



# Prisoner survey methodology, results and analyses

## **HMP Gartree**

January 2023

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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 16 January 2023 the prisoner population at HMP Gartree was 594. Using the sampling method described above, questionnaires were distributed to 198 prisoners. We received a total of 141 completed questionnaires, a response rate of 71%.

In this survey the response rate fell below the assumed response rate of 75%. As a result the survey results may not represent the views of the surveyed population, this should be considered when interpreting the survey results.

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 Gartree. 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 Gartree 2023 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 Gartree in 2023 compared with survey responses from other category B trainer prisons inspected since May 2021.
- Survey responses from HMP Gartree in 2023 compared with survey responses from HMP Gartree in 2017.
- Survey responses from HMP Gartree in 2023 compared with scrutiny visit (SV) survey responses from HMP Gartree in 2020.

## Comparisons between different residential locations within HMP Gartree 2023

- Responses of prisoners on the Gartree therapeutic community (GTC) and therapeutic community plus (TC+) units (F wing) compared with those from the rest of the establishment.
- Responses of prisoners on the psychologically informed planned environment (PIPE) unit (H1 and H2 landings) compared with those from the rest of the establishment.

## Comparisons between self-reported sub-populations of prisoners within HMP Gartree 2023

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

- 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.....            | 27 (19%) |
| C wing .....           | 21 (15%) |
| D wing .....           | 16 (11%) |
| F wing.....            | 11 (8%)  |
| G wing 1 and 2 .....   | 14 (10%) |
| G wing 3 and 4 .....   | 14 (10%) |
| H wing 1 and 2 .....   | 16 (11%) |
| H wing 3 and 4 .....   | 15 (11%) |
| I wing.....            | 5 (4%)   |
| Segregation unit ..... | 2 (1%)   |

### 1.2 How old are you?

|                  |          |
|------------------|----------|
| Under 21.....    | 0 (0%)   |
| 21 - 25 .....    | 5 (4%)   |
| 26 - 29 .....    | 17 (12%) |
| 30 - 39 .....    | 45 (32%) |
| 40 - 49 .....    | 28 (20%) |
| 50 - 59 .....    | 22 (16%) |
| 60 - 69 .....    | 18 (13%) |
| 70 or over ..... | 6 (4%)   |

### 1.3 What is your ethnic group?

|   |          |
|---|----------|
| White - English/Welsh/Scottish/Northern Irish/British ..... | 74 (54%) |
| White - Irish .....   | 0 (0%)   |
| White - Gypsy or Irish Traveller .....                      | 0 (0%)   |
| White - Roma .....  | 0 (0%)   |
| White - any other White background .....                    | 9 (7%)   |
| Mixed - White and Black Caribbean .....                     | 5 (4%)   |
| Mixed - White and Black African.....                        | 1 (1%)   |
| Mixed - White and Asian.....                                | 0 (0%)   |
| Mixed - any other Mixed ethnic background .....             | 2 (1%)   |
| Asian/Asian British - Indian.....                           | 3 (2%)   |
| Asian/Asian British - Pakistani.....                        | 11 (8%)  |
| Asian/Asian British - Bangladeshi.....                      | 2 (1%)   |
| Asian/Asian British - Chinese .....                         | 1 (1%)   |
| Asian - any other Asian background.....                     | 1 (1%)   |
| Black/Black British - Caribbean .....                       | 13 (9%)  |
| Black/Black British - African .....                         | 7 (5%)   |
| Black - any other Black/African/Caribbean background .....  | 4 (3%)   |
| Arab.....   | 4 (3%)   |
| Any other ethnic group .....                                | 0 (0%)   |

### 1.4 How long have you been in this prison?

|                          |           |
|--------------------------|-----------|
| Less than 6 months ..... | 12 (9%)   |
| 6 months or more .....   | 126 (91%) |

|            |  |           |
|------------|--|-----------|
| <b>1.5</b> | <b>Are you currently serving a sentence?</b> |           |
|            | Yes .....                                    | 133 (98%) |
|            | Yes - on recall .....                        | 2 (1%)    |
|            | No - on remand or awaiting sentence.....     | 0 (0%)    |
|            | No - immigration detainee .....              | 1 (1%)    |

|            |   |          |
|------------|---|----------|
| <b>1.6</b> | <b>How long is your sentence?</b>                       |          |
|            | Less than 6 months .....                                | 0 (0%)   |
|            | 6 months to less than 1 year .....                      | 0 (0%)   |
|            | 1 year to less than 4 years .....                       | 0 (0%)   |
|            | 4 years to less than 10 years.....                      | 2 (1%)   |
|            | 10 years or more .....                                  | 29 (21%) |
|            | IPP (indeterminate sentence for public protection)..... | 11 (8%)  |
|            | Life .....  | 92 (68%) |
|            | Not currently serving a sentence .....                  | 1 (1%)   |

## Arrival and reception

|            |   |          |
|------------|---|----------|
| <b>2.1</b> | <b>Were you given helpful information about this prison before you came here?</b> |          |
|            | Yes .....   | 39 (28%) |
|            | No.....   | 87 (64%) |
|            | Don't remember.....   | 11 (8%)  |

|            |  |          |
|------------|--|----------|
| <b>2.2</b> | <b>When you arrived at this prison, how long did you spend in reception?</b> |          |
|            | Less than 2 hours .....  | 93 (68%) |
|            | 2 hours or more .....  | 28 (21%) |
|            | Don't remember.....  | 15 (11%) |

|            |  |           |
|------------|--|-----------|
| <b>2.3</b> | <b>When you were searched in reception, was this done in a respectful way?</b> |           |
|            | Yes .....  | 121 (88%) |
|            | No.....  | 9 (7%)    |
|            | Don't remember.....  | 8 (6%)    |

|            |  |          |
|------------|--|----------|
| <b>2.4</b> | <b>Overall, how were you treated in reception?</b> |          |
|            | Very well.....                                     | 57 (42%) |
|            | Quite well.....                                    | 63 (46%) |
|            | Quite badly .....                                  | 6 (4%)   |
|            | Very badly .....                                   | 3 (2%)   |
|            | Don't remember.....                                | 8 (6%)   |



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

|   |          |
|---|----------|
| Problems getting phone numbers.....                   | 32 (24%) |
| Contacting family.....                                | 27 (20%) |
| Arranging care for children or other dependants ..... | 2 (2%)   |
| Contacting employers.....                             | 5 (4%)   |
| Money worries .....                                   | 12 (9%)  |
| Housing worries.....                                  | 3 (2%)   |
| Feeling depressed.....                                | 35 (26%) |
| Feeling suicidal.....                                 | 15 (11%) |
| Other mental health problems .....                    | 35 (26%) |
| Physical health problems.....                         | 17 (13%) |
| Drug or alcohol problems (e.g. withdrawal) .....      | 11 (8%)  |
| Problems getting medication .....                     | 15 (11%) |
| Needing protection from other prisoners .....         | 5 (4%)   |
| Lost or delayed property.....                         | 37 (28%) |
| Other problems.....                                   | 14 (11%) |
| Didn't have any problems .....                        | 41 (31%) |

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

|  |          |
|--|----------|
| Yes .....  | 35 (27%) |
| No.....  | 52 (41%) |
| Didn't have any problems when I first arrived..... | 41 (32%) |

**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.....                                  | 33 (25%)  |
| Toiletries/other basic items.....                          | 56 (43%)  |
| A shower .....   | 65 (50%)  |
| A free phone call .....                                    | 54 (41%)  |
| Something to eat .....                                     | 100 (76%) |
| The chance to see someone from health care .....           | 74 (56%)  |
| The chance to talk to a Listener or Samaritans .....       | 27 (21%)  |
| Support from another prisoner (e.g. Insider or buddy)..... | 17 (13%)  |
| Wasn't offered any of these things .....                   | 14 (11%)  |

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

|                     |          |
|---------------------|----------|
| Very clean .....    | 11 (8%)  |
| Quite clean .....   | 57 (41%) |
| Quite dirty.....    | 37 (26%) |
| Very dirty .....    | 29 (21%) |
| Don't remember..... | 6 (4%)   |

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

|                     |           |
|---------------------|-----------|
| Yes .....           | 112 (80%) |
| No.....             | 21 (15%)  |
| Don't remember..... | 7 (5%)    |

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

|  | Yes      | No       | Don't remember |
|--|----------|----------|----------------|
| Access to the prison shop/canteen?             | 67 (50%) | 57 (42%) | 11 (8%)        |
| Free PIN phone credit?                         | 35 (27%) | 76 (58%) | 19 (15%)       |
| Numbers put on your PIN phone within 24 hours? | 49 (37%) | 62 (47%) | 20 (15%)       |

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

|                                |          |
|--------------------------------|----------|
| Yes .....                      | 78 (57%) |
| No.....                        | 55 (40%) |
| Haven't had an induction ..... | 4 (3%)   |

**On the wing**

**4.1 Are you in a cell on your own?**

|   |           |
|---|-----------|
| Yes .....                                   | 134 (96%) |
| No, I'm in a shared cell or dormitory ..... | 6 (4%)    |

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

|                                   |          |
|-----------------------------------|----------|
| Yes .....                         | 75 (55%) |
| No.....                           | 56 (41%) |
| Don't know.....                   | 6 (4%)   |
| 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?    | 94 (68%)  | 40 (29%) | 5 (4%)     |
| Do you normally have enough clean, suitable clothes for the week? | 110 (80%) | 26 (19%) | 2 (1%)     |
| Can you shower every day?   | 137 (99%) | 1 (1%)   | 0 (0%)     |
| Do you have clean sheets every week?                              | 103 (75%) | 28 (20%) | 7 (5%)     |
| Do you get cell cleaning materials every week?                    | 92 (67%)  | 46 (33%) | 0 (0%)     |
| Is it normally quiet enough for you to relax or sleep at night?   | 101 (73%) | 35 (25%) | 2 (1%)     |
| Can you get your stored property promptly, if you need it?        | 27 (19%)  | 79 (57%) | 33 (24%)   |

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

|                   |          |
|-------------------|----------|
| Very clean .....  | 24 (18%) |
| Quite clean ..... | 44 (33%) |
| Quite dirty.....  | 39 (29%) |
| Very dirty .....  | 27 (20%) |

## Food and canteen

|            |   |          |
|------------|---|----------|
| <b>5.1</b> | <b>What is the quality of food like in this prison?</b>     |          |
|            | Very good.....  | 13 (9%)  |
|            | Quite good.....   | 58 (42%) |
|            | Quite bad.....  | 51 (37%) |
|            | Very bad.....   | 17 (12%) |
| <b>5.2</b> | <b>Do you get enough to eat at mealtimes?</b>               |          |
|            | Always.....   | 20 (14%) |
|            | Most of the time.....                                       | 43 (31%) |
|            | Some of the time.....                                       | 58 (41%) |
|            | Never.....  | 19 (14%) |
| <b>5.3</b> | <b>Does the shop/canteen sell the things that you need?</b> |          |
|            | Yes.....  | 66 (48%) |
|            | No.....   | 71 (52%) |
|            | Don't know.....   | 0 (0%)   |

## Relationships with staff

|            |  |           |
|------------|--|-----------|
| <b>6.1</b> | <b>Do most staff here treat you with respect?</b>  |           |
|            | Yes.....   | 117 (85%) |
|            | No.....  | 20 (15%)  |
| <b>6.2</b> | <b>Are there any staff here you could turn to if you had a problem?</b>                          |           |
|            | Yes.....   | 114 (82%) |
|            | No.....  | 25 (18%)  |
| <b>6.3</b> | <b>In the last week, has any member of staff talked to you about how you are getting on?</b>     |           |
|            | Yes.....   | 74 (53%)  |
|            | No.....  | 65 (47%)  |
| <b>6.4</b> | <b>How helpful is your named officer (key worker)?</b>   |           |
|            | Very helpful.....  | 48 (35%)  |
|            | Quite helpful.....   | 45 (33%)  |
|            | Not very helpful.....  | 25 (18%)  |
|            | Not at all helpful.....  | 18 (13%)  |
|            | Don't have a named officer (key worker).....   | 1 (1%)    |
| <b>6.5</b> | <b>Do you feel that you are treated as an individual in this prison?</b>                         |           |
|            | Yes.....   | 72 (54%)  |
|            | No.....  | 62 (46%)  |
| <b>6.6</b> | <b>Are prisoners here consulted about things like food, canteen, health care or wing issues?</b> |           |
|            | Yes, and things sometimes change.....  | 28 (20%)  |
|            | Yes, but things don't change.....  | 63 (46%)  |
|            | No.....  | 39 (28%)  |
|            | Don't know.....  | 8 (6%)    |

|            |   |          |
|------------|---|----------|
| <b>6.7</b> | <b>If you wanted to, can you talk to managers, governors or directors in this prison?</b>           |          |
|            | Yes .....   | 53 (39%) |
|            | No.....   | 53 (39%) |
|            | Don't know.....   | 31 (23%) |
| <b>6.8</b> | <b>If you have shared a problem with a manager, governor or director, did they try to help you?</b> |          |
|            | Yes .....   | 42 (31%) |
|            | No.....   | 48 (35%) |
|            | Haven't shared a problem .....  | 46 (34%) |

## Faith

|            |  |          |
|------------|--|----------|
| <b>7.1</b> | <b>What is your religion?</b>  |          |
|            | No religion .....  | 34 (24%) |
|            | Christianity (including Church of England, Catholic, Protestant and all other Christian denominations) ..... | 47 (34%) |
|            | Buddhism .....   | 5 (4%)   |
|            | Hinduism .....   | 0 (0%)   |
|            | Judaism.....   | 0 (0%)   |
|            | Islam.....   | 43 (31%) |
|            | Sikhism.....   | 1 (1%)   |
|            | Other .....  | 9 (6%)   |
| <b>7.2</b> | <b>Are your religious beliefs respected here?</b>  |          |
|            | Yes .....  | 72 (53%) |
|            | No.....  | 17 (13%) |
|            | Don't know.....  | 13 (10%) |
|            | Not applicable (no religion).....  | 34 (25%) |
| <b>7.3</b> | <b>Are you able to speak to a chaplain of your faith in private, if you want to?</b>                         |          |
|            | Yes .....  | 81 (59%) |
|            | No.....  | 14 (10%) |
|            | Don't know.....  | 9 (7%)   |
|            | Not applicable (no religion).....  | 34 (25%) |
| <b>7.4</b> | <b>Are you able to attend religious services, if you want to?</b>  |          |
|            | Yes .....  | 90 (65%) |
|            | No.....  | 12 (9%)  |
|            | Don't know.....  | 2 (1%)   |
|            | Not applicable (no religion).....  | 34 (25%) |

## Contact with family and friends

|            |   |            |                    |          |            |
|------------|---|------------|--------------------|----------|------------|
| <b>8.1</b> | <b>How often have you been able to see your family and friends in the last month:</b> |            |                    |          |            |
|            |   | Every week | Two or three times | Once     | Not at all |
|            | In person (prison visit)?   | 7 (5%)     | 21 (16%)           | 35 (27%) | 66 (51%)   |
|            | Using video calling?  | 12 (12%)   | 9 (9%)             | 9 (9%)   | 71 (70%)   |

|            |  |            |           |
|------------|--|------------|-----------|
| <b>8.2</b> | <b>Do visits usually start and finish on time?</b>                               |            |           |
|            | Yes .....  | 46         | (34%)     |
|            | No.....  | 47         | (35%)     |
|            | Don't know.....  | 43         | (32%)     |
| <b>8.3</b> | <b>Are your visitors usually treated respectfully by staff?</b>                  |            |           |
|            | Yes .....  | 60         | (45%)     |
|            | No.....  | 20         | (15%)     |
|            | Don't know.....  | 53         | (40%)     |
| <b>8.4</b> | <b>How easy or difficult is it for your family and friends to get here?</b>      |            |           |
|            | Very easy .....  | 4          | (3%)      |
|            | Quite easy .....   | 29         | (21%)     |
|            | Quite difficult.....   | 42         | (30%)     |
|            | Very difficult.....  | 44         | (32%)     |
|            | Don't know.....  | 19         | (14%)     |
| <b>8.5</b> | <b>Have staff here encouraged you to keep in touch with your family/friends?</b> |            |           |
|            | Yes .....  | 55         | (40%)     |
|            | No.....  | 83         | (60%)     |
| <b>8.6</b> | <b>Have you had any problems with sending or receiving:</b>                      |            |           |
|            |  | <b>Yes</b> | <b>No</b> |
|            | Emails?  | 37 (33%)   | 74 (67%)  |
|            | Letters?   | 60 (45%)   | 72 (55%)  |
|            | Parcels?   | 49 (43%)   | 64 (57%)  |
| <b>8.7</b> | <b>Are you able to use a phone every day (if you have credit)?</b>               |            |           |
|            | Yes .....  | 138        | (99%)     |
|            | No.....  | 2          | (1%)      |

## Time out of cell

|            |  |    |       |
|------------|--|----|-------|
| <b>9.1</b> | <b>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)?</b> |    |       |
|            | Yes, and these times are usually kept to .....   | 87 | (63%) |
|            | Yes, but these times are not usually kept to .....   | 45 | (33%) |
|            | No.....  | 6  | (4%)  |
| <b>9.2</b> | <b>How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?</b>       |    |       |
|            | Less than 2 hours .....  | 4  | (3%)  |
|            | 2 to 6 hours .....   | 52 | (38%) |
|            | 6 to 10 hours .....  | 57 | (42%) |
|            | 10 hours or more .....   | 12 | (9%)  |
|            | Don't know.....  | 12 | (9%)  |

**9.3 How long do you usually spend out of your cell on a typical Saturday or Sunday?**

|                        |          |
|------------------------|----------|
| Less than 2 hours..... | 10 (7%)  |
| 2 to 6 hours .....     | 81 (59%) |
| 6 to 10 hours .....    | 37 (27%) |
| 10 hours or more.....  | 3 (2%)   |
| Don't know.....        | 7 (5%)   |

**9.4 How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?**

|                  |           |
|------------------|-----------|
| None.....        | 4 (3%)    |
| 1 or 2.....      | 14 (10%)  |
| 3 to 5.....      | 11 (8%)   |
| More than 5..... | 105 (76%) |
| Don't know.....  | 5 (4%)    |

**9.5 How many days in a typical week do you get association, if you want it?**

|                  |           |
|------------------|-----------|
| None.....        | 3 (2%)    |
| 1 or 2.....      | 7 (5%)    |
| 3 to 5.....      | 11 (8%)   |
| More than 5..... | 111 (80%) |
| Don't know.....  | 6 (4%)    |

**9.6 How many days in a typical week could you go outside for exercise, if you wanted to?**

|                  |           |
|------------------|-----------|
| None.....        | 4 (3%)    |
| 1 or 2.....      | 5 (4%)    |
| 3 to 5.....      | 5 (4%)    |
| More than 5..... | 118 (86%) |
| Don't know.....  | 6 (4%)    |

**9.7 Typically, how often do you go to the gym or play sports?**

|                            |          |
|----------------------------|----------|
| Twice a week or more ..... | 71 (53%) |
| About once a week.....     | 19 (14%) |
| Less than once a week..... | 3 (2%)   |
| Never.....                 | 42 (31%) |

**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                       | 5 (4%)               | 75 (55%)          | 39 (28%)              | 18 (13%) |
| Have library materials delivered to you | 4 (3%)               | 51 (42%)          | 19 (16%)              | 47 (39%) |

**9.9 Does the library have a wide enough range of materials to meet your needs?**

|                            |          |
|----------------------------|----------|
| Yes .....                  | 61 (53%) |
| No.....                    | 41 (36%) |
| Don't use the library..... | 13 (11%) |

## Applications, complaints and legal rights

### 10.1 Is it easy for you to make an application?

|                 |           |
|-----------------|-----------|
| Yes .....       | 110 (80%) |
| No.....         | 23 (17%)  |
| Don't know..... | 4 (3%)    |

### 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?        | 70 (53%) | 57 (44%) | 4 (3%)                    |
| Are applications usually dealt with within 7 days? | 30 (24%) | 89 (72%) | 4 (3%)                    |

### 10.3 Is it easy for you to make a complaint?

|                 |           |
|-----------------|-----------|
| Yes .....       | 109 (80%) |
| No.....         | 20 (15%)  |
| Don't know..... | 8 (6%)    |

### 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?        | 41 (31%) | 68 (52%) | 22 (17%)                |
| Are complaints usually dealt with within 7 days? | 21 (16%) | 86 (67%) | 22 (17%)                |

### 10.5 Have you ever been prevented from making a complaint here when you wanted to?

|                                      |          |
|--------------------------------------|----------|
| Yes .....                            | 31 (23%) |
| No.....                              | 86 (64%) |
| Not wanted to make a complaint ..... | 18 (13%) |

### 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? | 68 (50%) | 16 (12%)  | 25 (19%)   | 26 (19%)        |
| Attend legal visits?                                     | 48 (40%) | 13 (11%)  | 34 (28%)   | 26 (21%)        |

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

|                                |          |
|--------------------------------|----------|
| Yes .....                      | 78 (58%) |
| No.....                        | 31 (23%) |
| Not had any legal letters..... | 26 (19%) |

## 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?                  | 40 (31%) | 52 (40%) | 38 (29%)       |
| Have the reasons for the restrictions been explained to you? | 27 (22%) | 7 (6%)   | 90 (73%)       |
| Do you agree the restrictions are necessary?                 | 23 (18%) | 13 (10%) | 90 (71%)       |
| Do you feel you have been kept safe from the virus?          | 40 (32%) | 53 (42%) | 33 (26%)       |

### 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                  | 14 (10%)  | 36 (26%)   | 48 (35%)        | 34 (25%)       | 4 (3%)     |
| Nurse                   | 23 (17%)  | 65 (48%)   | 32 (24%)        | 11 (8%)        | 5 (4%)     |
| Dentist                 | 9 (7%)    | 33 (24%)   | 38 (28%)        | 46 (34%)       | 11 (8%)    |
| Pharmacist              | 21 (16%)  | 51 (39%)   | 27 (20%)        | 16 (12%)       | 17 (13%)   |
| Mental health worker    | 14 (11%)  | 37 (28%)   | 23 (17%)        | 24 (18%)       | 34 (26%)   |
| Substance misuse worker | 23 (17%)  | 36 (27%)   | 8 (6%)          | 7 (5%)         | 59 (44%)   |

### 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                  | 31 (23%)  | 56 (41%)   | 27 (20%)  | 12 (9%)  | 10 (7%)    |
| Nurse                   | 29 (22%)  | 58 (43%)   | 27 (20%)  | 12 (9%)  | 8 (6%)     |
| Dentist                 | 33 (24%)  | 53 (39%)   | 21 (16%)  | 9 (7%)   | 19 (14%)   |
| Pharmacist              | 25 (19%)  | 48 (36%)   | 27 (20%)  | 9 (7%)   | 24 (18%)   |
| Mental health worker    | 19 (15%)  | 31 (24%)   | 18 (14%)  | 15 (12%) | 46 (36%)   |
| Substance misuse worker | 21 (16%)  | 32 (24%)   | 9 (7%)    | 4 (3%)   | 65 (50%)   |

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

|                 |          |
|-----------------|----------|
| Very good.....  | 15 (11%) |
| Quite good..... | 52 (38%) |
| Quite bad.....  | 37 (27%) |
| Very bad.....   | 29 (21%) |
| Don't know..... | 3 (2%)   |

### 11.5 Do you have any mental health problems?

|          |          |
|----------|----------|
| Yes..... | 63 (47%) |
| No.....  | 72 (53%) |

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

|                    |          |
|--------------------|----------|
| Better.....        | 28 (22%) |
| Worse.....         | 45 (35%) |
| No difference..... | 55 (43%) |



|             |   |          |
|-------------|---|----------|
| <b>11.7</b> | <b>Have you been helped with your mental health in this prison?</b> |          |
|             | Yes .....   | 40 (31%) |
|             | No.....   | 47 (36%) |
|             | Haven't needed any help with mental health .....                    | 43 (33%) |

### Other support needs

|             |   |          |
|-------------|---|----------|
| <b>12.1</b> | <b>Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?</b> |          |
|             | Yes .....   | 52 (39%) |
|             | No.....   | 83 (61%) |

|             |  |          |
|-------------|--|----------|
| <b>12.2</b> | <b>If you have a disability, are you getting the support you need?</b> |          |
|             | Yes .....  | 27 (21%) |
|             | No.....  | 21 (16%) |
|             | Don't have a disability.....   | 83 (63%) |

|             |  |           |
|-------------|--|-----------|
| <b>12.3</b> | <b>Have you been on an ACCT (Assessment, Care in Custody and Teamwork) in this prison?</b> |           |
|             | Yes .....  | 32 (24%)  |
|             | No.....  | 102 (76%) |

|             |  |           |
|-------------|--|-----------|
| <b>12.4</b> | <b>If you have been on an ACCT (Assessment, Care in Custody and Teamwork) in this prison, did you feel cared for by staff?</b> |           |
|             | Yes .....  | 21 (16%)  |
|             | No.....  | 11 (8%)   |
|             | Haven't been on an ACCT in this prison.....  | 102 (76%) |

|             |  |          |
|-------------|--|----------|
| <b>12.5</b> | <b>How easy or difficult is it for you to speak to a Listener, if you need to?</b> |          |
|             | Very easy .....  | 29 (22%) |
|             | Quite easy .....   | 27 (20%) |
|             | Quite difficult.....   | 8 (6%)   |
|             | Very difficult.....  | 9 (7%)   |
|             | Don't know.....  | 57 (43%) |
|             | No Listeners at this prison.....   | 2 (2%)   |

### Alcohol and drugs

|             |  |           |
|-------------|--|-----------|
| <b>13.1</b> | <b>Did you have an alcohol problem when you came into this prison?</b> |           |
|             | Yes .....  | 14 (10%)  |
|             | No.....  | 120 (90%) |

|             |   |           |
|-------------|---|-----------|
| <b>13.2</b> | <b>Have you been helped with your alcohol problem in this prison?</b> |           |
|             | Yes .....   | 10 (7%)   |
|             | No.....   | 4 (3%)    |
|             | Didn't/don't have an alcohol problem.....                             | 120 (90%) |

|             |   |           |
|-------------|---|-----------|
| <b>13.3</b> | <b>Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?</b> |           |
|             | Yes .....   | 24 (18%)  |
|             | No.....   | 106 (82%) |

|             |   |           |
|-------------|---|-----------|
| <b>13.4</b> | <b>Have you developed a problem with illicit drugs since you have been in this prison?</b>  |           |
|             | Yes .....   | 18 (14%)  |
|             | No.....   | 114 (86%) |
| <b>13.5</b> | <b>Have you developed a problem with taking medication not prescribed to you since you have been in this prison?</b>              |           |
|             | Yes .....   | 8 (6%)    |
|             | No.....   | 124 (94%) |
| <b>13.6</b> | <b>Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?</b> |           |
|             | Yes .....   | 15 (12%)  |
|             | No.....   | 7 (6%)    |
|             | Didn't/don't have a drug problem.....   | 101 (82%) |
| <b>13.7</b> | <b>Is it easy or difficult to get illicit drugs in this prison?</b>   |           |
|             | Very easy .....   | 50 (37%)  |
|             | Quite easy .....  | 11 (8%)   |
|             | Quite difficult.....  | 7 (5%)    |
|             | Very difficult.....   | 8 (6%)    |
|             | Don't know.....   | 58 (43%)  |
| <b>13.8</b> | <b>Is it easy or difficult to get alcohol in this prison?</b>   |           |
|             | Very easy .....   | 28 (21%)  |
|             | Quite easy .....  | 22 (16%)  |
|             | Quite difficult.....  | 13 (10%)  |
|             | Very difficult.....   | 10 (7%)   |
|             | Don't know.....   | 62 (46%)  |
| <b>13.9</b> | <b>Is it easy or difficult to get tobacco in this prison?</b>   |           |
|             | Very easy .....   | 16 (12%)  |
|             | Quite easy .....  | 17 (13%)  |
|             | Quite difficult.....  | 17 (13%)  |
|             | Very difficult.....   | 19 (14%)  |
|             | Don't know.....   | 66 (49%)  |

## Safety

|             |  |           |
|-------------|--|-----------|
| <b>14.1</b> | <b>Have you ever felt unsafe here?</b> |           |
|             | Yes .....                              | 63 (47%)  |
|             | No.....                                | 72 (53%)  |
| <b>14.2</b> | <b>Do you feel unsafe now?</b>         |           |
|             | Yes .....                              | 29 (21%)  |
|             | No.....                                | 107 (79%) |

- 14.3 Have you experienced any of the following types of bullying/victimisation from other prisoners here?**
- |   |          |
|---|----------|
| Verbal abuse .....                                    | 46 (35%) |
| Threats or intimidation.....                          | 40 (31%) |
| Physical assault.....                                 | 25 (19%) |
| Sexual assault.....                                   | 1 (1%)   |
| Theft of canteen or property .....                    | 35 (27%) |
| Other bullying/victimisation.....                     | 26 (20%) |
| Not experienced any of these from prisoners here..... | 68 (52%) |
- 14.4 If you were being bullied/victimised by other prisoners here, would you report it?**
- |           |          |
|-----------|----------|
| Yes ..... | 45 (35%) |
| No.....   | 85 (65%) |
- 14.5 Have you experienced any of the following types of bullying/victimisation from staff here?**
- |   |          |
|---|----------|
| Verbal abuse .....                                | 43 (33%) |
| Threats or intimidation.....                      | 33 (25%) |
| Physical assault.....                             | 13 (10%) |
| Sexual assault.....                               | 2 (2%)   |
| Theft of canteen or property .....                | 13 (10%) |
| Other bullying/victimisation.....                 | 30 (23%) |
| Not experienced any of these from staff here..... | 67 (52%) |
- 14.6 If you were being bullied/victimised by staff here, would you report it?**
- |           |          |
|-----------|----------|
| Yes ..... | 64 (50%) |
| No.....   | 65 (50%) |

## Behaviour management

- 15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?**
- |  |          |
|--|----------|
| Yes .....  | 48 (36%) |
| No.....  | 77 (57%) |
| Don't know what the incentives/rewards are ..... | 9 (7%)   |
- 15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. incentives) in this prison?**
- |                               |          |
|-------------------------------|----------|
| Yes .....                     | 61 (45%) |
| No.....                       | 57 (42%) |
| Don't know.....               | 9 (7%)   |
| Don't know what this is ..... | 8 (6%)   |
- 15.3 Have you been physically restrained by staff in this prison in the last 6 months?**
- |           |           |
|-----------|-----------|
| Yes ..... | 9 (7%)    |
| No.....   | 127 (93%) |

**15.4 If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?**

|  |           |
|--|-----------|
| Yes .....                                      | 1 (1%)    |
| No.....  | 4 (3%)    |
| Don't remember.....                            | 2 (1%)    |
| Not been restrained here in last 6 months..... | 127 (95%) |

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

|           |           |
|-----------|-----------|
| Yes ..... | 11 (8%)   |
| No.....   | 123 (92%) |

**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?            | 9 (90%) | 1 (10%) |
| Could you shower every day?                            | 8 (80%) | 2 (20%) |
| Could you go outside for exercise every day?           | 8 (80%) | 2 (20%) |
| Could you use the phone every day (if you had credit)? | 8 (80%) | 2 (20%) |

**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                            | 89 (68%) | 27 (21%)  | 13 (10%)   | 1 (1%)             |
| Vocational or skills training        | 34 (28%) | 41 (34%)  | 33 (27%)   | 14 (11%)           |
| Prison job                           | 63 (48%) | 57 (44%)  | 10 (8%)    | 1 (1%)             |
| Voluntary work outside of the prison | 5 (4%)   | 23 (19%)  | 18 (15%)   | 75 (62%)           |
| Paid work outside of the prison      | 4 (3%)   | 21 (17%)  | 19 (15%)   | 80 (65%)           |

**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                            | 86 (67%)       | 32 (25%)       | 10 (8%)       |
| Vocational or skills training        | 62 (52%)       | 21 (18%)       | 36 (30%)      |
| Prison job                           | 64 (50%)       | 53 (41%)       | 11 (9%)       |
| Voluntary work outside of the prison | 28 (23%)       | 13 (11%)       | 79 (66%)      |
| Paid work outside of the prison      | 28 (23%)       | 13 (11%)       | 80 (66%)      |

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

|   |          |
|---|----------|
| Yes .....   | 68 (51%) |
| No.....   | 58 (44%) |
| Not applicable (e.g. if you are retired, sick or on remand) ..... | 7 (5%)   |

## Planning and progression

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

Yes ..... 106 (79%)  
 No..... 28 (21%)

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

Yes ..... 82 (79%)  
 No..... 18 (17%)  
 Don't know what my objectives or targets are ..... 4 (4%)

### 17.3 Are staff here supporting you to achieve your objectives or targets?

Yes ..... 53 (52%)  
 No..... 45 (44%)  
 Don't know what my objectives or targets are ..... 4 (4%)

### 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                                  | 40 (43%)         | 9 (10%)              | 45 (48%)             |
| Other programmes  | 29 (32%)         | 10 (11%)             | 52 (57%)             |
| One-to-one work (e.g. with an Offender Manager or psychologist) | 36 (39%)         | 12 (13%)             | 44 (48%)             |
| Been on a specialist unit                                       | 22 (26%)         | 5 (6%)               | 59 (69%)             |
| ROTL - day or overnight release                                 | 2 (2%)           | 3 (4%)               | 78 (94%)             |

## Preparation for release

### 18.1 Do you expect to be released in the next 3 months?

Yes ..... 4 (3%)  
 No..... 126 (94%)  
 Don't know..... 4 (3%)

### 18.2 How close is this prison to your home area or intended release address?

Very near..... 0 (0%)  
 Quite near..... 0 (0%)  
 Quite far..... 2 (50%)  
 Very far..... 2 (50%)

### 18.3 Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?

Yes ..... 3 (75%)  
 No..... 1 (25%)

**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                        | 2 (50%)                         | 1 (25%)                       | 1 (25%)                             |
| Getting employment                           | 3 (75%)                         | 1 (25%)                       | 0 (0%)                              |
| Setting up education or training             | 1 (25%)                         | 1 (25%)                       | 2 (50%)                             |
| Arranging benefits                           | 1 (25%)                         | 2 (50%)                       | 1 (25%)                             |
| Sorting out finances                         | 0 (0%)                          | 2 (50%)                       | 2 (50%)                             |
| Support for drug or alcohol problems         | 0 (0%)                          | 2 (50%)                       | 2 (50%)                             |
| Physical/mental health support               | 0 (0%)                          | 2 (50%)                       | 2 (50%)                             |
| Social care support                          | 0 (0%)                          | 2 (50%)                       | 2 (50%)                             |
| Getting back in touch with family or friends | 0 (0%)                          | 2 (50%)                       | 2 (50%)                             |

**More about you**

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

|           |          |
|-----------|----------|
| Yes ..... | 48 (36%) |
| No.....   | 85 (64%) |

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

|           |           |
|-----------|-----------|
| Yes ..... | 116 (88%) |
| No.....   | 16 (12%)  |

**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 ..... | 29 (22%)  |
| No.....   | 102 (78%) |

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

|           |           |
|-----------|-----------|
| Yes ..... | 14 (11%)  |
| No.....   | 117 (89%) |

**19.5 What is your gender?**

|                 |           |
|-----------------|-----------|
| Male .....      | 131 (98%) |
| Female .....    | 0 (0%)    |
| Non-binary..... | 2 (2%)    |
| Other .....     | 0 (0%)    |

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

|                              |           |
|------------------------------|-----------|
| Straight/heterosexual .....  | 124 (95%) |
| Gay/lesbian/homosexual ..... | 1 (1%)    |
| Bisexual.....                | 3 (2%)    |
| Other .....                  | 3 (2%)    |

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

|           |           |
|-----------|-----------|
| Yes ..... | 2 (2%)    |
| No.....   | 125 (98%) |

## 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.....      | 28 (21%) |
| Most of the time.....  | 51 (38%) |
| Some of the time ..... | 43 (32%) |
| Never.....             | 12 (9%)  |

**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 ..... | 8 (6%)   |
| Less likely to offend ..... | 77 (59%) |
| Made no difference.....     | 45 (35%) |