



Prisoner survey methodology,
results and analyses

HMP/YOI Norwich

August 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.

Survey responses

At the time of the survey on 30 August 2022 the prisoner population at HMP/YOI Norwich was 652 at the closed site and 42 at Britannia House. Using the sampling method described above, questionnaires were distributed to 204 prisoners on the closed site and to 42 prisoners at Britannia House. On the closed site we received a total of 162 completed questionnaires, a response rate of 79%. At Britannia House we received a total of 14 completed questionnaires, a response rate of 33%.

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/YOI Norwich. 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/YOI Norwich 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/YOI Norwich (main site) in 2022 compared with survey responses from other local prisons inspected since May 2021.
- Survey responses from HMP/YOI Norwich (main site) in 2022 compared with survey responses from HMP/YOI Norwich (main site) in 2019.
- Survey responses from HMP/YOI Norwich (Britannia House) in 2022 compared with survey responses from other open prisons inspected since May 2021.
- Survey responses from HMP/YOI Norwich (Britannia House) in 2022 compared with survey responses from HMP/YOI Norwich (Britannia House) in 2019.

Comparisons between different residential locations within HMP/YOI Norwich (main site) 2022

- Responses of prisoners on the induction unit (A wing) compared with those from the rest of the establishment.
- Responses of prisoners on the vulnerable prisoner unit (C1 and C2 landings) compared with those from the rest of the establishment.
- Responses of prisoners on the category C unit (F and G wings) compared with those from the rest of the establishment.

Comparisons between self-reported sub-populations of prisoners within HMP/YOI Norwich (main site) 2022

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

- Responses of prisoners aged 21 and under compared with those aged over 21.
- 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 from all other ethnic groups combined are compared with those of white prisoners.
- Responses of foreign national prisoners compared with those of UK/British nationals.
- 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

1.1	What wing or houseblock are you currently living on?	
	A wing.....	52 (32%)
	B wing.....	22 (14%)
	C1-C2 wing.....	21 (13%)
	C3 wing	12 (7%)
	E wing.....	6 (4%)
	F wing.....	19 (12%)
	G wing	20 (12%)
	L wing.....	4 (2%)
	Health care unit	3 (2%)
	Segregation unit	3 (2%)
1.2	How old are you?	
	Under 21.....	10 (6%)
	21 - 25	23 (14%)
	26 - 29	21 (13%)
	30 - 39.....	68 (43%)
	40 - 49	25 (16%)
	50 - 59	8 (5%)
	60 - 69.....	3 (2%)
	70 or over	2 (1%)
1.3	What is your ethnic group?	
	White - English/Welsh/Scottish/Northern Irish/British	102 (65%)
	White - Irish	2 (1%)
	White - Gypsy or Irish Traveller	7 (4%)
	White - Roma	0 (0%)
	White - any other White background	12 (8%)
	Mixed - White and Black Caribbean	2 (1%)
	Mixed - White and Black African.....	4 (3%)
	Mixed - White and Asian.....	2 (1%)
	Mixed - any other Mixed ethnic background.....	5 (3%)
	Asian/Asian British - Indian.....	0 (0%)
	Asian/Asian British - Pakistani.....	1 (1%)
	Asian/Asian British - Bangladeshi.....	0 (0%)
	Asian/Asian British - Chinese	0 (0%)
	Asian - any other Asian background.....	0 (0%)
	Black/Black British - Caribbean	7 (4%)
	Black/Black British - African	7 (4%)
	Black - any other Black/African/Caribbean background	2 (1%)
	Arab.....	0 (0%)
	Any other ethnic group	5 (3%)
1.4	How long have you been in this prison?	
	Less than 6 months	94 (60%)
	6 months or more	63 (40%)
1.5	Are you currently serving a sentence?	
	Yes	66 (43%)
	Yes - on recall	25 (16%)
	No - on remand or awaiting sentence.....	63 (41%)
	No - immigration detainee	0 (0%)

1.6	How long is your sentence?	
	Less than 6 months	19 (12%)
	6 months to less than 1 year	13 (8%)
	1 year to less than 4 years	37 (24%)
	4 years to less than 10 years.....	14 (9%)
	10 years or more	4 (3%)
	IPP (indeterminate sentence for public protection).....	1 (1%)
	Life	2 (1%)
	Not currently serving a sentence.....	63 (41%)

Arrival and reception

2.1	Were you given helpful information about this prison before you came here?	
	Yes	34 (22%)
	No.....	109 (71%)
	Don't remember.....	11 (7%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	76 (50%)
	2 hours or more	66 (43%)
	Don't remember.....	10 (7%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	123 (81%)
	No.....	20 (13%)
	Don't remember.....	8 (5%)
2.4	Overall, how were you treated in reception?	
	Very well.....	44 (29%)
	Quite well.....	77 (50%)
	Quite badly	19 (12%)
	Very badly	6 (4%)
	Don't remember.....	7 (5%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers.....	80 (52%)
	Contacting family	79 (51%)
	Arranging care for children or other dependants	5 (3%)
	Contacting employers.....	15 (10%)
	Money worries	48 (31%)
	Housing worries.....	44 (28%)
	Feeling depressed.....	88 (57%)
	Feeling suicidal.....	33 (21%)
	Other mental health problems	65 (42%)
	Physical health problems.....	37 (24%)
	Drug or alcohol problems (e.g. withdrawal)	37 (24%)
	Problems getting medication	43 (28%)
	Needing protection from other prisoners	14 (9%)
	Lost or delayed property.....	41 (26%)
	Other problems.....	28 (18%)
	Didn't have any problems	9 (6%)

2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	36 (25%)
	No.....	99 (68%)
	Didn't have any problems when I first arrived	10 (7%)

First night and induction

3.1 Before you were locked up on your first night here, were you offered any of the following things?

Nicotine replacement.....	80 (53%)
Toiletries/other basic items.....	91 (60%)
A shower	33 (22%)
A free phone call	41 (27%)
Something to eat	100 (66%)
The chance to see someone from health care	70 (46%)
The chance to talk to a Listener or Samaritans	20 (13%)
Support from another prisoner (e.g. Insider or buddy).....	16 (11%)
Wasn't offered any of these things	14 (9%)

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

Very clean	8 (5%)
Quite clean	26 (17%)
Quite dirty	54 (34%)
Very dirty	64 (41%)
Don't remember.....	5 (3%)

3.3 Did you feel safe on your first night here?

Yes	93 (60%)
No.....	55 (36%)
Don't remember.....	6 (4%)

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

	Yes	No	Don't remember
Access to the prison shop/canteen?	46 (30%)	104 (68%)	4 (3%)
Free PIN phone credit?	73 (47%)	78 (51%)	3 (2%)
Numbers put on your PIN phone within 24 hours?	30 (20%)	117 (76%)	6 (4%)

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

Yes	54 (35%)
No.....	67 (43%)
Haven't had an induction	35 (22%)

On the wing

4.1 Are you in a cell on your own?

Yes	88 (56%)
No, I'm in a shared cell or dormitory	70 (44%)

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

Yes	23 (15%)
No.....	125 (79%)
Don't know.....	10 (6%)
Don't have a cell call bell	0 (0%)

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

	Yes	No	Don't know
Do you have enough soap or sanitiser to keep your hands clean?	108 (69%)	46 (29%)	2 (1%)
Do you normally have enough clean, suitable clothes for the week?	110 (70%)	47 (30%)	0 (0%)
Can you shower every day?	118 (76%)	37 (24%)	1 (1%)
Do you have clean sheets every week?	95 (60%)	59 (37%)	4 (3%)
Do you get cell cleaning materials every week?	87 (55%)	68 (43%)	3 (2%)
Is it normally quiet enough for you to relax or sleep at night?	63 (41%)	89 (58%)	1 (1%)
Can you get your stored property promptly, if you need it?	29 (19%)	93 (60%)	34 (22%)

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

Very clean	16 (10%)
Quite clean	77 (49%)
Quite dirty	43 (27%)
Very dirty	21 (13%)

Food and canteen

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

Very good	4 (3%)
Quite good	51 (33%)
Quite bad	60 (39%)
Very bad	38 (25%)

5.2 Do you get enough to eat at mealtimes?

Always	13 (8%)
Most of the time	46 (29%)
Some of the time	69 (44%)
Never	30 (19%)

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

Yes	88 (57%)
No	56 (36%)
Don't know	11 (7%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	104 (70%)
No	45 (30%)

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

Yes	112 (74%)
No	40 (26%)

6.3	In the last week, has any member of staff talked to you about how you are getting on?	
	Yes	50 (33%)
	No.....	103 (67%)
6.4	How helpful is your named officer (key worker)?	
	Very helpful	19 (13%)
	Quite helpful	37 (25%)
	Not very helpful	19 (13%)
	Not at all helpful.....	23 (15%)
	Don't have a named officer (key worker)	52 (35%)
6.5	Do you feel that you are treated as an individual in this prison?	
	Yes	70 (47%)
	No.....	80 (53%)
6.6	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	19 (13%)
	Yes, but things don't change	41 (27%)
	No.....	66 (44%)
	Don't know.....	25 (17%)
6.7	If you wanted to, can you talk to managers, governors or directors in this prison?	
	Yes	31 (21%)
	No.....	71 (48%)
	Don't know.....	46 (31%)
6.8	If you have shared a problem with a manager, governor or director, did they try to help you?	
	Yes	31 (20%)
	No.....	54 (36%)
	Haven't shared a problem	67 (44%)

Faith

7.1	What is your religion?	
	No religion	56 (36%)
	Christianity (including Church of England, Catholic, Protestant and all other Christian denominations)	77 (50%)
	Buddhism	0 (0%)
	Hinduism	0 (0%)
	Judaism	0 (0%)
	Islam.....	17 (11%)
	Sikhism.....	0 (0%)
	Other	5 (3%)
7.2	Are your religious beliefs respected here?	
	Yes	53 (34%)
	No.....	30 (19%)
	Don't know.....	17 (11%)
	Not applicable (no religion).....	56 (36%)

7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	
	Yes	53 (34%)
	No.....	18 (12%)
	Don't know.....	29 (19%)
	Not applicable (no religion).....	56 (36%)

7.4	Are you able to attend religious services, if you want to?	
	Yes	46 (30%)
	No.....	38 (25%)
	Don't know.....	14 (9%)
	Not applicable (no religion).....	56 (36%)

Contact with family and friends

8.1	How often have you been able to see your family and friends in the last month:				
		Every week	Two or three times	Once	Not at all
	In person (prison visit)?	10 (7%)	32 (22%)	27 (19%)	75 (52%)
	Using video calling?	8 (7%)	10 (9%)	7 (6%)	89 (78%)

8.2	Do visits usually start and finish on time?	
	Yes	41 (26%)
	No.....	42 (27%)
	Don't know.....	73 (47%)

8.3	Are your visitors usually treated respectfully by staff?	
	Yes	55 (36%)
	No.....	17 (11%)
	Don't know.....	81 (53%)

8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	9 (6%)
	Quite easy	39 (25%)
	Quite difficult.....	36 (23%)
	Very difficult.....	41 (26%)
	Don't know.....	31 (20%)

8.5	Have staff here encouraged you to keep in touch with your family/friends?	
	Yes	41 (27%)
	No.....	113 (73%)

8.6	Have you had any problems with sending or receiving:		
		Yes	No
	Emails?	64 (49%)	66 (51%)
	Letters?	76 (54%)	66 (46%)
	Parcels?	54 (45%)	67 (55%)

8.7	Are you able to use a phone every day (if you have credit)?	
	Yes	148 (95%)
	No.....	8 (5%)

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 | 50 (33%) |
| Yes, but these times are not usually kept to | 85 (56%) |
| No..... | 18 (12%) |
- 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..... | 65 (42%) |
| 2 to 6 hours | 62 (40%) |
| 6 to 10 hours | 16 (10%) |
| 10 hours or more | 3 (2%) |
| Don't know..... | 8 (5%) |
- 9.3 How long do you usually spend out of your cell on a typical Saturday or Sunday?**
- | | |
|------------------------|----------|
| Less than 2 hours..... | 89 (57%) |
| 2 to 6 hours | 58 (37%) |
| 6 to 10 hours | 2 (1%) |
| 10 hours or more | 2 (1%) |
| Don't know..... | 5 (3%) |
- 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 (1%) |
| 1 or 2 | 35 (23%) |
| 3 to 5 | 46 (30%) |
| More than 5 | 63 (41%) |
| Don't know..... | 9 (6%) |
- 9.5 How many days in a typical week do you get association, if you want it?**
- | | |
|-------------------|----------|
| None..... | 8 (5%) |
| 1 or 2 | 10 (6%) |
| 3 to 5 | 48 (31%) |
| More than 5 | 77 (50%) |
| Don't know..... | 12 (8%) |
- 9.6 How many days in a typical week could you go outside for exercise, if you wanted to?**
- | | |
|-------------------|----------|
| None..... | 6 (4%) |
| 1 or 2 | 9 (6%) |
| 3 to 5 | 41 (26%) |
| More than 5 | 95 (61%) |
| Don't know..... | 4 (3%) |
- 9.7 Typically, how often do you go to the gym or play sports?**
- | | |
|----------------------------|----------|
| Twice a week or more | 28 (19%) |
| About once a week..... | 42 (28%) |
| Less than once a week..... | 31 (21%) |
| Never..... | 48 (32%) |

9.8	Typically, how often are you able to:	Twice a week	About once a	Less than	Never
		or more	week	once a week	
		Visit the library	18 (12%)	71 (46%)	24 (16%)
	Have library materials delivered to you	9 (7%)	23 (18%)	15 (12%)	82 (64%)

9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes	42 (30%)
	No.....	69 (49%)
	Don't use the library.....	31 (22%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes	107 (70%)
	No.....	43 (28%)
	Don't know.....	3 (2%)

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?	62 (42%)	78 (53%)	8 (5%)
	Are applications usually dealt with within 7 days?	48 (34%)	86 (61%)	8 (6%)

10.3	Is it easy for you to make a complaint?	
	Yes	89 (57%)
	No.....	40 (26%)
	Don't know.....	27 (17%)

10.4	If you have made any complaints here, please answer the questions below:	Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	27 (18%)	69 (47%)	52 (35%)
	Are complaints usually dealt with within 7 days?	20 (14%)	76 (51%)	52 (35%)

10.5	Have you ever been prevented from making a complaint here when you wanted to?	
	Yes	37 (24%)
	No.....	85 (55%)
	Not wanted to make a complaint	32 (21%)

10.6	In this prison, is it easy or difficult for you to	Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	59 (40%)	53 (36%)	21 (14%)	16 (11%)
	Attend legal visits?	58 (41%)	36 (26%)	30 (21%)	16 (11%)

10.7 Have staff here ever opened letters from your solicitor or legal representative when you were not present?

Yes	70 (45%)
No.....	52 (34%)
Not had any legal letters.....	32 (21%)

Health 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?	39 (26%)	73 (49%)	37 (25%)
Have the reasons for the restrictions been explained to you?	29 (19%)	12 (8%)	110 (73%)
Do you agree the restrictions are necessary?	22 (15%)	16 (11%)	110 (74%)
Do you feel you have been kept safe from the virus?	47 (32%)	59 (40%)	41 (28%)

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

	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
Doctor	11 (7%)	40 (26%)	52 (34%)	40 (26%)	12 (8%)
Nurse	25 (16%)	60 (39%)	37 (24%)	21 (14%)	11 (7%)
Dentist	4 (3%)	9 (6%)	29 (19%)	78 (51%)	34 (22%)
Pharmacist	20 (13%)	39 (26%)	32 (21%)	24 (16%)	34 (23%)
Mental health worker	11 (7%)	27 (18%)	30 (20%)	43 (28%)	42 (27%)
Substance misuse worker	15 (10%)	47 (31%)	18 (12%)	13 (9%)	58 (38%)

11.3 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	11 (7%)	56 (37%)	23 (15%)	30 (20%)	33 (22%)
Nurse	23 (15%)	73 (48%)	24 (16%)	14 (9%)	18 (12%)
Dentist	5 (3%)	26 (17%)	19 (13%)	29 (19%)	73 (48%)
Pharmacist	12 (8%)	51 (34%)	22 (15%)	21 (14%)	45 (30%)
Mental health worker	17 (11%)	31 (21%)	16 (11%)	32 (21%)	54 (36%)
Substance misuse worker	22 (15%)	33 (22%)	11 (7%)	14 (10%)	67 (46%)

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

Very good.....	9 (6%)
Quite good.....	54 (35%)
Quite bad.....	40 (26%)
Very bad.....	36 (24%)
Don't know.....	14 (9%)

11.5 Do you have any mental health problems?

Yes	102 (68%)
No.....	49 (32%)

11.6 Has your mental health got better or worse since arriving at this prison?

Better.....	9 (6%)
Worse.....	101 (68%)
No difference.....	38 (26%)

11.7	Have you been helped with your mental health in this prison?	
	Yes	40 (26%)
	No.....	76 (50%)
	Haven't needed any help with mental health	35 (23%)

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	76 (49%)
	No.....	78 (51%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	19 (13%)
	No.....	49 (34%)
	Don't have a disability.....	78 (53%)
12.3	Have you been on an ACCT (Assessment, Care in Custody and Teamwork) in this prison?	
	Yes	49 (32%)
	No.....	104 (68%)
12.4	If you have been on an ACCT (Assessment, Care in Custody and Teamwork) in this prison, did you feel cared for by staff?	
	Yes	22 (14%)
	No.....	26 (17%)
	Haven't been on an ACCT in this prison.....	104 (68%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	25 (16%)
	Quite easy	33 (22%)
	Quite difficult.....	18 (12%)
	Very difficult.....	12 (8%)
	Don't know.....	53 (35%)
	No Listeners at this prison	11 (7%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	38 (25%)
	No.....	115 (75%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	18 (12%)
	No.....	20 (13%)
	Didn't/don't have an alcohol problem.....	115 (75%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	47 (31%)
	No.....	107 (69%)

13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	10 (7%)
	No.....	142 (93%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	15 (10%)
	No.....	139 (90%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	28 (19%)
	No.....	25 (17%)
	Didn't/don't have a drug problem.....	94 (64%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	19 (12%)
	Quite easy	22 (14%)
	Quite difficult.....	12 (8%)
	Very difficult.....	9 (6%)
	Don't know.....	92 (60%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	30 (19%)
	Quite easy	21 (14%)
	Quite difficult.....	7 (5%)
	Very difficult.....	9 (6%)
	Don't know.....	88 (57%)
13.9	Is it easy or difficult to get tobacco in this prison?	
	Very easy	12 (8%)
	Quite easy	14 (9%)
	Quite difficult.....	17 (11%)
	Very difficult.....	15 (10%)
	Don't know.....	97 (63%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	90 (58%)
	No.....	66 (42%)
14.2	Do you feel unsafe now?	
	Yes	43 (28%)
	No.....	109 (72%)

14.3	Have you experienced any of the following types of bullying/victimisation from other prisoners here	
	Verbal abuse	53 (36%)
	Threats or intimidation	47 (32%)
	Physical assault.....	34 (23%)
	Sexual assault.....	0 (0%)
	Theft of canteen or property	45 (30%)
	Other bullying/victimisation.....	29 (19%)
	Not experienced any of these from prisoners here.....	67 (45%)
14.4	If you were being bullied/victimised by other prisoners here, would you report it?	
	Yes	47 (31%)
	No.....	103 (69%)
14.5	Have you experienced any of the following types of bullying/victimisation from staff here?	
	Verbal abuse	43 (29%)
	Threats or intimidation	36 (25%)
	Physical assault.....	15 (10%)
	Sexual assault.....	1 (1%)
	Theft of canteen or property	23 (16%)
	Other bullying/victimisation.....	25 (17%)
	Not experienced any of these from staff here.....	86 (59%)
14.6	If you were being bullied/victimised by staff here, would you report it?	
	Yes	75 (52%)
	No.....	70 (48%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	66 (45%)
	No.....	56 (38%)
	Don't know what the incentives/rewards are	26 (18%)
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. incentives) in this prison?	
	Yes	51 (33%)
	No.....	55 (36%)
	Don't know.....	21 (14%)
	Don't know what this is	27 (18%)
15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes	18 (12%)
	No.....	137 (88%)
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	4 (3%)
	No.....	12 (8%)
	Don't remember.....	2 (1%)
	Not been restrained here in last 6 months.....	137 (88%)

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

Yes 9 (6%)
 No..... 143 (94%)

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

	Yes	No
Were you treated well by segregation staff?	2 (22%)	7 (78%)
Could you shower every day?	7 (78%)	2 (22%)
Could you go outside for exercise every day?	6 (67%)	3 (33%)
Could you use the phone every day (if you had credit)?	7 (78%)	2 (22%)

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	64 (43%)	60 (40%)	25 (17%)	0 (0%)
Vocational or skills training	30 (21%)	72 (50%)	38 (26%)	4 (3%)
Prison job	34 (24%)	83 (58%)	25 (17%)	1 (1%)
Voluntary work outside of the prison	4 (3%)	45 (32%)	54 (38%)	38 (27%)
Paid work outside of the prison	4 (3%)	39 (28%)	57 (40%)	41 (29%)

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	65 (45%)	31 (22%)	47 (33%)
Vocational or skills training	34 (26%)	29 (22%)	70 (53%)
Prison job	44 (32%)	46 (33%)	49 (35%)
Voluntary work outside of the prison	22 (16%)	18 (13%)	95 (70%)
Paid work outside of the prison	29 (21%)	16 (12%)	94 (68%)

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

Yes 51 (34%)
 No..... 86 (57%)
 Not applicable (e.g. if you are retired, sick or on remand) 14 (9%)

Planning and progression

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

Yes 42 (28%)
 No..... 108 (72%)

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

Yes 30 (73%)
 No..... 7 (17%)
 Don't know what my objectives or targets are 4 (10%)

17.3 Are staff here supporting you to achieve your objectives or targets?
 Yes 12 (30%)
 No..... 24 (60%)
 Don't know what my objectives or targets are 4 (10%)

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	6 (15%)	8 (21%)	25 (64%)
Other programmes	8 (21%)	7 (18%)	23 (61%)
One-to-one work (e.g. with an Offender Manager or psychologist)	13 (33%)	5 (13%)	22 (55%)
Been on a specialist unit	1 (3%)	5 (13%)	32 (84%)
ROTL - day or overnight release	3 (8%)	6 (16%)	28 (76%)

Preparation for release

18.1 Do you expect to be released in the next 3 months?
 Yes 62 (41%)
 No..... 55 (37%)
 Don't know..... 33 (22%)

18.2 How close is this prison to your home area or intended release address?
 Very near..... 10 (17%)
 Quite near..... 22 (37%)
 Quite far..... 21 (35%)
 Very far..... 7 (12%)

18.3 Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?
 Yes 37 (61%)
 No..... 24 (39%)

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	15 (26%)	19 (33%)	23 (40%)
Getting employment	7 (13%)	17 (30%)	32 (57%)
Setting up education or training	4 (7%)	16 (30%)	34 (63%)
Arranging benefits	10 (18%)	22 (39%)	24 (43%)
Sorting out finances	4 (7%)	23 (42%)	28 (51%)
Support for drug or alcohol problems	10 (17%)	8 (14%)	40 (69%)
Physical/mental health support	8 (14%)	28 (49%)	21 (37%)
Social care support	2 (4%)	15 (27%)	38 (69%)
Getting back in touch with family or friends	11 (19%)	9 (16%)	38 (66%)

More about you

19.1 Do you have children under the age of 18?
 Yes 69 (46%)
 No..... 82 (54%)

19.2	Are you a UK/British citizen?	
	Yes	132 (87%)
	No.....	19 (13%)
19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	
	Yes	28 (19%)
	No.....	119 (81%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes	10 (7%)
	No.....	139 (93%)
19.5	What is your gender?	
	Male	149 (99%)
	Female	1 (1%)
	Non-binary.....	0 (0%)
	Other	0 (0%)
19.6	How would you describe your sexual orientation?	
	Straight/heterosexual	142 (95%)
	Gay/lesbian/homosexual	3 (2%)
	Bisexual.....	2 (1%)
	Other	3 (2%)
19.7	Do you identify as transgender or transsexual?	
	Yes	1 (1%)
	No.....	148 (99%)

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.....	10 (7%)
	Most of the time.....	44 (29%)
	Some of the time	69 (45%)
	Never.....	29 (19%)
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	21 (14%)
	Less likely to offend.....	89 (61%)
	Made no difference.....	37 (25%)

Background information

1.1	What wing or houseblock are you currently living on?	
	Britannia House	14 (100%)
1.2	How old are you?	
	Under 21.....	0 (0%)
	21 - 25	3 (21%)
	26 - 29.....	0 (0%)
	30 - 39	3 (21%)
	40 - 49	3 (21%)
	50 - 59	0 (0%)
	60 - 69	4 (29%)
	70 or over	1 (7%)
1.3	What is your ethnic group?	
	White - English/Welsh/Scottish/Northern Irish/British	11 (85%)
	White - Irish	0 (0%)
	White - Gypsy or Irish Traveller	0 (0%)
	White - Roma	0 (0%)
	White - any other White background	0 (0%)
	Mixed - White and Black Caribbean	1 (8%)
	Mixed - White and Black African.....	0 (0%)
	Mixed - White and Asian.....	0 (0%)
	Mixed - any other Mixed ethnic background	0 (0%)
	Asian/Asian British - Indian.....	0 (0%)
	Asian/Asian British - Pakistani.....	0 (0%)
	Asian/Asian British - Bangladeshi.....	0 (0%)
	Asian/Asian British - Chinese	0 (0%)
	Asian - any other Asian background.....	0 (0%)
	Black/Black British - Caribbean	1 (8%)
	Black/Black British - African	0 (0%)
	Black - any other Black/African/Caribbean background	0 (0%)
	Arab.....	0 (0%)
	Any other ethnic group	0 (0%)
1.4	How long have you been in this prison?	
	Less than 6 months	4 (29%)
	6 months or more	10 (71%)
1.5	Are you currently serving a sentence?	
	Yes	14 (100%)
	Yes - on recall	0 (0%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee	0 (0%)
1.6	How long is your sentence?	
	Less than 6 months	0 (0%)
	6 months to less than 1 year	0 (0%)
	1 year to less than 4 years	6 (46%)
	4 years to less than 10 years.....	6 (46%)
	10 years or more	0 (0%)
	IPP (indeterminate sentence for public protection).....	0 (0%)
	Life	1 (8%)
	Not currently serving a sentence	0 (0%)

Arrival and reception

2.1 Were you given helpful information about this prison before you came here?

Yes	1 (7%)
No.....	12 (86%)
Don't remember.....	1 (7%)

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

Less than 2 hours.....	7 (50%)
2 hours or more	7 (50%)
Don't remember.....	0 (0%)

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

Yes	13 (93%)
No.....	1 (7%)
Don't remember.....	0 (0%)

2.4 Overall, how were you treated in reception?

Very well.....	2 (14%)
Quite well.....	7 (50%)
Quite badly	3 (21%)
Very badly	2 (14%)
Don't remember.....	0 (0%)

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

Problems getting phone numbers.....	7 (54%)
Contacting family	8 (62%)
Arranging care for children or other dependants	1 (8%)
Contacting employers.....	1 (8%)
Money worries	3 (23%)
Housing worries.....	2 (15%)
Feeling depressed.....	5 (38%)
Feeling suicidal.....	3 (23%)
Other mental health problems	4 (31%)
Physical health problems.....	4 (31%)
Drug or alcohol problems (e.g. withdrawal)	0 (0%)
Problems getting medication	6 (46%)
Needing protection from other prisoners	0 (0%)
Lost or delayed property.....	8 (62%)
Other problems.....	2 (15%)
Didn't have any problems	2 (15%)

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

Yes	1 (8%)
No.....	10 (77%)
Didn't have any problems when I first arrived.....	2 (15%)

First night and induction

3.1 Before you were locked up on your first night here, were you offered any of the following things?

Nicotine replacement.....	2 (15%)
Toiletries/other basic items.....	6 (46%)
A shower	3 (23%)
A free phone call	2 (15%)
Something to eat	9 (69%)
The chance to see someone from health care	8 (62%)
The chance to talk to a Listener or Samaritans	0 (0%)
Support from another prisoner (e.g. Insider or buddy).....	0 (0%)
Wasn't offered any of these things	1 (8%)

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

Very clean	0 (0%)
Quite clean	3 (23%)
Quite dirty.....	2 (15%)
Very dirty	8 (62%)
Don't remember.....	0 (0%)

3.3 Did you feel safe on your first night here?

Yes	6 (46%)
No.....	7 (54%)
Don't remember.....	0 (0%)

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

	Yes	No	Don't remember
Access to the prison shop/canteen?	2 (17%)	10 (83%)	0 (0%)
Free PIN phone credit?	5 (42%)	5 (42%)	2 (17%)
Numbers put on your PIN phone within 24 hours?	1 (8%)	11 (92%)	0 (0%)

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

Yes	1 (8%)
No.....	7 (58%)
Haven't had an induction	4 (33%)

On the wing

4.1 Are you in a cell on your own?

Yes	1 (8%)
No, I'm in a shared cell or dormitory	12 (92%)

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

Yes	0 (0%)
No.....	5 (38%)
Don't know.....	0 (0%)
Don't have a cell call bell	8 (62%)

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

	Yes	No	Don't know
Do you have enough soap or sanitiser to keep your hands clean?	9 (75%)	3 (25%)	0 (0%)
Do you normally have enough clean, suitable clothes for the week?	10 (83%)	1 (8%)	1 (8%)
Can you shower every day?	12 (92%)	0 (0%)	1 (8%)
Do you have clean sheets every week?	9 (75%)	3 (25%)	0 (0%)
Do you get cell cleaning materials every week?	9 (69%)	4 (31%)	0 (0%)
Is it normally quiet enough for you to relax or sleep at night?	11 (85%)	2 (15%)	0 (0%)
Can you get your stored property promptly, if you need it?	0 (0%)	12 (92%)	1 (8%)

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

Very clean	0 (0%)
Quite clean	5 (38%)
Quite dirty	5 (38%)
Very dirty	3 (23%)

Food and canteen

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

Very good	0 (0%)
Quite good	2 (15%)
Quite bad	5 (38%)
Very bad	6 (46%)

5.2 Do you get enough to eat at mealtimes?

Always	1 (8%)
Most of the time	6 (46%)
Some of the time	3 (23%)
Never	3 (23%)

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

Yes	8 (62%)
No	5 (38%)
Don't know	0 (0%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	10 (77%)
No	3 (23%)

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

Yes	10 (77%)
No	3 (23%)

6.3	In the last week, has any member of staff talked to you about how you are getting on?	
	Yes	3 (23%)
	No.....	10 (77%)
6.4	How helpful is your named officer (key worker)?	
	Very helpful	1 (8%)
	Quite helpful	3 (23%)
	Not very helpful	2 (15%)
	Not at all helpful.....	2 (15%)
	Don't have a named officer (key worker)	5 (38%)
6.5	Do you feel that you are treated as an individual in this prison?	
	Yes	6 (46%)
	No.....	7 (54%)
6.6	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	3 (23%)
	Yes, but things don't change	5 (38%)
	No.....	3 (23%)
	Don't know.....	2 (15%)
6.7	If you wanted to, can you talk to managers, governors or directors in this prison?	
	Yes	10 (77%)
	No.....	2 (15%)
	Don't know.....	1 (8%)
6.8	If you have shared a problem with a manager, governor or director, did they try to help you?	
	Yes	5 (42%)
	No.....	4 (33%)
	Haven't shared a problem	3 (25%)

Faith

7.1	What is your religion?	
	No religion	4 (31%)
	Christianity (including Church of England, Catholic, Protestant and all other Christian denominations)	8 (62%)
	Buddhism	0 (0%)
	Hinduism	0 (0%)
	Judaism	0 (0%)
	Islam.....	1 (8%)
	Sikhism.....	0 (0%)
	Other	0 (0%)
7.2	Are your religious beliefs respected here?	
	Yes	5 (38%)
	No.....	2 (15%)
	Don't know.....	2 (15%)
	Not applicable (no religion).....	4 (31%)

7.3 Are you able to speak to a chaplain of your faith in private, if you want to?
 Yes 6 (46%)
 No..... 2 (15%)
 Don't know..... 1 (8%)
 Not applicable (no religion)..... 4 (31%)

7.4 Are you able to attend religious services, if you want to?
 Yes 8 (62%)
 No..... 1 (8%)
 Don't know..... 0 (0%)
 Not applicable (no religion)..... 4 (31%)

Contact with family and friends

8.1 How often have you been able to see your family and friends in the last month:

	Every week	Two or three times	Once	Not at all
In person (prison visit)?	0 (0%)	4 (33%)	3 (25%)	5 (42%)
Using video calling?	0 (0%)	1 (11%)	0 (0%)	8 (89%)

8.2 Do visits usually start and finish on time?
 Yes 3 (30%)
 No..... 2 (20%)
 Don't know..... 5 (50%)

8.3 Are your visitors usually treated respectfully by staff?
 Yes 2 (20%)
 No..... 1 (10%)
 Don't know..... 7 (70%)

8.4 How easy or difficult is it for your family and friends to get here?
 Very easy 2 (20%)
 Quite easy 3 (30%)
 Quite difficult..... 1 (10%)
 Very difficult..... 2 (20%)
 Don't know..... 2 (20%)

8.5 Have staff here encouraged you to keep in touch with your family/friends?
 Yes 2 (18%)
 No..... 9 (82%)

8.6 Have you had any problems with sending or receiving:

	Yes	No
Emails?	4 (44%)	5 (56%)
Letters?	7 (64%)	4 (36%)
Parcels?	6 (60%)	4 (40%)

8.7 Are you able to use a phone every day (if you have credit)?
 Yes 10 (100%)
 No..... 0 (0%)

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 | 9 (82%) |
| Yes, but these times are not usually kept to | 2 (18%) |
| No..... | 0 (0%) |
- 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..... | 1 (9%) |
| 2 to 6 hours | 1 (9%) |
| 6 to 10 hours | 3 (27%) |
| 10 hours or more | 6 (55%) |
| Don't know..... | 0 (0%) |
- 9.3 How long do you usually spend out of your cell on a typical Saturday or Sunday?**
- | | |
|------------------------|---------|
| Less than 2 hours..... | 1 (9%) |
| 2 to 6 hours | 3 (27%) |
| 6 to 10 hours | 2 (18%) |
| 10 hours or more | 5 (45%) |
| Don't know..... | 0 (0%) |
- 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..... | 0 (0%) |
| 1 or 2 | 0 (0%) |
| 3 to 5 | 3 (27%) |
| More than 5 | 8 (73%) |
| Don't know..... | 0 (0%) |
- 9.5 How many days in a typical week do you get association, if you want it?**
- | | |
|-------------------|-----------|
| None..... | 0 (0%) |
| 1 or 2 | 0 (0%) |
| 3 to 5 | 0 (0%) |
| More than 5 | 10 (100%) |
| Don't know..... | 0 (0%) |
- 9.6 How many days in a typical week could you go outside for exercise, if you wanted to?**
- | | |
|-------------------|-----------|
| None..... | 0 (0%) |
| 1 or 2 | 0 (0%) |
| 3 to 5 | 0 (0%) |
| More than 5 | 10 (100%) |
| Don't know..... | 0 (0%) |
- 9.7 Typically, how often do you go to the gym or play sports?**
- | | |
|----------------------------|---------|
| Twice a week or more | 4 (36%) |
| About once a week..... | 1 (9%) |
| Less than once a week..... | 1 (9%) |
| Never..... | 5 (45%) |

9.8	Typically, how often are you able to:	Twice a week or more	About once a week	Less than once a week	Never
	Visit the library	1 (8%)	8 (67%)	1 (8%)	2 (17%)
	Have library materials delivered to you	0 (0%)	0 (0%)	1 (9%)	10 (91%)

9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes	7 (70%)
	No.....	1 (10%)
	Don't use the library.....	2 (20%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes	9 (75%)
	No.....	2 (17%)
	Don't know.....	1 (8%)

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?	7 (64%)	4 (36%)	0 (0%)
	Are applications usually dealt with within 7 days?	2 (17%)	10 (83%)	0 (0%)

10.3	Is it easy for you to make a complaint?	
	Yes	11 (92%)
	No.....	0 (0%)
	Don't know.....	1 (8%)

10.4	If you have made any complaints here, please answer the questions below:	Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	4 (36%)	3 (27%)	4 (36%)
	Are complaints usually dealt with within 7 days?	2 (17%)	6 (50%)	4 (33%)

10.5	Have you ever been prevented from making a complaint here when you wanted to?	
	Yes	2 (17%)
	No.....	7 (58%)
	Not wanted to make a complaint	3 (25%)

10.6	In this prison, is it easy or difficult for you to...	Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	6 (50%)	3 (25%)	0 (0%)	3 (25%)
	Attend legal visits?	4 (40%)	2 (20%)	1 (10%)	3 (30%)

10.7 Have staff here ever opened letters from your solicitor or legal representative when you were not present?

Yes	7 (58%)
No.....	3 (25%)
Not had any legal letters.....	2 (17%)

Health 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?	4 (33%)	1 (8%)	7 (58%)
Have the reasons for the restrictions been explained to you?	3 (25%)	1 (8%)	8 (67%)
Do you agree the restrictions are necessary?	1 (8%)	3 (25%)	8 (67%)
Do you feel you have been kept safe from the virus?	3 (25%)	3 (25%)	6 (50%)

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

	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
Doctor	3 (25%)	4 (33%)	1 (8%)	2 (17%)	2 (17%)
Nurse	3 (27%)	3 (27%)	1 (9%)	2 (18%)	2 (18%)
Dentist	2 (17%)	2 (17%)	1 (8%)	5 (42%)	2 (17%)
Pharmacist	3 (25%)	4 (33%)	1 (8%)	2 (17%)	2 (17%)
Mental health worker	1 (8%)	2 (17%)	1 (8%)	3 (25%)	5 (42%)
Substance misuse worker	1 (8%)	4 (33%)	0 (0%)	2 (17%)	5 (42%)

11.3 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	2 (20%)	2 (20%)	1 (10%)	2 (20%)	3 (30%)
Nurse	1 (11%)	2 (22%)	1 (11%)	2 (22%)	3 (33%)
Dentist	2 (20%)	1 (10%)	1 (10%)	1 (10%)	5 (50%)
Pharmacist	2 (20%)	1 (10%)	1 (10%)	2 (20%)	4 (40%)
Mental health worker	0 (0%)	1 (11%)	1 (11%)	1 (11%)	6 (67%)
Substance misuse worker	2 (20%)	1 (10%)	1 (10%)	1 (10%)	5 (50%)

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

Very good.....	1 (9%)
Quite good.....	2 (18%)
Quite bad.....	1 (9%)
Very bad.....	3 (27%)
Don't know.....	4 (36%)

11.5 Do you have any mental health problems?

Yes	4 (33%)
No.....	8 (67%)

11.6 Has your mental health got better or worse since arriving at this prison?

Better.....	3 (27%)
Worse.....	4 (36%)
No difference.....	4 (36%)

11.7	Have you been helped with your mental health in this prison?	
	Yes	1 (9%)
	No.....	5 (45%)
	Haven't needed any help with mental health	5 (45%)

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	3 (25%)
	No.....	9 (75%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	1 (9%)
	No.....	1 (9%)
	Don't have a disability.....	9 (82%)
12.3	Have you been on an ACCT (Assessment, Care in Custody and Teamwork) in this prison?	
	Yes	1 (10%)
	No.....	9 (90%)
12.4	If you have been on an ACCT (Assessment, Care in Custody and Teamwork) in this prison, did you feel cared for by staff?	
	Yes	1 (10%)
	No.....	0 (0%)
	Haven't been on an ACCT in this prison.....	9 (90%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	1 (9%)
	Quite easy	2 (18%)
	Quite difficult.....	1 (9%)
	Very difficult.....	1 (9%)
	Don't know.....	5 (45%)
	No Listeners at this prison	1 (9%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	1 (9%)
	No.....	10 (91%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	1 (9%)
	No.....	0 (0%)
	Didn't/don't have an alcohol problem.....	10 (91%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	3 (27%)
	No.....	8 (73%)

13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	1 (9%)
	No.....	10 (91%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	1 (9%)
	No.....	10 (91%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	0 (0%)
	No.....	3 (27%)
	Didn't/don't have a drug problem.....	8 (73%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	2 (18%)
	Quite easy	1 (9%)
	Quite difficult.....	2 (18%)
	Very difficult.....	0 (0%)
	Don't know.....	6 (55%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	1 (10%)
	Quite easy	1 (10%)
	Quite difficult.....	2 (20%)
	Very difficult.....	0 (0%)
	Don't know.....	6 (60%)
13.9	Is it easy or difficult to get tobacco in this prison?	
	Very easy	5 (50%)
	Quite easy	2 (20%)
	Quite difficult.....	0 (0%)
	Very difficult.....	0 (0%)
	Don't know.....	3 (30%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	7 (58%)
	No.....	5 (42%)
14.2	Do you feel unsafe now?	
	Yes	1 (9%)
	No.....	10 (91%)

- 14.3 Have you experienced any of the following types of bullying/victimisation from other prisoners here?**
- | | |
|---|---------|
| Verbal abuse | 4 (36%) |
| Threats or intimidation | 4 (36%) |
| Physical assault..... | 0 (0%) |
| Sexual assault..... | 0 (0%) |
| Theft of canteen or property | 4 (36%) |
| Other bullying/victimisation..... | 3 (27%) |
| Not experienced any of these from prisoners here..... | 5 (45%) |
- 14.4 If you were being bullied/victimised by other prisoners here, would you report it?**
- | | |
|-----------|---------|
| Yes | 2 (22%) |
| No..... | 7 (78%) |
- 14.5 Have you experienced any of the following types of bullying/victimisation from staff here?**
- | | |
|---|---------|
| Verbal abuse | 1 (9%) |
| Threats or intimidation | 3 (27%) |
| Physical assault..... | 0 (0%) |
| Sexual assault..... | 0 (0%) |
| Theft of canteen or property | 1 (9%) |
| Other bullying/victimisation..... | 1 (9%) |
| Not experienced any of these from staff here..... | 8 (73%) |
- 14.6 If you were being bullied/victimised by staff here, would you report it?**
- | | |
|-----------|---------|
| Yes | 4 (40%) |
| No..... | 6 (60%) |

Behaviour management

- 15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?**
- | | |
|--|---------|
| Yes | 5 (50%) |
| No..... | 4 (40%) |
| Don't know what the incentives/rewards are | 1 (10%) |
- 15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. incentives) in this prison?**
- | | |
|-------------------------------|---------|
| Yes | 4 (40%) |
| No..... | 3 (30%) |
| Don't know..... | 2 (20%) |
| Don't know what this is | 1 (10%) |
- 15.3 Have you been physically restrained by staff in this prison in the last 6 months?**
- | | |
|-----------|-----------|
| Yes | 0 (0%) |
| No..... | 11 (100%) |
- 15.4 If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?**
- | | |
|--|-----------|
| Yes | 0 (0%) |
| No..... | 0 (0%) |
| Don't remember..... | 0 (0%) |
| Not been restrained here in last 6 months..... | 11 (100%) |

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

Yes 0 (0%)
 No..... 10 (100%)

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?	0 (0%)	0 (0%)
Could you shower every day?	0 (0%)	0 (0%)
Could you go outside for exercise every day?	0 (0%)	0 (0%)
Could you use the phone every day (if you had credit)?	0 (0%)	0 (0%)

Education, skills and work

16.1 Is it easy or difficult to get into the following activities in this prison?

	Easy	Difficult	Don't know	Not available here
Education	5 (56%)	3 (33%)	0 (0%)	1 (11%)
Vocational or skills training	5 (56%)	3 (33%)	1 (11%)	0 (0%)
Prison job	2 (22%)	4 (44%)	3 (33%)	0 (0%)
Voluntary work outside of the prison	3 (33%)	5 (56%)	1 (11%)	0 (0%)
Paid work outside of the prison	7 (70%)	3 (30%)	0 (0%)	0 (0%)

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	5 (56%)	2 (22%)	2 (22%)
Vocational or skills training	4 (44%)	2 (22%)	3 (33%)
Prison job	2 (22%)	5 (56%)	2 (22%)
Voluntary work outside of the prison	3 (33%)	1 (11%)	5 (56%)
Paid work outside of the prison	7 (70%)	0 (0%)	3 (30%)

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

Yes 5 (50%)
 No..... 5 (50%)
 Not applicable (e.g. if you are retired, sick or on remand) 0 (0%)

Planning and progression

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

Yes 9 (90%)
 No..... 1 (10%)

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

Yes 9 (100%)
 No..... 0 (0%)
 Don't know what my objectives or targets are 0 (0%)

17.3 Are staff here supporting you to achieve your objectives or targets?
 Yes 4 (44%)
 No..... 5 (56%)
 Don't know what my objectives or targets are 0 (0%)

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

	Yes, this helped	No, this didn't help	Not done/don't know
Offending behaviour programmes	2 (25%)	2 (25%)	4 (50%)
Other programmes	2 (29%)	2 (29%)	3 (43%)
One-to-one work (e.g. with an Offender Manager or psychologist)	1 (13%)	1 (13%)	6 (75%)
Been on a specialist unit	0 (0%)	0 (0%)	7 (100%)
ROTL - day or overnight release	6 (67%)	0 (0%)	3 (33%)

Preparation for release

18.1 Do you expect to be released in the next 3 months?
 Yes 2 (22%)
 No..... 7 (78%)
 Don't know..... 0 (0%)

18.2 How close is this prison to your home area or intended release address?
 Very near..... 0 (0%)
 Quite near..... 1 (50%)
 Quite far..... 0 (0%)
 Very far..... 1 (50%)

18.3 Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?
 Yes 2 (100%)
 No..... 0 (0%)

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	0 (0%)	0 (0%)	2 (100%)
Getting employment	0 (0%)	1 (50%)	1 (50%)
Setting up education or training	0 (0%)	0 (0%)	2 (100%)
Arranging benefits	0 (0%)	1 (50%)	1 (50%)
Sorting out finances	0 (0%)	1 (50%)	1 (50%)
Support for drug or alcohol problems	1 (50%)	0 (0%)	1 (50%)
Physical/mental health support	0 (0%)	0 (0%)	2 (100%)
Social care support	0 (0%)	0 (0%)	2 (100%)
Getting back in touch with family or friends	0 (0%)	1 (50%)	1 (50%)

More about you

19.1 Do you have children under the age of 18?
 Yes 4 (44%)
 No..... 5 (56%)

19.2	Are you a UK/British citizen?	
	Yes	9 (100%)
	No.....	0 (0%)
19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	
	Yes	0 (0%)
	No.....	9 (100%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes	2 (22%)
	No.....	7 (78%)
19.5	What is your gender?	
	Male	9 (100%)
	Female	0 (0%)
	Non-binary.....	0 (0%)
	Other	0 (0%)
19.6	How would you describe your sexual orientation?	
	Straight/heterosexual	8 (89%)
	Gay/lesbian/homosexual	1 (11%)
	Bisexual.....	0 (0%)
	Other	0 (0%)
19.7	Do you identify as transgender or transsexual?	
	Yes	0 (0%)
	No.....	9 (100%)

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.....	3 (27%)
	Most of the time.....	3 (27%)
	Some of the time	3 (27%)
	Never.....	2 (18%)
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	1 (9%)
	Less likely to offend.....	8 (73%)
	Made no difference.....	2 (18%)