



HMI Prisons Stakeholder Survey 2022: findings

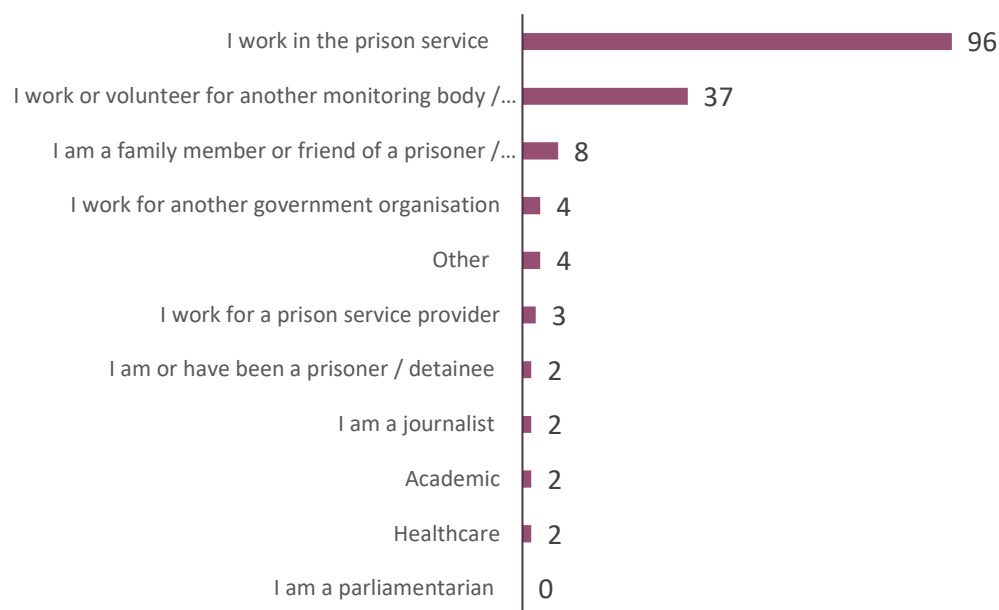
Response and respondents

The 2022 online HM Inspectorate of Prisons (HMIP) stakeholder survey was open for responses from 21 November to 19 December 2022. We received a total of 160 responses.

Tables showing the results of the 2022 survey can be found at: <https://www.justiceinspectorates.gov.uk/hmiprison/about-hmi-prisons/stakeholder-survey/>. Due to changes to the questionnaire in 2022, these results are not comparable to previous years.

We received responses from a range of stakeholders and organisations, the majority of whom were prison service staff (60%) and people who work or volunteer for another monitoring board, ombudsman or third sector organisation (23%). No other stakeholder group had more than 10 respondents, so it was not possible to break down responses by subcategory in detail.

Figure 1: Stakeholder type, 2022 stakeholder survey



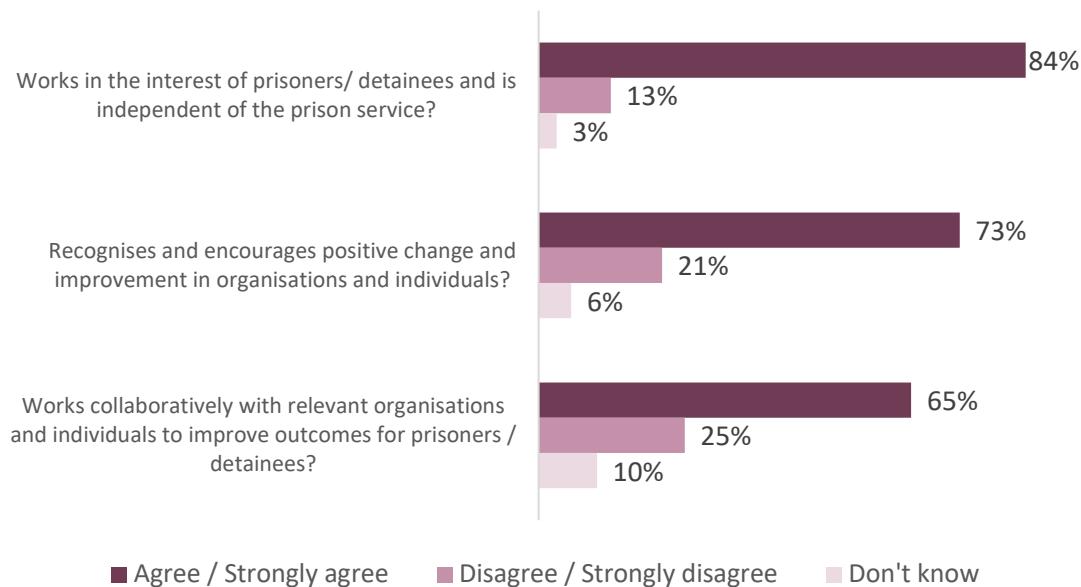
Views on HM Inspectorate of Prisons' work

Responses to questions on our work were broadly positive.

HM Inspectorate of Prisons values

Respondents were asked three questions related to the values of HMIP, followed by an open-ended question inviting them to comment further on their responses to these questions. Although respondents were not asked to explicitly indicate which question their comment related to, it was possible to identify this from the content.

Figure 2: Responses to questions on HMIP's values, 2022 stakeholder survey



When asked whether they agreed with the statement 'HMIP works in the interest of prisoners/detainees and is independent of the prison service', 84% agreed or strongly agreed.

Responses to the question of how much respondents agreed with the statement 'HMIP recognises and encourages positive change and improvement' were also broadly positive, with 73% agreeing or strongly agreeing with this statement. A number of themes emerged from the written comments.

- Although there was an acceptance that HMIP's high standards were positive, the failure of establishments to reach those standards – which some prison service staff felt was outside of their control – had a negative impact on staff morale.
- Some comments suggested that HMIP's impact was limited, as the concerns we raised, or recommendations we made, were unachievable due to resource constraints.
- More positively, respondents commented that HMIP was committed to improving outcomes for detention.

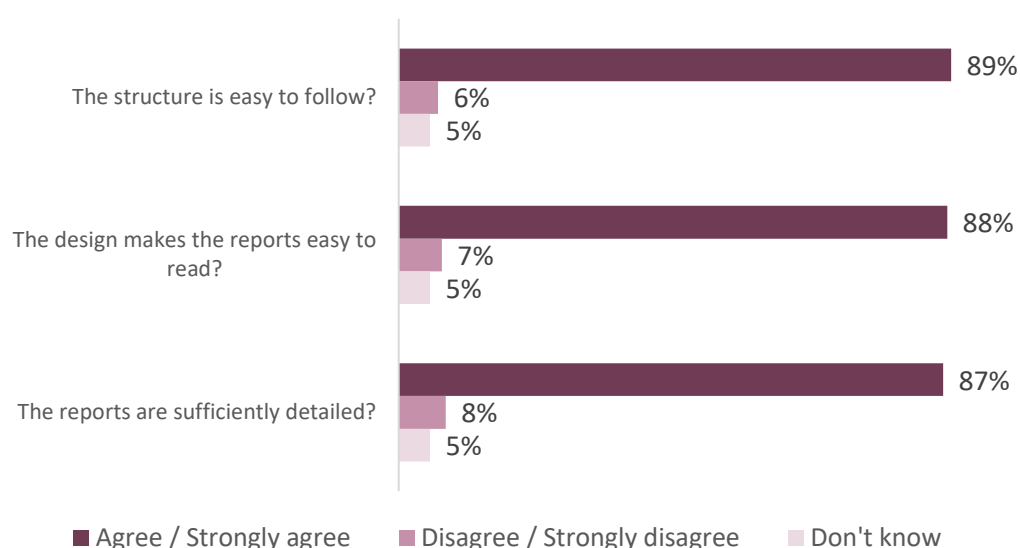
Finally, respondents were asked how much they agreed with the statement ‘HMIP works collaboratively with relevant organisations and individuals to improve outcomes for prisoners/detainees’. Sixty-five per cent of respondents agreed with this statement.

- In their written comments, respondents wanted more collaboration with HMIP to improve outcomes for prisoners following an inspection. These comments mainly came from respondents who worked in the prison service.

Report structure

Responses to questions on HMIP’s report structure were very positive: 87% strongly agreed or agreed that reports were sufficiently detailed; 89% agreed that the report structure was easy to follow; and 88% agreed that the design made the reports easy to read.

Figure 3: Responses to questions on HMIP report structure, 2022 stakeholder survey



- Respondents commented that they found reports informative and clear. There were some positive comments about the use of photographs and changes to the report style.
- Respondents also commented on HMIPs inspection methodology. This included perceptions that inspections were not evidence-based, and that reports did not always reflect the given healthy prison scores.

Notable positive practice

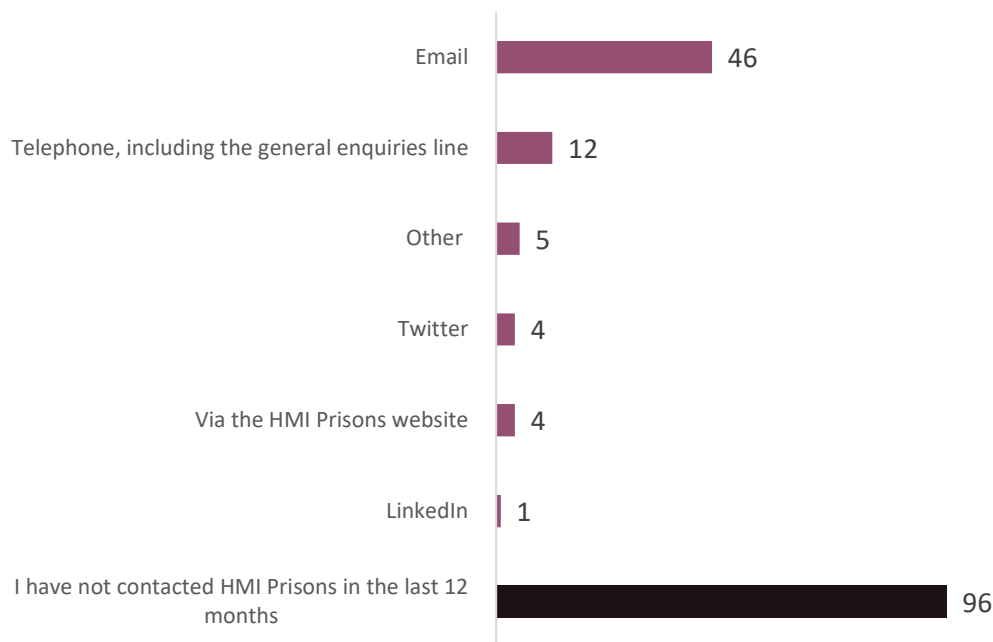
A third of respondents (33%) said that they had looked at noticeable positive practice (NPP) on the HMIP website. Of those that accessed it, 81% found it useful. Comments on this question largely focused on respondents being unaware that NPP existed.

Interactions with HMIP

For the following questions on interactions with HMIP, we asked respondents to tick as many options as applicable. We have therefore presented results as total numbers of responses to each option.

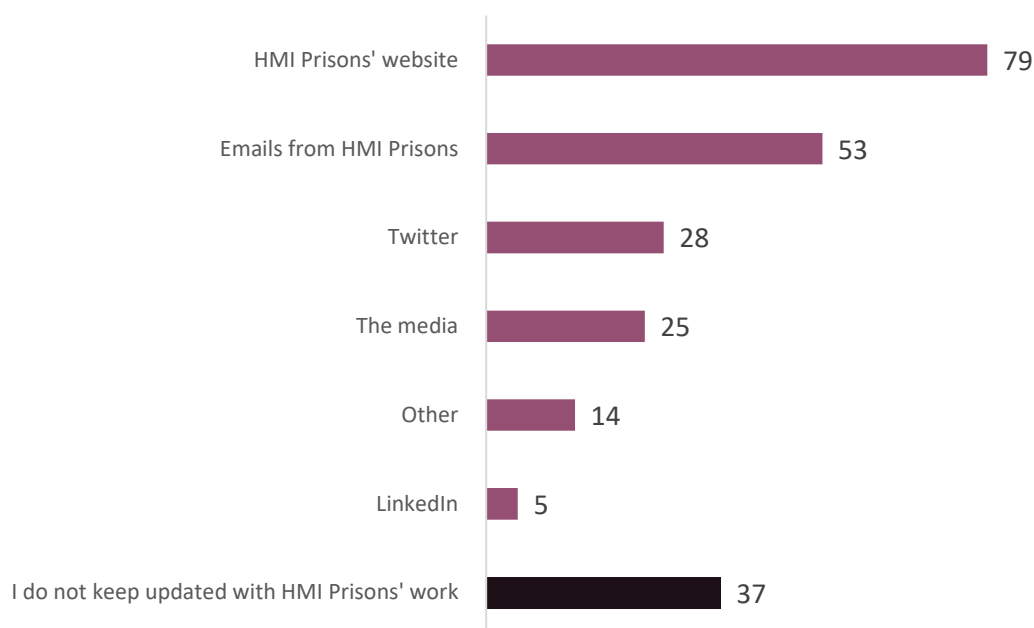
When asked how respondents contact HMIP, the most common contact method was via email. Respondents who selected 'other' said that their interactions were in person.

Figure 4: How respondents contact HMIP, 2022 stakeholder survey



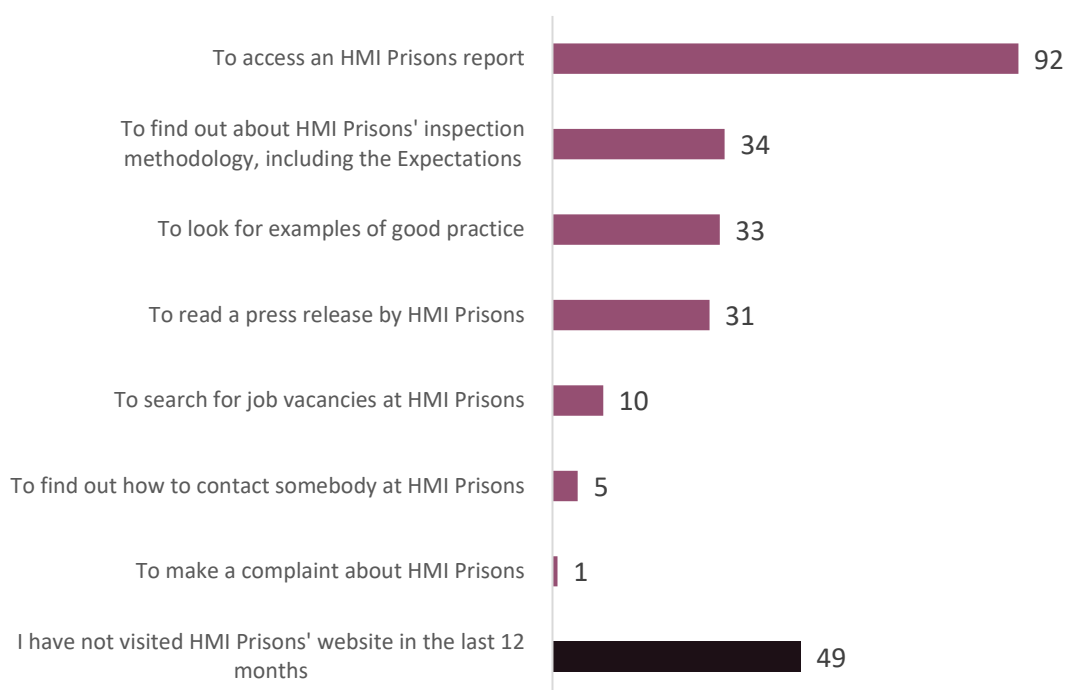
Respondents reported being kept up to date with HMIP's work mostly via our website. Respondents who selected 'other' indicated that they received information from HMIP second-hand, through internal communications in their own organisation.

Figure 5: How respondents keep updated with the work of HMIP, 2022 stakeholder survey



Respondents who had visited the HMIP website mostly accessed it to read inspection reports.

Figure 6: Why respondents access the HMIP website, 2022 stakeholder survey



When asked how easy it was to find what they were looking for on HMIP's website, 91% said that it was very or quite easy. Of the 32% of respondents who read HMIP tweets, 80% found them very or quite useful. There was no consistent theme to the written comments.

Final questions

The survey invited final comments. These were broadly positive about the work and direction of HMIP. However, they again echoed earlier comments on the negative impact of HMIP inspections on the morale of prison staff. Some ideas for future thematics were provided, which we will consider.