

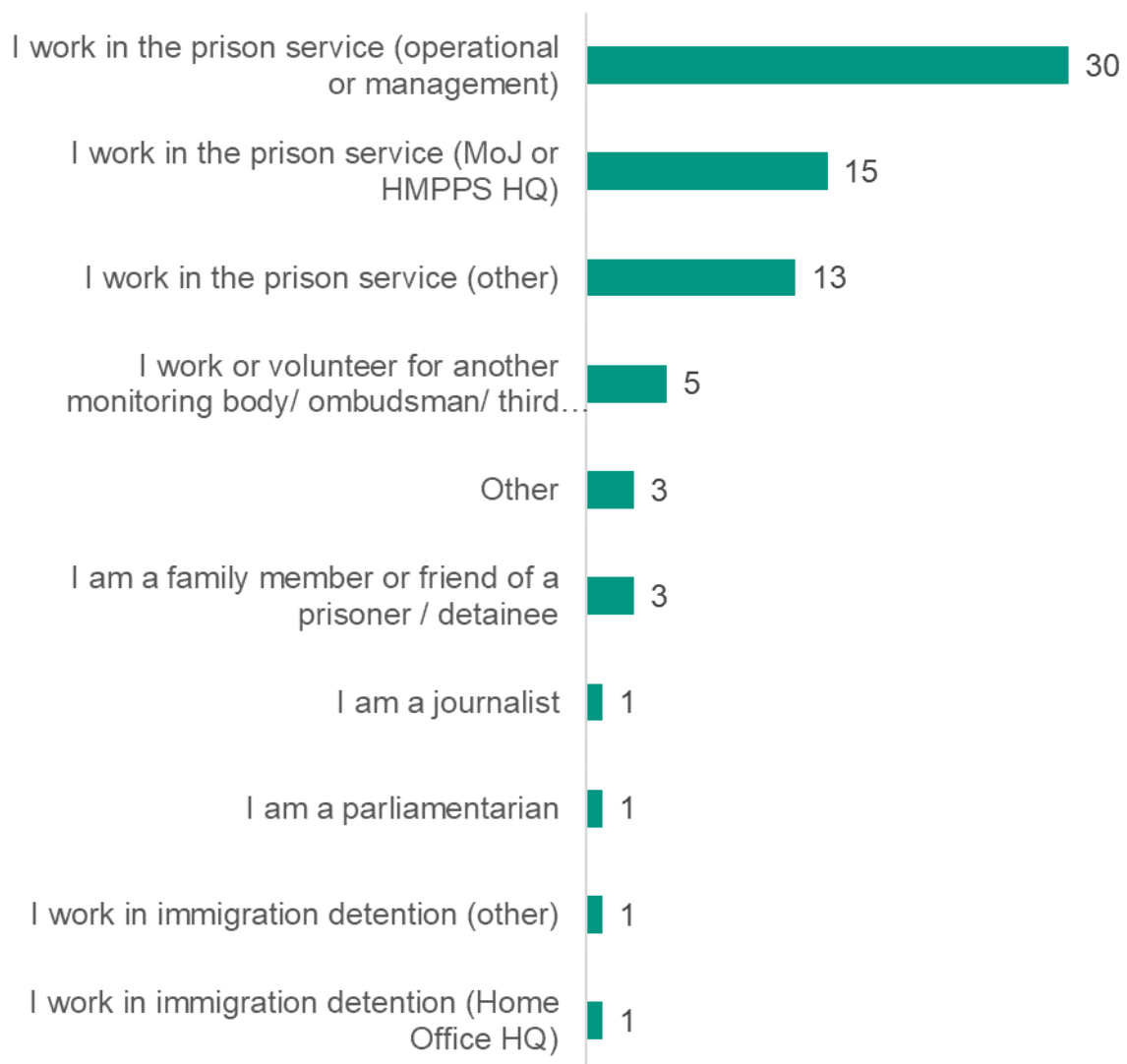
# HMI Prisons Stakeholder Survey 2023 findings

## Response and respondents

The 2023 online stakeholder survey was available to complete from 15 November 2023 to 7 January 2024. A total of 73 responses were received.

Responses were received from a range of stakeholders and organisations, although most responses came from prison service staff (79%). Of those, 41% of responses came from operational or management staff within the prison service, 21% came from staff working within the Ministry of Justice (MoJ) or HM Prison and Probation Service (HMPPS) headquarters, and a further 18% came from staff working for the prison service in another capacity. No other stakeholder group had more than 10 respondents, so it is not possible to break down responses by subcategory in detail.

**Figure 1: Position of stakeholder**

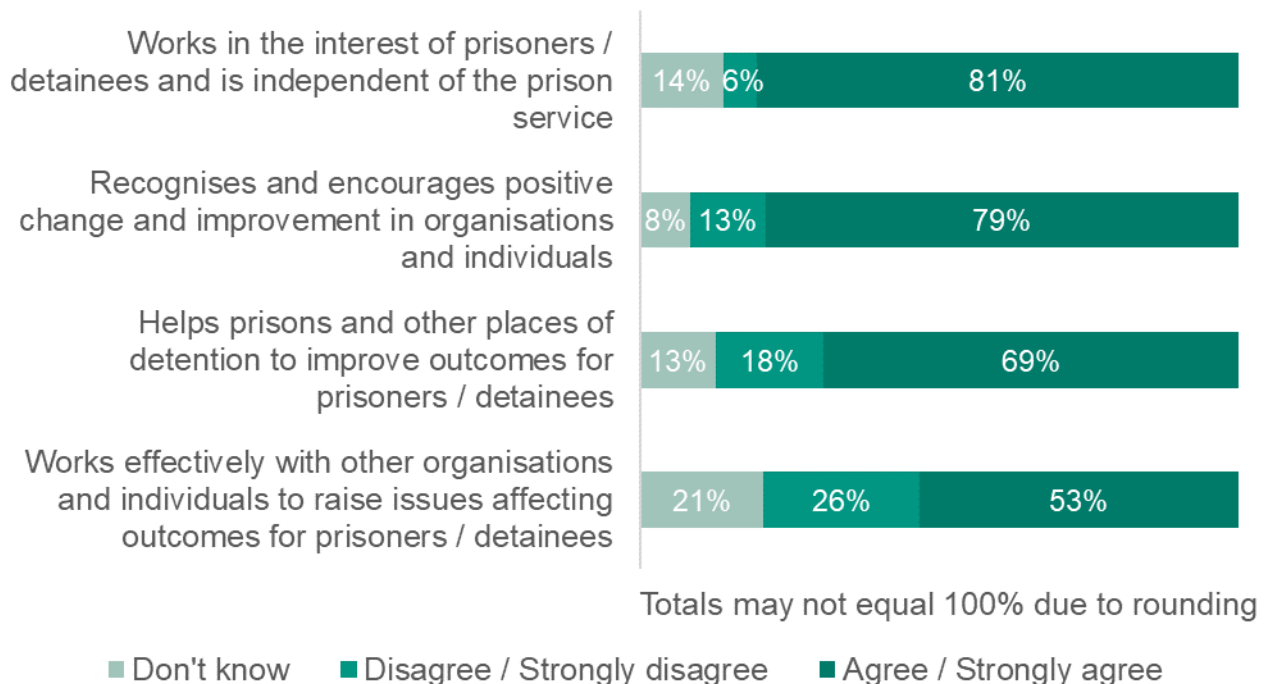


## Views on HMI Prisons' work

### *HMI Prisons' values*

Respondents were asked four questions related to the values of HMI Prisons, followed by an open-ended question inviting respondents to comment further on their responses to these questions.

**Figure 2: Responses to questions on HMI Prisons' values**



- **'HMI Prisons works in the interest of prisoners/detainees and is independent of the prison service'**: 81% of respondents agreed or strongly agreed with this statement. This figure rose to 87% among operational or management staff members within the prison service.
- **'HMI Prisons recognises and encourages positive change and improvement'**: 79% of respondents agreed or strongly agreed with this statement. This increased to 86% among respondents who worked in the prison service (including operational or management, MoJ or HMPPS headquarters and other).
- **'HMI Prisons helps prisons and other places of detention to improve outcomes for prisoners/detainees'**: just over two-thirds (69%) of respondents agreed or strongly agreed with this statement. Among respondents who worked in the prison service this increased to 70%, but fell to 64% among all other stakeholder groups.

- **‘HMI Prisons works effectively with other organisations and individuals to raise issues affecting outcomes for prisoners/detainees’**: over half (54%) of respondents agreed or strongly agreed with this statement.

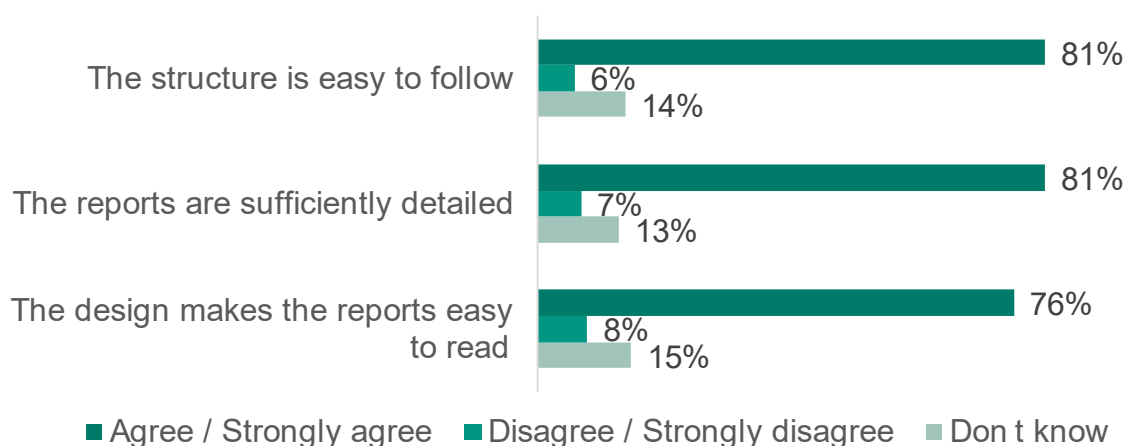
A number of themes emerged from the written comments for these questions:

- External or extraneous factors limiting the ability of HMI Prisons to help prisons and other places of detention to improve outcomes for prisoners/detainees – respondents did not always feel that HMI Prisons considers factors outside of an establishment’s control when raising areas of concern and the limits that these factors may have on an establishment’s ability to deliver improvements.
- Some comments focused on HMI Prisons having little impact as direct support from the organisation is not provided to prisons and other places of detention.
- While respondents recognised that HMI Prisons’ high standards help to drive improvement in prisons and other places of detention, some comments indicated that positive changes are not always seen.
- Respondents wanted more recognition for third sector organisations and the work that they do to improve outcomes for prisoners/detainees from HMI Prisons.
- A lack of recognition of how inspections affect staff morale – while accepting that HMI Prisons helps to drive improvement, some respondents said little consideration is given to how scores and reports can negatively impact staff.

### Report structure

Responses to questions on HMI Prisons’ report structure were very positive; 81% strongly agreed/agreed that reports are sufficiently detailed, 81% agreed that the report structure was easy to follow and 76% agreed that the design made the reports easy to read.

**Figure 3: Responses to questions on HMI Prisons’ report structure**

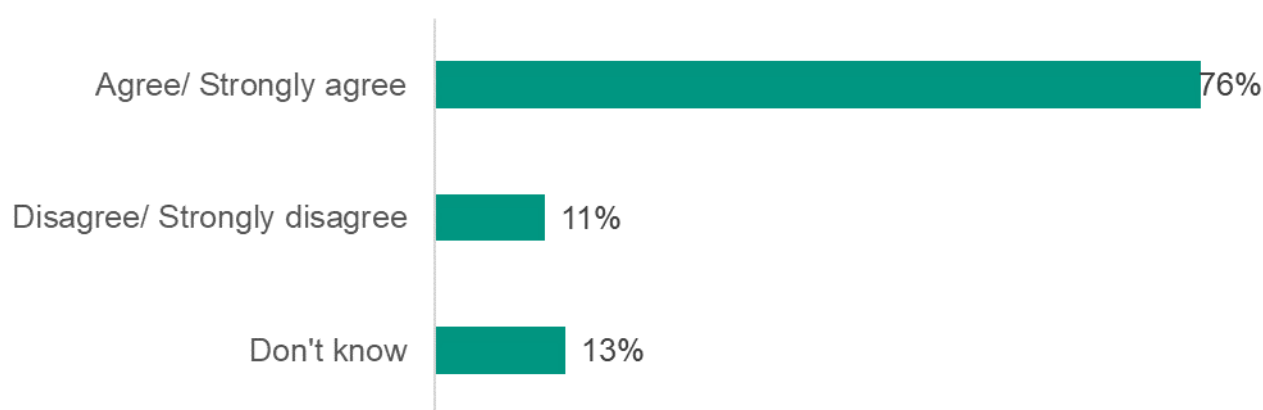


- Respondents commented positively on the use of inspection reports' Easy Read summaries, suggesting that they increase the accessibility and the understanding of HMI Prisons' findings among prisoners and staff.

#### *The move from recommendations to concerns*

Respondents were asked how much they agreed that HMI Prisons' move from recommendations to concerns encourages leaders to focus on and act on the issues most likely to lead to improvements in outcomes for prisoners/detainees; 76% of respondents agreed or strongly agreed.

**Figure 4: Responses to questions on HMI Prisons' move from recommendations to concerns**



- While most respondents supported the move to using concerns, rather than recommendations in reports, some thought that they could still be difficult for establishments to action.
- In particular, some requested for concerns to be more detailed, especially concerns relating to purposeful activity.

#### *Thematics*

Respondents suggested a range of interesting topics for thematic reports; these either focused on specific populations, HMI Prisons' processes or on services within prisons. These will be considered separately as part of the HMI Prisons' thematics programme.

#### *Notable positive practice*

Respondents were asked about how HMI Prisons identifies and/or shares notable positive practice (NPP).

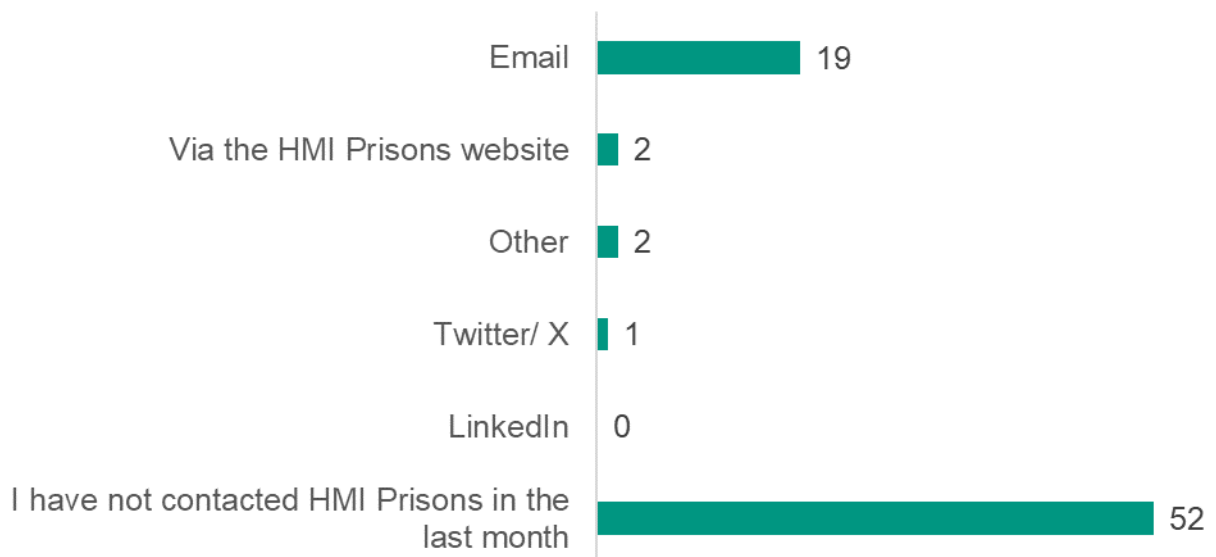
- Respondents valued the NPP process. Some respondents would like it to feature more prominently in reports, including a greater recognition of the work of third sector organisations.

- Increasing the accessibility and availability of information on NPP examples was a theme throughout the comments. Respondents were sometimes unaware of where to find more information on NPP and would like to see more of it in our communications or compiled in a central repository.

### Interactions with HMI Prisons

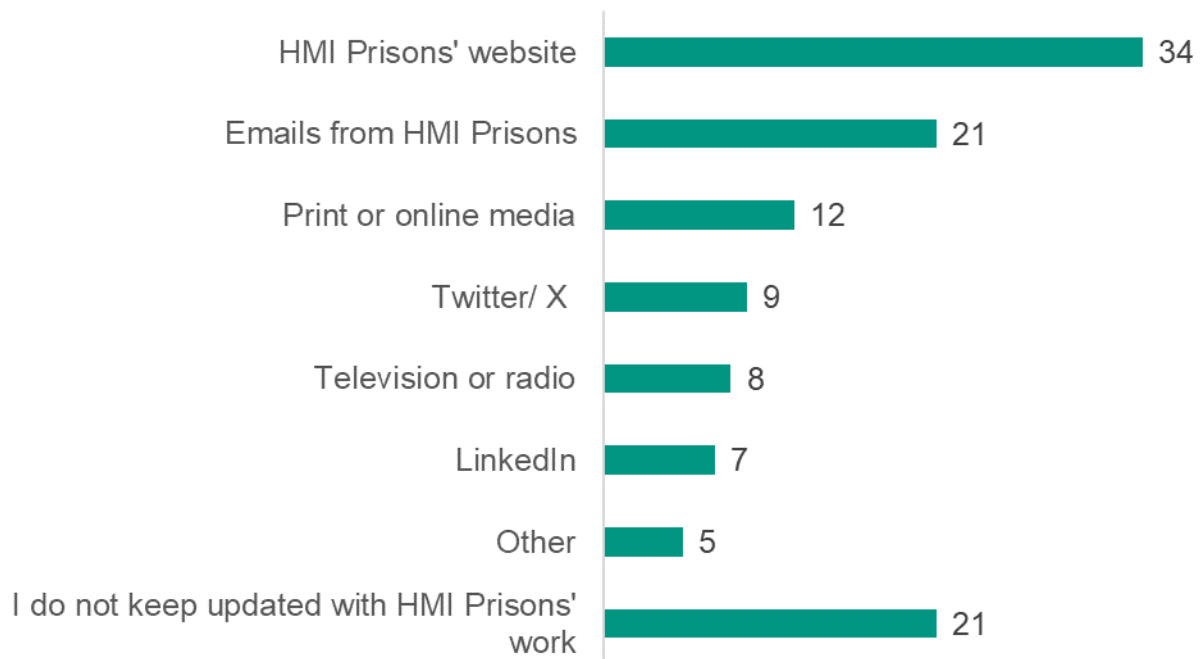
When asked how respondents contact HMI Prisons, the most common contact method was via email (95%). Respondents who selected 'other' said that their interactions were in person.

**Figure 5: How respondents contact HMI Prisons**



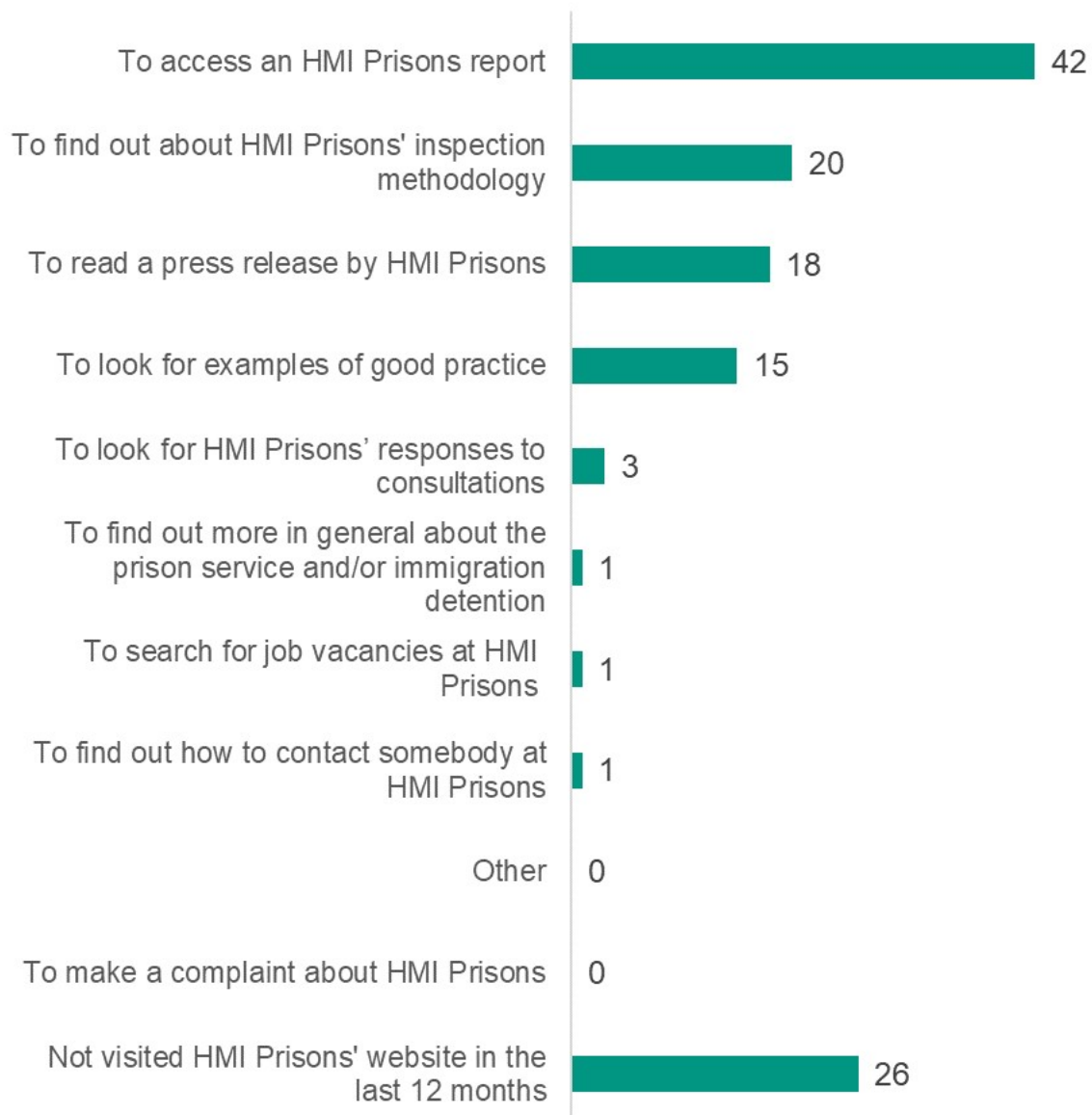
Respondents reported being kept up to date with HMI Prisons' work mostly via HMI Prisons' website (68%). 'Other' responses indicated that they received information from HMI Prisons second-hand, through internal communications in their own organisation.

**Figure 6: How respondents keep updated with the work of HMI Prisons**



Respondents who had visited the HMI Prisons' website mostly accessed it to read inspectorate reports. Respondents also accessed the website to find out about HMI Prisons' methodology.

**Figure 7: Why respondents access the HMI Prisons website**



When asked how easy it was to find what they were looking for on HMI Prisons' website, 98% said that it was very or quite easy. Of the 26% of respondents who read HMI Prisons' tweets, 89% found them very or quite useful.

### **Final comments**

The survey invited final comments. While some respondents reflected positively on HMI Prisons' processes, some commented on the need for a broader context to be considered in reports, particularly in the area of purposeful activity. Some respondents commented positively on their engagement with HMI Prisons, but others said staff well-being and wider issues needed to be better taken into consideration.