

Prisoner survey methodology, results and analyses

## **HMP Forest Bank**

February 2022

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### **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.

HMI Prisons researchers developed a self-completion questionnaire in September 2017 (revised in May 2021) 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 enables comparison of 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.

#### Sampling

On the day of the survey a random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a power calculation, HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings are representative of the entire population of the establishment. The formula used in the calculation assumes a 75% response rate (65% in open establishments) and a 95% confidence interval with a 7% margin of error.

#### Distributing and collecting questionnaires

HMI Prisons researchers distributed and collected the questionnaires in person. A cover sheet was included with the questionnaire which explained the purpose of the survey and that participation was voluntary. Assurances were given about confidentiality, anonymity and the storage and retention of the data. Prisoners were provided with a sealable envelope for their completed questionnaire and told when researchers would return to collect it. Due to social distancing measures researchers were not able to obtain verbal consent from prisoners and therefore returned and completed questionnaires were deemed as providing consent. The questionnaire was available in 14 languages. However, it was also not possible to conduct interviews with prisoners who had literacy problems or visual impairments.

#### **Survey responses**

At the time of the survey on 14 February 2022 the prisoner population at HMP Forest Bank was 1357. Using the sampling method described above, questionnaires were distributed to 226 prisoners. We received a total of 163 completed questionnaires, a response rate of 72%.

The full inspection report is available on our website at: https://www.justiceinspectorates.gov.uk/hmiprisons/inspections/

### Prisoner survey results and analyses

Over the following pages we present the full survey results followed by numerous comparative analyses for HMP Forest Bank. For the comparator analyses, where relevant, each question was reformulated using the Chi-square test (or Fisher's exact test if there are fewer than five expected counts in a cell) into a binary 'yes/no' format and affirmative responses compared. 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).

# Responses from HMP Forest Bank 2022 compared with those from other HMI Prisons surveys

These analyses are carried out on summary data from all survey questions. As we have been using a revised version of the questionnaire since May 2021, we do not yet have full comparator data for all questions.

- Survey responses from HMP Forest Bank in 2022 compared with survey responses from other local prisons inspected since May 2021.
- Survey responses from HMP Forest Bank in 2022 compared with survey responses from HMP Forest in 2019.

## Comparisons between different residential locations within HMP Forest Bank 2022

- Responses of prisoners on the induction wings (D1 and H1) compared with those from the rest of the establishment.
- Responses of prisoners on the vulnerable prisoner wings (C1 and D2) compared with those from the rest of the establishment.
- Responses of prisoners on the drug and alcohol recovery wings (G wings and H wings) compared with those from the rest of the establishment.

# Comparisons between self-reported sub-populations of prisoners within HMP Forest Bank 2022

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

- Responses of prisoners aged 25 and under compared with those aged over
   25
- Responses of prisoners aged 50 and over compared with those aged under 50
- Responses of prisoners in racial minority groups compared with those of white prisoners.
- Responses of Muslim prisoners compared with those of non-Muslim prisoners.
- Responses of prisoners who reported that they had a disability compared to those who did not.

- Responses of prisoners who reported that they had mental health problems compared with those who did not.
- Responses of prisoners who reported that they had been in local authority care compared with those who did not.

Please note that we only carry out within-prison comparator analysis where there is a minimum of 10 responses in each comparison group.

In the comparator analyses, statistically significant differences are indicated by shading. The probability threshold (i.e. p-value) is set at 0.01 which means that there is a 1% likelihood the statistically significant difference between the two groups 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 are 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.

### Background information

	What wing or houseblock are you currently living on?	163 (100%)
	A wing	` ,
	B wing	• •
	C1	` '
	C2	' '
	D1 (RCU)	` ,
	D2	13 (8%)
	E wing	13 (8%)
	F wing	22 (13%)
	G wing	17 (10%)
	H1 (RCU)	10 (6%)
	H2	11 (7%)
	Healthcare	2 (1 <sup>^</sup> %)
	Segregation	` '
1.2	How old are you?	
	Under 21	15 (9%)
	21 - 25	` '
	26 - 29	` ,
	30 - 39	` ,
	40 - 49	` ,
	50 - 59	` '
	60 - 69	` ,
	70 or over	\ <i>'</i>
1.3	What is your ethnic group?  White - English/Welsh/Scottish/Northern Irish/British  White - Irish	
	White - Gypsy or Irish Traveller	0 (40/)
	White - Roma	
	White - Roma	1 (1%)
	White - any other White background	1 (1%) 1 (1%)
	White - any other White background	
	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African	
	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African Mixed - White and Asian	
	White - any other White background	
	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African Mixed - White and Asian Mixed - any other Mixed ethnic background Asian/Asian British - Indian	
	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African Mixed - White and Asian Mixed - any other Mixed ethnic background Asian/Asian British - Indian Asian/Asian British - Pakistani	
	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African Mixed - White and Asian Mixed - any other Mixed ethnic background Asian/Asian British - Indian Asian/Asian British - Pakistani Asian/Asian British - Bangladeshi	
	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African Mixed - White and Asian Mixed - any other Mixed ethnic background Asian/Asian British - Indian Asian/Asian British - Pakistani Asian/Asian British - Bangladeshi Asian/Asian British - Chinese	
	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African Mixed - White and Asian Mixed - any other Mixed ethnic background Asian/Asian British - Indian Asian/Asian British - Pakistani Asian/Asian British - Bangladeshi Asian/Asian British - Chinese Asian - any other Asian background	
	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African Mixed - White and Asian Mixed - any other Mixed ethnic background Asian/Asian British - Indian Asian/Asian British - Pakistani Asian/Asian British - Bangladeshi Asian/Asian British - Chinese Asian - any other Asian background Black/Black British - Caribbean	
	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African Mixed - White and Asian Mixed - any other Mixed ethnic background Asian/Asian British - Indian Asian/Asian British - Pakistani Asian/Asian British - Bangladeshi Asian/Asian British - Chinese Asian - any other Asian background Black/Black British - Caribbean Black/Black British - African	
	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African Mixed - White and Asian Mixed - any other Mixed ethnic background Asian/Asian British - Indian Asian/Asian British - Pakistani Asian/Asian British - Bangladeshi Asian/Asian British - Chinese Asian - any other Asian background Black/Black British - Caribbean Black/Black British - African Black - any other Black/African/Caribbean background	
	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African Mixed - White and Asian Mixed - any other Mixed ethnic background Asian/Asian British - Indian Asian/Asian British - Pakistani Asian/Asian British - Bangladeshi Asian/Asian British - Chinese Asian - any other Asian background Black/Black British - Caribbean Black/Black British - African	
4.4	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African. Mixed - White and Asian. Mixed - any other Mixed ethnic background Asian/Asian British - Indian. Asian/Asian British - Pakistani. Asian/Asian British - Bangladeshi. Asian/Asian British - Chinese Asian - any other Asian background. Black/Black British - Caribbean Black/Black British - African Black - any other Black/African/Caribbean background Arab. Any other ethnic group	
1.4	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African Mixed - White and Asian Mixed - any other Mixed ethnic background Asian/Asian British - Indian Asian/Asian British - Pakistani Asian/Asian British - Bangladeshi Asian/Asian British - Chinese Asian - any other Asian background Black/Black British - Caribbean Black/Black British - African Black - any other Black/African/Caribbean background Arab Any other ethnic group  How long have you been in this prison?	
1.4	White - any other White background Mixed - White and Black Caribbean Mixed - White and Black African. Mixed - White and Asian. Mixed - any other Mixed ethnic background Asian/Asian British - Indian. Asian/Asian British - Pakistani. Asian/Asian British - Bangladeshi. Asian/Asian British - Chinese Asian - any other Asian background. Black/Black British - Caribbean Black/Black British - African Black - any other Black/African/Caribbean background Arab. Any other ethnic group	

1.5	Are you currently serving a sentence? Yes Yes - on recall No - on remand or awaiting sentence No - immigration detainee	30 (19%) 68 (43%)
1.6	How long is your sentence?  Less than 6 months 6 months to less than 1 year 1 year to less than 4 years 4 years to less than 10 years 10 years or more IPP (indeterminate sentence for public protection) Life Not currently serving a sentence	20 (13%) 29 (19%) 10 (6%) 2 (1%) 4 (3%) 3 (2%)
Arrival	and reception	
2.1	Were you given helpful information about this prison before yo Yes	43 (27%) 103 (65%) 13 (8%)
	Less than 2 hours	74 (46%) 73 (45%)
2.3	When you were searched in reception, was this done in a respective.  Yes	134 (82%) 24 (15%)
2.4	Overall, how were you treated in reception?  Very well	84 (53%) 19 (12%) 6 (4%)

2.5	When you first arrived here, did you have any of the following problems?				
	Problems getting phone numbers				
	Contacting family	,			
	Arranging care for children or other dependants				
	Contacting employers	• •			
	Money worries	, ,			
	Housing worries	,			
	Feeling depressed	, ,			
	Feeling suicidal	,			
	Other mental health problems				
	Physical health problems	,			
	Drug or alcohol problems (e.g. withdrawal)				
	Problems getting medication				
	Needing protection from other prisoners	,			
	Lost or delayed property				
	Other problems	` ,			
	Didn't have any problems				
	Didn't have drift probleme	. 20 (1170)			
2.6	Did staff help you to deal with these problems when you first a	rrived?			
	Yes				
	No	, ,			
	Didn't have any problems when I first arrived	` ,			
	Biant have any problems when i metanived	. 20 (1070)			
First ni	ght and induction				
	9				
3.1	Before vou were locked up on your first night here, were you o	offered any of the			
3.1	Before you were locked up on your first night here, were you of following things?	offered any of the			
3.1	following things?	-			
3.1	following things? Nicotine replacement	105 (65%)			
3.1	following things? Nicotine replacement Toiletries/other basic items	105 (65%) 73 (45%)			
3.1	following things?  Nicotine replacement  Toiletries/other basic items  A shower	105 (65%) 73 (45%) 16 (10%)			
3.1	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%)			
3.1	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%)			
3.1	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%)			
3.1	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%)			
3.1	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%) 21 (13%)			
3.1	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%) 21 (13%)			
	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%) 21 (13%) 11 (7%)			
3.1	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%) 21 (13%) 11 (7%)			
	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%) 21 (13%) 11 (7%)  cell? 6 (4%)			
	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%) 21 (13%) 11 (7%)  Cell? . 6 (4%) . 61 (38%)			
	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%) 21 (13%) 11 (7%)  cell? 6 (4%) 61 (38%) 40 (25%)			
	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%) 21 (13%) 11 (7%)  cell? 6 (4%) 61 (38%) 40 (25%) 46 (29%)			
	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%) 21 (13%) 11 (7%)  cell? 6 (4%) 61 (38%) 40 (25%) 46 (29%)			
3.2	Nicotine replacement Toiletries/other basic items A shower A free phone call Something to eat The chance to see someone from health care The chance to talk to a Listener or Samaritans Support from another prisoner (e.g. Insider or buddy). Wasn't offered any of these things  On your first night in this prison, how clean or dirty was your of Very clean Quite clean Quite dirty Very dirty Don't remember	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%) 21 (13%) 11 (7%)  cell? 6 (4%) 61 (38%) 40 (25%) 46 (29%)			
	Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%) 21 (13%) 11 (7%)  cell? 6 (4%) 61 (38%) 40 (25%) 46 (29%) 6 (4%)			
3.2	following things?  Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%) 21 (13%) 11 (7%)  Cell? 6 (4%) 61 (38%) 40 (25%) 46 (29%) 6 (4%)			
3.2	Nicotine replacement	105 (65%) 73 (45%) 16 (10%) 81 (50%) 103 (64%) 78 (48%) 28 (17%) 21 (13%) 11 (7%)  cell? 6 (4%) 61 (38%) 40 (25%) 6 (4%) 107 (68%) 40 (25%)			

3.4	In your first few days here, did you get:			
0.4	in your morrow days note, and you got.	Yes	No	Don't remember
	Access to the prison shop/canteen?	89 (58%)	57 (37%)	
	Free PIN phone credit?		59 (38%)	
	Numbers put on your PIN phone within 24 hours?	, ,	103 (66%)	, ,
3.5	Did your induction cover everything you needed to		•	
	No		`	,
	Haven't had an induction		`	,
On the v	wing			
4.1	Are you in a cell on your own?		62 (200/)	
	Yes No, I'm in a shared cell or dormitory			
4.2	Is your cell call bell normally answered within 5 mi			
	Yes		` ,	
	No		•	(o)
	Don't know Don't have a cell call bell			
4.3	Please answer the following questions about the w	ving or ho	useblock yo	ou are
	3	Yes	No	Don't know
	Do you have enough soap or sanitiser to keep your hands clean?	98 (61%	) 62 (39%)	0 (0%)
	Do you normally have enough clean, suitable clothes for the week?	97 (63%	) 57 (37%)	1 (1%)
	Can you shower every day?	149 (95%	8 (5%)	0 (0%)
	Do you have clean sheets every week?	128 (81%	s) 27 (17%)	4 (3%)
	Do you get cell cleaning materials every week?	96 (62%	) 59 (38%)	0 (0%)
	Is it normally quiet enough for you to relax or sleep at night?	88 (56%	) 67 (42%)	3 (2%)
	Can you get your stored property promptly, if you need it?	27 (17%	) 99 (63%)	32 (20%)
4.4	Normally, how clean or dirty are the communal/shahouseblock (landings, stairs, wing showers etc.)?	ared areas	of your wi	ng or
	Very clean		30 (19%	<b>6</b> )
	Quite clean		•	,
	Quite dirty		•	,
	Very dirty		12 (8%	)
Food ar	nd canteen			
5.1	What is the quality of food like in this prison?		40 (00)	<b>,</b>
	Very good		•	•
	Quite goodQuite bad		•	,
	Very bad		•	,

5.2	Do you get enough to eat at mealtimes?	
	Always	17 (11%)
	Most of the time	, ,
	Some of the time	, ,
	Never	,
	110101	(02 /0)
5.3	Does the shop/canteen sell the things that you need?	
	Yes	,
	No	` ,
	Don't know	. 6 (4%)
Relatio	nships with staff	
6.1	Do most staff here treat you with respect?	
	Yes	. 105 (70%)
	No	` '
		(0070)
6.2	Are there any staff here you could turn to if you had a problem	
	Yes	` '
	No	. 66 (42%)
6.3	In the last week, has any member of staff talked to you about hon?	ow you are getting
	Yes	30 (24%)
	No	,
	140	122 (1070)
6.4	How helpful is your named officer (key worker)?	
	Very helpful	. 20 (13%)
	Quite helpful	. 37 (23%)
	Not very helpful	
	Not at all helpful	, ,
	Don't have a named officer (key worker)	. 64 (40%)
6.5	Do you feel that you are treated as an individual in this prison?	
	Yes	` '
	No	. 66 (56%)
6.6	Are prisoners here consulted about things like food, canteen, lissues?	nealth care or wing
	Yes, and things sometimes change	. 15 (9%)
	Yes, but things don't change	
	No	, ,
	Don't know	` '
6.7	If you wanted to, can you talk to managers, governors or direct	tors
	in this prison?	,
	Yes	, ,
	No	. 76 (48%)
	Don't know	. 47 (30%)

6.8	6.8 If you have shared a problem with a manager, governor or director, did they try to				d they try to	
	help you?		, go		,,	
	Yes			23 (1	5%)	
	No			`	,	
	Haven't shared a problem			72 (4	6%)	
Faith						
<b>-</b> 4	NATIONAL TO A STATE OF THE STATE OF					
7.1	What is your religion?			60 (2)	70/ \	
	No religion Christianity (including Church c				,	
	and all other Christian denomin	_		•	0 70 )	
	Buddhism	,			3)	
	Hinduism			•	•	
	Judaism				,	
	Islam			,	,	
	Sikhism			•	,	
	Other			`	,	
7.2	Are your religious beliefs respect			F7 (0)	C0/ )	
	Yes			•	,	
	No Don't know			`	,	
	Not applicable (no religion)					
	Not applicable (no religion)				570)	
7.3	Are you able to speak to a chapla	-	_	-		
	Yes			`	,	
	No				,	
	Don't know					
	Not applicable (no religion)			60 (3	/%)	
7.4	Are you able to attend religious s	services, if y	you want to?			
	Yes	-		41 (2	5%)	
	No			42 (2	6%)	
	Don't know			19 (1	19 (12%)	
	Not applicable (no religion)			60 (3	7%)	
Contact	with family and friends					
Jonasi	with family and mondo					
8.1	How often have you been able to					
	E	very week	Two or three	Once	Not at all	
		F (00()	times	40 (000()	04 (400()	
	In person (prison visit)?		36 (24%)			
	Using video calling?	5 (4%)	3 (3%)	22 (19%)	85 (74%)	
8.2	Do visits usually start and finish	on time?				
	Yes			`	,	
	No			•	,	
	Don't know			56 (3	5%)	
8.3	Are your visitors usually treated	respectfully	/ by staff?			
	Yes			56 (3	5%)	
	No			`	,	
	Don't know			•	•	
					,	

8.4	How easy or difficult is it for your family and friends to get	here?	
	Very easy		
	Quite easy	66 (41%)	
	Quite difficult	29 (18%)	
	Very difficult	18 (11%)	
	Don't know	• •	
8.5	Have staff here encouraged you to keep in touch with your		
	Yes	` ,	
	No	121 (76%)	
8.6	Have you had any problems with sending or receiving:	Yes No	
	Emails?	51 (39%) 79 (61%)	
	Letters?	67 (46%) 79 (54%)	
	Parcels?	69 (53%) 61 (47%)	
	i diceis:	09 (3370) 01 (4770)	
8.7	Are you able to use a phone every day (if you have credit)?		
	Yes	153 (96%)	
	No	6 (4%)	
Time o	ut of cell		
9.1	Do you know what the unlock and lock-up times are suppo	sed to be here (or roll	
	check times if you are in an open prison)?		
	Yes, and these times are usually kept to	59 (37%)	
	Yes, but these times are not usually kept to	59 (37%)	
	No	42 (26%)	
9.2	How long do you usually spend out of your cell on a typica	al waakday (including	
J.Z	time spent at education, work etc.)?	ii weekaay (iiicidaiiig	
	• • • • • • • • • • • • • • • • • • • •	100 (60%)	
	Less than 2 hours2 to 6 hours		
	6 to 10 hours	, ,	
	10 hours or more	,	
	Don't know	• • •	
	Don't know	5 (5 /6)	
9.3	How long do you usually spend out of your cell on a typica	I Saturday or Sunday?	
	Less than 2 hours	129 (82%)	
	2 to 6 hours	14 (9%)	
	6 to 10 hours	11 (7%)	
	10 hours or more	0 (0%)	
	Don't know	4 (3%)	
9.4	How many days in a typical week do you have time to do d	omestics (shower,	
	clean cell, use the wing phones etc.)?		
	None	` ,	
	1 or 2	` ,	
	3 to 5	,	
	More than 5	, ,	
	Don't know	10 (6%)	

9.5	How many days in a typical week do you get association, if you
9.5	want it?
	None 17 (11%)
	1 or 2 8 (5%)
	3 to 5
	More than 5 102 (66%)
	Don't know
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?
	None
	1 or 2 8 (5%)
	3 to 5
	More than 5
	Don't know 5 (3%)
	DOIT ( 10W 3 (3 /0)
9.7	Typically, how often do you go to the gym or play sports?
	Twice a week or more
	About once a week
	Less than once a week 61 (40%)
	Never 50 (33%)
9.8	Typically, how often are you able to:
0.0	Twice a week About once a Less than Never
	or more week once a week
	Visit the library 1 (1%) 9 (6%) 6 (4%) 133 (89%)
	Have library materials 2 (1%) 17 (11%) 27 (18%) 103 (69%)
	delivered to you
0.0	
9.9	Does the library have a wide enough range of materials to meet your needs?  Yes
	No
	Don't use the library
	Don't use the library
<b>Applica</b>	tions, complaints and legal rights
10.1	Is it easy for you to make an application?
	Yes
	No
	Don't know 28 (18%)
40.0	If you have made any applications have places appropriate greations below.
10.2	If you have made any applications here, please answer the questions below:  Yes No Not made
	any
	applications
	Are applications usually dealt with fairly? 50 (34%) 66 (45%) 30 (21%)
	Are applications usually dealt with within 7 57 (39%) 60 (41%) 30 (20%) days?
10.3	Is it easy for you to make a complaint?
	Yes
	No
	Don't know 39 (25%)

10.4	0.4 If you have made any complaints here, please answer the questions below:						
		· •	Yes	No	Not made any complaints		
	Are complaints usually dealt with fai	rlv?	20 (14%)	67 (48%)			
	Are complaints usually dealt with wit days?	•	, ,	58 (41%)	` '		
10.5	Have you ever been prevented from m to?	naking a co	mplaint he	re when yo	ou wanted		
	Yes			41 (2	7%)		
	No			`	,		
	Not wanted to make a complaint						
10.6	In this prison is it easy or difficult for	vou to					
10.0	In this prison, is it easy or difficult for	Easy	Difficult	Don't kno	w Don't need this		
	Communicate with your solicitor or legal representative?	74 (48%)	50 (32%)	19 (12%	) 12 (8%)		
	Attend legal visits?	83 (58%)	28 (20%)	23 (16%	) 9 (6%)		
10.7	Have staff here ever opened letters from when you were not present?	om your so	licitor or le	gal repres	entative		
	Yes			83 (5	4%)		
	No			•	,		
	Not had any legal letters			13 (8	%)		
Health o	care						

# 11.1 If there are currently restrictions in place due to the COVID-19 pandemic:

	Yes	No	Not
			applicable
Do you know what the restrictions are here?	78 (51%)	67 (44%)	8 (5%)
Have the reasons for the restrictions been	48 (32%)	29 (19%)	75 (49%)
explained to you?			
Do you agree the restrictions are necessary?	24 (16%)	53 (35%)	75 (49%)
Do you feel you have been kept safe from the	59 (39%)	79 (52%)	13 (9%)
virus?			

## How easy or difficult is it to see the following people?

	Very easy	Quite easy	Quite	Very difficult	Don't know
			difficult		
Doctor	6 (4%)	12 (8%)	35 (22%)	86 (55%)	18 (11%)
Nurse	14 (9%)	24 (16%)	39 (25%)	58 (38%)	18 (12%)
Dentist	4 (3%)	4 (3%)	29 (19%)	92 (60%)	25 (16%)
Pharmacist	10 (7%)	19 (13%)	33 (22%)	62 (41%)	26 (17%)
Mental health worker	11 (7%)	14 (9%)	33 (22%)	62 (41%)	33 (22%)
Substance misuse worker	13 (9%)	22 (15%)	19 (13%)	41 (27%)	56 (37%)

11.3	What do you think of th					
			Quite good	Quite bad	Very bad	Don't know
	Doctor	. — ( )	21 (14%)	29 (19%)	47 (31%)	45 (29%)
	Nurse	22 (15%)	30 (20%)	26 (17%)		
	Dentist	7 (5%)	15 (10%)	23 (15%)	45 (30%)	60 (40%)
	Pharmacist	15 (10%)		23 (15%)	36 (24%)	51 (34%)
	Mental health	16 (10%)	, ,	20 (13%)	38 (25%)	58 (38%)
	worker	10 (1070)	( , 0 )	_0 (.070)	(2070)	00 (0070)
	Substance misuse	22 (15%)	14 (9%)	15 (10%)	23 (16%)	74 (50%)
	worker	22 (1370)	14 (370)	13 (1070)	23 (1070)	74 (30 70)
	WOINEI					
11.4	What do you think of th					4.
	Very good				•	,
	Quite good				•	•
	Quite bad				40 (26	6%)
	Very bad				50 (32	2%)
	Don't know				28 (18	3%)
11.5	Do you have any menta	•			101 (6	36%)
	No				•	,
	110				31 (3-	70)
11.6	Has your mental health	got better	or worse sin	ce arriving a	t this priso	1?
	Better				14 (99	<b>%</b> )
	Worse				90 (60	)%)
	No difference				46 (̀31	l%)
					•	,
11.7	Have you been helped					
	Yes				`	,
	No				•	•
	Haven't needed any	help with m	ental health		38 (25	5%)
Other s	upport needs					
12.1	Do you consider yours learning needs that afform		• ,	•	ıysical, men	tal or
	Yes				65 (43	3%)
	No				85 (57	<b>'</b> %)
12.2	If you have a disability	, are you ge	etting the sup	port you ne	ed?	
	Yes					<b>%</b> )
	No				•	,
	Don't have a disabili				•	,
		-			•	,
12.3	Have you been on an A prison?	ACCT (Asse	ssment, Care	e in Custody	and Teamw	ork) in this
	· Yes				35 (23%	6)
	No				•	,
40.4	If you have been an a	ACCT (Acc				anna ula la
12.4	If you have been on an this prison, did you fee	•		ire in Gustoc	iy and Team	IWOFK) IN
	Yes		•		16 /110	6)
					`	,
	No				`	,
	Haven't been on an	ACCT IN IN	s busou		110 (/8	70)

12.5	How easy or difficult is it for you to speak to a Listener, if yo	u
	need to?	20 (400/)
	Very easy	,
	Quite easy	, ,
	Quite difficult	
	Very difficult	,
	Don't know	, ,
	No Listeners at this prison	6 (4%)
Alcoho	I and drugs	
13.1	Did you have an alcohol problem when you came into this p	
	Yes	,
	No	125 (81%)
13.2	Have you been helped with your alcohol problem in this pris	
	Yes	,
	No	` ,
	Didn't/don't have an alcohol problem	125 (82%)
13.3	Did you have a drug problem when you came into this prison	n (including illicit
	drugs and medication not prescribed to you)?	
	Yes	,
	No	106 (68%)
13.4	Have you developed a problem with illicit drugs since you habeen in this prison?	
	Yes	,
	No	136 (87%)
13.5	Have you developed a problem with taking medication not	
	prescribed to you since you have been in this prison?	
	Yes	,
	No	140 (90%)
13.6	Have you been helped with your drug problem in this prison	(including illicit drugs
	and medication not prescribed to you)?	00 (450()
	Yes	,
	No	
	Didn't/don't have a drug problem	100 (67%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	00 (050()
	Very easy	` '
	Quite easy	,
	Quite difficult	
	Very difficult	,
	Don't know	75 (49%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	,
	Quite easy	` ,
	Quite difficult	` ,
	Very difficult	,
	Don't know	92 (61%)

13.9	Is it easy or difficult to get tobacco in this prison?	
10.0	Very easy	24 (16%)
		` ,
	Quite easy	· ,
	Quite difficult	` ,
	Very difficult	` ,
	Don't know	. 78 (51%)
Safety		
_		
14.1	Have you ever felt unsafe here?	
	Yes	. 78 (51%)
	No	· ,
		. 70 (1070)
14.2	Do you feel unsafe now?	
	Yes	36 (24%)
	No	` '
		( - /
14.3	Have you experienced any of the following types of bullying/vi	ctimisation from
	other prisoners here? (Please tick all that apply.)	
	Verbal abuse	47 (32%)
	Threats or intimidation	,
	Physical assault	,
	•	,
	Sexual assault	,
	Theft of canteen or property	` ,
	Other bullying/victimisation	` ,
	Not experienced any of these from prisoners here	. 76 (52%)
14.4	If you were being hullied/victimised by other prisoners here w	ould you report it?
14.4	If you were being bullied/victimised by other prisoners here, w	
14.4	Yes	43 (28%)
14.4		43 (28%)
	Yes No	43 (28%) 108 (72%)
14.4 14.5	Yes No Have you experienced any of the following types of bullying/vi	43 (28%) 108 (72%)
	Yes No  Have you experienced any of the following types of bullying/vi staff here? (Please tick all that apply.)	43 (28%) 108 (72%) ctimisation from
	Yes No  Have you experienced any of the following types of bullying/vi staff here? (Please tick all that apply.) Verbal abuse	43 (28%) 108 (72%) ctimisation from . 56 (38%)
	Yes	43 (28%) 108 (72%) ctimisation from . 56 (38%) . 40 (27%)
	Yes No	43 (28%) 108 (72%) ctimisation from . 56 (38%) . 40 (27%) . 22 (15%)
	Yes No	43 (28%) 108 (72%) ctimisation from . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%)
	Yes No	43 (28%) 108 (72%) ctimisation from . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%)
	Yes No	43 (28%) 108 (72%) <b>ctimisation from</b> . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%) . 23 (16%)
	Yes No	43 (28%) 108 (72%) <b>ctimisation from</b> . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%) . 23 (16%)
14.5	Yes No	43 (28%) 108 (72%) <b>ctimisation from</b> . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%) . 23 (16%) . 76 (52%)
	Yes No	43 (28%) 108 (72%) ctimisation from . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%) . 23 (16%) . 76 (52%)
14.5	Yes No	43 (28%) 108 (72%)  ctimisation from  . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%) . 23 (16%) . 76 (52%)  eport it? . 65 (44%)
14.5	Yes No	43 (28%) 108 (72%)  ctimisation from  . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%) . 23 (16%) . 76 (52%)  eport it? . 65 (44%)
14.5	Yes No	43 (28%) 108 (72%)  ctimisation from  . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%) . 23 (16%) . 76 (52%)  eport it? . 65 (44%)
14.5	Yes No	43 (28%) 108 (72%)  ctimisation from  . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%) . 23 (16%) . 76 (52%)  eport it? . 65 (44%)
14.5	Yes No	43 (28%) 108 (72%)  ctimisation from  . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%) . 23 (16%) . 76 (52%)  eport it? . 65 (44%) . 84 (56%)
14.5 14.6 Behavio	Yes No	43 (28%) 108 (72%)  ctimisation from  . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%) . 23 (16%) . 76 (52%)  eport it? . 65 (44%) . 84 (56%)
14.5 14.6 Behavio	Yes	43 (28%) 108 (72%)  ctimisation from  . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%) . 23 (16%) . 76 (52%)  eport it? . 65 (44%) . 84 (56%)
14.5 14.6 Behavio	Yes	43 (28%) 108 (72%)  ctimisation from  . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%) . 23 (16%) . 76 (52%)  eport it? . 65 (44%) . 84 (56%)  cus) encourage you  . 62 (41%)
14.5 14.6 Behavio	Yes	43 (28%) 108 (72%)  ctimisation from  . 56 (38%) . 40 (27%) . 22 (15%) . 4 (3%) . 21 (14%) . 23 (16%) . 76 (52%)  eport it? . 65 (44%) . 84 (56%)  cus) encourage you  . 62 (41%) . 61 (40%)

15.2	Do you feel you have been treated (e.g. incentives) in this prison?	fairly in th	ne behaviou	r managem	ent scheme
	Yes			43	(28%)
	No				` '
	Don't know				` '
	Don't know what this is				` ,
	Don't know what this is			29	(1370)
15.3	Have you been physically restraine	-	-		
	No			135	(87%)
15.4	If you have been restrained by state come and talk to you about it after		rison in the	last 6 mont	hs, did anyone
	Yes			7 (40	%)
	No			•	,
	Don't remember			•	,
	Not been restrained here in last (			`	,
	Not been restrained here in last	0 1110111115		133	(00 /0)
15.5	Have you spent one or more nights 6 months?			_	
	Yes			•	,
	No			134	(88%)
15.6	If you have spent one or more night last 6 months please answer the q			unit in this	prison in the
	Ware you treated well by aggreg	ation staff	)		
	Were you treated well by segreg	alion stair		11 (73%)	, ,
	Could you shower every day?		•	16 (89%)	, ,
	Could you go outside for exercise	,	,	15 (88%)	, ,
	Could you use the phone every of	day (if you	had credit)?	15 (83%)	3 (17%)
Education	on, skills and work				
40.4	1.00		44		•
16.1	Is it easy or difficult to get into the	_		•	
		Easy	DIMICUIT	Don't know	Not available here
	Education	59 (40%)	46 (31%)	37 (25%)	6 (4%)
	Vocational or skills training	18 (13%)	, ,	` '	, ,
	Prison job	30 (20%)	• •		4 (3%)
	Voluntary work outside of the	5 (4%)	39 (28%)	, ,	44 (32%)
	prison	3 (470)	33 (2070)	30 (30 70)	<del>44</del> (32 /0)
	Paid work outside of the prison	4 (3%)	40 (29%)	52 (37%)	44 (31%)
16.2	If you have done any of these active help you on release?	ities while	e in this pris		think they will
			Yes,	No,	Not done
			will help	won't help	this
	Education		48 (34%)	45 (32%)	49 (35%)
	Vocational or skills training		30 (23%)	29 (22%)	70 (54%)
	Prison job		37 (27%)	45 (32%)	57 (41%)
	Voluntary work outside of the pri	son	22 (17%)	23 (17%)	87 (66%)
	•	3011	` ,	` ,	,
	Paid work outside of the prison		26 (19%)	19 (14%)	90 (67%)

16.3	Po staff encourage you to attend education Yes	39 86	S (57%)		
Plannin	g and progression	( or on roma		, (11 70)	
17.1	Do you have a custody plan? (This may be	called a se	entence plan	or resettlement	
	plan.) Yes No			,	
17.2	Do you understand what you need to do to your custody plan?	achieve th	e objectives	or targets in	
	Yes			20 (80%)	
	No			` ,	
	Don't know what my objectives or targets	are		2 (8%)	
17.3	Are staff here supporting you to achieve you	_	_		
	Yes No			'	
	Don't know what my objectives or targets			2 (8%)	
17.4 If you have done any of the following things in this prison, did they hel achieve your objectives or targets?					
		Yes, this	No, this	Not done/	
		helped		don't know	
	Offending behaviour programmes	5 (22%)	3 (13%) 4 (17%)	15 (65%)	
	Other programmes	9 (39%)	4 (17%)	10 (43%)	
	One-to-one work (e.g. with an Offender Manager or psychologist)	6 (26%)	3 (13%)	14 (61%)	
	Been on a specialist unit	3 (13%)	4 (17%)	17 (71%)	
	ROTL - day or overnight release	2 (8%)	2 (8%)	20 (83%)	
Prepara	ation for release				
18.1	Do you expect to be released in the next 3	months?			
	Yes			'	
	No			` '	
	Don't know		32	1 (22%)	
18.2	How close is this prison to your home area				
	Very near			(11%)	
	Quite near			'	
	Quite far Very far			3 (29%) (11%)	
	v Oi y 101			(1170)	
18.3	Is anybody helping you to prepare for your responsible officer, case worker)?	r release (e.	g. a home pr	obation officer,	
	Yes		27	7 (59%)	
	No			` '	
				` '	

18.4	Finding accommodation Getting employment Setting up education or training Arranging benefits Sorting out finances Support for drug or alcohol problems Physical/mental health support Social care support Getting back in touch with family or friends	ring things for ves, I'm getting help with this 7 (16%) 4 (9%) 0 (0%) 4 (9%) 5 (12%) 10 (24%) 6 (13%) 5 (12%) 4 (9%)	when you are No, but I need help with this 20 (47%) 25 (53%) 20 (47%) 26 (60%) 21 (49%) 12 (29%) 25 (54%) 15 (36%) 18 (41%)	No, and I don't need help with this 16 (37%) 18 (38%) 23 (53%) 13 (30%) 17 (40%) 20 (48%) 15 (33%)
More ab	oout you			
19.1	Do you have children under the age of 18 Yes			(53%) 5 (47%)
19.2	Are you a UK/British citizen? Yes No			,
19.3	Have you ever been in local authority care children's home, or had a social worker, we have the second seco	vhile you were	under 18 yea 40 (26	rs old)? 5%)
19.4	Have you ever been in the armed services Yes No		5 (3%	)
19.5	What is your gender?  Male Female Non-binary Other		1 0	(1%) (0%)
19.6	How would you describe your sexual orie Straight/heterosexual		0 2	(0%) (1%)
19.7	Do you identify as transgender or transser		`	,

#### Final questions about this prison

20.1 Are you able to lead a healthy lifestyle here (in relation to your physical, mental, emotional and social well-being)?

All the time	18 (12%)
Most of the time	34 (22%)
Some of the time	53 (35%)
Never	47 (31%)

20.2 Do you think your experiences in this prison have made you more or less likely to offend in the future?

More likely to offend	18 (12%)
Less likely to offend	61 (41%)
Made no difference	