since the introduction of the new ROTL policy, more prisoners could access child resettlement leave. During the inspection, 40 prisoners had been assessed as eligible for ROTL and 20 were going through the assessment process, which was well managed. Prisoners assessed as eligible for ROTL could take up work in the community, as well as overnight leave to spend time with their family. (See also paragraph 4.16.)
- 4.3** The small unit outside the prison gates, which held up to 25 prisoners, provided prisoners with an excellent opportunity to demonstrate their progress. During the inspection, 16 prisoners lived in the open unit and almost all of them were in full-time paid or unpaid employment (see paragraph 4.32). Those wanting to move to the open unit or gain paid employment received excellent support from prison staff, who had made good links with national employers (see also paragraph 4.40).

### Recommendation

- 4.4** **The prison's reducing reoffending strategy should be based on a needs analysis to ensure that the interventions and support available meet the needs of prisoners in their care.**

### Offender management and planning

#### **Expected outcomes:**

**All prisoners have a sentence based on an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in custody.**

### **Prisoners, together with all relevant staff, are involved in drawing up and reviewing plans.**

- 4.5** The offender management unit (OMU) was well organised but had some prison and probation offender supervisor vacancies. Prison managers said they were struggling to plan staffing levels because of the uncertainty about when the offender management in custody model (OMiC) (see Glossary of terms) would be implemented within the women's estate.
- 4.6** Offender supervisors were suitably trained for the cases they supervised, and caseloads were reasonable. However, offender supervisors told us they struggled to provide all the prisoners on their caseload with the support they wanted to because of an increase in their workload as a result of the extensive use of ROTL and the impact of the new ROTL policy.
- 4.7** In the cases we looked at, levels of contact between offender supervisors and prisoners varied. In some cases, contact was frequent, meaningful and drove progression. In others, contact was mainly reactive. The OMU held a useful daily drop-in session, where prisoners could speak to their offender supervisor. However, there was no expected minimum level of contact between prisoners and their offender supervisor and not all prisoners had regular, planned, meaningful sessions.
- 4.8** Despite about 50% of prisoners arriving at Drake Hall without an assessment of their risks and needs, the prison had worked hard to reduce the backlog, and during the inspection most prisoners had an up-to-date assessment. Those we looked at were accurate and included some good quality risk management and sentence plans.
- 4.9** The home detention curfew (HDC) process was reasonably well managed. In the previous six months, the prison had released 65 prisoners on HDC. The prison was unable to show how many applications it had refused during this period because of an administrative oversight, but the HDC decision-making process was robust and reasons for refusal were appropriate.
- 4.10** A fifth of all prisoners on HDC were released after their eligibility date and some several weeks later because when they arrived at the prison they were already within their HDC window or because of a lack of Bail, Accommodation and Support Service (BASS) accommodation. During the inspection, four prisoners had been approved for HDC but remained in prison while waiting for a BASS bed space, two of whom had been waiting for three months.

### **Recommendations**

- 4.11** **Contact between prisoners and their offender supervisors should take place regularly, be meaningful and support sentence progression.**
- 4.12** **There should be a sufficient number of BASS spaces so prisoners approved for HDC can be released promptly.**

### **Public protection**

- 4.13** Public protection was generally well managed. Risks were appropriately identified on arrival and were then discussed at an excellent interdepartmental risk management team (IRMT) meeting, where initial monitoring and child contact restrictions decisions were made. The IRMT also discussed all prisoners subject to multi-agency public protection arrangements



(MAPPA) who were due to be released, any re-categorisation or ROTL decisions for public protection cases, as well as any ongoing complex risk issues.

- 4.14** Monitoring arrangements were sound. The prison appropriately identified those who needed their phone calls and post monitoring and all communications were adequately monitored. The prison then reviewed the monitoring decisions appropriately and we found no evidence of prisoners having their mail or phone calls monitored for longer than necessary.
- 4.15** Child contact restrictions were reasonably well managed. The prison gathered information from the local authority's children's services which it considered when making decisions, all of which were reviewed annually. However, we were not confident that all written correspondence was adequately checked for prisoners on restrictions, which meant that they might have been communicating with children they were not allowed to contact.
- 4.16** ROTL approval decisions were timely, the process was robust and prisoners were involved. Although MAPPA levels were confirmed six months prior to release, they were not always confirmed prior to ROTL. The prison acknowledged this and implemented a change during the inspection. (See also paragraph 4.2.)

## Recommendation

- 4.17** **The prison should check written correspondence to and from prisoners who are subject to child contact restrictions.**

## Allocation

- 4.18** Categorisation decisions were timely but processes were not always comprehensive. Offender supervisors were responsible for recommending whether a prisoner should remain in closed conditions and decisions were signed off by a suitable manager. However, it was not always clear what information offender supervisors used when making their recommendation and often there was no evidence that the prisoner was involved in the process. This caused many of those we spoke to some frustration as they did not always know what was happening with their re-categorisation application or why a certain decision was made.
- 4.19** We were also not confident that all re-categorisation decisions for foreign national prisoners were robust. We saw decisions in which foreign national prisoners were refused open status on the basis of being a foreign national prisoner alone, without any evidence to show that the Home Office had been contacted or a risk assessment undertaken (see also paragraph 2.20).

## Indeterminate sentence prisoners

- 4.20** A small number of life-sentenced prisoners received reasonably good support. All new arrivals met their allocated offender supervisor and managers within the OMU, which enabled prisoners to ask specific questions and get information about Drake Hall.
- 4.21** Regular family days for life-sentenced prisoners took place and prisoners valued them. There was also a quarterly lifer forum where life-sentenced prisoners could raise any concerns they had. However, there was limited opportunity for prisoners to develop independent living skills and the lifer unit only had limited self-catering equipment. Parole arrangements were well managed.

## Reintegration planning

### Expected outcomes:

**Prisoners' resettlement needs are addressed prior to release. An effective multi-agency response is used to meet the specific needs of each individual prisoner in order to maximise the likelihood of successful reintegration into the community.**

- 4.22** The community rehabilitation company (CRC) provided good resettlement support. Staff met all new arrivals to identify their resettlement needs and provide support with immediate issues, such as housing benefit. The CRC was well integrated across the prison and was co-located with the OMU, which was good.
- 4.23** The CRC reviewed most prisoners' resettlement plans 12 weeks prior to release. Some prisoners who arrived at Drake Hall were already in their 12-week resettlement period and the CRC reviewed their resettlement plan as soon as possible. The CRC also held a pre-release course for most prisoners, which covered all the resettlement pathways and gave them information about being released on licence.
- 4.24** There was some good use of well-trained CRC peer workers to support prisoners but there needed to be more oversight of the confidential information they had access to (see paragraph 2.8).
- 4.25** Practical release arrangements were reasonably good. Prisoners had access to an excellent charity shop where they could buy clothing for their release. They could also be driven to the nearest train station on release. However, not all prisoners could get access to through-the-gate support because it depended on which probation area they were being released to.

### Recommendation

- 4.26 Access to through-the-gate support should be based on prisoners' needs rather than probation area.**

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

- 4.27** The strategic management of work to help prisoners stay in contact with families was good. The prison had a full-time family engagement officer employed by the Prison Advice and Care Trust (PACT); they had developed good working relationships with some local authority children's services and prisoners received good support in maintaining links with social workers. Contact with children who were looked after by the local authority was facilitated directly and indirectly outside usual visiting times, ensuring it was in the best interests of the child.
- 4.28** The number of family days had increased from six to nine, and there was an additional focus on trying to interact with prisoners' partners, which prisoners appreciated, and consultation took place ahead of planned days. Those who did not receive visitors or who had lost touch with relatives or other important people from their past, such as foster carers, were also provided with support to reconnect.
- 4.29** Prisoners received support to maintain contact with their children through one-to-one sessions, a weekly letter pack (enabling them to send letters to their children) and Storybook Mums (which helps prisoners to record a story for their children to listen to at home). However, the availability of Storybook Mums had been restricted because of the library's temporary location (see paragraph 3.31).

- 4.30** The condition of the visits hall was reasonable – it was spacious and had comfortable chairs and a small play area for children. Further investment had taken place outside the visits hall to make the environment child-friendly. The prison had painted the external grounds with playground colours and patterns, improving the environment for children as they walked to the visits hall. The number of visiting sessions had increased and now took place Tuesday and all day Saturday and Sunday. A playworker helped prisoners to involve their children in craft activities on some of the weekend sessions.
- 4.31** Officers in the visits hall were friendly and welcoming towards visitors. Many of those we spoke to complained about visits starting late and poor parking facilities, particularly for disabled visitors. The prison's location meant it was not easily accessible and families continued to have long, expensive journeys.
- 4.32** The prison had a facility that enabled prisoners to have overnight contact with their children, which had not been used for several years until its relaunch; since June 2019, it had been used six times. It prepared prisoners for overnight stays with children at home through ROTL, and provided a stepped approach to release for some prisoners who had been in prison a long time. (See also paragraph 4.3.)

### Victimisation, abuse and vulnerability

- 4.33** A good range of support was available for prisoners who were victims of abuse. Interventions included a Healing Trauma course, which was run by peers, a three-week Healthy Relationships course run by the CRC and one-to-one support for victims of abuse organised by charities in the community. Prisoners also had access to counselling through the health care department (see paragraph 2.69) and there were good links with community organisations to provide support on release.
- 4.34** Staff we spoke to knew about the issues affecting many of the prisoners in their care and most had completed training on the effects of trauma on prisoners' behaviour. However, none of the staff had completed training to work with vulnerable prisoners or victims of domestic or sexual assault, because of national problems with the delivery of training.

### Accommodation

- 4.35** Most prisoners who were released returned to their own accommodation or to live with family and friends. The prison had worked hard to establish links with local authorities and housing agencies and very few prisoners were released homeless. In the previous six months, seven out of 174 had been released with no fixed address and 57 prisoners who had a housing need had gone into secured settled accommodation.
- 4.36** The CRC had a dedicated housing worker who assisted prisoners on arrival with any immediate issues and supported them with housing applications prior to release. The prison, in line with legislation on homelessness, referred all those with a housing need to the local authority, which carried out an initial assessment over the phone prior to release.
- 4.37** However, accommodation outcomes were not always tracked after prisoners' release to evaluate the effectiveness of the prison's housing support.

## Education, training and employment

- 4.38** People Plus and CRC staff provided suitably comprehensive information, advice and guidance on jobs and careers, which helped prisoners understand how they could use their time in custody productively. However, the complexity and range of resettlement agencies operating in the prison led to duplication and a lack of clarity about the respective responsibilities of each agency.
- 4.39** The CRC ran a well-structured pre-release course and provided prisoners with good quality information, advice and guidance on work opportunities. The prison had a comprehensive range of support services to guide those nearing release. Prisoners could obtain the support they needed. They could use the virtual campus (prisoner access to community education, training and employment opportunities via the internet) to write CVs and look for jobs in their local area.
- 4.40** Prison staff worked closely with employers, voluntary organisations and with Jobcentre Plus to find placements for those eligible for ROTL. Those involved in paid or unpaid work in the community gained a wide range of skills to help them prepare for resettlement. They became confident workers and developed suitable behaviour and attitudes likely to enhance their prospects on release.
- 4.41** However, we were concerned that prison managers did not have accurate data on the number of prisoners who moved into paid employment, further education or training after they were released and were unable to evaluate fully the effectiveness of the curriculum. (See key concern and recommendation S54.)

## Health care

- 4.42** Patients were offered an appointment with health care staff prior to release to help support and plan for resettlement. This included arranging medication and offering information about community services. Where appropriate, discharge letters were sent to the prisoner's GP, and a copy was also provided to the patient. Plans were being developed to ensure patients were registered with a GP before their release.

## Drugs and alcohol

- 4.43** There was evidence of good links to community substance misuse services in advance of patients being released. Prisoners at risk of an opioid overdose were often released with naloxone (a drug to manage a substance misuse overdose) and provided with training in its use.
- 4.44** The mental health team liaised effectively with community mental health teams, and pre-release planning for patients with enduring mental health problems was well managed.

## Finance, benefit and debt

- 4.45** Prisoners had good finance, benefit and debt support. The work undertaken by the specialist debt advisor was particularly impressive.
- 4.46** Prisoners received good finance, benefit and debt support. Any immediate debt or benefit issues were identified on arrival and support was offered either by the CRC or a specialist debt advisor, who provided specialist advice and could attend court on a prisoner's behalf.

The work of the debt advisor was particularly impressive and over a six-month period they had worked with 68 prisoners, supporting them with over £700,000 of debts and preventing 21 prisoners from being made homeless.

- 4.47** Prisoners had access to benefit support from the Department for Work and Pensions but could not initiate universal credit claims until the day of their release.
- 4.48** The prison had identified that many prisoners needed money management and budgeting support while in prison and on release, but no money management courses were available. However, this was offset to some extent by some good one-to-one work with CRC staff.

### Good practice

- 4.49** *A specialist debt advisor provided support to prisoners with complex debt and financial issues and attended court on a prisoner's behalf.*

### Attitudes, thinking and behaviour

- 4.50** The prison ran one accredited offending behaviour programme – the Thinking Skills Programme (TSP). About 45 women completed the programme each year and there was an adequate number of programme spaces for those who met its criteria. The prison ran a well-organised waiting list, which prioritised prisoners, based on their release date and all those who were eligible could complete the programme prior to release.
- 4.51** There was also a range of non-accredited programmes, such as a Managing Emotions course, run by the safer custody department, and one-to-one work provided by the psychology team. However, the prison had not completed a comprehensive needs analysis to determine whether its range of accredited and non-accredited programmes met the population's needs (see also paragraph 4.1).



## Section 5. Summary of key concerns, 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

- 5.1** Key concern (S52): The average MDT positive rate for the six months leading up to this inspection was lower than that reported at our last inspection. Despite this we were concerned that much of the other available evidence suggested that illicit substances, including diverted prescribed medications, were too easily available within the prison. For example, in our survey, 48% of prisoners said that it was easy to get illicit drugs and many of the staff we spoke to supported this view. More prisoners (15%) than at similar prisons (4%) and compared with our last inspection (4%) said they had developed a drug problem since being at the prison. In addition, two thirds of the security department's intelligence related to illicit substances and over half of completed suspicion drug tests in the previous six months had been positive. We were concerned that some of the prisoners undertaking ROTL said they felt under pressure from peers to bring illicit items into the prison. (Directed to: the Governor.)

**Recommendation: The availability of illicit drugs should be reduced through the implementation of an evidenced-based, robust supply reduction strategy.**

- 5.2** Key concern (S53): The pre-fabricated residential Plymouth and Richmond units were not suitable for use and were damp and mouldy. The problems had been highlighted for about the previous 15 years and, although some cosmetic refurbishment had been undertaken to improve the shower areas, the units remained poor. (Directed to: the Governor.)

**Recommendation: The Plymouth and Richmond units should be replaced with suitable accommodation.**

- 5.3** Key concern (S54): We were concerned that prison managers did not have accurate data on how many prisoners went into education, training and employment on release, preventing them from evaluating the impact of the curriculum on prisoners' education, skills and work. (Directed to: the Governor.)

**Recommendation: Prison managers should ensure that they have accurate and up-to-date information on the number of prisoners going into education, training and employment following their release so that they can better evaluate the impact of the curriculum on prisoners' rehabilitation and adjust it to ensure activities prepare prisoners well for release.**

### General recommendations

- 5.4** General recommendation (1.9): Staff should carry out first night welfare checks on all new arrivals. (Directed to: the Governor.)

- 5.5** General recommendation (1.16): All violent, bullying or intimidating behaviour should be reported to the safer custody team for thorough investigation. (Directed to: the Governor.)
- 5.6** General recommendation (1.17): Management plans developed for individual prisoners should include specific, meaningful targets that address their poor behaviour. (Directed to: the Governor.)
- 5.7** General recommendation (1.37): Reintegration planning should be meaningful and address the reasons for the behaviour that has led to segregation. (Directed to: the Governor.)
- 5.8** General recommendation (2.10): Prisoners should have easy access to support and advice from staff and the personal officer scheme should be effective. (Directed to: the Governor.)
- 5.9** General recommendation (2.24): A formal interpretation service should be used for prisoners with a limited understanding of English. (Directed to: the Governor.)
- 5.10** General recommendation (2.47): Care plans, which should be audited, should be drawn up with the patient to ensure they reflect their wishes. (Directed to: the Governor.)
- 5.11** General recommendation (2.56): Oversight of medicines stock, storage and transportation should be improved to ensure the safety and integrity of medicines. (Directed to: the Governor.)
- 5.12** General recommendation (2.70): Prisoners with mental health problems and/or psychosocial needs should be able to access group therapies. (Directed to: the Governor.)
- 5.13** General recommendation (2.73): Peer workers should be supervised and trained to deliver support. (Directed to: the Governor.)
- 5.14** General recommendation (3.28): The prison should recognise, record, and, where possible accredit the skills and behaviour that prisoners develop in work so they can provide evidence of their work experience when released. (Directed to: the Governor.)
- 5.15** General recommendation (3.29): In vocational training and work, instructors and assessors should ensure that prisoners act on the feedback provided so they make swift progress. (Directed to: the Governor.)
- 5.16** General recommendation (3.35): Attendance at the gym should be improved. (Directed to: the Governor.)
- 5.17** General recommendation (4.4): The prison's reducing reoffending strategy should be based on a needs analysis to ensure that the interventions and support available meet the needs of prisoners in their care. (Directed to: the Governor.)
- 5.18** General recommendation (4.11): Contact between prisoners and their offender supervisors should take place regularly, be meaningful and support sentence progression. (Directed to: the Governor.)
- 5.19** General recommendation (4.12): There should be a sufficient number of BASS spaces so prisoners approved for HDC can be released promptly. (Directed to: HMPPS.)
- 5.20** General recommendation (4.17): The prison should check written correspondence to and from prisoners who are subject to child contact restrictions. (Directed to: the Governor.)
- 5.21** General recommendation (4.26): Access to through-the-gate support should be based on prisoners' needs rather than probation area. (Directed to: the Governor.)



## Examples of good practice

- 5.22** Good practice example (1.22): The safety intervention meeting noted major events in prisoners' lives, such as anniversaries of bereavements, so that staff could provide them with extra support during these times.
- 5.23** Good practice example (1.33): Prisoners were debriefed after every incident involving force to help them understand the reasons for its use and prevent it from happening again.
- 5.24** Good practice example (2.71): Prisoners who were experiencing issues around loss, bereavement or sexual violence could receive specialised counselling to meet their specific needs.
- 5.25** Good practice example (4.49): A specialist debt advisor provided support to prisoners with complex debt and financial issues and attended court on a prisoner's behalf.



## Section 6. Appendices

### Appendix I: Inspection team

Sandra Fieldhouse	Team leader
Paddy Doyle	Inspector
Hayley Edwards	Inspector
Natalie Heeks	Inspector
Ian MacFadyen	Inspector
Alice Oddy	Inspector
Darren Wilkinson	Inspector
Caroline Wright	Inspector
Sharlene Andrew	Researcher
Amilcar Johnson	Researcher
Chloe Moore	Researcher
Billie Powell	Researcher
Tania Osborne	Health services inspector
Shaun Thomson	Health services inspector
Cat Raycraft	Care Quality Commission inspector
David Barber	Ofsted lead inspector
Sheena Maberly	Ofsted inspector
Suzanne Wainwright	Ofsted inspector



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

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided.

### Safety

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

At the last inspection, in 2016, the number of women arriving at the prison from further afield had increased. Early days support was good. The population had become more challenging but safety issues were reasonably well managed and overall the prison was safe. Support for women vulnerable to self-harm and those with complex needs was good. Security effectively supported safety and there was an appropriate focus on managing challenges with illicit substances. Disciplinary procedures were generally well managed and force was rarely used. Segregation was used appropriately. Substance misuse work was in transition but still generally good. Outcomes for prisoners were good against this healthy prison test.

#### **Recommendations**

Supervision of the IEP scheme should be improved, and management quality checks should take place regularly. (1.16)

**Not achieved**

A multidisciplinary team of staff should attend all ACCT reviews including representatives from the health care and chaplaincy teams. (1.21)

**Achieved**

Facilities should be available for Listeners to see women confidentially and in private. (1.22)

**Achieved**

Methadone administration should be effectively supervised. (1.50)

**Not achieved**

### Respect

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

At the last inspection, in 2016, outside areas were very pleasant. The living accommodation was mixed; most units were reasonable but Plymouth and Richmond units remained poor. Staff-prisoner relationships were good. Equality and diversity work focused well on most protected groups' specific needs and faith provision was good. Complaints were reasonably well managed. Legal services met needs. Health care was adequate overall but there were some key deficits in the provision. Women were extremely negative about health care and these perceptions, while not always fair, needed to be

better understood and addressed. The food was good. Canteen arrangements were reasonable. Outcomes for prisoners were reasonably good against this healthy prison test.

### **Main recommendation**

A professional review of pharmacy services as well as of medicine supplies, prescribing and administration should be undertaken to ensure improved and more consistent clinical treatment for women. (S46)

**Achieved**

### **Recommendations**

Women should be able to use telephones in private. (2.5)

**Not achieved**

Telephone interpretation should be used for all confidential conversations with women whose command of English is limited. (2.23)

**Not achieved**

St David's house should be properly equipped to meet fully the needs of women with disabilities. (2.24)

**Achieved**

The prison should be prepared to respond to the needs of pregnant women. (2.25)

**Achieved**

Procedures for logging legal correspondence opened in error should be reviewed and communicated to post room staff. (2.31)

**Achieved**

Women should not wait a long time in the health care waiting room before their appointment. (2.46)

**Achieved**

Health care staff should work with women and prison staff to ensure they understand what can be reasonably expected from the service and to provide prisoners with regular, open forums. (2.47)

**Achieved**

The confidentiality of medical information should be subject to clinical audit. (2.48)

**Achieved**

The complaints system should be confidential and have the confidence of users. (2.49)

**Achieved**

Sustained management action should be used to drive down non-attendance rates. (2.56)

**Achieved**

Women should have timely access to screening, immunisations and appointments with HCPs. (2.57)

**Achieved**

Patients with long term or complex health care needs should have relevant care plans. (2.58)

**Achieved**

All checks required on the safety and maintenance of radiological equipment should be completed.

(2.71)

**Achieved**

All staff should be aware of the location of emergency resuscitation equipment and drugs. (2.72)

**Achieved**

The local health delivery board should review the requirement for professional counselling services.

(2.78)

**Achieved**

Opportunities to further expand self-catering facilities should be explored and refrigerators introduced in the residential unit kitchens. (2.84)

**Achieved**

## Purposeful activity

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

At the last inspection, in 2016, time out of cell and access to the open air was excellent. Learning and skills provision had improved and was good overall. The provision was well managed and partnership working was very good. A culture of respect and the promotion of personal development were strengths. The strong focus on employability supported the prison's resettlement work. Nearly all women were involved in activities, some of which were particularly impressive. Achievements were good but some opportunities to accredit work were being missed. Attendance at education was very good, but needed to be improved in vocational training and work. Both the library and gym provide good opportunities. Outcomes for prisoners were good against this healthy prison test.

## Recommendations

The prison should improve women's attendance at vocational training and work. (3.10)

**Achieved**

The evaluation of the activities provision should be further developed to ensure prison managers assess accurately what is working well and plan effectively to improve the provision further. (3.11)

**Achieved**

The prison should record, recognise and where possible accredit the range of skills and behaviour that women working in prison industries develop, so that they have evidence of their work experience when they are released. (3.17)

**Not achieved**

The curriculum should be reviewed further to increase the range of therapeutic activities and progression pathways to higher level qualifications. (3.18)

**Achieved**

College managers should help teachers to improve the pace of lessons so that women remain involved in challenging activities throughout the session. (3.24)

**Achieved**

College managers should ensure that teachers make better use of the available information learning technology resources to further improve learners' interaction and technological skills. (3.25)

**Achieved**

Prison managers should ensure that women have opportunities to develop further their English and maths skills in industries and work. (3.29)

**Achieved**

College managers should take action to improve achievement rates in English and maths at higher levels and in all vocational courses. (3.34)

**Achieved**

Swift action should be taken to reduce the number of book losses by implementing better monitoring and security procedures. (3.38)

**Achieved**

Library staff should analyse data on library use so they can identify whether there are particular groups of prisoners that are not benefiting from library services and take appropriate action. (3.39)

**Achieved**

Appropriate health and safety checks on the gym equipment should be carried out to ensure women's safety when using it. (3.45)

**Achieved**

The prison should introduce more fitness and exercise facilities for women in the open unit. (3.46)

**Achieved**

Communications between staff at the gym and the health care department should be improved to ensure women receive appropriate fitness plans that take into account any health considerations. (3.47)

**Achieved**

## Resettlement

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

At the last inspection, in 2016, the resettlement ethos of the prison was well understood, supported by most staff and reflected in much of the work at Drake Hall. Release on temporary licence (ROTL) was used effectively to support resettlement. Offender management arrangements were good and women clearly understood what they needed to do to progress. Reintegration and resettlement support was very good, but aspects of support for those who were vulnerable and had suffered abuse needed improvement. Children and families work was very strong. The open unit was excellent. Outcomes for prisoners were good against this healthy prison test.

## Recommendations

All OMU staff should receive regular supervision. (4.16)

**Achieved**



The prison should ensure that quality assurance arrangements for OASys documents and sentence plans maintain consistently high standards. (4.17)

**Achieved**

The OMU should use information from other prison departments when conducting categorisation reviews. (4.24)

**Not achieved**

Visits should start at the advertised time. (4.37)

**Not achieved**

OMU staff should undertake training on gender sensitive practices and have a better awareness of victims of trafficking. (4.42)

**Achieved**

Funding arrangements for women managed under NPS and CRC services should be sufficient to support work to find them secure accommodation. (4.45)

**Achieved**

The prison should establish a timetable for the delivery of the advice service in the open unit. (4.48)

**Not achieved**

Further opportunities for family visits in the open unit flats should be explored. (4.60)

**Achieved**



## Appendix III: Prison population profile

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

### Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	2	310	96.3
Recall	1	11	3.7
Convicted unsentenced	0	0	
Remand	0	0	
Civil prisoners	0	0	
Detainees	0	0	
<b>Total</b>	<b>3</b>	<b>321</b>	<b>100</b>

Sentence	18–20 yr olds	21 and over	%
Unsentenced			
Less than 6 months		13	4
6 months to less than 12 months		13	4
12 months to less than 2 years	1	26	8.3
2 years to less than 4 years	1	88	27.5
4 years to less than 10 years		136	42
10 years and over (not life)	1	30	9.6
ISPP (indeterminate sentence for public protection)		1	0.3
Life		14	4.6
<b>Total</b>	<b>3</b>	<b>321</b>	<b>100</b>

Age	Number of prisoners	%
Please state minimum age here: 18		
Under 21 years	3	0.9
21 years to 29 years	62	19.1
30 years to 39 years	131	40.4
40 years to 49 years	84	25.9
50 years to 59 years	35	10.8
60 years to 69 years	9	2.8
70 plus years	0	0
Please state maximum age here: N/A		
<b>Total</b>	<b>324</b>	<b>100</b>

Nationality	18–20 yr olds	21 and over	%
British	3	293	91.4
Foreign nationals	0	28	8.6
<b>Total</b>	<b>3</b>	<b>321</b>	<b>100</b>

<b>Security category</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Uncategorised unsentenced			
Uncategorised sentenced			
Category A			
Category B			
Category C			
Category D			
Female Open		61	18.8
Female Closed	3	260	81.2
<b>Total</b>	<b>3</b>	<b>321</b>	<b>100</b>

<b>Ethnicity</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
White			
British	2	224	69.8
Irish		1	0.3
Gypsy/Irish Traveller		3	0.9
Other white		26	8.0
Mixed			
White and black Caribbean		12	3.7
White and black African		1	0.3
White and Asian		0	0
Other mixed		8	2.5
Asian or Asian British			
Indian		5	1.5
Pakistani		6	1.9
Bangladeshi		1	0.3
Chinese		1	0.3
Other Asian		2	0.6
Black or black British			
Caribbean		11	3.4
African		6	1.9
Other black		9	2.8
Other ethnic group			
Arab		0	0
Other ethnic group		1	0.3
Not stated	1	4	1.5
<b>Total</b>	<b>3</b>	<b>321</b>	<b>100</b>

Religion	18–20 yr olds	21 and over	%
Baptist		1	0.3
Church of England	1	52	16.4
Roman Catholic	1	78	24.4
Other Christian denominations	1	70	21.9
Muslim		15	4.6
Sikh		1	0.3
Hindu		4	1.2
Buddhist		6	1.9
Jewish			
Other		9	2.9
No religion		85	26.2
<b>Total</b>	<b>3</b>	<b>321</b>	<b>100</b>

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

### Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	1	0.3	33	10.2
1 month to 3 months	1	0.3	63	19.4
3 months to 6 months	1	0.3	53	16.4
6 months to 1 year			61	18.8
1 year to 2 years			73	22.5
2 years to 4 years			30	9.3
4 years or more			8	2.5
<b>Total</b>	<b>3</b>	<b>0.9</b>	<b>321</b>	<b>100</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	72	22.43 of population
<b>Total</b>	<b>0</b>	<b>72</b>	<b>0</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. Qualitative analysis of these written comments is undertaken by HMI Prisons' researchers and used by inspectors

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 can be generalised to the entire population of the establishment. 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

### 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 (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>). Prisoners are made aware that participation in the survey is voluntary; prisoners who decline to participate are 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 27 January 2020 the prisoner population at HMP/YOI Drake Hall was 325. Using the method described above, questionnaires were distributed to 160 prisoners. We received a total of 111 completed questionnaires, a response rate of 69%. Eleven respondents declined to participate in the survey and 38 questionnaires were not returned at all or were returned blank.

## Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP/YOI Drake Hall. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared (using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group)). Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

### Full survey results

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

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

The following comparative analyses are presented:

### Responses from HMP/YOI Drake Hall 2020 compared with those from other HMIP surveys

Note: 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.

- Survey responses from HMP/YOI Drake Hall in 2020 compared with survey responses from all other women's training prisons.
- Survey responses from HMP/YOI Drake Hall in 2020 compared with survey responses from HMP/YOI Drake Hall in 2016.

### Comparisons between different residential locations within HMP/YOI Drake Hall 2020

- Responses from units that were staffed (B, K, P and R) are compared with those from units that had no staff presence.

### Comparisons between self-reported sub-populations of prisoners within HMP/YOI Drake Hall 2020

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

- Responses of prisoners from black and minority ethnic groups compared with those of white prisoners.
- Responses of prisoners who reported that they had a disability compared to those who did not.
- Responses of prisoners who reported that they had mental health problems compared with those who did not.
- Responses of prisoners aged 50 and over compared with those under 50.
- Responses of prisoners aged 25 and under compared with those over 25.
- Responses of non-heterosexual prisoners compared with heterosexual prisoners.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group. A minimum of 10 responses which must also represent at least 10% of the total response.



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

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

## Survey summary

### Background information

<b>I.1</b>	<b>What wing or houseblock are you currently living on?</b>	
	Unit B .....	4 (4%)
	Unit C .....	8 (7%)
	Unit D .....	7 (6%)
	Unit E .....	5 (5%)
	Unit F .....	4 (4%)
	Unit G .....	7 (6%)
	Unit I .....	3 (3%)
	Unit K.....	6 (5%)
	Unit L .....	5 (5%)
	Unit M.....	6 (5%)
	Unit N.....	10 (9%)
	Unit O.....	6 (5%)
	Unit P.....	11 (10%)
	Unit R.....	16 (14%)
	Unit S .....	7 (6%)
	Segregation Unit .....	1 (1%)
	Open unit.....	5 (5%)
<b>I.2</b>	<b>How old are you?</b>	
	Under 21 .....	1 (1%)
	21 - 25.....	11 (10%)
	26 - 29.....	7 (6%)
	30 - 39.....	44 (41%)
	40 - 49.....	26 (24%)
	50 - 59.....	16 (15%)
	60 - 69.....	3 (3%)
	70 or over.....	0 (0%)
<b>I.3</b>	<b>What is your ethnic group?</b>	
	White - English/ Welsh/ Scottish/ Northern Irish/ British.....	81 (76%)
	White - Irish.....	3 (3%)
	White - Gypsy or Irish Traveller .....	1 (1%)
	White - any other White background.....	2 (2%)
	Mixed - White and Black Caribbean .....	4 (4%)
	Mixed - White and Black African .....	0 (0%)
	Mixed - White and Asian .....	1 (1%)
	Mixed - any other Mixed ethnic background.....	2 (2%)
	Asian/ Asian British - Indian.....	4 (4%)
	Asian/ Asian British - Pakistani.....	2 (2%)
	Asian/ Asian British - Bangladeshi .....	0 (0%)
	Asian/ Asian British - Chinese.....	1 (1%)
	Asian - any other Asian Background.....	0 (0%)
	Black/ Black British - Caribbean .....	4 (4%)
	Black/ Black British - African .....	0 (0%)
	Black - any other Black/ African/ Caribbean background.....	2 (2%)
	Arab .....	0 (0%)
	Any other ethnic group.....	0 (0%)
<b>I.4</b>	<b>How long have you been in this prison?</b>	
	Less than 6 months.....	37 (34%)
	6 months or more .....	73 (66%)

**1.5 Are you currently serving a sentence?**

Yes .....	104 (95%)
Yes - on recall .....	5 (5%)
No - on remand or awaiting sentence.....	0 (0%)
No - immigration detainee.....	1 (1%)

**1.6 How long is your sentence?**

Less than 6 months.....	6 (5%)
6 months to less than 1 year.....	11 (10%)
1 year to less than 4 years.....	43 (39%)
4 years to less than 10 years.....	38 (35%)
10 years or more .....	7 (6%)
IPP (indeterminate sentence for public protection) .....	1 (1%)
Life .....	3 (3%)
Not currently serving a sentence.....	1 (1%)

**Arrival and reception****2.1 Were you given up-to-date information about this prison before you came here?**

Yes .....	19 (17%)
No.....	88 (80%)
Don't remember .....	3 (3%)

**2.2 When you arrived at this prison, how long did you spend in reception?**

Less than 2 hours.....	66 (60%)
2 hours or more.....	40 (36%)
Don't remember .....	4 (4%)

**2.3 When you were searched in reception, was this done in a respectful way?**

Yes .....	97 (87%)
No.....	9 (8%)
Don't remember.....	5 (5%)

**2.4 Overall, how were you treated in reception?**

Very well .....	41 (37%)
Quite well .....	63 (57%)
Quite badly .....	4 (4%)
Very badly .....	1 (1%)
Don't remember .....	2 (2%)

<b>2.5</b>	<b>When you first arrived here, did you have any of the following problems?</b>	
	Problems getting phone numbers .....	21 (19%)
	Contacting family.....	24 (22%)
	Arranging care for children or other dependants.....	0 (0%)
	Contacting employers.....	2 (2%)
	Money worries.....	22 (20%)
	Housing worries .....	18 (17%)
	Feeling depressed.....	49 (45%)
	Feeling suicidal .....	15 (14%)
	Other mental health problems .....	35 (32%)
	Physical health problems .....	16 (15%)
	Drug or alcohol problems (e.g. withdrawal) .....	15 (14%)
	Problems getting medication .....	26 (24%)
	Needing protection from other prisoners.....	6 (6%)
	Lost or delayed property .....	14 (13%)
	Other problems.....	14 (13%)
	Did not have any problems.....	28 (26%)

<b>2.6</b>	<b>Did staff help you to deal with these problems when you first arrived?</b>	
	Yes .....	39 (36%)
	No.....	40 (37%)
	Did not have any problems when I first arrived.....	28 (26%)

### 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.....	75 (70%)
Toiletries / other basic items .....	63 (59%)
A shower.....	72 (67%)
A free phone call .....	72 (67%)
Something to eat .....	89 (83%)
The chance to see someone from health care .....	65 (61%)
The chance to talk to a Listener or Samaritans.....	35 (33%)
Support from another prisoner (e.g. Insider or buddy).....	31 (29%)
Wasn't offered any of these things .....	2 (2%)

<b>3.2</b>	<b>On your first night in this prison, how clean or dirty was your cell?</b>	
	Very clean .....	21 (19%)
	Quite clean .....	58 (52%)
	Quite dirty .....	16 (14%)
	Very dirty.....	13 (12%)
	Don't remember .....	3 (3%)

<b>3.3</b>	<b>Did you feel safe on your first night here?</b>	
	Yes .....	87 (78%)
	No.....	21 (19%)
	Don't remember .....	3 (3%)

<b>3.4</b>	<b>In your first few days here, did you get:</b>	Yes	No	Don't remember
	Access to the prison shop / canteen?	79 (72%)	24 (22%)	6 (6%)
	Free PIN phone credit?	40 (41%)	51 (53%)	6 (6%)
	Numbers put on your PIN phone?	53 (56%)	37 (39%)	5 (5%)

<b>3.5</b>	<b>Did your induction cover everything you needed to know about this prison?</b>	
	Yes .....	54 (50%)
	No.....	50 (47%)
	Have not had an induction.....	3 (3%)

### On the wing

<b>4.1</b>	<b>Are you in a cell on your own?</b>	
	Yes .....	70 (65%)
	No, I'm in a shared cell or dormitory.....	38 (35%)

<b>4.2</b>	<b>Is your cell call bell normally answered within 5 minutes?</b>	
	Yes .....	50 (47%)
	No.....	31 (29%)
	Don't know.....	22 (21%)
	Don't have a cell call bell.....	3 (3%)

### 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?	95 (88%)	13 (12%)	0 (0%)
Can you shower every day?	110 (99%)	1 (1%)	0 (0%)
Do you have clean sheets every week?	95 (89%)	11 (10%)	1 (1%)
Do you get cell cleaning materials every week?	49 (45%)	58 (53%)	2 (2%)
Is it normally quiet enough for you to relax or sleep at night?	71 (66%)	35 (33%)	1 (1%)
Can you get your stored property if you need it?	58 (55%)	31 (30%)	16 (15%)

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

Very clean .....	14 (13%)
Quite clean .....	53 (49%)
Quite dirty .....	32 (29%)
Very dirty .....	10 (9%)

### Food and canteen

<b>5.1</b>	<b>What is the quality of food like in this prison?</b>	
	Very good .....	29 (27%)
	Quite good .....	62 (58%)
	Quite bad .....	12 (11%)
	Very bad .....	4 (4%)

<b>5.2</b>	<b>Do you get enough to eat at mealtimes?</b>	
	Always.....	50 (45%)
	Most of the time.....	40 (36%)
	Some of the time.....	17 (15%)
	Never .....	3 (3%)

<b>5.3</b>	<b>Does the shop / canteen sell the things that you need?</b>	
	Yes .....	90 (83%)
	No.....	17 (16%)
	Don't know.....	2 (2%)

### Relationships with staff

<b>6.1</b>	<b>Do most staff here treat you with respect?</b>	
	Yes .....	81 (76%)
	No.....	25 (24%)
<b>6.2</b>	<b>Are there any staff here you could turn to if you had a problem?</b>	
	Yes .....	90 (83%)
	No.....	18 (17%)
<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 .....	45 (41%)
	No.....	66 (59%)
<b>6.4</b>	<b>How helpful is your personal or named officer?</b>	
	Very helpful.....	27 (25%)
	Quite helpful.....	26 (24%)
	Not very helpful .....	17 (16%)
	Not at all helpful.....	23 (21%)
	Don't know.....	15 (14%)
	Don't have a personal / named officer .....	0 (0%)
<b>6.5</b>	<b>How often do you see prison governors, directors or senior managers talking to prisoners?</b>	
	Regularly.....	30 (27%)
	Sometimes.....	41 (37%)
	Hardly ever .....	35 (32%)
	Don't know.....	5 (5%)
<b>6.6</b>	<b>Do you feel that you are treated as an individual in this prison?</b>	
	Yes .....	52 (48%)
	No.....	56 (52%)
<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.....	28 (26%)
	Yes, but things don't change.....	45 (41%)
	No.....	23 (21%)
	Don't know.....	13 (12%)

### Faith

<b>7.1</b>	<b>What is your religion?</b>	
	No religion.....	33 (30%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations).....	64 (58%)
	Buddhist.....	3 (3%)
	Hindu.....	3 (3%)
	Jewish .....	0 (0%)
	Muslim.....	4 (4%)
	Sikh .....	0 (0%)
	Other .....	3 (3%)

<b>7.2</b>	<b>Are your religious beliefs respected here?</b>	
	Yes .....	61 (56%)
	No.....	8 (7%)
	Don't know.....	6 (6%)
	Not applicable (no religion).....	33 (31%)

<b>7.3</b>	<b>Are you able to speak to a Chaplain of your faith in private, if you want to?</b>	
	Yes .....	67 (60%)
	No.....	5 (5%)
	Don't know.....	6 (5%)
	Not applicable (no religion).....	33 (30%)

<b>7.4</b>	<b>Are you able to attend religious services, if you want to?</b>	
	Yes .....	68 (61%)
	No.....	7 (6%)
	Don't know.....	3 (3%)
	Not applicable (no religion).....	33 (30%)

### 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 .....	44 (42%)
	No.....	61 (58%)

<b>8.2</b>	<b>Have you had any problems with sending or receiving mail (letters or parcels)?</b>	
	Yes .....	32 (30%)
	No.....	75 (70%)

<b>8.3</b>	<b>Are you able to use a phone every day (if you have credit)?</b>	
	Yes.....	105 (96%)
	No .....	4 (4%)

<b>8.4</b>	<b>How easy or difficult is it for your family and friends to get here?</b>	
	Very easy .....	17 (16%)
	Quite easy.....	32 (30%)
	Quite difficult .....	28 (26%)
	Very difficult .....	23 (21%)
	Don't know.....	7 (7%)

<b>8.5</b>	<b>How often do you have visits from family or friends?</b>	
	More than once a week.....	2 (2%)
	About once a week.....	18 (17%)
	Less than once a week.....	51 (49%)
	Not applicable (don't get visits).....	34 (32%)

<b>8.6</b>	<b>Do visits usually start and finish on time?</b>	
	Yes .....	24 (35%)
	No.....	44 (65%)

<b>8.7</b>	<b>Are your visitors usually treated respectfully by staff?</b>	
	Yes .....	52 (81%)
	No.....	12 (19%)

**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 .....     | 93 (85%) |
| Yes, but these times are not usually kept to ..... | 16 (15%) |
| No.....  | 1 (1%)   |
- 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 ..... | 8 (8%)   |
| 2 to 6 hours.....       | 17 (17%) |
| 6 to 10 hours .....     | 41 (40%) |
| 10 hours or more .....  | 30 (29%) |
| Don't know.....         | 6 (6%)   |
- 9.3 How long do you usually spend out of your cell on a typical Saturday or Sunday?**
- |                         |          |
|-------------------------|----------|
| Less than 2 hours ..... | 21 (19%) |
| 2 to 6 hours.....       | 36 (33%) |
| 6 to 10 hours .....     | 30 (28%) |
| 10 hours or more .....  | 17 (16%) |
| Don't know.....         | 4 (4%)   |
- 9.4 How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?**
- |                  |          |
|------------------|----------|
| None .....       | 2 (2%)   |
| 1 or 2 .....     | 21 (19%) |
| 3 to 5.....      | 15 (14%) |
| More than 5..... | 67 (61%) |
| Don't know.....  | 4 (4%)   |
- 9.5 How many days in a typical week do you get association, if you want it?**
- |                  |          |
|------------------|----------|
| None .....       | 2 (2%)   |
| 1 or 2 .....     | 3 (3%)   |
| 3 to 5.....      | 8 (7%)   |
| More than 5..... | 88 (81%) |
| Don't know.....  | 7 (6%)   |
- 9.6 How many days in a typical week could you go outside for exercise, if you wanted to?**
- |                  |          |
|------------------|----------|
| None .....       | 2 (2%)   |
| 1 or 2 .....     | 1 (1%)   |
| 3 to 5.....      | 6 (6%)   |
| More than 5..... | 95 (88%) |
| Don't know.....  | 4 (4%)   |
- 9.7 Typically, how often do you go to the gym?**
- |                            |          |
|----------------------------|----------|
| Twice a week or more ..... | 30 (28%) |
| About once a week.....     | 14 (13%) |
| Less than once a week..... | 17 (16%) |
| Never .....                | 45 (42%) |
- 9.8 Typically, how often do you go to the library?**
- |                            |          |
|----------------------------|----------|
| Twice a week or more ..... | 14 (13%) |
| About once a week.....     | 17 (16%) |
| Less than once a week..... | 36 (33%) |
| Never .....                | 41 (38%) |



<b>9.9</b>	<b>Does the library have a wide enough range of materials to meet your needs?</b>	
	Yes .....	27 (26%)
	No.....	36 (35%)
	Don't use the library .....	41 (39%)

### Applications, complaints and legal rights

<b>10.1</b>	<b>Is it easy for you to make an application?</b>	
	Yes .....	91 (84%)
	No.....	15 (14%)
	Don't know.....	2 (2%)

<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?	65 (63%)	33 (32%)	5 (5%)
	Are applications usually dealt with within 7 days?	50 (49%)	47 (46%)	5 (5%)

<b>10.3</b>	<b>Is it easy for you to make a complaint?</b>	
	Yes .....	70 (68%)
	No.....	16 (16%)
	Don't know.....	17 (17%)

<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?	34 (33%)	39 (38%)	29 (28%)
	Are complaints usually dealt with within 7 days?	36 (36%)	35 (35%)	29 (29%)

<b>10.5</b>	<b>Have you ever been prevented from making a complaint here when you wanted to?</b>	
	Yes .....	13 (12%)
	No.....	70 (65%)
	Not wanted to make a complaint .....	24 (22%)

<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?	39 (36%)	19 (17%)	21 (19%)	30 (28%)
	Attend legal visits?	40 (39%)	10 (10%)	24 (23%)	29 (28%)
	Get bail information?	11 (11%)	12 (12%)	30 (29%)	50 (49%)

<b>10.7</b>	<b>Have staff here ever opened letters from your solicitor or legal representative when you were not present?</b>	
	Yes .....	51 (47%)
	No.....	35 (32%)
	Not had any legal letters .....	22 (20%)

**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	9 (8%)	20 (19%)	39 (36%)	37 (34%)	3 (3%)
Nurse	14 (13%)	51 (47%)	29 (27%)	12 (11%)	2 (2%)
Dentist	5 (5%)	18 (17%)	29 (27%)	49 (45%)	7 (6%)
Mental health workers	14 (14%)	33 (32%)	20 (19%)	15 (15%)	21 (20%)

**11.2 What do you think of the quality of the health service from the following people?**

	Very good	Quite good	Quite bad	Very bad	Don't know
Doctor	15 (14%)	40 (38%)	23 (22%)	17 (16%)	10 (10%)
Nurse	24 (23%)	45 (43%)	21 (20%)	14 (13%)	0 (0%)
Dentist	23 (21%)	20 (19%)	18 (17%)	14 (13%)	32 (30%)
Mental health workers	26 (25%)	38 (37%)	8 (8%)	9 (9%)	22 (21%)

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

Yes .....	68 (62%)
No .....	42 (38%)

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

Yes .....	47 (44%)
No .....	19 (18%)
Don't have any mental health problems .....	42 (39%)

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

Very good .....	13 (12%)
Quite good .....	41 (38%)
Quite bad .....	28 (26%)
Very bad .....	23 (21%)
Don't know .....	3 (3%)

**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 .....	38 (35%)
No .....	71 (65%)

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

Yes .....	16 (15%)
No .....	17 (16%)
Don't have a disability .....	71 (68%)

**12.3 Have you been on an ACCT in this prison?**

Yes .....	35 (32%)
No .....	74 (68%)

**12.4 If you have been on an ACCT in this prison, did you feel cared for by staff?**  
 Yes ..... 23 (21%)  
 No..... 11 (10%)  
 Have not been on an ACCT in this prison..... 74 (69%)

**12.5 How easy or difficult is it for you to speak to a Listener, if you need to?**  
 Very easy ..... 25 (23%)  
 Quite easy..... 21 (20%)  
 Quite difficult ..... 3 (3%)  
 Very difficult ..... 10 (9%)  
 Don't know..... 48 (45%)  
 No Listeners at this prison ..... 0 (0%)

### Alcohol and drugs

**13.1 Did you have an alcohol problem when you came into this prison?**  
 Yes ..... 11 (10%)  
 No..... 99 (90%)

**13.2 Have you been helped with your alcohol problem in this prison?**  
 Yes ..... 7 (6%)  
 No..... 4 (4%)  
 Did not / do not have an alcohol problem ..... 99 (90%)

**13.3 Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?**  
 Yes ..... 42 (38%)  
 No..... 68 (62%)

**13.4 Have you developed a problem with illicit drugs since you have been in this prison?**  
 Yes ..... 16 (15%)  
 No..... 93 (85%)

**13.5 Have you developed a problem with taking medication not prescribed to you since you have been in this prison?**  
 Yes ..... 13 (12%)  
 No..... 96 (88%)

**13.6 Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?**  
 Yes ..... 28 (27%)  
 No..... 12 (12%)  
 Did not / do not have a drug problem..... 64 (62%)

**13.7 Is it easy or difficult to get illicit drugs in this prison?**  
 Very easy ..... 33 (31%)  
 Quite easy..... 18 (17%)  
 Quite difficult ..... 5 (5%)  
 Very difficult ..... 2 (2%)  
 Don't know..... 47 (45%)

<b>13.8</b>	<b>Is it easy or difficult to get alcohol in this prison?</b>	
	Very easy.....	3 (3%)
	Quite easy.....	8 (7%)
	Quite difficult.....	17 (15%)
	Very difficult.....	15 (14%)
	Don't know.....	68 (61%)

### Safety

<b>14.1</b>	<b>Have you ever felt unsafe here?</b>	
	Yes.....	50 (48%)
	No.....	55 (52%)

<b>14.2</b>	<b>Do you feel unsafe now?</b>	
	Yes.....	17 (16%)
	No.....	87 (84%)

<b>14.3</b>	<b>Have you experienced any of the following types of bullying / victimisation from other prisoners here?</b>	
	Verbal abuse.....	44 (43%)
	Threats or intimidation.....	32 (31%)
	Physical assault.....	12 (12%)
	Sexual assault.....	2 (2%)
	Theft of canteen or property.....	21 (20%)
	Other bullying / victimisation.....	22 (21%)
	Not experienced any of these from prisoners here.....	51 (50%)

<b>14.4</b>	<b>If you were being bullied / victimised by other prisoners here, would you report it?</b>	
	Yes.....	44 (43%)
	No.....	58 (57%)

<b>14.5</b>	<b>Have you experienced any of the following types of bullying / victimisation from staff here?</b>	
	Verbal abuse.....	22 (21%)
	Threats or intimidation.....	14 (14%)
	Physical assault.....	6 (6%)
	Sexual assault.....	0 (0%)
	Theft of canteen or property.....	1 (1%)
	Other bullying / victimisation.....	12 (12%)
	Not experienced any of these from staff here.....	74 (72%)

<b>14.6</b>	<b>If you were being bullied / victimised by staff here, would you report it?</b>	
	Yes.....	64 (63%)
	No.....	38 (37%)

### 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.....	53 (50%)
	No.....	46 (43%)
	Don't know what the incentives / rewards are.....	7 (7%)

- 15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?**
- |                               |          |
|-------------------------------|----------|
| Yes .....                     | 53 (50%) |
| No.....                       | 29 (28%) |
| Don't know.....               | 15 (14%) |
| Don't know what this is ..... | 8 (8%)   |
- 15.3 Have you been physically restrained by staff in this prison in the last 6 months?**
- |          |           |
|----------|-----------|
| Yes..... | 3 (3%)    |
| No.....  | 104 (97%) |
- 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.....                                       | 1 (1%)    |
| No.....  | 4 (4%)    |
| Don't remember .....                           | 0 (0%)    |
| Not been restrained here in last 6 months..... | 104 (95%) |
- 15.5 Have you spent one or more nights in the segregation unit in this prison in the last six months?**
- |           |           |
|-----------|-----------|
| Yes ..... | 8 (7%)    |
| No.....   | 100 (93%) |
- 15.6 If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:**
- |  | Yes     | No      |
|--|---------|---------|
| Were you treated well by segregation staff?            | 5 (63%) | 3 (38%) |
| Could you shower every day?                            | 5 (71%) | 2 (29%) |
| Could you go outside for exercise every day?           | 3 (43%) | 4 (57%) |
| Could you use the phone every day (if you had credit)? | 5 (71%) | 2 (29%) |
- 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                            | 77 (78%) | 11 (11%)  | 10 (10%)   | 1 (1%)             |
| Vocational or skills training        | 42 (44%) | 17 (18%)  | 32 (34%)   | 4 (4%)             |
| Prison job                           | 82 (80%) | 9 (9%)    | 9 (9%)     | 2 (2%)             |
| Voluntary work outside of the prison | 15 (15%) | 27 (28%)  | 52 (54%)   | 3 (3%)             |
| Paid work outside of the prison      | 17 (18%) | 26 (27%)  | 51 (53%)   | 3 (3%)             |
- 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                            | 69 (69%)       | 21 (21%)       | 10 (10%)      |
| Vocational or skills training        | 41 (45%)       | 17 (19%)       | 33 (36%)      |
| Prison job                           | 64 (65%)       | 30 (30%)       | 5 (5%)        |
| Voluntary work outside of the prison | 19 (20%)       | 18 (19%)       | 57 (61%)      |
| Paid work outside of the prison      | 22 (24%)       | 12 (13%)       | 59 (63%)      |
- 16.3 Do staff encourage you to attend education, training or work?**
- |   |          |
|---|----------|
| Yes.....  | 75 (71%) |
| No.....   | 29 (28%) |
| Not applicable (e.g. if you are retired, sick or on remand) ..... | 1 (1%)   |

## Planning and progression

- 17.1 Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)**  
 Yes ..... 77 (75%)  
 No..... 26 (25%)
- 17.2 Do you understand what you need to do to achieve the objectives or targets in your custody plan?**  
 Yes ..... 60 (78%)  
 No..... 7 (9%)  
 Don't know what my objectives or targets are..... 10 (13%)
- 17.3 Are staff here supporting you to achieve your objectives or targets?**  
 Yes ..... 36 (51%)  
 No..... 25 (35%)  
 Don't know what my objectives or targets are..... 10 (14%)
- 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  | 14 (22%)         | 6 (9%)               | 44 (69%)              |
| Other programmes                | 23 (34%)         | 6 (9%)               | 38 (57%)              |
| One to one work                 | 13 (20%)         | 4 (6%)               | 47 (73%)              |
| Being on a specialist unit      | 6 (9%)           | 6 (9%)               | 52 (81%)              |
| ROTL - day or overnight release | 13 (18%)         | 6 (8%)               | 53 (74%)              |

## Preparation for release

- 18.1 Do you expect to be released in the next 3 months?**  
 Yes ..... 31 (28%)  
 No..... 71 (65%)  
 Don't know..... 7 (6%)
- 18.2 How close is this prison to your home area or intended release address?**  
 Very near..... 0 (0%)  
 Quite near..... 11 (39%)  
 Quite far..... 9 (32%)  
 Very far..... 8 (29%)
- 18.3 Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?**  
 Yes ..... 12 (79%)  
 No..... 6 (21%)

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

	Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
Finding accommodation	9 (31%)	6 (21%)	14 (48%)
Getting employment	3 (11%)	14 (50%)	11 (39%)
Setting up education or training	0 (0%)	11 (41%)	16 (59%)
Arranging benefits	8 (30%)	13 (48%)	6 (22%)
Sorting out finances	1 (4%)	14 (52%)	12 (44%)
Support for drug or alcohol problems	8 (32%)	4 (16%)	13 (52%)
Health / mental health support	6 (23%)	11 (42%)	9 (35%)
Social care support	2 (7%)	6 (22%)	19 (70%)
Getting back in touch with family or friends	5 (19%)	3 (11%)	19 (70%)

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

Yes .....	62 (57%)
No .....	46 (43%)

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

Yes .....	100 (93%)
No .....	8 (7%)

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

Yes .....	2 (2%)
No .....	106 (98%)

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

Yes .....	2 (2%)
No .....	106 (98%)

**19.5 What is your gender?**

Male .....	0 (0%)
Female .....	105 (99%)
Non-binary .....	0 (0%)
Other .....	1 (1%)

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

Straight / heterosexual .....	80 (76%)
Gay / lesbian / homosexual .....	10 (10%)
Bisexual .....	15 (14%)
Other .....	0 (0%)

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

Yes .....	0 (0%)
No .....	104 (100%)

**Final questions about this prison****20.1 Do you think your experiences in this prison have made you more or less likely to offend in the future?**

More likely to offend .....	5 (5%)
Less likely to offend .....	74 (70%)
Made no difference .....	27 (25%)

## HMP/YOI Drake Hall 2020

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

In this table the following analyses are presented:  
 - responses of prisoners from black and minority ethnic groups are compared with those of white prisoners  
 Please note that these analyses are based on summary data from selected survey questions only.

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

Black and minority ethnic	White
<b>20</b>	<b>87</b>

Number of completed questionnaires returned

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	11%	10%
	Are you 50 years of age or older?	11%	20%
1.3	Are you from a black and minority ethnic group?		
7.1	Are you Muslim?	15%	1%
11.3	Do you have any mental health problems?	40%	69%
12.1	Do you consider yourself to have a disability?	10%	41%
19.2	Are you a foreign national?	20%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	1%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	80%	91%
2.4	Overall, were you treated very / quite well in reception?	80%	97%
2.5	When you first arrived, did you have any problems?	75%	74%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	47%	52%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	70%	81%
3.5	Have you had an induction at this prison?	95%	98%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	44%	54%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	55%	46%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	90%	88%
	- Can you shower every day?	95%	100%
	- Do you have clean sheets every week?	90%	88%
	- Do you get cell cleaning materials every week?	35%	48%
	- Is it normally quiet enough for you to relax or sleep at night?	83%	62%
	- Can you get your stored property if you need it?	53%	58%



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

Black and minority ethnic	White
<b>20</b>	<b>87</b>

Number of completed questionnaires returned

<b>FOOD AND CANTEEN</b>			
5.2	Do you get enough to eat at meal-times always / most of the time?	<b>65%</b>	<b>87%</b>
5.3	Does the shop / canteen sell the things that you need?	<b>68%</b>	<b>86%</b>
<b>RELATIONSHIPS WITH STAFF</b>			
6.1	Do most staff here treat you with respect?	<b>70%</b>	<b>79%</b>
6.2	Are there any staff here you could turn to if you had a problem?	<b>80%</b>	<b>85%</b>
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<b>35%</b>	<b>41%</b>
6.6	Do you feel that you are treated as an individual in this prison?	<b>40%</b>	<b>52%</b>
<b>FAITH</b>			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	<b>65%</b>	<b>86%</b>
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	<b>72%</b>	<b>90%</b>
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	<b>45%</b>	<b>41%</b>
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<b>21%</b>	<b>33%</b>
8.3	Are you able to use a phone every day (if you have credit)?	<b>95%</b>	<b>97%</b>
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	<b>67%</b>	<b>85%</b>
<b>TIME OUT OF CELL</b>			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<b>5%</b>	<b>8%</b>
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<b>21%</b>	<b>30%</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>25%</b>	<b>49%</b>
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	<b>90%</b>	<b>84%</b>
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	<b>58%</b>	<b>68%</b>
10.3	Is it easy for you to make a complaint?	<b>74%</b>	<b>68%</b>
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	<b>60%</b>	<b>44%</b>
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<b>18%</b>	<b>15%</b>

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	Black and minority ethnic	White
<b>Number of completed questionnaires returned</b>	<b>20</b>	<b>87</b>

<b>HEALTH CARE</b>			
11.1	Is it very / quite easy to see:		
	- Doctor?	26%	28%
	- Nurse?	53%	65%
	- Dentist?	11%	25%
	- Mental health workers?	28%	52%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	43%	74%
11.5	Do you think the overall quality of the health services here is very / quite good?	45%	52%
<b>OTHER SUPPORT NEEDS</b>			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	0%	52%
<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	40%	49%
14.2	Do you feel unsafe now?	16%	17%
14.3	Not experienced bullying / victimisation by other prisoners	41%	49%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	58%	41%
14.5	Not experienced bullying / victimisation by members of staff	82%	70%
14.6	If you were being bullied / victimised by staff here, would you report it?	79%	61%
<b>BEHAVIOUR MANAGEMENT</b>			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	45%	53%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	50%	53%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	4%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	10%	6%
<b>EDUCATION, SKILLS AND WORK</b>			
16.3	Do staff encourage you to attend education, training or work?	58%	75%
<b>PLANNING AND PROGRESSION</b>			
17.1	Do you have a custody plan?	68%	77%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	54%	52%
<b>PREPARATION FOR RELEASE</b>			
<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?	40%	91%
<b>FINAL QUESTION ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	68%	73%

## HMP/ YOI Drake Hall 2020

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

In this table summary statistics from HMP/ YOI Drake Hall 2020 are compared with the following HMIP survey data:

- **Summary statistics from most recent surveys of all other women's training prisons (2 prisons).** Please note that we do not have comparable data for the new questions introduced in September 2017.

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

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

**Number of completed questionnaires returned**

*n=number of valid responses to question (HMP/ YOI Drake Hall 2020)*

HMP/ YOI Drake Hall 2020	All other women's training prisons	HMP/YOI Drake Hall 2020	HMP/YOI Drake Hall 2016
<b>111</b>	<b>265</b>	<b>111</b>	<b>129</b>

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n=108</i>	1%	1%	1%	5%
	Are you 25 years of age or younger?	<i>n=108</i>	11%		11%	
	Are you 50 years of age or older?	<i>n=108</i>	18%	19%	18%	13%
	Are you 70 years of age or older?	<i>n=108</i>	0%	0%	0%	0%
1.3	Are you from a black and minority ethnic group?	<i>n=107</i>	19%	29%	19%	20%
1.4	Have you been in this prison for less than 6 months?	<i>n=110</i>	34%		34%	
1.5	Are you currently serving a sentence?	<i>n=110</i>	99%	100%	99%	100%
	Are you on recall?	<i>n=110</i>	5%	4%	5%	4%
1.6	Is your sentence less than 12 months?	<i>n=110</i>	16%	8%	16%	7%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=110</i>	10%	3%	1%	1%
7.1	Are you Muslim?	<i>n=110</i>	4%	11%	4%	6%
11.3	Do you have any mental health problems?	<i>n=110</i>	62%		62%	
12.1	Do you consider yourself to have a disability?	<i>n=109</i>	35%	24%	35%	32%
19.1	Do you have any children under the age of 18?	<i>n=108</i>	57%	56%	57%	50%
19.2	Are you a foreign national?	<i>n=108</i>	7%	13%	7%	10%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=108</i>	2%	10%	2%	7%
19.4	Have you ever been in the armed services?	<i>n=108</i>	2%	2%	2%	2%
19.5	Is your gender male or non-binary?	<i>n=106</i>	1%		1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=105</i>	24%	20%	24%	26%
19.7	Do you identify as transgender or transsexual?	<i>n=104</i>	0%		0%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=110</i>	17%		17%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=110</i>	60%	48%	60%	58%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=111</i>	87%	88%	87%	93%
2.4	Overall, were you treated very / quite well in reception?	<i>n=111</i>	94%		94%	

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**Number of completed questionnaires returned**

*n=number of valid responses to question (HMP/ YOI Drake Hall 2020)*

HMP/ YOI Drake Hall 2020	All other women's training prisons	HMP/ YOI Drake Hall 2020	HMP/ YOI Drake Hall 2016
111	265	111	129

2.5	When you first arrived, did you have any problems?	<i>n=109</i>	74%	72%	74%	78%
2.5	Did you have problems with:					
	- Getting phone numbers?	<i>n=109</i>	19%	18%	19%	26%
	- Contacting family?	<i>n=109</i>	22%	21%	22%	29%
	- Arranging care for children or other dependents?	<i>n=109</i>	0%		0%	
	- Contacting employers?	<i>n=109</i>	2%	2%	2%	0%
	- Money worries?	<i>n=109</i>	20%	18%	20%	17%
	- Housing worries?	<i>n=109</i>	17%	15%	17%	18%
	- Feeling depressed?	<i>n=109</i>	45%		45%	
	- Feeling suicidal?	<i>n=109</i>	14%		14%	
	- Other mental health problems?	<i>n=109</i>	32%		32%	
	- Physical health problems?	<i>n=109</i>	15%	16%	15%	18%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n=109</i>	14%		14%	
	- Getting medication?	<i>n=109</i>	24%		24%	
	- Needing protection from other prisoners?	<i>n=109</i>	6%	5%	6%	6%
	- Lost or delayed property?	<i>n=109</i>	13%	15%	13%	18%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	<i>n=79</i>	49%	43%	49%	48%
<b>FIRST NIGHT AND INDUCTION</b>						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	<i>n=107</i>	70%	64%	70%	75%
	- Toiletries / other basic items?	<i>n=107</i>	59%	46%	59%	36%
	- A shower?	<i>n=107</i>	67%	32%	67%	43%
	- A free phone call?	<i>n=107</i>	67%	48%	67%	71%
	- Something to eat?	<i>n=107</i>	83%	62%	83%	69%
	- The chance to see someone from health care?	<i>n=107</i>	61%	58%	61%	70%
	- The chance to talk to a Listener or Samaritans?	<i>n=107</i>	33%	32%	33%	32%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n=107</i>	29%		29%	
	- None of these?	<i>n=107</i>	2%		2%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n=111</i>	71%		71%	
3.3	Did you feel safe on your first night here?	<i>n=111</i>	78%	75%	78%	60%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	<i>n=109</i>	73%	27%	73%	25%
	- Free PIN phone credit?	<i>n=97</i>	41%		41%	
	- Numbers put on your PIN phone?	<i>n=95</i>	56%		56%	
3.5	Have you had an induction at this prison?	<i>n=107</i>	97%	91%	97%	96%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	<i>n=104</i>	52%		52%	

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

Number of completed questionnaires returned

HMP/ YOI Drake Hall 2020	All other women's training prisons	HMP/ YOI Drake Hall 2020	HMP/ YOI Drake Hall 2016
111	265	111	129

n=number of valid responses to question (HMP/ YOI Drake Hall 2020)

ON THE WING						
4.1	Are you in a cell on your own?	n=108	65%		65%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=106	47%	39%	47%	38%
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	n=108	88%	84%	88%	52%
	- Can you shower every day?	n=111	99%	98%	99%	99%
	- Do you have clean sheets every week?	n=107	89%	86%	89%	94%
	- Do you get cell cleaning materials every week?	n=109	45%	82%	45%	32%
	- Is it normally quiet enough for you to relax or sleep at night?	n=107	66%	66%	66%	50%
	- Can you get your stored property if you need it?	n=105	55%	53%	55%	47%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=109	62%		62%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	n=107	85%		85%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=110	82%		82%	
5.3	Does the shop / canteen sell the things that you need?	n=109	83%	56%	83%	75%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	n=106	76%	77%	76%	77%
6.2	Are there any staff here you could turn to if you had a problem?	n=108	83%	78%	83%	77%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=111	41%	39%	41%	28%
6.4	Do you have a personal officer?	n=108	100%		100%	
<i>For those who have a personal officer:</i>						
6.4	Is your personal or named officer very / quite helpful?	n=108	49%		49%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=111	27%		27%	
6.6	Do you feel that you are treated as an individual in this prison?	n=108	48%		48%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=109	67%		67%	
	If so, do things sometimes change?	n=73	38%		38%	
FAITH						
7.1	Do you have a religion?	n=110	70%	80%	70%	73%
<i>For those who have a religion:</i>						
7.2	Are your religious beliefs respected here?	n=75	81%		81%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=78	86%		86%	
7.4	Are you able to attend religious services, if you want to?	n=78	87%		87%	



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HMP/YOI Drake Hall 2020	All other women's training prisons	HMP/YOI Drake Hall 2020	HMP/YOI Drake Hall 2016
111	265	111	129

Number of completed questionnaires returned

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CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	<i>n</i> =105	42%		42%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<i>n</i> =107	30%	43%	30% 44%
8.3	Are you able to use a phone every day (if you have credit)?	<i>n</i> =109	96%		96%
8.4	Is it very / quite easy for your family and friends to get here?	<i>n</i> =107	46%		46%
8.5	Do you get visits from family/friends once a week or more?	<i>n</i> =105	19%		19%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	<i>n</i> =68	35%		35%
8.7	Are your visitors usually treated respectfully by staff?	<i>n</i> =64	81%		81%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n</i> =110	99%		99%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>					
9.1	Are these times usually kept to?	<i>n</i> =109	85%		85%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<i>n</i> =102	8%	9%	8% 3%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<i>n</i> =102	29%	26%	29% 43%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<i>n</i> =108	19%		19%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<i>n</i> =108	16%		16%
9.4	Do you have time to do domestics more than 5 days in a typical week?	<i>n</i> =109	62%		62%
9.5	Do you get association more than 5 days in a typical week, if you want it?	<i>n</i> =108	82%		82%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<i>n</i> =108	88%		88%
9.7	Do you typically go to the gym twice a week or more?	<i>n</i> =106	28%		28%
9.8	Do you typically go to the library once a week or more?	<i>n</i> =108	29%	68%	29% 51%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	<i>n</i> =63	43%	65%	43% 56%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	<i>n</i> =108	84%	82%	84% 87%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	<i>n</i> =98	66%	67%	66% 55%
	Are applications usually dealt with within 7 days?	<i>n</i> =97	52%	49%	52% 33%
10.3	Is it easy for you to make a complaint?	<i>n</i> =103	68%	57%	68% 63%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	<i>n</i> =73	47%	35%	47% 39%
	Are complaints usually dealt with within 7 days?	<i>n</i> =71	51%	31%	51% 31%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n</i> =83	16%		16%

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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=79	49%		49%
	Attend legal visits?	n=74	54%		54%
	Get bail information?	n=53	21%		21%
<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=86	59%	42%	59% 53%
<b>HEALTH CARE</b>					
11.1	Is it very / quite easy to see:				
	- Doctor?	n=108	27%		27%
	- Nurse?	n=108	60%		60%
	- Dentist?	n=108	21%		21%
	- Mental health workers?	n=103	46%		46%
11.2	Do you think the quality of the health service is very / quite good from:				
	- Doctor?	n=105	52%		52%
	- Nurse?	n=104	66%		66%
	- Dentist?	n=107	40%		40%
	- Mental health workers?	n=103	62%		62%
11.3	Do you have any mental health problems?	n=110	62%		62%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	n=66	71%		71%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=108	50%		50%
<b>OTHER SUPPORT NEEDS</b>					
12.1	Do you consider yourself to have a disability?	n=109	35%	24%	35% 32%
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	n=33	49%		49%
12.3	Have you been on an ACCT in this prison?	n=109	32%		32%
<i>For those who have been on an ACCT:</i>					
12.4	Did you feel cared for by staff?	n=34	68%		68%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=107	43%		43%
<b>ALCOHOL AND DRUGS</b>					
13.1	Did you have an alcohol problem when you came into this prison?	n=110	11%	18%	10% 10%
<i>For those who had / have an alcohol problem:</i>					
13.2	Have you been helped with your alcohol problem in this prison?	n=11	64%	66%	64% 75%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=110	38%	29%	38% 29%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=109	15%	4%	15% 4%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=109	12%		12%
<i>For those who had / have a drug problem:</i>					
13.6	Have you been helped with your drug problem in this prison?	n=40	70%	77%	70% 79%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=105	49%		49%
13.8	Is it very / quite easy to get alcohol in this prison?	n=111	10%		10%

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SAFETY						
14.1	Have you ever felt unsafe here?	<i>n=105</i>	48%	38%	48%	52%
14.2	Do you feel unsafe now?	<i>n=104</i>	16%	13%	16%	15%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	<i>n=103</i>	43%		43%	
	- Threats or intimidation?	<i>n=103</i>	31%		31%	
	- Physical assault?	<i>n=103</i>	12%		12%	
	- Sexual assault?	<i>n=103</i>	2%		2%	
	- Theft of canteen or property?	<i>n=103</i>	20%		20%	
	- Other bullying / victimisation?	<i>n=103</i>	21%		21%	
	- Not experienced any of these from prisoners here	<i>n=103</i>	50%		50%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<i>n=102</i>	43%		43%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	<i>n=103</i>	21%		21%	
	- Threats or intimidation?	<i>n=103</i>	14%		14%	
	- Physical assault?	<i>n=103</i>	6%		6%	
	- Sexual assault?	<i>n=103</i>	0%		0%	
	- Theft of canteen or property?	<i>n=103</i>	1%		1%	
	- Other bullying / victimisation?	<i>n=103</i>	12%		12%	
	- Not experienced any of these from staff here	<i>n=103</i>	72%		72%	
14.6	If you were being bullied / victimised by staff here, would you report it?	<i>n=102</i>	63%		63%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<i>n=106</i>	50%		50%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<i>n=105</i>	51%		51%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<i>n=107</i>	3%	3%	3%	6%
<i>For those who have been restrained in the last 6 months:</i>						
15.4	Did anyone come and talk to you about it afterwards?	<i>n=5</i>	20%		20%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n=108</i>	7%		7%	
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>						
15.6	Were you treated well by segregation staff?	<i>n=8</i>	63%		63%	
	Could you shower every day?	<i>n=7</i>	71%		71%	
	Could you go outside for exercise every day?	<i>n=7</i>	43%		43%	
	Could you use the phone every day (if you had credit)?	<i>n=7</i>	71%		71%	



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EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	- Education?	n=99	78%		78%
	- Vocational or skills training?	n=95	44%		44%
	- Prison job?	n=102	80%		80%
	- Voluntary work outside of the prison?	n=97	16%		16%
	- Paid work outside of the prison?	n=97	18%		18%
16.2	In this prison, have you done the following activities:				
	- Education?	n=100	90%	87%	90%
	- Vocational or skills training?	n=91	94%	72%	64%
	- Prison job?	n=99	95%	86%	95%
	- Voluntary work outside of the prison?	n=94	39%		39%
	- Paid work outside of the prison?	n=93	37%		37%
<i>For those who have done the following activities, do you think they will help you on release:</i>					
	- Education?	n=90	77%	74%	77%
	- Vocational or skills training?	n=58	71%	68%	71%
	- Prison job?	n=94	68%	54%	68%
	- Voluntary work outside of the prison?	n=37	51%		51%
	- Paid work outside of the prison?	n=34	65%		65%
16.3	Do staff encourage you to attend education, training or work?	n=104	72%		72%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	n=103	75%		75%
<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=77	78%		78%
17.3	Are staff helping you to achieve your objectives or targets?	n=71	51%		51%
17.4	In this prison, have you done:				
	- Offending behaviour programmes?	n=64	31%		31%
	- Other programmes?	n=67	43%		43%
	- One to one work?	n=64	27%		27%
	- Been on a specialist unit?	n=64	19%		19%
	- ROTL - day or overnight release?	n=72	26%		26%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>					
	- Offending behaviour programmes?	n=20	70%		70%
	- Other programmes?	n=29	79%		79%
	- One to one work?	n=17	77%		77%
	- Being on a specialist unit?	n=12	50%		50%
	- ROTL - day or overnight release?	n=19	68%		68%

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PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	<i>n</i> =109	28%		28%	
<i>For those who expect to be released in the next 3 months:</i>						
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n</i> =28	39%		39%	
18.3	Is anybody helping you to prepare for your release?	<i>n</i> =28	79%		79%	
18.4	Do you need help to sort out the following for when you are released:					
	- Finding accommodation?	<i>n</i> =29	52%		52%	
	- Getting employment?	<i>n</i> =28	61%		61%	
	- Setting up education or training?	<i>n</i> =27	41%		41%	
	- Arranging benefits?	<i>n</i> =27	78%		78%	
	- Sorting out finances?	<i>n</i> =27	56%		56%	
	- Support for drug or alcohol problems?	<i>n</i> =25	48%		48%	
	- Health / mental Health support?	<i>n</i> =26	65%		65%	
	- Social care support?	<i>n</i> =27	30%		30%	
	- Getting back in touch with family or friends?	<i>n</i> =27	30%		30%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	- Finding accommodation?	<i>n</i> =15	60%		60%	
	- Getting employment?	<i>n</i> =17	18%		18%	
	- Setting up education or training?	<i>n</i> =11	0%		0%	
	- Arranging benefits?	<i>n</i> =21	38%		38%	
	- Sorting out finances?	<i>n</i> =15	7%		7%	
	- Support for drug or alcohol problems?	<i>n</i> =12	67%		67%	
	- Health / mental Health support?	<i>n</i> =17	35%		35%	
	- Social care support?	<i>n</i> =8	25%		25%	
	- Getting back in touch with family or friends?	<i>n</i> =8	63%		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?	<i>n</i> =106	70%		70%	

## HMP/YOI Drake Hall 2020

### 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 a disability compared with those who did not.
- responses of prisoners who reported that they had mental health problems 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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Have a disability		Do not have a disability		Mental health problems
	<b>38</b>		<b>71</b>	
				No mental health problems
				<b>68</b>
				<b>42</b>

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	13%	9%	13%	5%
	Are you 50 years of age or older?	26%	13%	12%	28%
1.3	Are you from a black and minority ethnic group?	5%	27%	12%	31%
7.1	Are you Muslim?	0%	6%	3%	5%
11.3	Do you have any mental health problems?	90%	47%		
12.1	Do you consider yourself to have a disability?			51%	10%
19.2	Are you a foreign national?	0%	11%	2%	17%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	3%	0%	5%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	84%	89%	88%	86%
2.4	Overall, were you treated very / quite well in reception?	95%	93%	96%	91%
2.5	When you first arrived, did you have any problems?	89%	66%	88%	51%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	45%	52%	52%	40%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	74%	80%	78%	79%
3.5	Have you had an induction at this prison?	95%	99%	97%	97%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	37%	60%	52%	50%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	40%	51%	46%	48%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	89%	87%	89%	85%
	- Can you shower every day?	97%	100%	100%	98%
	- Do you have clean sheets every week?	83%	91%	89%	88%
	- Do you get cell cleaning materials every week?	42%	47%	47%	43%
	- Is it normally quiet enough for you to relax or sleep at night?	58%	71%	56%	81%
	- Can you get your stored property if you need it?	41%	64%	48%	68%

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Number of completed questionnaires returned

	Have a disability	Do not have a disability		
	38	71	Mental health problems	No mental health problems
			68	42

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	87%	79%	79%	86%
5.3	Does the shop / canteen sell the things that you need?	89%	79%	89%	71%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	71%	80%	75%	78%
6.2	Are there any staff here you could turn to if you had a problem?	78%	86%	82%	86%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	37%	42%	35%	48%
6.6	Do you feel that you are treated as an individual in this prison?	44%	50%	47%	49%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	76%	84%	80%	83%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	87%	85%	89%	81%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	42%	43%	39%	49%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	47%	21%	35%	22%
8.3	Are you able to use a phone every day (if you have credit)?	97%	97%	99%	95%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	90%	78%	86%	76%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	17%	3%	6%	11%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	22%	34%	25%	37%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	58%	37%	47%	36%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	81%	87%	86%	81%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	62%	69%	66%	66%
10.3	Is it easy for you to make a complaint?	67%	70%	72%	63%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	39%	52%	42%	53%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	26%	10%	16%	15%

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Number of completed questionnaires returned

	Have a disability	Do not have a disability	Mental health problems	No mental health problems
	38	71	68	42

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	18%	30%	29%	24%
	- Nurse?	61%	59%	63%	56%
	- Dentist?	16%	23%	21%	22%
	- Mental health workers?	49%	43%	59%	24%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	73%	69%	71%	
11.5	Do you think the overall quality of the health services here is very / quite good?	42%	54%	54%	44%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	49%		52%	25%
SAFETY					
14.1	Have you ever felt unsafe here?	67%	38%	52%	40%
14.2	Do you feel unsafe now?	28%	10%	17%	15%
14.3	Not experienced bullying / victimisation by other prisoners	38%	55%	44%	58%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	37%	47%	38%	51%
14.5	Not experienced bullying / victimisation by members of staff	57%	79%	69%	77%
14.6	If you were being bullied / victimised by staff here, would you report it?	56%	67%	61%	66%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	53%	48%	53%	45%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	43%	55%	53%	46%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	6%	1%	5%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	8%	7%	6%	10%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	65%	76%	74%	69%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	74%	75%	75%	74%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	46%	54%	48%	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?	92%	67%	82%	67%
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?	73%	68%	72%	67%



## HMP/YOI Drake Hall 2020

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

In this table the following analyses are presented:

- responses of non-heterosexual prisoners are compared with those of heterosexual prisoners

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

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

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

Number of completed questionnaires returned

Gay/bisexual/other	Heterosexual
<b>25</b>	<b>80</b>

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	<b>16%</b>	<b>9%</b>
	Are you 50 years of age or older?	<b>0%</b>	<b>23%</b>
1.3	Are you from a black and minority ethnic group?	<b>17%</b>	<b>20%</b>
7.1	Are you Muslim?	<b>0%</b>	<b>5%</b>
11.3	Do you have any mental health problems?	<b>80%</b>	<b>59%</b>
12.1	Do you consider yourself to have a disability?	<b>44%</b>	<b>32%</b>
19.2	Are you a foreign national?	<b>4%</b>	<b>6%</b>
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<b>0%</b>	<b>0%</b>
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	<b>76%</b>	<b>91%</b>
2.4	Overall, were you treated very / quite well in reception?	<b>96%</b>	<b>93%</b>
2.5	When you first arrived, did you have any problems?	<b>72%</b>	<b>75%</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>53%</b>	<b>48%</b>
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	<b>80%</b>	<b>78%</b>
3.5	Have you had an induction at this prison?	<b>100%</b>	<b>96%</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>48%</b>	<b>52%</b>
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	<b>48%</b>	<b>45%</b>
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	<b>96%</b>	<b>86%</b>
	- Can you shower every day?	<b>100%</b>	<b>99%</b>
	- Do you have clean sheets every week?	<b>96%</b>	<b>89%</b>
	- Do you get cell cleaning materials every week?	<b>54%</b>	<b>44%</b>
	- Is it normally quiet enough for you to relax or sleep at night?	<b>71%</b>	<b>62%</b>
	- Can you get your stored property if you need it?	<b>64%</b>	<b>52%</b>

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

Number of completed questionnaires returned

	Gay/bisexual/other	Heterosexual
Number of completed questionnaires returned	25	80

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	79%	83%
5.3	Does the shop / canteen sell the things that you need?	88%	82%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	70%	77%
6.2	Are there any staff here you could turn to if you had a problem?	83%	83%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	32%	41%
6.6	Do you feel that you are treated as an individual in this prison?	39%	51%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	88%	78%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	89%	86%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	38%	44%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	38%	30%
8.3	Are you able to use a phone every day (if you have credit)?	100%	96%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	75%	82%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	4%	7%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	28%	31%
<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%	42%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	83%	89%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	55%	68%
10.3	Is it easy for you to make a complaint?	83%	69%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	59%	44%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	11%	18%

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

	Gay/bisexual/other	Heterosexual
<b>Number of completed questionnaires returned</b>	<b>25</b>	<b>80</b>

<b>HEALTH CARE</b>			
11.1	Is it very / quite easy to see:		
	- Doctor?	16%	30%
	- Nurse?	60%	61%
	- Dentist?	12%	25%
	- Mental health workers?	50%	47%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	65%	73%
11.5	Do you think the overall quality of the health services here is very / quite good?	38%	57%
<b>OTHER SUPPORT NEEDS</b>			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	38%	57%
<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	44%	49%
14.2	Do you feel unsafe now?	17%	17%
14.3	Not experienced bullying / victimisation by other prisoners	46%	49%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	32%	47%
14.5	Not experienced bullying / victimisation by members of staff	65%	72%
14.6	If you were being bullied / victimised by staff here, would you report it?	78%	59%
<b>BEHAVIOUR MANAGEMENT</b>			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	38%	54%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	44%	56%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	4%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	16%	4%
<b>EDUCATION, SKILLS AND WORK</b>			
16.3	Do staff encourage you to attend education, training or work?	65%	73%
<b>PLANNING AND PROGRESSION</b>			
17.1	Do you have a custody plan?	75%	74%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	31%	57%
<b>PREPARATION FOR RELEASE</b>			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	80%	82%
<b>FINAL QUESTION ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	72%	70%



## HMP/YOI Drake Hall 2020

### Comparison of survey responses from different residential locations

In this table responses from units that were staffed (B, K, P and R) are compared with those from units that had no staff presence.

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

Staffed units (B, K, P and R units)	Rest of the establishment
37	73

Number of completed questionnaires returned

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	1%
	Are you 25 years of age or younger?	14%	10%
	Are you 50 years of age or older?	14%	20%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a black and minority ethnic group?	19%	17%
1.4	Have you been in this prison for less than 6 months?	51%	24%
1.5	Are you currently serving a sentence?	97%	100%
	Are you on recall?	5%	4%
1.6	Is your sentence less than 12 months?	22%	11%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	1%
7.1	Are you Muslim?	3%	4%
11.3	Do you have any mental health problems?	62%	61%
12.1	Do you consider yourself to have a disability?	35%	35%
19.1	Do you have any children under the age of 18?	56%	58%
19.2	Are you a foreign national?	8%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	3%	1%
19.4	Have you ever been in the armed services?	0%	3%
19.5	Is your gender male or non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	14%	28%
19.7	Do you identify as transgender or transsexual?	0%	0%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	22%	14%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	65%	58%
2.3	When you were searched in reception, was this done in a respectful way?	92%	85%
2.4	Overall, were you treated very / quite well in reception?	95%	93%

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Staffed units ( B, K, P and R units)	Rest of the establishment
<b>37</b>	<b>73</b>

Number of completed questionnaires returned

2.5	When you first arrived, did you have any problems?	<b>68%</b>	<b>78%</b>
2.5	Did you have problems with:		
	- Getting phone numbers?	<b>19%</b>	<b>20%</b>
	- Contacting family?	<b>24%</b>	<b>21%</b>
	- Arranging care for children or other dependents?	<b>0%</b>	<b>0%</b>
	- Contacting employers?	<b>3%</b>	<b>1%</b>
	- Money worries?	<b>16%</b>	<b>23%</b>
	- Housing worries?	<b>14%</b>	<b>18%</b>
	- Feeling depressed?	<b>43%</b>	<b>45%</b>
	- Feeling suicidal?	<b>11%</b>	<b>16%</b>
	- Other mental health problems?	<b>30%</b>	<b>32%</b>
	- Physical health problems?	<b>19%</b>	<b>13%</b>
	- Drugs or alcohol (e.g. withdrawal)?	<b>14%</b>	<b>14%</b>
	- Getting medication?	<b>19%</b>	<b>27%</b>
	- Needing protection from other prisoners?	<b>5%</b>	<b>6%</b>
	- Lost or delayed property?	<b>16%</b>	<b>11%</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>63%</b>	<b>43%</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>74%</b>	<b>68%</b>
	- Toiletries / other basic items?	<b>69%</b>	<b>54%</b>
	- A shower?	<b>69%</b>	<b>66%</b>
	- A free phone call?	<b>69%</b>	<b>66%</b>
	- Something to eat?	<b>89%</b>	<b>80%</b>
	- The chance to see someone from health care?	<b>69%</b>	<b>56%</b>
	- The chance to talk to a Listener or Samaritans?	<b>37%</b>	<b>31%</b>
	- Support from another prisoner (e.g. Insider or buddy)?	<b>31%</b>	<b>28%</b>
	- None of these?	<b>0%</b>	<b>3%</b>
3.2	On your first night in this prison, was your cell very / quite clean?	<b>84%</b>	<b>64%</b>
3.3	Did you feel safe on your first night here?	<b>81%</b>	<b>77%</b>
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	<b>71%</b>	<b>73%</b>
	- Free PIN phone credit?	<b>56%</b>	<b>34%</b>
	- Numbers put on your PIN phone?	<b>61%</b>	<b>52%</b>
3.5	Have you had an induction at this prison?	<b>100%</b>	<b>96%</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>67%</b>	<b>43%</b>

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**Number of completed questionnaires returned**

Staffed units (B, K, P and R units)	<b>37</b>	Rest of the establishment	<b>73</b>
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<b>ON THE WING</b>			
4.1	Are you in a cell on your own?	32%	81%
4.2	Is your cell call bell normally answered within 5 minutes?	47%	46%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	94%	85%
	- Can you shower every day?	100%	99%
	- Do you have clean sheets every week?	92%	87%
	- Do you get cell cleaning materials every week?	51%	41%
	- Is it normally quiet enough for you to relax or sleep at night?	70%	64%
	- Can you get your stored property if you need it?	60%	54%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	61%	61%
<b>FOOD AND CANTEEN</b>			
5.1	Is the quality of the food in this prison very / quite good?	89%	83%
5.2	Do you get enough to eat at meal-times always / most of the time?	87%	79%
5.3	Does the shop / canteen sell the things that you need?	83%	82%
<b>RELATIONSHIPS WITH STAFF</b>			
6.1	Do most staff here treat you with respect?	80%	74%
6.2	Are there any staff here you could turn to if you had a problem?	92%	79%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	30%	47%
6.4	Do you have a personal officer?	100%	100%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	61%	44%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	22%	30%
6.6	Do you feel that you are treated as an individual in this prison?	57%	43%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	62%	69%
	If so, do things sometimes change?	52%	33%
<b>FAITH</b>			
7.1	Do you have a religion?	69%	70%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	76%	84%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	89%	84%
7.4	Are you able to attend religious services, if you want to?	92%	84%
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	37%	44%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	19%	34%
8.3	Are you able to use a phone every day (if you have credit)?	100%	94%
8.4	Is it very / quite easy for your family and friends to get here?	49%	44%
8.5	Do you get visits from family/friends once a week or more?	31%	13%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	32%	36%
8.7	Are your visitors usually treated respectfully by staff?	83%	80%

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Staffed units ( B, K, P and R units)	Rest of the establishment
<b>37</b>	<b>73</b>

Number of completed questionnaires returned

<b>TIME OUT OF CELL</b>			
<b>9.1</b>	Do you know what the unlock and lock-up times are supposed to be here?	<b>100%</b>	<b>99%</b>
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
<b>9.1</b>	Are these times usually kept to?	<b>84%</b>	<b>86%</b>
<b>9.2</b>	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<b>3%</b>	<b>10%</b>
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<b>27%</b>	<b>31%</b>
<b>9.3</b>	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<b>17%</b>	<b>21%</b>
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<b>17%</b>	<b>16%</b>
<b>9.4</b>	Do you have time to do domestics more than 5 days in a typical week?	<b>64%</b>	<b>61%</b>
<b>9.5</b>	Do you get association more than 5 days in a typical week, if you want it?	<b>83%</b>	<b>80%</b>
<b>9.6</b>	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<b>86%</b>	<b>90%</b>
<b>9.7</b>	Do you typically go to the gym twice a week or more?	<b>23%</b>	<b>30%</b>
<b>9.8</b>	Do you typically go to the library once a week or more?	<b>33%</b>	<b>27%</b>
<i>For those who use the library:</i>			
<b>9.9</b>	Does the library have a wide enough range of materials to meet your needs?	<b>55%</b>	<b>37%</b>
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
<b>10.1</b>	Is it easy for you to make an application?	<b>81%</b>	<b>86%</b>
<i>For those who have made an application:</i>			
<b>10.2</b>	Are applications usually dealt with fairly?	<b>77%</b>	<b>66%</b>
	Are applications usually dealt with within 7 days?	<b>66%</b>	<b>44%</b>
<b>10.3</b>	Is it easy for you to make a complaint?	<b>54%</b>	<b>75%</b>
<i>For those who have made a complaint:</i>			
<b>10.4</b>	Are complaints usually dealt with fairly?	<b>62%</b>	<b>39%</b>
	Are complaints usually dealt with within 7 days?	<b>60%</b>	<b>46%</b>
<b>10.5</b>	Have you ever been prevented from making a complaint here when you wanted to?	<b>11%</b>	<b>18%</b>

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	Staffed units (B, K, P and R units)	Rest of the establishment
<b>Number of completed questionnaires returned</b>	<b>37</b>	<b>73</b>

<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	61%	44%
	Attend legal visits?	52%	54%
	Get bail information?	25%	17%
<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?	39%	68%
<b>HEALTH CARE</b>			
11.1	Is it very / quite easy to see:		
	- Doctor?	41%	20%
	- Nurse?	75%	52%
	- Dentist?	31%	17%
	- Mental health workers?	66%	34%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	57%	49%
	- Nurse?	75%	61%
	- Dentist?	33%	44%
	- Mental health workers?	71%	57%
11.3	Do you have any mental health problems?	62%	61%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	77%	67%
11.5	Do you think the overall quality of the health services here is very / quite good?	64%	44%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability?	35%	35%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	50%	48%
12.3	Have you been on an ACCT in this prison?	32%	32%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	82%	61%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	41%	44%
<b>ALCOHOL AND DRUGS</b>			
13.1	Did you have an alcohol problem when you came into this prison?	11%	10%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	100%	43%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	35%	40%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	11%	17%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	5%	16%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	92%	61%
13.7	Is it very / quite easy to get illicit drugs in this prison?	38%	54%
13.8	Is it very / quite easy to get alcohol in this prison?	3%	14%



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

	Staffed units ( B, K, P and R units)	Rest of the establishment
<b>Number of completed questionnaires returned</b>	<b>37</b>	<b>73</b>

<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	35%	54%
14.2	Do you feel unsafe now?	14%	17%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	40%	43%
	- Threats or intimidation?	26%	33%
	- Physical assault?	14%	10%
	- Sexual assault?	3%	2%
	- Theft of canteen or property?	23%	19%
	- Other bullying / victimisation?	14%	24%
	- Not experienced any of these from prisoners here	54%	48%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	53%	37%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	14%	24%
	- Threats or intimidation?	6%	17%
	- Physical assault?	0%	9%
	- Sexual assault?	0%	0%
	- Theft of canteen or property?	0%	2%
	- Other bullying / victimisation?	3%	15%
	- Not experienced any of these from staff here	86%	65%
14.6	If you were being bullied / victimised by staff here, would you report it?	67%	60%
<b>BEHAVIOUR MANAGEMENT</b>			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	61%	45%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	57%	46%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	3%	3%
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?	0%	25%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	3%	9%
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>		
15.6	Were you treated well by segregation staff?	100%	50%
	Could you shower every day?	100%	60%
	Could you go outside for exercise every day?	100%	40%
	Could you use the phone every day (if you had credit)?	100%	60%

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Number of completed questionnaires returned

Staffed units (B, K, P and R units)	Rest of the establishment
<b>37</b>	<b>73</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>81%</b> <b>76%</b>
	- Vocational or skills training?	<b>53%</b> <b>38%</b>
	- Prison job?	<b>86%</b> <b>77%</b>
	- Voluntary work outside of the prison?	<b>23%</b> <b>12%</b>
	- Paid work outside of the prison?	<b>23%</b> <b>15%</b>
<b>16.2</b>	In this prison, have you done the following activities:	
	- Education?	<b>91%</b> <b>91%</b>
	- Vocational or skills training?	<b>67%</b> <b>63%</b>
	- Prison job?	<b>94%</b> <b>95%</b>
	- Voluntary work outside of the prison?	<b>39%</b> <b>40%</b>
	- Paid work outside of the prison?	<b>38%</b> <b>37%</b>
<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	<b>77%</b> <b>76%</b>
	- Vocational or skills training?	<b>70%</b> <b>71%</b>
	- Prison job?	<b>69%</b> <b>67%</b>
	- Voluntary work outside of the prison?	<b>54%</b> <b>50%</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>78%</b> <b>69%</b>
<b>PLANNING AND PROGRESSION</b>		
<b>17.1</b>	Do you have a custody plan?	<b>60%</b> <b>82%</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>76%</b> <b>78%</b>
<b>17.3</b>	Are staff helping you to achieve your objectives or targets?	<b>58%</b> <b>47%</b>
<b>17.4</b>	In this prison, have you done:	
	- Offending behaviour programmes?	<b>19%</b> <b>36%</b>
	- Other programmes?	<b>39%</b> <b>46%</b>
	- One to one work?	<b>12%</b> <b>33%</b>
	- Been on a specialist unit?	<b>12%</b> <b>22%</b>
	- ROTL - day or overnight release?	<b>21%</b> <b>29%</b>
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	<b>67%</b> <b>71%</b>
	- Other programmes?	<b>86%</b> <b>77%</b>
	- One to one work?	<b>50%</b> <b>80%</b>
	- Being on a specialist unit?	<b>50%</b> <b>50%</b>
	- ROTL - day or overnight release?	<b>75%</b> <b>67%</b>

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Staffed units ( B, K, P and R units)	Rest of the establishment
<b>37</b>	<b>73</b>

Number of completed questionnaires returned

<b>PREPARATION FOR RELEASE</b>			
<b>18.1</b>	Do you expect to be released in the next 3 months?	<b>30%</b>	<b>28%</b>
<i>For those who expect to be released in the next 3 months:</i>			
<b>18.2</b>	Is this prison very / quite near to your home area or intended release address?	<b>40%</b>	<b>39%</b>
<b>18.3</b>	Is anybody helping you to prepare for your release?	<b>100%</b>	<b>67%</b>
<b>18.4</b>	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	<b>36%</b>	<b>61%</b>
	- Getting employment?	<b>70%</b>	<b>56%</b>
	- Setting up education or training?	<b>30%</b>	<b>47%</b>
	- Arranging benefits?	<b>80%</b>	<b>77%</b>
	- Sorting out finances?	<b>60%</b>	<b>53%</b>
	- Support for drug or alcohol problems?	<b>50%</b>	<b>47%</b>
	- Health / mental Health support?	<b>50%</b>	<b>75%</b>
	- Social care support?	<b>30%</b>	<b>29%</b>
	- Getting back in touch with family or friends?	<b>30%</b>	<b>29%</b>
<b>18.4</b>	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	<b>50%</b>	<b>64%</b>
	- Getting employment?	<b>14%</b>	<b>20%</b>
	- Setting up education or training?	<b>0%</b>	<b>0%</b>
	- Arranging benefits?	<b>50%</b>	<b>31%</b>
	- Sorting out finances?	<b>17%</b>	<b>0%</b>
	- Support for drug or alcohol problems?	<b>80%</b>	<b>57%</b>
	- Health / mental Health support?	<b>40%</b>	<b>33%</b>
	- Social care support?	<b>33%</b>	<b>20%</b>
	- Getting back in touch with family or friends?	<b>67%</b>	<b>60%</b>
<b>FINAL QUESTION ABOUT THIS PRISON</b>			
<b>20.1</b>	Do you think your experiences in this prison have made you less likely to offend in the future?	<b>83%</b>	<b>62%</b>



## HMP/YOI Drake Hall 2020

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

In this table the following analyses are presented:

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

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

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

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Number of completed questionnaires returned

	25 and under	Over 25		50 and over	Under 50
	12	96		19	89

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	8%			1%
	Are you 70 years of age or older?		0%	0%	
1.3	Are you from a black and minority ethnic group?	18%	18%	11%	20%
7.1	Are you Muslim?	0%	4%	0%	5%
11.3	Do you have any mental health problems?	82%	62%	42%	68%
12.1	Do you consider yourself to have a disability?	46%	35%	53%	32%
19.2	Are you a foreign national?	0%	9%	0%	9%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	2%	0%	2%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	58%	93%	95%	88%
2.4	Overall, were you treated very / quite well in reception?	92%	95%	90%	96%
2.5	When you first arrived, did you have any problems?	92%	72%	56%	78%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	40%	52%	30%	54%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	75%	80%	79%	80%
3.5	Have you had an induction at this prison?	100%	97%	94%	98%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	25%	56%	47%	54%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	46%	48%	56%	46%
4.3					
	- Do you normally have enough clean, suitable clothes for the week?	73%	90%	90%	88%
	- Can you shower every day?	100%	99%	95%	100%
	- Do you have clean sheets every week?	73%	90%	83%	90%
	- Do you get cell cleaning materials every week?	8%	49%	53%	43%
	- Is it normally quiet enough for you to relax or sleep at night?	58%	67%	67%	66%
	- Can you get your stored property if you need it?	42%	57%	56%	55%

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Number of completed questionnaires returned

		25 and under	Over 25
		12	96
		50 and over	Under 50
		19	89

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	50%	86%	95%	80%
5.3	Does the shop / canteen sell the things that you need?	83%	83%	79%	84%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	33%	84%	78%	78%
6.2	Are there any staff here you could turn to if you had a problem?	75%	86%	84%	85%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	42%	41%	42%	40%
6.6	Do you feel that you are treated as an individual in this prison?	33%	52%	63%	47%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	75%	82%	85%	80%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	100%	84%	85%	86%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	40%	42%	47%	41%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	46%	29%	21%	33%
8.3	Are you able to use a phone every day (if you have credit)?	91%	97%	95%	97%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	50%	87%	80%	83%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	8%	8%	32%	3%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	25%	28%	37%	26%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	50%	42%	33%	45%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	83%	84%	74%	86%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	55%	68%	67%	66%
10.3	Is it easy for you to make a complaint?	50%	72%	74%	68%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	57%	46%	53%	46%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	25%	14%	25%	12%

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Number of completed questionnaires returned

	25 and under	Over 25	50 and over	Under 50
	12	96	19	89

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	18%	29%	11%	31%
	- Nurse?	46%	64%	63%	62%
	- Dentist?	18%	22%	21%	22%
	- Mental health workers?	40%	48%	44%	48%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	67%	72%	75%	71%
11.5	Do you think the overall quality of the health services here is very / quite good?	36%	52%	39%	53%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	50%	48%	44%	50%
SAFETY					
14.1	Have you ever felt unsafe here?	50%	47%	56%	45%
14.2	Do you feel unsafe now?	18%	17%	29%	14%
14.3	Not experienced bullying / victimisation by other prisoners	22%	51%	33%	51%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	33%	44%	61%	39%
14.5	Not experienced bullying / victimisation by members of staff	46%	74%	53%	75%
14.6	If you were being bullied / victimised by staff here, would you report it?	60%	63%	72%	61%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	27%	54%	50%	52%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	40%	53%	39%	55%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	10%	2%	0%	4%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	18%	5%	6%	7%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	70%	73%	67%	74%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	64%	75%	67%	76%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	33%	55%	64%	51%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	83%	77%	100%	74%
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?	55%	73%	61%	73%

## HMP/ YOI Drake Hall 2020

### Survey responses compared with those from other HMIP surveys of women's training prisons and with those from the previous survey

In this table summary statistics from HMP/ YOI Drake Hall 2020 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other women's training prisons (2 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.

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

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**Number of completed questionnaires returned**

*n=number of valid responses to question (HMP/ YOI Drake Hall 2020)*

HMP/ YOI Drake Hall 2020	All other women's training prisons	HMP/ YOI Drake Hall 2020	HMP/ YOI Drake Hall 2016
111	265	111	129

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n=108</i>	1%	1%	1%	5%
	Are you 25 years of age or younger?	<i>n=108</i>	11%		11%	
	Are you 50 years of age or older?	<i>n=108</i>	18%	19%	18%	13%
	Are you 70 years of age or older?	<i>n=108</i>	0%	0%	0%	0%
1.3	Are you from a black and minority ethnic group?	<i>n=107</i>	19%	29%	19%	20%
1.4	Have you been in this prison for less than 6 months?	<i>n=110</i>	34%		34%	
1.5	Are you currently serving a sentence?	<i>n=110</i>	99%	100%	99%	100%
	Are you on recall?	<i>n=110</i>	5%	4%	5%	4%
1.6	Is your sentence less than 12 months?	<i>n=110</i>	16%	8%	16%	7%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=110</i>	1%	3%	1%	1%
7.1	Are you Muslim?	<i>n=110</i>	4%	11%	4%	6%
11.3	Do you have any mental health problems?	<i>n=110</i>	62%		62%	
12.1	Do you consider yourself to have a disability?	<i>n=109</i>	35%	24%	35%	32%
19.1	Do you have any children under the age of 18?	<i>n=108</i>	57%	56%	57%	50%
19.2	Are you a foreign national?	<i>n=108</i>	7%	13%	7%	10%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=108</i>	2%	10%	2%	7%
19.4	Have you ever been in the armed services?	<i>n=108</i>	2%	2%	2%	2%
19.5	Is your gender male or non-binary?	<i>n=106</i>	1%		1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=105</i>	24%	20%	24%	26%
19.7	Do you identify as transgender or transsexual?	<i>n=104</i>	0%		0%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=110</i>	17%		17%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=110</i>	60%	48%	60%	58%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=111</i>	87%	88%	87%	93%
2.4	Overall, were you treated very / quite well in reception?	<i>n=111</i>	94%		94%	

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**Number of completed questionnaires returned**

*n=number of valid responses to question (HMP/ YOI Drake Hall 2020)*

HMP/ YOI Drake Hall 2020	All other women's training prisons	HMP/ YOI Drake Hall 2020	HMP/ YOI Drake Hall 2016
111	265	111	129

2.5	When you first arrived, did you have any problems?	<i>n=109</i>	74%	72%	74%	78%
2.5	Did you have problems with:					
	- Getting phone numbers?	<i>n=109</i>	19%	18%	19%	26%
	- Contacting family?	<i>n=109</i>	22%	21%	22%	29%
	- Arranging care for children or other dependents?	<i>n=109</i>	0%		0%	
	- Contacting employers?	<i>n=109</i>	2%	2%	2%	0%
	- Money worries?	<i>n=109</i>	20%	18%	20%	17%
	- Housing worries?	<i>n=109</i>	17%	15%	17%	18%
	- Feeling depressed?	<i>n=109</i>	45%		45%	
	- Feeling suicidal?	<i>n=109</i>	14%		14%	
	- Other mental health problems?	<i>n=109</i>	32%		32%	
	- Physical health problems?	<i>n=109</i>	15%	16%	15%	18%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n=109</i>	14%		14%	
	- Getting medication?	<i>n=109</i>	24%		24%	
	- Needing protection from other prisoners?	<i>n=109</i>	6%	5%	6%	6%
	- Lost or delayed property?	<i>n=109</i>	13%	15%	13%	18%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	<i>n=79</i>	49%	43%	49%	48%
<b>FIRST NIGHT AND INDUCTION</b>						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	<i>n=107</i>	70%	64%	70%	75%
	- Toiletries / other basic items?	<i>n=107</i>	59%	46%	59%	36%
	- A shower?	<i>n=107</i>	67%	32%	67%	43%
	- A free phone call?	<i>n=107</i>	67%	48%	67%	71%
	- Something to eat?	<i>n=107</i>	83%	62%	83%	69%
	- The chance to see someone from health care?	<i>n=107</i>	61%	58%	61%	70%
	- The chance to talk to a Listener or Samaritans?	<i>n=107</i>	33%	32%	33%	32%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n=107</i>	29%		29%	
	- None of these?	<i>n=107</i>	2%		2%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n=111</i>	71%		71%	
3.3	Did you feel safe on your first night here?	<i>n=111</i>	78%	75%	78%	60%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	<i>n=109</i>	73%	27%	73%	25%
	- Free PIN phone credit?	<i>n=97</i>	41%		41%	
	- Numbers put on your PIN phone?	<i>n=95</i>	56%		56%	
3.5	Have you had an induction at this prison?	<i>n=107</i>	97%	91%	97%	96%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	<i>n=104</i>	52%		52%	



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ON THE WING					
4.1	Are you in a cell on your own?	n=108	65%		65%
4.2	Is your cell call bell normally answered within 5 minutes?	n=106	47%	39%	47%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	n=108	88%	84%	88%
	- Can you shower every day?	n=111	99%	98%	99%
	- Do you have clean sheets every week?	n=107	89%	86%	89%
	- Do you get cell cleaning materials every week?	n=109	45%	82%	45%
	- Is it normally quiet enough for you to relax or sleep at night?	n=107	66%	66%	66%
	- Can you get your stored property if you need it?	n=105	55%	53%	55%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=109	62%		62%
FOOD AND CANTEEN					
5.1	Is the quality of the food in this prison very / quite good?	n=107	85%		85%
5.2	Do you get enough to eat at meal-times always / most of the time?	n=110	82%		82%
5.3	Does the shop / canteen sell the things that you need?	n=109	83%	56%	83%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	n=106	76%	77%	76%
6.2	Are there any staff here you could turn to if you had a problem?	n=108	83%	78%	83%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=111	41%	39%	41%
6.4	Do you have a personal officer?	n=108	100%		100%
<i>For those who have a personal officer:</i>					
6.4	Is your personal or named officer very / quite helpful?	n=108	49%		49%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=111	27%		27%
6.6	Do you feel that you are treated as an individual in this prison?	n=108	48%		48%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=109	67%		67%
	If so, do things sometimes change?	n=73	38%		38%
FAITH					
7.1	Do you have a religion?	n=110	70%	80%	70%
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	n=75	81%		81%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=78	86%		86%
7.4	Are you able to attend religious services, if you want to?	n=78	87%		87%

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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=105	42%		42%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=107	30%	43%	30%
8.3	Are you able to use a phone every day (if you have credit)?	n=109	96%		96%
8.4	Is it very / quite easy for your family and friends to get here?	n=107	46%		46%
8.5	Do you get visits from family/friends once a week or more?	n=105	19%		19%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	n=68	35%		35%
8.7	Are your visitors usually treated respectfully by staff?	n=64	81%		81%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=110	99%		99%
<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=109	85%		85%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=102	8%	9%	8%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=102	29%	26%	29%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=108	19%		19%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=108	16%		16%
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=109	62%		62%
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=108	82%		82%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=108	88%		88%
9.7	Do you typically go to the gym twice a week or more?	n=106	28%		28%
9.8	Do you typically go to the library once a week or more?	n=108	29%	68%	29%
<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=63	43%	65%	43%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	n=108	84%	82%	84%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	n=98	66%	67%	66%
	Are applications usually dealt with within 7 days?	n=97	52%	49%	52%
10.3	Is it easy for you to make a complaint?	n=103	68%	57%	68%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	n=73	47%	35%	47%
	Are complaints usually dealt with within 7 days?	n=71	51%	31%	51%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=83	16%		16%

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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=79	49%		49%
	Attend legal visits?	n=74	54%		54%
	Get bail information?	n=53	21%		21%
<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=86	59%	42%	59% 53%
<b>HEALTH CARE</b>					
11.1	Is it very / quite easy to see:				
	- Doctor?	n=108	27%		27%
	- Nurse?	n=108	60%		60%
	- Dentist?	n=108	21%		21%
	- Mental health workers?	n=103	46%		47%
11.2	Do you think the quality of the health service is very / quite good from:				
	- Doctor?	n=105	52%		52%
	- Nurse?	n=104	66%		66%
	- Dentist?	n=107	40%		40%
	- Mental health workers?	n=103	62%		62%
11.3	Do you have any mental health problems?	n=110	62%		62%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	n=66	71%		71%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=108	50%		50%
<b>OTHER SUPPORT NEEDS</b>					
12.1	Do you consider yourself to have a disability?	n=109	35%	24%	35% 32%
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	n=33	49%		49%
12.3	Have you been on an ACCT in this prison?	n=109	32%		32%
<i>For those who have been on an ACCT:</i>					
12.4	Did you feel cared for by staff?	n=34	68%		68%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=107	43%		43%
<b>ALCOHOL AND DRUGS</b>					
13.1	Did you have an alcohol problem when you came into this prison?	n=110	10%	18%	10% 10%
<i>For those who had / have an alcohol problem:</i>					
13.2	Have you been helped with your alcohol problem in this prison?	n=11	64%	66%	64% 75%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=110	38%	29%	38% 29%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=109	15%	4%	15% 4%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=109	12%		12%
<i>For those who had / have a drug problem:</i>					
13.6	Have you been helped with your drug problem in this prison?	n=40	70%	77%	70% 79%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=105	49%		49%
13.8	Is it very / quite easy to get alcohol in this prison?	n=111	10%		10%



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SAFETY						
14.1	Have you ever felt unsafe here?	n=105	48%	38%	48%	52%
14.2	Do you feel unsafe now?	n=104	16%	13%	16%	15%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	n=103	43%		43%	
	- Threats or intimidation?	n=103	31%		31%	
	- Physical assault?	n=103	12%		12%	
	- Sexual assault?	n=103	2%		2%	
	- Theft of canteen or property?	n=103	20%		20%	
	- Other bullying / victimisation?	n=103	21%		21%	
	- Not experienced any of these from prisoners here	n=103	50%		50%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=102	43%		43%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	n=103	21%		21%	
	- Threats or intimidation?	n=103	14%		14%	
	- Physical assault?	n=103	6%		6%	
	- Sexual assault?	n=103	0%		0%	
	- Theft of canteen or property?	n=103	1%		1%	
	- Other bullying / victimisation?	n=103	12%		12%	
	- Not experienced any of these from staff here	n=103	72%		72%	
14.6	If you were being bullied / victimised by staff here, would you report it?	n=102	63%		63%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=106	50%		50%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=105	51%		51%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=107	3%	3%	3%	6%
<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=5	20%		20%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=108	7%		7%	
<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=8	63%		63%	
	Could you shower every day?	n=7	71%		71%	
	Could you go outside for exercise every day?	n=7	43%		43%	
	Could you use the phone every day (if you had credit)?	n=7	71%		71%	

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EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	n=99	78%
	- Vocational or skills training?	n=95	44%
	- Prison job?	n=102	80%
	- Voluntary work outside of the prison?	n=97	16%
	- Paid work outside of the prison?	n=97	18%
16.2	In this prison, have you done the following activities:		
	- Education?	n=100	90%
	- Vocational or skills training?	n=91	64%
	- Prison job?	n=99	95%
	- Voluntary work outside of the prison?	n=94	39%
	- Paid work outside of the prison?	n=93	37%
	<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	n=90	77%
	- Vocational or skills training?	n=58	71%
	- Prison job?	n=94	68%
	- Voluntary work outside of the prison?	n=37	51%
	- Paid work outside of the prison?	n=34	65%
16.3	Do staff encourage you to attend education, training or work?	n=104	72%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	n=103	75%
	<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=77	78%
17.3	Are staff helping you to achieve your objectives or targets?	n=71	51%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	n=64	31%
	- Other programmes?	n=67	43%
	- One to one work?	n=64	27%
	- Been on a specialist unit?	n=64	19%
	- ROTL - day or overnight release?	n=72	26%
	<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	n=20	70%
	- Other programmes?	n=29	79%
	- One to one work?	n=17	77%
	- Being on a specialist unit?	n=12	50%
	- ROTL - day or overnight release?	n=19	68%

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PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	<i>n</i> =109	28%		28%	
<i>For those who expect to be released in the next 3 months:</i>						
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n</i> =28	39%		39%	
18.3	Is anybody helping you to prepare for your release?	<i>n</i> =28	79%		79%	
18.4	Do you need help to sort out the following for when you are released:					
	- Finding accommodation?	<i>n</i> =29	52%		52%	
	- Getting employment?	<i>n</i> =28	61%		61%	
	- Setting up education or training?	<i>n</i> =27	41%		41%	
	- Arranging benefits?	<i>n</i> =27	78%		78%	
	- Sorting out finances?	<i>n</i> =27	56%		56%	
	- Support for drug or alcohol problems?	<i>n</i> =25	48%		48%	
	- Health / mental Health support?	<i>n</i> =26	65%		65%	
	- Social care support?	<i>n</i> =27	30%		30%	
	- Getting back in touch with family or friends?	<i>n</i> =27	30%		30%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	- Finding accommodation?	<i>n</i> =15	60%		60%	
	- Getting employment?	<i>n</i> =17	18%		18%	
	- Setting up education or training?	<i>n</i> =11	0%		0%	
	- Arranging benefits?	<i>n</i> =21	38%		38%	
	- Sorting out finances?	<i>n</i> =15	7%		7%	
	- Support for drug or alcohol problems?	<i>n</i> =12	67%		67%	
	- Health / mental Health support?	<i>n</i> =17	35%		35%	
	- Social care support?	<i>n</i> =8	25%		25%	
	- Getting back in touch with family or friends?	<i>n</i> =8	63%		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?	<i>n</i> =106	70%		70%	