

HM Young Offender Institution



# HMY01 Warren Hill and Carlford Unit

Summary of questionnaires and interviews

14 – 15 July 2010





# HMYOI Warren Hill and Carlford Unit

## Survey methodology

A voluntary, confidential and anonymous survey of a representative proportion of the population of children and young people (15–18 years) was carried out by HM Inspectorate of Prisons as part of an annual report on the young people's estate.

## Choosing the sample size

At the time of the survey on 14 July 2010, the population of young people at HMYOI Warren Hill was 172. Questionnaires were offered to 135 young people, including all 27 young people in the specialist Carlford Unit.

Completion of the questionnaire was voluntary. Refusals were noted and no attempts were made to replace them. Two respondents refused to complete a questionnaire.

Interviews were carried out with any respondents with language difficulties. Five respondents were interviewed.

## Methodology

Every attempt was made to distribute the questionnaires to each respondent on an individual basis. This gave researchers an opportunity to explain the independence of the Inspectorate and the purpose of the questionnaire, as well as to answer questions.

All completed questionnaires were confidential – only members of the Inspectorate saw them. In order to ensure confidentiality, respondents were asked to do one of the following:

- have their questionnaire ready to hand back to a member of the research team at a specified time
- seal the questionnaire in the envelope provided and hand it to a member of staff, if they were agreeable, or
- seal the questionnaire in the envelope provided and leave it in their room for collection.

Respondents were not asked to put their names on their questionnaire, although their responses could be identified back to them in line with child protection requirements.



## Response rates

In total, 126 respondents completed and returned their questionnaires. This represented 73% of children and young people in the establishment at the time. The response rate from the sample was 93%.

Two respondents refused to complete a questionnaire, five questionnaires were not returned and two were returned blank.

## Comparisons

The following document details the results from the survey. All missing responses are excluded from the analysis. All data from each establishment has been weighted, in order to mimic a consistent percentage sampled in each establishment.

Presented alongside the results from this survey are the comparator figures for all children and young people surveyed in young offender institutions. This comparator is based on all responses from surveys carried out in all 10 male establishments since 2009.

An additional document shows significant differences between the responses of young people from black and minority ethnic backgrounds and young people from white backgrounds, and significant differences between young Muslims and non-Muslims.

Also included are statistically significant differences between the responses of young people surveyed at HMYOI Warren Hill in 2009 and the responses of this 2010 survey. It should be noted that, in order for statistical comparisons to be made between the most recent survey data and that of the previous survey, both sets of data have been coded in the same way. This may result in percentages from previous surveys looking higher or lower as some of our survey questions have changed. However, both percentages are true of the populations they were taken from, and the statistical significance is correct.

In all the above documents, statistically significant differences are highlighted. Statistical significance merely indicates whether there is a real difference between the figures; that is the difference is not due to chance alone. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading, and where there is no significant difference there is no shading. Orange shading has been used to show a significant difference in demographic background details.

## Summary

In addition, a summary of the survey results has been included, which shows a breakdown of responses for each question. Percentages have been rounded and therefore may not add up to 100%.

No questions have been filtered within the summary so all percentages refer to responses from the entire sample. The percentages to certain responses within







the summary, for example 'not sentenced' options across questions, may differ slightly. This is due to different response rates across questions, meaning that the percentages have been calculated out of different totals (all missing data is excluded). The actual numbers will match up as the data is cleaned to be consistent.

Percentages shown in the summary may differ by 1% or 2% from that shown in the comparison data as the comparator data has been weighted for comparison purposes.

# Survey responses from children and young people: HMYOI Warren Hill 2010

**Survey responses** (missing data has been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance. NB: This document shows a comparison between the responses from all young people surveyed in this establishment with all young people surveyed for the comparator.

<b>Key to tables</b>		<b>HMYOI Warren Hill 2010</b>	<b>Young people's comparator</b>	<b>HMYOI Warren Hill 2010</b>	<b>HMYOI Warren Hill 2009</b>
	Any percentage highlighted in green is significantly better than the comparator				
	Any percentage highlighted in blue is significantly worse than the comparator				
	Any percentage highlighted in orange shows a significant difference in demographic details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		99	773	99	104
<b>SECTION 1: ABOUT YOU</b>					
1.1	Are you 18 years of age?	18%	12%	18%	11%
1.2	Are you a foreign national?	8%	4%	8%	5%
1.3	Is English your first language?	89%	93%	89%	93%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	52%	29%	52%	30%
1.5	Are you Muslim?	23%	11%	23%	10%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	5%	6%	5%	8%
1.7	Do you have any children?	12%	13%	12%	8%
1.8	Do you consider yourself to have a disability	10%	11%	10%	
1.9	Have you ever been in local authority care?	31%	24%	31%	
<b>SECTION 2: ABOUT YOUR SENTENCE</b>					
2.1	Are you sentenced?	80%	71%	80%	80%
2.2	Is your sentence 12 months or less?	43%	32%	43%	
2.3	Have you been in this establishment for one month or less?	24%	22%	24%	19%
2.4	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	46%	46%	46%	30%
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>					
For your most recent journey, either to or from court or between prisons, we want to know:					
3.1	Was the van clean?	53%	47%	53%	33%
3.2	Did you feel safe?	85%	78%	85%	82%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	13%	30%	13%	25%
3.4	Did you spend more than four hours in the van?	13%	3%	13%	7%

For those who spent two or more hours in the escort van:					
3.5	Were you offered a toilet break if you needed it?	24%	14%	24%	20%
3.6	Were you offered anything to eat or drink?	50%	28%	50%	54%
3.7	Were you treated well/very well by the escort staff?	53%	56%	53%	62%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	81%	77%	81%	
3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	2%	4%	2%	
<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>					
4.1	Were you in reception for less than two hours?	76%	77%	76%	82%
4.2	When you were searched was this carried out in an understanding way?	86%	79%	86%	90%
4.3	Were you treated well/very well in reception?	76%	72%	76%	80%
When you first arrived, did staff ask if you needed help or support with any of the following:					
4.4a	Not being able to smoke?	60%	56%	60%	57%
4.4b	Loss of property?	27%	20%	27%	28%
4.4c	Housing problems?	20%	19%	20%	28%
4.4d	Needing protection from other young people?	25%	23%	25%	30%
4.4e	Letting family know where you are?	66%	64%	66%	64%
4.4f	Money worries?	19%	16%	19%	21%
4.4g	Feeling low/upset/needing someone to talk to?	38%	44%	38%	41%
4.4h	Health problems?	66%	57%	66%	56%
4.4i	Getting phone numbers?	50%	40%	50%	53%
4.5	Did you have any problems when you first arrived?	66%	77%	66%	68%
When you first arrived, did you have problems with any of the following:					
4.5a	Not being able to smoke?	36%	52%	36%	45%
4.5b	Loss of property?	11%	16%	11%	7%
4.5c	Housing problems?	15%	13%	15%	15%
4.5d	Needing protection from other young people?	6%	5%	6%	4%
4.5e	Letting family know where you are?	21%	23%	21%	17%
4.5f	Money worries?	20%	17%	20%	8%
4.5g	Feeling low/upset/needing someone to talk to?	14%	17%	14%	15%
4.5h	Health problems?	8%	11%	8%	10%
4.5i	Getting phone numbers?	28%	27%	28%	25%

When you first arrived, were you given any of the following:					
4.6a	A reception pack?	67%	73%	67%	84%
4.6b	The opportunity to have a shower?	29%	36%	29%	31%
4.6c	Something to eat?	91%	82%	91%	92%
4.6d	A free phone call to friends/family?	72%	81%	72%	91%
4.6e	Information about the PIN telephone system?	43%	65%	43%	60%
4.6f	Information about feeling low/upset?	20%	35%	20%	45%
Within your first 24 hours, did you have access to the following people or services:					
4.7a	The chaplain or religious leader?	59%	48%	59%	55%
4.7b	A peer mentor, Listener or the Samaritans?	16%	24%	16%	23%
4.7c	The prison shop/canteen?	6%	16%	6%	14%
4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	84%	65%	84%	
4.9	Did you feel safe on your first night here?	86%	81%	86%	83%
4.10	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	73%	67%	73%	78%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>					
5.1	Can you normally have a shower every day if you want to?	92%	71%	92%	92%
5.2	Is your cell call bell normally answered within five minutes?	20%	34%	20%	20%
5.3	Do you find the food here good/very good?	14%	22%	14%	12%
5.4	Does the shop/canteen sell a wide enough variety of products?	41%	50%	41%	62%
5.5	Is it easy/very easy for you to attend religious services?	60%	59%	60%	75%
5.6a	Do you feel your religious beliefs are respected?	54%	54%	54%	54%
5.6b	Can you speak to a religious leader in private if you want to?	72%	68%	72%	67%
5.7	Is there a member of staff you can turn to with a problem?	70%	71%	70%	82%
5.8	Do you feel that most of the staff here treat you with respect?	76%	67%	76%	79%
<b>SECTION 6: HEALTH SERVICES</b>					
6.1	Did you have a full health assessment the day after your arrival?	54%	60%	54%	
6.2	For those who have been to health care: Do you think the overall quality is good/very good?	54%	65%	54%	66%
6.3a	Is it easy for you to see the doctor?	44%	54%	44%	52%
6.3b	Is it easy for you to see the nurse?	56%	76%	56%	73%
6.3c	Is it easy for you to see the dentist?	26%	34%	26%	19%
6.3d	Is it easy for you to see the optician?	22%	28%	22%	18%
6.3e	Is it easy for you to see the pharmacist?	20%	30%	20%	28%

6.4	If you are taking medication, are you allowed to keep it in your cell?	57%	32%	57%	
6.5a	Did you have any problems with alcohol when you first arrived?	10%	16%	10%	19%
6.5b	Have you received any help with any alcohol problems here?	10%	11%	10%	25%
6.6a	Did you have any problems with drugs when you first arrived?	29%	37%	29%	42%
6.6b	Do you have any problems with drugs now?	9%	8%	9%	6%
6.6c	Have you received any help with any drug problems here?	26%	27%	26%	41%
6.7	Is it easy/very easy to get illegal drugs here?	11%	18%	11%	15%
6.8	Do you feel you have any emotional or mental health problems?	17%	22%	17%	17%
6.9	If you feel you have emotional or mental health problems, are you being helped by anyone here?	46%	57%	46%	
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>					
7.1	Do you know how to make an application?	92%	89%	92%	94%
7.2	Is it easy to make an application?	83%	81%	83%	90%
For those who have made an application:					
7.3a	Do you feel applications are sorted out fairly?	64%	66%	64%	73%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	65%	58%	65%	60%
7.4	Do you know how to make a complaint?	90%	85%	90%	93%
7.5	Is it easy to make a complaint?	78%	66%	78%	84%
For those who have made a complaint:					
7.6a	Do you feel complaints are sorted out fairly?	39%	37%	39%	49%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	45%	45%	45%	51%
7.7	Have you ever been prevented from making a complaint when you wanted to?	7%	20%	7%	
Can you speak to the following people when you need to:					
7.8a	A peer mentor or Listener?	28%	34%	28%	45%
7.8b	A member of the IMB (Independent Monitoring Board)?	32%	30%	32%	52%
7.8c	An advocate (an outside person to help you)?	25%	40%	25%	41%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>					
8.1	Are you on the enhanced (top) level of the reward scheme?	36%	27%	36%	35%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	55%	53%	55%	63%
8.3	Do the different levels make you change your behaviour?	47%	59%	47%	58%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	53%	54%	53%	55%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	92%	85%	92%	94%



8.6	Have you been physically restrained (C and R) since you have been here?	27%	32%	27%	35%
8.7	For those who had spent a night in the segregation/care and separation unit: did the staff treat you well/very well?	42%	49%	42%	26%
<b>SECTION 9: SAFETY</b>					
9.1	Have you ever felt unsafe in this prison?	25%	28%	25%	34%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	21%	25%	21%	31%
If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4a	Insulting remarks?	9%	15%	9%	15%
9.4b	Physical abuse?	10%	11%	10%	12%
9.4c	Sexual abuse?	0%	1%	0%	0%
9.4d	Racial or ethnic abuse?	1%	3%	1%	1%
9.4e	Your religious beliefs?	3%	1%	3%	1%
9.4f	Your disability?	0%	2%	0%	2%
9.4g	Drugs?	2%	3%	2%	4%
9.4h	Having your canteen/property taken?	6%	4%	6%	10%
9.4i	Because you were new here?	10%	9%	10%	13%
9.4j	Being from a different part of the country than others?	2%	6%	2%	4%
9.4k	Gang related issues?	2%	6%	2%	6%
9.4l	Your offence/crime?	1%	3%	1%	2%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	15%	27%	15%	17%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:					
9.7a	Insulting remarks?	9%	17%	9%	12%
9.7b	Physical abuse?	1%	6%	1%	4%
9.7c	Sexual abuse?	1%	1%	1%	1%
9.7d	Racial or ethnic abuse?	3%	4%	3%	2%
9.7e	Your religious beliefs?	4%	2%	4%	2%
9.7f	Your disability?	1%	2%	1%	1%
9.7g	Drugs?	0%	2%	0%	1%
9.7h	Having your canteen/property taken?	1%	3%	1%	4%
9.7i	Because you were new here?	2%	4%	2%	2%
9.7j	Being from a different part of the country than others?	2%	3%	2%	1%
9.7k	Gang related issues?	1%	3%	1%	1%
9.7l	Your offence/crime?	1%	3%	1%	2%





9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	50%	66%	50%	60%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	31%	40%	31%	46%
9.11	Is shouting through the windows a problem here?	29%	43%	29%	44%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	39%	41%	39%	42%
<b>SECTION 10: ACTIVITIES</b>					
10.1	Were you 14 or younger when you were last at school?	49%	40%	49%	50%
10.2a	Have you ever been excluded from school?	95%	87%	95%	96%
10.2b	Have you ever truanted from school?	69%	71%	69%	82%
Do you currently take part in any of the following:					
10.3a	Education?	66%	72%	66%	84%
10.3b	A job in this establishment?	19%	34%	19%	19%
10.3c	Vocational or skills training?	22%	22%	22%	35%
10.3d	Offending behaviour programmes?	8%	20%	8%	18%
For those who have taken part in the following activities while in this prison: Do you think that they will help you when you leave prison?					
10.4a	Education?	62%	70%	62%	78%
10.4b	A job in this establishment?	39%	63%	39%	56%
10.4c	Vocational or skills training?	46%	57%	46%	70%
10.4d	Offending behaviour programmes?	43%	50%	43%	54%
10.5	Do you usually have association every day?	81%	67%	81%	92%
10.6	Do you go to the gym more than five times each week?	4%	10%	4%	6%
10.7	Can you usually go outside for exercise every day?	24%	44%	24%	30%
<b>SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>					
11.1	Are you able to use the telephone every day?	85%	63%	85%	86%
11.2	Have you had any problems with sending or receiving letters or parcels?	44%	38%	44%	42%
11.3	Is it easy/very easy for your family and friends to visit you here?	24%	50%	24%	43%
11.4	Do you usually have one or more visits per week from family and friends?	20%	40%	20%	
11.5	Do your visits start on time?	28%	49%	28%	38%
11.6	Are you and your visitors treated well/very well by visits staff?	28%	51%	28%	49%

SECTION 12: PREPARATION FOR RELEASE					
For those who have met their personal officer:					
12.1	Did you meet your personal officer within the first week?	41%	47%	41%	55%
12.2	Do you see your personal officer at least once a week?	71%	64%	71%	83%
12.3	Do you feel your personal officer has helped you?	68%	58%	68%	77%
12.4	Do you have a training plan, sentence plan or remand plan?	56%	57%	56%	
For those with a training plan, sentence plan or remand plan:					
12.5a	Were you involved in the development of your training plan?	69%	58%	69%	
12.5b	Do you understand the targets set in your training plan?	72%	70%	72%	
12.6	Has your YOT worker been in touch since you arrived here?	85%	81%	85%	85%
12.7	Do you know how to get in touch with your YOT worker?	62%	57%	62%	76%
Please answer the following about your preparation for release:					
12.8	Have you had a say in what will happen to you when you are released?	54%	41%	54%	51%
12.8	Are you going to school or college on release?	57%	66%	57%	69%
12.8	Do you have a job to go to on release?	20%	22%	20%	16%
Do you know who to contact for help with the following, in preparation for your release:					
12.9	Finding accommodation?	41%	41%	41%	52%
12.9	Getting into school or college?	43%	55%	43%	69%
12.9	Getting a job?	35%	52%	35%	54%
12.9	Help with money/finances?	32%	40%	32%	38%
12.9	Help with claiming benefits?	26%	34%	26%	40%
12.9	Continuing health services?	18%	27%	18%	30%
12.9	Opening a bank account?	35%	37%	35%	46%
12.9	Avoiding bad relationships?	25%	31%	25%	29%
Do you think you will have a problem with the following, when you are released:					
12.10	Finding accommodation?	26%	25%	26%	32%
12.10	Getting into school or college?	30%	22%	30%	27%
12.10	Getting a job?	46%	47%	46%	50%
12.10	Help with money/finances?	35%	37%	35%	32%
12.10	Help with claiming benefits?	19%	26%	19%	24%
12.10	Continuing health services?	10%	12%	10%	9%

12.10	Opening a bank account?	16%	14%	16%	5%
12.10	Avoiding bad relationships?	14%	20%	14%	22%
For those who were sentenced:					
12.12	Do you want to stop offending?	92%	93%	92%	88%
12.13	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	48%	48%	48%	54%

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<b>Key to tables</b>		<b>Carlford Unit 2010</b>	<b>HMYOI Warren Hill 2010</b>	<b>Carlford Unit 2010</b>	<b>Carlford Unit 2009</b>
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Number of completed questionnaires returned		27	99	27	27
<b>SECTION 1: ABOUT YOU</b>					
1.1	Are you 18 years of age?	7%	18%	7%	0%
1.2	Are you a foreign national?	4%	8%	4%	0%
1.3	Is English your first language?	93%	89%	93%	96%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	62%	52%	62%	41%
1.5	Are you Muslim?	30%	23%	30%	16%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	0%	5%	0%	0%
1.7	Do you have any children?	4%	12%	4%	15%
1.8	Do you consider yourself to have a disability	4%	10%	4%	
1.9	Have you ever been in local authority care?	36%	31%	36%	
<b>SECTION 2: ABOUT YOUR SENTENCE</b>					
2.1	Are you sentenced?	96%	80%	96%	100%
2.2	Is your sentence 12 months or less?	0%	43%	0%	
2.3	Have you been in this establishment for one month or less?	12%	24%	12%	11%
2.4	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	74%	46%	74%	26%
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>					
For your most recent journey, either to or from court or between prisons, we want to know:					
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3.2	Did you feel safe?	78%	85%	78%	93%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	23%	13%	23%	26%
3.4	Did you spend more than four hours in the van?	15%	13%	15%	3%

For those who spent two or more hours in the escort van:					
3.5	Were you offered a toilet break if you needed it?	44%	24%	44%	10%
3.6	Were you offered anything to eat or drink?	70%	50%	70%	70%
3.7	Were you treated well/very well by the escort staff?	58%	53%	58%	57%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	81%	81%	81%	
3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	8%	2%	8%	
<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>					
4.1	Were you in reception for less than two hours?	52%	76%	52%	48%
4.2	When you were searched was this carried out in an understanding way?	82%	86%	82%	89%
4.3	Were you treated well/very well in reception?	52%	76%	52%	54%
When you first arrived, did staff ask if you needed help or support with any of the following:					
4.4a	Not being able to smoke?	23%	60%	23%	17%
4.4b	Loss of property?	23%	27%	23%	13%
4.4c	Housing problems?	5%	20%	5%	8%
4.4d	Needing protection from other young people?	14%	25%	14%	8%
4.4e	Letting family know where you are?	55%	66%	55%	71%
4.4f	Money worries?	5%	19%	5%	17%
4.4g	Feeling low/upset/needing someone to talk to?	14%	38%	14%	29%
4.4h	Health problems?	36%	66%	36%	56%
4.4i	Getting phone numbers?	46%	50%	46%	48%
4.5	Did you have any problems when you first arrived?	68%	66%	68%	57%
When you first arrived, did you have problems with any of the following:					
4.5a	Not being able to smoke?	5%	36%	5%	10%
4.5b	Loss of property?	9%	11%	9%	10%
4.5c	Housing problems?	5%	15%	5%	0%
4.5d	Needing protection from other young people?	5%	6%	5%	0%
4.5e	Letting family know where you are?	32%	21%	32%	20%
4.5f	Money worries?	5%	20%	5%	15%
4.5g	Feeling low/upset/needing someone to talk to?	9%	14%	9%	5%
4.5h	Health problems?	5%	8%	5%	5%
4.5i	Getting phone numbers?	23%	28%	23%	15%

When you first arrived, were you given any of the following:					
4.6a	A reception pack?	58%	67%	58%	68%
4.6b	The opportunity to have a shower?	35%	29%	35%	46%
4.6c	Something to eat?	50%	91%	50%	78%
4.6d	A free phone call to friends/family?	54%	72%	54%	64%
4.6e	Information about the PIN telephone system?	42%	43%	42%	54%
4.6f	Information about feeling low/upset?	23%	20%	23%	36%
Within your first 24 hours, did you have access to the following people or services:					
4.7a	The chaplain or religious leader?	30%	59%	30%	68%
4.7b	A peer mentor, Listener or the Samaritans?	13%	16%	13%	19%
4.7c	Did you have access to the prison shop/canteen?	17%	6%	17%	22%
4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	64%	84%	64%	
4.9	Did you feel safe on your first night here?	84%	86%	84%	92%
4.10	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	65%	73%	65%	87%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>					
5.1	Can you normally have a shower every day if you want to?	96%	92%	96%	100%
5.2	Is your cell call bell normally answered within five minutes?	42%	20%	42%	61%
5.3	Do you find the food here good/very good?	11%	14%	11%	19%
5.4	Does the shop/canteen sell a wide enough variety of products?	22%	41%	22%	50%
5.5	Is it easy/very easy for you to attend religious services?	52%	60%	52%	54%
5.6a	Do you feel your religious beliefs are respected?	59%	54%	59%	43%
5.6b	Can you speak to a religious leader in private if you want to?	52%	72%	52%	63%
5.7	Is there a member of staff you can turn to with a problem?	65%	70%	65%	44%
5.8	Do you feel that most of the staff here treat you with respect?	70%	76%	70%	67%
<b>SECTION 6: HEALTH SERVICES</b>					
6.1	Did you have a full health assessment the day after your arrival?	59%	54%	59%	
6.2	For those who have been to health care: Do you think the overall quality is good/very good?	58%	54%	58%	68%
6.3a	Is it easy for you to see the doctor?	58%	44%	58%	82%
6.3b	Is it easy for you to see the nurse?	85%	56%	85%	100%
6.3c	Is it easy for you to see the dentist?	16%	26%	16%	58%
6.3d	Is it easy for you to see the optician?	27%	22%	27%	50%
6.3e	Is it easy for you to see the pharmacist?	20%	20%	20%	56%

6.4	If you are taking medication, are you allowed to keep it in your cell?	39%	57%	39%	
6.5a	Did you have any problems with alcohol when you first arrived?	7%	10%	7%	3%
6.5b	Have you received any help with any alcohol problems here?	0%	10%	0%	7%
6.6a	Did you have any problems with drugs when you first arrived?	11%	29%	11%	7%
6.6b	Do you have any problems with drugs now?	0%	9%	0%	0%
6.6c	Have you received any help with any drug problems here?	12%	26%	12%	7%
6.7	Is it easy/very easy to get illegal drugs here?	0%	11%	0%	10%
6.8	Do you feel you have any emotional or mental health problems?	8%	17%	8%	0%
6.9	If you feel you have emotional or mental health problems, are you being helped by anyone here?	100%	46%	100%	
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>					
7.1	Do you know how to make an application?	93%	92%	93%	100%
7.2	Is it easy to make an application?	85%	83%	85%	96%
For those who have made an application:					
7.3a	Do you feel applications are sorted out fairly?	75%	64%	75%	82%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	53%	65%	53%	75%
7.4	Do you know how to make a complaint?	96%	90%	96%	100%
7.5	Is it easy to make a complaint?	62%	78%	62%	93%
For those who have made a complaint:					
7.6a	Do you feel complaints are sorted out fairly?	33%	39%	33%	53%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	46%	45%	46%	61%
7.7	Have you ever been prevented from making a complaint when you wanted to?	20%	7%	20%	
Can you speak to the following people when you need to:					
7.8a	A peer mentor or Listener?	40%	28%	40%	58%
7.8b	A member of the IMB (Independent Monitoring Board)?	36%	32%	36%	62%
7.8c	An advocate (an outside person to help you)?	52%	25%	52%	46%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>					
8.1	Are you on the enhanced (top) level of the reward scheme?	81%	36%	81%	79%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	58%	55%	58%	83%
8.3	Do the different levels make you change your behaviour?	48%	47%	48%	66%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	50%	53%	50%	48%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	77%	92%	77%	90%



8.6	Have you been physically restrained (C and R) since you have been here?	8%	27%	8%	7%
8.7	For those who had spent a night in the segregation/care and separation unit: did the staff treat you well/very well?	57%	42%	57%	40%
<b>SECTION 9: SAFETY</b>					
9.1	Have you ever felt unsafe in this prison?	15%	25%	15%	10%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	29%	21%	29%	4%
If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4a	Insulting remarks?	13%	9%	13%	0%
9.4b	Physical abuse?	8%	10%	8%	0%
9.4c	Sexual abuse?	4%	0%	4%	0%
9.4d	Racial or ethnic abuse?	0%	1%	0%	0%
9.4e	Your religious beliefs?	8%	3%	8%	0%
9.4f	Your disability?	0%	0%	0%	0%
9.4g	Drugs?	8%	2%	8%	0%
9.4h	Having your canteen/property taken?	0%	6%	0%	0%
9.4i	Because you were new here?	4%	10%	4%	0%
9.4j	Being from a different part of the country than others?	8%	2%	8%	0%
9.4k	Gang related issues?	4%	2%	4%	0%
9.4l	Your offence/crime?	8%	1%	8%	4%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	24%	15%	24%	7%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:					
9.7a	Insulting remarks?	16%	9%	16%	4%
9.7b	Physical abuse?	0%	1%	0%	0%
9.7c	Sexual abuse?	0%	1%	0%	4%
9.7d	Racial or ethnic abuse?	0%	3%	0%	0%
9.7e	Your religious beliefs?	4%	4%	4%	0%
9.7f	Your disability?	0%	1%	0%	0%
9.7g	Drugs?	0%	0%	0%	4%
9.7h	Having your canteen/property taken?	4%	1%	4%	0%
9.7i	Because you were new here?	0%	2%	0%	4%
9.7j	Being from a different part of the country than others?	8%	2%	8%	0%
9.7k	Gang related issues?	8%	1%	8%	4%
9.7l	Your offence/crime?	0%	1%	0%	0%

9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	72%	50%	72%	50%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	40%	31%	40%	46%
9.11	Is shouting through the windows a problem here?	15%	29%	15%	3%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	50%	39%	50%	46%
<b>SECTION 10: ACTIVITIES</b>					
10.1	Were you 14 or younger when you were last at school?	69%	49%	69%	59%
10.2a	Have you ever been excluded from school?	81%	95%	81%	97%
10.2b	Have you ever truanted from school?	71%	69%	71%	74%
Do you currently take part in any of the following:					
10.3a	Education?	89%	66%	89%	100%
10.3b	A job in this establishment?	42%	19%	42%	38%
10.3c	Vocational or skills training?	31%	22%	31%	21%
10.3d	Offending behaviour programmes?	46%	8%	46%	55%
For those who have taken part in the following activities while in this prison: Do you think that they will help you when you leave prison?					
10.4a	Education?	77%	62%	77%	76%
10.4b	A job in this establishment?	47%	39%	47%	53%
10.4c	Vocational or skills training?	81%	46%	81%	78%
10.4d	Offending behaviour programmes?	65%	43%	65%	63%
10.5	Do you usually have association every day?	96%	81%	96%	100%
10.6	Do you go to the gym more than five times each week?	4%	4%	4%	3%
10.7	Can you usually go outside for exercise every day?	93%	24%	93%	89%
<b>SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>					
11.1	Are you able to use the telephone every day?	92%	85%	92%	96%
11.2	Have you had any problems with sending or receiving letters or parcels?	33%	44%	33%	19%
11.3	Is it easy/very easy for your family and friends to visit you here?	32%	24%	32%	54%
11.4	Do you usually have one or more visits per week from family and friends?	28%	20%	28%	
11.5	Do your visits start on time?	50%	28%	50%	78%
11.6	Are you and your visitors treated well/very well by visits staff?	54%	28%	54%	69%

SECTION 12: PREPARATION FOR RELEASE					
For those who have met their personal officer:					
12.1	Did you meet your personal officer within the first week?	74%	41%	74%	79%
12.2	Do you see your personal officer at least once a week?	64%	71%	64%	83%
12.3	Do you feel your personal officer has helped you?	64%	68%	64%	67%
12.4	Do you have a training plan, sentence plan or remand plan?	52%	56%	52%	
For those with a training plan, sentence plan or remand plan:					
12.5a	Were you involved in the development of your training plan?	37%	69%	37%	
12.5b	Do you understand the targets set in your training plan?	58%	72%	58%	
12.6	Has your YOT worker been in touch since you arrived here?	96%	85%	96%	93%
12.7	Do you know how to get in touch with your YOT worker?	80%	62%	80%	89%
Please answer the following about your preparation for release:					
12.8	Have you had a say in what will happen to you when you are released?	39%	54%	39%	52%
12.8	Are you going to school or college on release?	58%	57%	58%	46%
12.8	Do you have a job to go to on release?	16%	20%	16%	23%
Do you know who to contact for help with the following, in preparation for your release:					
12.9	Finding accommodation?	55%	41%	55%	68%
12.9	Getting into school or college?	59%	43%	59%	68%
12.9	Getting a job?	64%	35%	64%	68%
12.9	Help with money/finances?	46%	32%	46%	73%
12.9	Help with claiming benefits?	46%	26%	46%	57%
12.9	Continuing health services?	50%	18%	50%	52%
12.9	Opening a bank account?	41%	35%	41%	73%
12.9	Avoiding bad relationships?	55%	25%	55%	44%
Do you think you will have a problem with the following, when you are released:					
12.10	Finding accommodation?	17%	26%	17%	18%
12.10	Getting into school or college?	21%	30%	21%	14%
12.10	Getting a job?	54%	46%	54%	32%
12.10	Help with money/finances?	21%	35%	21%	27%
12.10	Help with claiming benefits?	13%	19%	13%	5%
12.10	Continuing health services?	4%	10%	4%	0%

12.10	Opening a bank account?	17%	16%	17%	5%
12.10	Avoiding bad relationships?	8%	14%	8%	0%
For those who were sentenced:					
12.12	Do you want to stop offending?	91%	92%	91%	100%
12.13	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	59%	48%	59%	64%

# Diversity comparator: ethnicity and religion

## HMYOI Warren Hill including Carlford Unit 2010

Survey responses (missing data has been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables		Black and minority ethnic young people	White young people	Muslim young people	Non-Muslim young people
<div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center;"><span style="width: 15px; height: 15px; background-color: #c6e0b4; border: 1px solid black; margin-right: 5px;"></span> Any percentage highlighted in green is significantly better than the comparator</div> <div style="display: flex; align-items: center;"><span style="width: 15px; height: 15px; background-color: #a6c9ec; border: 1px solid black; margin-right: 5px;"></span> Any percentage highlighted in blue is significantly worse than the comparator</div> <div style="display: flex; align-items: center;"><span style="width: 15px; height: 15px; background-color: #f4cccc; border: 1px solid black; margin-right: 5px;"></span> Any percentage highlighted in orange shows a significant difference in demographic details</div> <div style="display: flex; align-items: center;"><span style="width: 15px; height: 15px; background-color: #ffffff; border: 1px solid black; margin-right: 5px;"></span> Percentages which are not highlighted show there is no significant difference</div> </div>		68	57	29	90
<b>SECTION 1: ABOUT YOU</b>					
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?			89%	44%
1.5	Are you Muslim?	39%	6%		
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	0%	10%	0%	6%
1.9	Have you ever been in local authority care?	22%	43%	26%	35%
2.1	Are you sentenced?	76%	89%	67%	85%
2.4	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	56%	42%	59%	47%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	21%	7%	22%	10%
3.7	Were you treated well/very well by the escort staff?	52%	55%	38%	57%
3.8	Before you arrived here were you told that you would be coming to this establishment?	78%	86%	89%	78%
4.2	When you were searched was this carried out in an understanding way?	82%	89%	80%	88%
4.3	Were you treated well/very well in reception?	76%	69%	67%	74%
4.8	Before you were locked up on your first night, were you seen by a member of healthcare staff?	85%	77%	81%	83%
4.9	Did you feel safe on your first night here?	87%	84%	76%	87%
4.10	Did the induction course cover everything you needed to know about the establishment?	75%	69%	71%	71%
5.1	Can you normally have a shower every day if you want to?	92%	92%	87%	94%
5.2	Is your cell call bell normally answered within five minutes?	26%	20%	11%	26%
5.3	Do you find the food here good/very good?	13%	13%	7%	16%
5.4	Does the shop/canteen sell a wide enough variety of products?	35%	42%	38%	39%

5.6a	Do you feel your religious beliefs are respected?	62%	48%	64%	52%
5.7	Is there a member of staff you can turn to with a problem?	66%	74%	51%	74%
5.8	Do you feel that most of the staff here treat you with respect?	69%	83%	51%	82%
6.3a	Is it easy for you to see the doctor?	39%	53%	44%	47%
6.3b	Is it easy for you to see the nurse?	50%	70%	54%	62%
6.7	Is it easy/very easy to get illegal drugs here?	7%	12%	11%	9%
6.8	Do you feel you have any emotional or mental health problems?	7%	26%	12%	16%
7.2	Is it easy to make an application?	76%	90%	71%	85%
7.5	Is it easy to make a complaint?	69%	83%	70%	78%
8.1	Are you on the enhanced (top) level of the reward scheme?	41%	44%	37%	44%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	51%	60%	56%	55%
8.3	Do the different levels make you change your behaviour?	46%	48%	48%	46%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	51%	54%	50%	52%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	92%	85%	92%	94%
8.6	Have you been physically restrained (C and R) since you have been here?	27%	21%	28%	24%
9.1	Have you ever felt unsafe in this prison?	17%	32%	30%	22%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	12%	33%	24%	19%
If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4d	Racial or ethnic abuse?	2%	0%	0%	1%
9.4e	Your religious beliefs?	4%	3%	11%	1%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	13%	19%	30%	13%
If you have felt victimised by a member of staff/group of staff, did the incident involve:					
9.5d	Racial or ethnic abuse?	2%	3%	5%	2%
9.5e	Your religious beliefs?	3%	5%	13%	2%
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	47%	59%	44%	54%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	24%	40%	29%	34%
Do you currently take part in any of the following:					
10.3a	Education?	71%	68%	57%	72%
10.3b	A job in this establishment?	16%	30%	24%	23%

10.3c	Vocational or skills training?	22%	23%	19%	23%
10.3d	Offending behaviour programmes?	10%	17%	12%	13%
10.5	Do you usually have association every day?	79%	89%	75%	86%
10.6	Do you go to the gym more than five times each week?	6%	2%	5%	3%
10.7	Can you usually go outside for exercise every day?	34%	35%	25%	37%
11.1	Are you able to use the telephone every day?	85%	88%	72%	89%
11.2	Have you had any problems with sending or receiving letters or parcels?	42%	42%	40%	42%
11.3	Do you usually have one or more visits per week from family and friends?	27%	16%	31%	19%
12.3	Do you feel your personal officer has helped you?	61%	74%	63%	68%
12.4	Do you have a training plan, sentence plan or remand plan?	57%	54%	62%	54%
12.5b	Do you understand the targets set in your plan?	69%	70%	69%	70%
12.6a	Have you had a say in what will happen to you when you are released?	40%	62%	49%	51%
12.6b	Are you going to school or college on release?	66%	47%	69%	54%
12.14	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	37%	60%	52%	49%

# Summary of survey results: HMYOI Warren Hill 2010

## SECTION 1: ABOUT YOU

<b>Q1</b>	<b>How old are you?</b>	
	15	7 (7%)
	16	22 (22%)
	17	52 (53%)
	18	18 (18%)
<b>Q2</b>	<b>Are you a British citizen?</b>	
	Yes	90 (92%)
	No	8 (8%)
<b>Q3</b>	<b>Is English your first language?</b>	
	Yes	88 (89%)
	No	11 (11%)
<b>Q4</b>	<b>What is your ethnic origin?</b>	
	White – British	42 (42%)
	White – Irish	1 (1%)
	White – other	4 (4%)
	Black or black British – Caribbean	15 (15%)
	Black or black British – African	17 (17%)
	Black or black British – other	0 (0%)
	Asian or Asian British – Indian	0 (0%)
	Asian or Asian British – Pakistani	4 (4%)
	Asian or Asian British – Bangladeshi	0 (0%)
	Asian or Asian British – other	2 (2%)
	Mixed heritage – white and black Caribbean	8 (8%)
	Mixed heritage – white and black African	0 (0%)
	Mixed heritage – white and Asian	0 (0%)
	Mixed heritage – other	1 (1%)
	Chinese	1 (1%)
	Other ethnic group	4 (4%)



<b>Q5</b>	<b>What is your religion?</b>	
	None	31 (55%)
	Church of England	13 (14%)
	Catholic	14 (15%)
	Protestant	1 (1%)
	Other Christian denomination	9 (9%)
	Buddhist	4 (4%)
	Hindu	0 (0%)
	Jewish	0 (0%)
	Muslim	22 (23%)
	Sikh	2 (2%)
<b>Q6</b>	<b>Do you consider yourself to be Gypsy/Romany/Traveller?</b>	
	Yes	5 (5%)
	No	85 (88%)
	Don't know	7 (7%)
<b>Q7</b>	<b>Do you have any children?</b>	
	Yes	12 (12%)
	No	85 (88%)
<b>Q8</b>	<b>Do you consider yourself to have a disability?</b>	
	Yes	9 (10%)
	No	85 (90%)
<b>Q10</b>	<b>Have you ever been in local authority care?</b>	
	Yes	29 (31%)
	No	65 (69%)
<b>SECTION 2: ABOUT YOUR SENTENCE</b>		
<b>Q1</b>	<b>Are you sentenced?</b>	
	Yes	78 (80%)
	No – unsentenced/on remand	20 (20%)
<b>Q2</b>	<b>How long is your sentence (the full DTO sentence)?</b>	
	Not sentenced	20 (21%)
	Less than six months	15 (15%)
	Six to 12 months	27 (28%)
	More than twelve months, up to two years	14 (14%)
	More than two years	19 (20%)
	Indeterminate sentence for public protection (IPP)	2 (2%)

<b>Q3</b>	<b>How long have you been in this establishment?</b>	
	Less than one month	23 (24%)
	One to six months	47 (49%)
	More than six months, but less than 12 months	13 (14%)
	Twelve months to two years	10 (10%)
	More than two years	3 (3%)
<b>Q4</b>	<b>Is this your first time in custody in a YOI, secure children's home or secure training centre?</b>	
	Yes	44 (46%)
	No	52 (54%)
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>		
<b>Q1</b>	<b>On your most recent journey here, was the van clean?</b>	
	Yes	50 (53%)
	No	33 (35%)
	Don't remember	11 (12%)
	Not applicable	1 (1%)
<b>Q2</b>	<b>On your most recent journey here, did you feel safe?</b>	
	Yes	83 (85%)
	No	11 (11%)
	Don't remember	4 (4%)
<b>Q3</b>	<b>On your most recent journey here, were there any adults (over 18) or people of a different gender, travelling with you?</b>	
	Yes	12 (13%)
	No	65 (70%)
	Don't remember	16 (17%)
<b>Q4</b>	<b>On your most recent journey here, how long did you spend in the van?</b>	
	Less than two hours	22 (23%)
	Two to four hours	54 (57%)
	More than four hours	12 (13%)
	Don't remember	6 (6%)
<b>Q5</b>	<b>On your most recent journey here, were you offered a toilet break?</b>	
	My journey was less than two hours	22 (23%)
	Yes	17 (18%)
	No	52 (55%)
	Don't remember	3 (3%)

<b>Q6</b>	<b>On your most recent journey here, were you offered anything to eat or drink?</b>	
	My journey was less than two hours	22 (23%)
	Yes	36 (38%)
	No	34 (36%)
	Don't remember	3 (3%)
<b>Q7</b>	<b>On your most recent journey here, how did you feel you were treated by the escort staff?</b>	
	Very well	11 (11%)
	Well	40 (41%)
	Neither	33 (34%)
	Badly	4 (4%)
	Very badly	3 (3%)
	Don't remember	6 (6%)
<b>Q8</b>	<b>Before you arrived, from court or another establishment, were you told that you would be coming here? (Please tick all that apply to you.)</b>	
	Yes, someone told me	77 (81%)
	Yes, I received written information	2 (2%)
	No, I was not told anything	13 (14%)
	Don't remember	5 (5%)
<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>		
<b>Q1</b>	<b>How long were you in reception?</b>	
	Less than two hours	72 (76%)
	Two hours or longer	5 (5%)
	Don't remember	18 (19%)
<b>Q2</b>	<b>When you were searched, was this carried out in an understanding way?</b>	
	Yes	81 (86%)
	No	10 (11%)
	Don't remember	3 (3%)
<b>Q3</b>	<b>Overall, how well did you feel you were treated in reception?</b>	
	Very well	16 (16%)
	Well	59 (60%)
	Neither	20 (20%)
	Badly	3 (3%)
	Very badly	0 (0%)
	Don't remember	1 (1%)

<b>Q4</b>	<b>When you first arrived here, did staff ask if you needed help or support with any of the following things? (Please tick all that apply to you.)</b>	
	Not being able to smoke	50 (60%)
	Money worries	16 (19%)
	Loss of property	23 (27%)
	Feeling low/upset/needing someone to talk to	32 (38%)
	Housing problems	17 (20%)
	Health problems	56 (67%)
	Needing protection from other young people	21 (25%)
	Getting phone numbers	42 (50%)
	Letting family know where you were	56 (67%)
	Staff did not ask me about any of these	5 (6%)
<b>Q5</b>	<b>When you first arrived here, did you have any of the following problems? (Please tick all that apply to you.)</b>	
	Not being able to smoke	31 (36%)
	Money worries	17 (20%)
	Loss of property	10 (12%)
	Feeling low/upset/needing someone to talk to	12 (14%)
	Housing problems	13 (15%)
	Health problems	7 (8%)
	Needing protection from other young people	5 (6%)
	Getting phone numbers	24 (28%)
	Letting family know where you were	18 (21%)
	I did not have any problems	29 (34%)
<b>Q6</b>	<b>When you first arrived here, were you given any of the following? (Please tick all that apply to you.)</b>	
	A reception pack	62 (67%)
	The opportunity to have a shower	27 (29%)
	Something to eat	85 (91%)
	A free phone call to friends/family	67 (72%)
	Information about the PIN telephone system	40 (43%)
	Information about feeling low/upset	19 (20%)
	Don't remember	2 (2%)
	I was not given any of these	4 (4%)

<b>Q7</b>	<b>Within your first 24 hours here, did you have access to the following people or services? (Please tick all that apply to you.)</b>	
	Chaplain or religious leader	51 (59%)
	Peer support/peer mentor/Listener/Samaritans	14 (16%)
	The prison shop/canteen	5 (6%)
	Don't remember	14 (16%)
	I did not have access to any of these	22 (25%)
<b>Q8</b>	<b>Before you were locked up on your first night, were you seen by a member of health care staff?</b>	
	Yes	79 (84%)
	No	10 (11%)
	Don't remember	5 (5%)
<b>Q9</b>	<b>Did you feel safe on your first night at this establishment?</b>	
	Yes	84 (86%)
	No	9 (9%)
	Don't remember	5 (5%)
<b>Q10</b>	<b>Did the induction course cover everything you needed to know about the establishment?</b>	
	I have not been on an induction course	11 (12%)
	Yes	61 (64%)
	No	11 (12%)
	Don't remember	12 (13%)
<b>SECTION 5: DAILY LIFE AND RESPECT</b>		
<b>Q1</b>	<b>Can you normally have a shower every day if you want to?</b>	
	Yes	90 (92%)
	No	8 (8%)
	Don't know	0 (0%)
<b>Q2</b>	<b>Is your cell call bell normally answered within five minutes?</b>	
	Yes	19 (20%)
	No	69 (72%)
	Don't know	8 (8%)
<b>Q3</b>	<b>What is the food like here?</b>	
	Very good	3 (3%)
	Good	10 (10%)
	Neither	34 (35%)
	Bad	33 (34%)
	Very bad	17 (18%)

<b>Q4</b>	<b>Does the shop/canteen sell a wide enough variety of products?</b>			
	I have not bought anything yet		7 (7%)	
	Yes		39 (41%)	
	No		46 (48%)	
	Don't know		3 (3%)	
<b>Q5</b>	<b>How easy is it for you to attend religious services?</b>			
	I don't want to attend religious services		24 (26%)	
	Very easy		27 (29%)	
	Easy		29 (31%)	
	Neither		2 (2%)	
	Difficult		4 (4%)	
	Very difficult		3 (3%)	
	Don't know		5 (5%)	
<b>Q6</b>	<b>Please answer the following questions about religion:</b>			
		Yes	No	Don't know/ Not applicable
	Do you feel your religious beliefs are respected?	46 (54%)	16 (19%)	23 (27%)
	Can you speak to a religious leader in private if you want to?	57 (72%)	3 (4%)	19 (24%)
<b>Q7</b>	<b>Please answer the following about staff here:</b>			
		Yes	No	
	Is there a member of staff you feel you can turn to for help if you have a problem?	61 (70%)	26 (30%)	
	Do most staff treat you with respect?	64 (76%)	20 (24%)	
<b>SECTION 6: HEALTH SERVICES</b>				
<b>Q1</b>	<b>Did you have a full health assessment the day after your arrival?</b>			
	Yes		50 (54%)	
	No		26 (28%)	
	Don't know		17 (18%)	
<b>Q2</b>	<b>What do you think of the overall quality of the health care?</b>			
	I have not been to health care		6 (6%)	
	Very good		16 (17%)	
	Good		32 (34%)	
	Neither		28 (29%)	
	Bad		12 (13%)	
	Very bad		1 (1%)	

**Q3 Is it easy to see the following people if you need to?**

	Yes	No	Don't know
The doctor	40 (43%)	32 (35%)	20 (22%)
The nurse	51 (55%)	23 (25%)	18 (20%)
The dentist	24 (26%)	46 (50%)	22 (24%)
The optician	19 (22%)	38 (43%)	31 (35%)
The pharmacist	17 (20%)	28 (32%)	42 (48%)

**Q4 If you are taking medication, are you allowed to keep it in your cell?**

I am not taking any medication	45 (48%)
Yes	28 (30%)
No	9 (10%)
Don't know	12 (13%)

**Q5 Please answer the following questions about alcohol:**

	Yes	No
Did you have problems with alcohol when you first arrived here?	9 (10%)	84 (90%)
Have you received any help with alcohol problems in this prison?	9 (10%)	84 (90%)

**Q6 Please answer the following questions about drugs:**

	Yes	No
Did you have problems with drugs when you first arrived here?	27 (29%)	65 (71%)
Do you have problems with drugs now?	8 (9%)	81 (91%)
Have you received any help with drug problems in this prison?	23 (26%)	65 (74%)

**Q7 How easy is it to get illegal drugs here?**

Very easy	6 (7%)
Easy	4 (4%)
Neither	4 (4%)
Difficult	7 (8%)
Very difficult	20 (22%)
Don't know	51 (55%)

**Q8 Do you feel you have any emotional or mental health problems?**

Yes	16 (17%)
No	79 (83%)

<b>Q9</b>	<b>If you feel you have emotional or mental health problems, are you being helped by anyone here (for example; a psychologist, doctor, counsellor, personal officer or another member of prison staff)?</b>	
	I do not have any emotional or mental health problems	79 (84%)
	Yes	7 (7%)
	No	8 (9%)

## SECTION 7: APPLICATIONS AND COMPLAINTS

<b>Q1</b>	<b>Do you know how to make an application?</b>			
	Yes	87 (92%)		
	No	8 (8%)		
<b>Q2</b>	<b>Is it easy to make an application?</b>			
	Yes	76 (83%)		
	No	2 (2%)		
	Don't know	14 (15%)		
<b>Q3</b>	<b>Please answer the following questions about applications:</b>			
		I have not made an application	Yes	No
	Do you feel applications are sorted out fairly?	24 (26%)	43 (47%)	24 (26%)
	Do you feel applications are sorted out promptly (within seven days)?	24 (27%)	42 (47%)	23 (26%)
<b>Q4</b>	<b>Do you know how to make a complaint?</b>			
	Yes	86 (90%)		
	No	10 (10%)		
<b>Q5</b>	<b>Is it easy to make a complaint?</b>			
	Yes	72 (78%)		
	No	5 (5%)		
	Don't know	15 (16%)		
<b>Q6</b>	<b>Please answer the following questions about complaints:</b>			
		I have not made a complaint	Yes	No
	Do you feel complaints are sorted out fairly?	36 (39%)	22 (24%)	34 (37%)
	Do you feel complaints are sorted out promptly (within seven days)?	36 (38%)	26 (28%)	32 (34%)
<b>Q7</b>	<b>Have you ever been prevented from making a complaint when you wanted to?</b>			
	Yes	6 (7%)		
	No	82 (93%)		



**Q8** Can you speak to the following people when you need to?

	Yes	No	Don't know
A peer mentor/peer support/Listener	25 (27%)	12 (13%)	54 (59%)
A member of the IMB (Independent Monitoring Board)	28 (31%)	12 (13%)	49 (55%)
An advocate (an outside person to help you)	21 (25%)	15 (18%)	49 (58%)

## SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE

**Q1** What level of the rewards and sanctions scheme are you on?

Don't know what the rewards and sanctions scheme is	5 (5%)
Enhanced (top)	33 (36%)
Standard (middle)	38 (42%)
Basic (bottom)	9 (10%)
Don't know	6 (7%)

**Q2** Do you feel you have been treated fairly in your experience of the rewards and sanctions scheme?

Don't know what the rewards and sanctions scheme is	5 (6%)
Yes	49 (54%)
No	28 (31%)
Don't know	8 (9%)

**Q3** Do the different levels of the rewards and sanctions scheme encourage you to change your behaviour?

Don't know what the rewards and sanctions scheme is	5 (6%)
Yes	42 (47%)
No	37 (41%)
Don't know	6 (7%)

**Q4** Have you had a 'nicking' (adjudication) since you have been in this establishment?

Yes	48 (53%)
No	43 (47%)
Don't know	0 (0%)

**Q5** If you have had a 'nicking' (adjudication), was the process explained clearly to you?

I have not had an adjudication	43 (47%)
Yes	44 (48%)
No	4 (4%)

<b>Q6</b>	<b>If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?</b>		
	I have not been restrained		69 (73%)
	Once		14 (15%)
	Twice		3 (3%)
	Three times		1 (1%)
	More than three times		7 (7%)
<b>Q7</b>	<b>If you have spent a night in the care and separation unit (CSU), how were you treated by staff?</b>		
	I have not been to the care and separation unit		73 (79%)
	Very well		5 (5%)
	Well		3 (3%)
	Neither		6 (7%)
	Badly		1 (1%)
	Very badly		4 (4%)
<b>SECTION 9: SAFETY</b>			
<b>Q1</b>	<b>Have you ever felt unsafe in this establishment?</b>		
	Yes		24 (25%)
	No		72 (75%)
<b>Q2</b>	<b>If you have ever felt unsafe, in which areas of this establishment do you/have you ever felt unsafe? (Please tick all that apply to you.)</b>		
	Never felt unsafe	72 (77%)	At mealtimes 5 (5%)
	Everywhere	2 (2%)	At health care 1 (1%)
	Care and separation unit	1 (1%)	Visits area 2 (2%)
	Association areas	10 (11%)	In wing showers 9 (10%)
	Reception area	0 (0%)	In gym showers 10 (11%)
	At the gym	8 (9%)	In corridors/stairwells 4 (4%)
	In an exercise yard	5 (5%)	On your landing/wing 6 (6%)
	At work	3 (3%)	In your cell 0 (0%)
	At education	8 (9%)	Other, please specify
<b>Q3</b>	<b>Has another young person or group of young people victimised you in this establishment (e.g. insulted or assaulted you)?</b>		
	Yes		19 (21%)
	No	If No, go to question 6.	73 (79%)

<b>Q4</b>	<b>If yes, what did the incidents involve/what were they about? (Please tick all that apply to you.)</b>			
	Insulting remarks (about you, your family or friends)	8 (9%)	Because of drugs	2 (2%)
	Physical abuse (being hit, kicked or assaulted)	9 (10%)	Having your canteen/property taken	6 (7%)
	Sexual abuse	0 (0%)	Because you were new here	9 (10%)
	Because of your race or ethnic origin	1 (1%)	Because you are from a different part of the country	2 (2%)
	Because of your religious beliefs	3 (3%)	Because of gang related issues	2 (2%)
	Because you have a disability	0 (0%)	Because of my offence/crime	1 (1%)
<b>Q6</b>	<b>Has a member of staff or group of staff victimised you in this establishment (e.g. insulted or assaulted you)?</b>			
	Yes		14 (15%)	
	No		If No, go to question 9. 78 (85%)	
<b>Q7</b>	<b>If yes, what did the incidents involve/what were they about? (Please tick all that apply to you.)</b>			
	Insulting remarks (about you, your family or friends)	8 (9%)	Because of drugs	0 (0%)
	Physical abuse (being hit, kicked or assaulted)	1 (1%)	Having your canteen/property taken	1 (1%)
	Sexual abuse	1 (1%)	Because you were new here	2 (2%)
	Because of your race or ethnic origin	3 (3%)	Because you are from a different part of the country	2 (2%)
	Because of your religious beliefs	4 (4%)	Because of gang related issues	1 (1%)
	Because you have a disability	1 (1%)	Because of my offence/crime	1 (1%)
<b>Q9</b>	<b>If you were being victimised who would you tell?</b>			
	No one	40 (49%)	Teacher/education staff	4 (5%)
	Personal officer	19 (23%)	Gym staff	4 (5%)
	Wing officer	9 (11%)	Listener/Samaritan/Buddy	4 (5%)
	Chaplain	7 (9%)	Another young person here	15 (19%)
	Health care staff	2 (2%)	Family/friends	20 (25%)
<b>Q10</b>	<b>Do you think staff would take it seriously if you told them you had been victimised?</b>			
	Yes		28 (31%)	
	No		26 (29%)	
	Don't know		36 (40%)	
<b>Q11</b>	<b>Is shouting through the windows a problem here?</b>			
	Yes		26 (30%)	
	No		50 (57%)	
	Don't know		12 (14%)	

**Q12** Have staff checked on you personally in the last week to see how you are getting on?

Yes	34 (39%)
No	53 (61%)

## SECTION 10: ACTIVITIES

**Q1** How old were you when you were last at school?

14 or under	43 (49%)
15 or over	45 (51%)

**Q2** Please answer the following questions about school:

	Yes	No	Not applicable
Have you ever been excluded from school?	83 (95%)	3 (3%)	1 (1%)
Did you used to truant from school?	56 (69%)	20 (25%)	5 (6%)

**Q3** Do you CURRENTLY take part in any of the following activities? (Please tick all that apply to you.)

Education	61 (66%)
A job in this establishment	18 (20%)
Vocational or skills training	20 (22%)
Offending behaviour programmes	7 (8%)
I am not currently involved in any of these	16 (17%)

**Q4** If you have been involved in any of the following activities, in this establishment, do you think they will help you when you leave prison?

	Not been involved	Yes	No	Don't know
Education	9 (11%)	43 (54%)	13 (16%)	14 (18%)
A job in this establishment	19 (29%)	18 (28%)	16 (25%)	12 (18%)
Vocational or skills training	16 (23%)	24 (35%)	14 (20%)	15 (22%)
Offending behaviour programmes	19 (30%)	19 (30%)	10 (16%)	15 (24%)

**Q5** Do you usually have association every day?

Yes	75 (82%)
No	13 (14%)
Don't know	4 (4%)

**Q6** How many times do you usually go to the gym each week?

Don't want to go	7 (8%)
None	10 (11%)
One to two times	51 (56%)
Three to five times	13 (14%)
More than five times	4 (4%)
Don't know	6 (7%)

<b>Q7</b>	<b>Can you usually go outside for exercise every day?</b>	
	Don't want to go	5 (6%)
	Yes	21 (24%)
	No	54 (61%)
	Don't know	8 (9%)

## SECTION 11: FAMILY AND FRIENDS

<b>Q1</b>	<b>Are you able to use the telephone every day, if you want to?</b>	
	Yes	79 (85%)
	No	11 (12%)
	Don't know	3 (3%)
<b>Q2</b>	<b>Have you had any problems with sending or receiving mail (letters or parcels)?</b>	
	Yes	40 (43%)
	No	48 (52%)
	Don't know	4 (4%)
<b>Q3</b>	<b>How easy is it for your family and friends to visit you here?</b>	
	Very easy	4 (4%)
	Easy	18 (20%)
	Neither	13 (14%)
	Difficult	20 (22%)
	Very difficult	27 (30%)
	Don't know	8 (9%)
<b>Q4</b>	<b>How many visits do you usually have each week, from family or friends?</b>	
	Not been here a week yet	3 (3%)
	I don't get visits	34 (37%)
	Less than one a week	26 (28%)
	About one a week	19 (20%)
	More than one a week	0 (0%)
	Don't know	11 (12%)
<b>Q5</b>	<b>Do your visits usually start on time?</b>	
	I don't get visits	34 (39%)
	Yes	24 (27%)
	No	16 (18%)
	Don't know	14 (16%)

<b>Q6</b>	<b>How are you and your family/friends usually treated by visits staff?</b>	
	I don't get visits	34 (38%)
	Very well	3 (3%)
	Well	22 (25%)
	Neither	14 (16%)
	Badly	1 (1%)
	Very badly	0 (0%)
	Don't know	15 (17%)

## SECTION 12: PREPARATION FOR RELEASE

<b>Q1</b>	<b>When did you first meet your personal officer?</b>				
	I still have not met him/her			12 (13%)	
	In your first week			33 (36%)	
	After your first week			28 (30%)	
	Don't remember			19 (21%)	
<b>Q2</b>	<b>How often do you see your personal officer?</b>				
	I still have not met him/her			12 (14%)	
	At least once a week			54 (61%)	
	Less than once a week			22 (25%)	
<b>Q3</b>	<b>Do you feel your personal officer has helped you?</b>				
	I still have not met him/her			12 (13%)	
	Yes			54 (59%)	
	No			25 (27%)	
<b>Q4</b>	<b>Do you have a training plan, sentence plan or remand plan?</b>				
	Yes			52 (56%)	
	No			24 (26%)	
	Don't know			17 (18%)	
<b>Q5</b>	<b>Please answer the following questions about training plans, sentence plans or remand plans:</b>				
		I don't have a plan	Yes	No	Don't know
	Were you involved in the development of your plan?	24 (27%)	45 (51%)	2 (2%)	18 (20%)
	Do you understand the targets that have been set in your plan?	24 (28%)	45 (52%)	3 (3%)	15 (17%)
<b>Q6</b>	<b>Has your YOT worker been in touch since you arrived at this establishment?</b>				
	Yes			77 (85%)	
	No			14 (15%)	

<b>Q7</b>	<b>Do you know how to get in touch with your YOT worker?</b>			
	Yes			54 (62%)
	No			33 (38%)
<b>Q8</b>	<b>Please answer the following questions about your release:</b>			
		Yes	No	Don't know
	Have you had a say in what will happen to you when you are released?	48 (53%)	34 (38%)	8 (9%)
	Are you planning on going to school or college after release?	50 (57%)	23 (26%)	15 (17%)
	Do you have a job to go to on release?	17 (20%)	58 (67%)	12 (14%)
<b>Q9</b>	<b>Do you know who to contact for help with any of the following problems, before your release? (Please tick all that apply to you.)</b>			
	Finding accommodation			34 (41%)
	Getting into school or college			35 (43%)
	Getting a job			29 (35%)
	Help with money/finances			26 (32%)
	Help with claiming benefits			21 (26%)
	Continuing health services			15 (18%)
	Opening a bank account			29 (35%)
	Avoiding bad relationships			20 (24%)
	I don't know who to contact			35 (43%)
<b>Q10</b>	<b>Do you think you will have a problem with any of the following things, when you are released? (Please tick all that apply to you.)</b>			
	Finding accommodation			21 (26%)
	Getting into school or college			24 (30%)
	Getting a job			37 (46%)
	Money/finances			28 (35%)
	Claiming benefits			15 (19%)
	Continuing health services			8 (10%)
	Opening a bank account			13 (16%)
	Avoiding bad relationships			11 (14%)
	I won't have any problems			23 (29%)

**Q11** What is most likely to stop you offending in the future? (Please tick all that apply to you.)

Not sentenced	20 (24%)	Having a mentor (someone you can ask for advice)	4 (5%)
Nothing, it is up to me	22 (26%)	Having a YOT worker or social worker that I get on with	15 (18%)
Making new friends outside	14 (16%)	Having children	16 (19%)
Going back to live with my family	12 (14%)	Having something to do that isn't crime	27 (32%)
Getting a place of my own	20 (24%)	This sentence	22 (26%)
Getting a job	35 (41%)	Getting into school/college	15 (18%)
Having a partner (girlfriend or boyfriend)	19 (22%)	Talking about my offending behaviour with staff	3 (4%)
Staying off alcohol/drugs	14 (16%)	Anything else	6 (7%)

**Q12** Do you want to stop offending?

Not sentenced	20 (22%)
Yes	63 (71%)
No	1 (1%)
Don't know	5 (6%)

**Q13** Have you done anything, or has anything happened to you in this establishment, that you think will make you less likely to offend in the future?

Not sentenced	20 (24%)
Yes	31 (36%)
No	34 (40%)



# Summary of survey results: Carlford Unit 2010

## SECTION 1: ABOUT YOU

<b>Q1</b>	<b>How old are you?</b>	
	15	1 (4%)
	16	9 (33%)
	17	15 (56%)
	18	2 (7%)
<b>Q2</b>	<b>Are you a British citizen?</b>	
	Yes	26 (96%)
	No	1 (4%)
<b>Q3</b>	<b>Is English your first language?</b>	
	Yes	25 (93%)
	No	2 (7%)
<b>Q4</b>	<b>What is your ethnic origin?</b>	
	White – British	10 (38%)
	White – Irish	0 (0%)
	White – other	0 (0%)
	Black or black British – Caribbean	6 (23%)
	Black or black British – African	4 (15%)
	Black or black British – other	0 (0%)
	Asian or Asian British – Indian	0 (0%)
	Asian or Asian British – Pakistani	1 (4%)
	Asian or Asian British – Bangladeshi	0 (0%)
	Asian or Asian British – other	1 (4%)
	Mixed heritage – white and black Caribbean	3 (12%)
	Mixed heritage – white and black African	1 (4%)
	Mixed heritage – white and Asian	0 (0%)
	Mixed heritage – other	0 (0%)
	Chinese	0 (0%)
	Other ethnic group	0 (0%)

<b>Q5</b>	<b>What is your religion?</b>	
	None	7 (30%)
	Church of England	3 (13%)
	Catholic	1 (4%)
	Protestant	1 (4%)
	Other Christian denomination	3 (13%)
	Buddhist	1 (4%)
	Hindu	0 (0%)
	Jewish	0 (0%)
	Muslim	7 (30%)
	Sikh	0 (0%)
<b>Q6</b>	<b>Do you consider yourself to be Gypsy/Romany/Traveller?</b>	
	Yes	0 (0%)
	No	23 (100%)
	Don't know	0 (0%)
<b>Q7</b>	<b>Do you have any children?</b>	
	Yes	1 (4%)
	No	23 (96%)
<b>Q8</b>	<b>Do you consider yourself to have a disability?</b>	
	Yes	1 (4%)
	No	23 (96%)
<b>Q10</b>	<b>Have you ever been in local authority care?</b>	
	Yes	9 (36%)
	No	16 (64%)
<b>SECTION 2: ABOUT YOUR SENTENCE</b>		
<b>Q1</b>	<b>Are you sentenced?</b>	
	Yes	26 (96%)
	No – unsentenced/on remand	1 (4%)
<b>Q2</b>	<b>How long is your sentence (the full DTO sentence)?</b>	
	Not sentenced	1 (4%)
	Less than six months	0 (0%)
	Six to 12 months	0 (0%)
	More than twelve months, up to two years	0 (0%)
	More than two years	18 (72%)
	Indeterminate sentence for public protection (IPP)	6 (24%)

<b>Q3</b>	<b>How long have you been in this establishment?</b>	
	Less than one month	3 (12%)
	One to six months	4 (16%)
	More than six months, but less than 12 months	2 (8%)
	Twelve months to two years	11 (44%)
	More than two years	5 (20%)
<b>Q4</b>	<b>Is this your first time in custody in a YOI, secure children's home or secure training centre?</b>	
	Yes	20 (74%)
	No	7 (26%)

### SECTION 3: COURTS, TRANSFERS AND ESCORTS

<b>Q1</b>	<b>On your most recent journey here, was the van clean?</b>	
	Yes	13 (50%)
	No	11 (42%)
	Don't remember	2 (8%)
	Not applicable	0 (0%)
<b>Q2</b>	<b>On your most recent journey here, did you feel safe?</b>	
	Yes	21 (78%)
	No	5 (19%)
	Don't remember	1 (4%)
<b>Q3</b>	<b>On your most recent journey here, were there any adults (over 18) or people of a different gender, travelling with you?</b>	
	Yes	6 (23%)
	No	17 (65%)
	Don't remember	3 (12%)
<b>Q4</b>	<b>On your most recent journey here, how long did you spend in the van?</b>	
	Less than two hours	3 (12%)
	Two to four hours	15 (58%)
	More than four hours	4 (15%)
	Don't remember	4 (15%)
<b>Q5</b>	<b>On your most recent journey here, were you offered a toilet break?</b>	
	My journey was less than two hours	3 (12%)
	Yes	10 (38%)
	No	12 (46%)
	Don't remember	1 (4%)

<b>Q6</b>	<b>On your most recent journey here, were you offered anything to eat or drink?</b>	
	My journey was less than two hours	3 (12%)
	Yes	16 (62%)
	No	6 (23%)
	Don't remember	1 (4%)
<b>Q7</b>	<b>On your most recent journey here, how did you feel you were treated by the escort staff?</b>	
	Very well	3 (12%)
	Well	12 (46%)
	Neither	8 (31%)
	Badly	1 (4%)
	Very badly	0 (0%)
	Don't remember	2 (8%)
<b>Q8</b>	<b>Before you arrived, from court or another establishment, were you told that you would be coming here? (Please tick all that apply to you.)</b>	
	Yes, someone told me	21 (81%)
	Yes, I received written information	2 (8%)
	No, I was not told anything	5 (19%)
	Don't remember	2 (8%)
<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>		
<b>Q1</b>	<b>How long were you in reception?</b>	
	Less than two hours	14 (52%)
	Two hours or longer	9 (33%)
	Don't remember	4 (15%)
<b>Q2</b>	<b>When you were searched, was this carried out in an understanding way?</b>	
	Yes	22 (81%)
	No	2 (7%)
	Don't remember	3 (11%)
<b>Q3</b>	<b>Overall, how well did you feel you were treated in reception?</b>	
	Very well	1 (4%)
	Well	13 (48%)
	Neither	8 (30%)
	Badly	2 (7%)
	Very badly	1 (4%)
	Don't remember	2 (7%)

<b>Q4</b>	<b>When you first arrived here, did staff ask if you needed help or support with any of the following things? (Please tick all that apply to you.)</b>	
	Not being able to smoke	5 (23%)
	Money worries	1 (5%)
	Loss of property	5 (23%)
	Feeling low/upset/needing someone to talk to	3 (14%)
	Housing problems	1 (5%)
	Health problems	8 (36%)
	Needing protection from other young people	3 (14%)
	Getting phone numbers	10 (45%)
	Letting family know where you were	12 (55%)
	Staff did not ask me about any of these	5 (23%)
<b>Q5</b>	<b>When you first arrived here, did you have any of the following problems? (Please tick all that apply to you.)</b>	
	Not being able to smoke	1 (5%)
	Money worries	1 (5%)
	Loss of property	2 (9%)
	Feeling low/upset/needing someone to talk to	2 (9%)
	Housing problems	1 (5%)
	Health problems	1 (5%)
	Needing protection from other young people	1 (5%)
	Getting phone numbers	5 (23%)
	Letting family know where you were	7 (32%)
	I did not have any problems	7 (32%)
<b>Q6</b>	<b>When you first arrived here, were you given any of the following? (Please tick all that apply to you.)</b>	
	A reception pack	15 (58%)
	The opportunity to have a shower	9 (35%)
	Something to eat	13 (50%)
	A free phone call to friends/family	14 (54%)
	Information about the PIN telephone system	11 (42%)
	Information about feeling low/upset	6 (23%)
	Don't remember	1 (4%)
	I was not given any of these	6 (23%)

<b>Q7</b>	<b>Within your first 24 hours here, did you have access to the following people or services? (Please tick all that apply to you.)</b>	
	Chaplain or religious leader	7 (30%)
	Peer support/peer mentor/Listener/Samaritans	3 (13%)
	The prison shop/canteen	4 (17%)
	Don't remember	6 (26%)
	I did not have access to any of these	8 (35%)
<b>Q8</b>	<b>Before you were locked up on your first night, were you seen by a member of health care staff?</b>	
	Yes	16 (64%)
	No	5 (20%)
	Don't remember	4 (16%)
<b>Q9</b>	<b>Did you feel safe on your first night at this establishment?</b>	
	Yes	21 (84%)
	No	2 (8%)
	Don't remember	2 (8%)
<b>Q10</b>	<b>Did the induction course cover everything you needed to know about the establishment?</b>	
	I have not been on an induction course	7 (29%)
	Yes	11 (46%)
	No	3 (13%)
	Don't remember	3 (13%)
<b>SECTION 5: DAILY LIFE AND RESPECT</b>		
<b>Q1</b>	<b>Can you normally have a shower every day if you want to?</b>	
	Yes	26 (96%)
	No	0 (0%)
	Don't know	1 (4%)
<b>Q2</b>	<b>Is your cell call bell normally answered within five minutes?</b>	
	Yes	11 (42%)
	No	5 (19%)
	Don't know	10 (38%)
<b>Q3</b>	<b>What is the food like here?</b>	
	Very good	0 (0%)
	Good	3 (11%)
	Neither	9 (33%)
	Bad	9 (33%)
	Very bad	6 (22%)

<b>Q4</b>	<b>Does the shop/canteen sell a wide enough variety of products?</b>			
	I have not bought anything yet			0 (0%)
	Yes			6 (22%)
	No			20 (74%)
	Don't know			1 (4%)
<b>Q5</b>	<b>How easy is it for you to attend religious services?</b>			
	I don't want to attend religious services			4 (15%)
	Very easy			9 (33%)
	Easy			5 (19%)
	Neither			2 (7%)
	Difficult			1 (4%)
	Very difficult			1 (4%)
	Don't know			5 (19%)
<b>Q6</b>	<b>Please answer the following questions about religion:</b>			
		Yes	No	Don't know/ Not applicable
	Do you feel your religious beliefs are respected?	16 (59%)	3 (11%)	8 (30%)
	Can you speak to a religious leader in private if you want to?	13 (52%)	3 (12%)	9 (36%)
<b>Q7</b>	<b>Please answer the following about staff here:</b>			
		Yes	No	
	Is there a member of staff you feel you can turn to for help if you have a problem?	17 (65%)	9 (35%)	
	Do most staff treat you with respect?	16 (70%)	7 (30%)	
<b>SECTION 6: HEALTH SERVICES</b>				
<b>Q1</b>	<b>Did you have a full health assessment the day after your arrival?</b>			
	Yes			16 (59%)
	No			6 (22%)
	Don't know			5 (19%)
<b>Q2</b>	<b>What do you think of the overall quality of the health care?</b>			
	I have not been to health care			1 (4%)
	Very good			4 (15%)
	Good			11 (41%)
	Neither			7 (26%)
	Bad			2 (7%)
	Very bad			2 (7%)

**Q3 Is it easy to see the following people if you need to?**

	Yes	No	Don't know
The doctor	15 (58%)	8 (31%)	3 (12%)
The nurse	22 (85%)	1 (4%)	3 (12%)
The dentist	4 (16%)	18 (72%)	3 (12%)
The optician	7 (27%)	9 (35%)	10 (38%)
The pharmacist	5 (20%)	9 (36%)	11 (44%)

**Q4 If you are taking medication, are you allowed to keep it in your cell?**

I am not taking any medication	9 (33%)
Yes	7 (26%)
No	6 (22%)
Don't know	5 (19%)

**Q5 Please answer the following questions about alcohol:**

	Yes	No
Did you have problems with alcohol when you first arrived here?	2 (7%)	25 (93%)
Have you received any help with alcohol problems in this prison?	0 (0%)	23 (100%)

**Q6 Please answer the following questions about drugs:**

	Yes	No
Did you have problems with drugs when you first arrived here?	3 (11%)	24 (89%)
Do you have problems with drugs now?	0 (0%)	27 (100%)
Have you received any help with drug problems in this prison?	3 (12%)	23 (88%)

**Q7 How easy is it to get illegal drugs here?**

Very easy	0 (0%)
Easy	0 (0%)
Neither	2 (7%)
Difficult	2 (7%)
Very difficult	3 (11%)
Don't know	20 (74%)

**Q8 Do you feel you have any emotional or mental health problems?**

Yes	2 (8%)
No	24 (92%)



<b>Q9</b>	<b>If you feel you have emotional or mental health problems, are you being helped by anyone here (for example; a psychologist, doctor, counsellor, personal officer or another member of prison staff)?</b>	
	I do not have any emotional or mental health problems	24 (89%)
	Yes	3 (11%)
	No	0 (0%)

## SECTION 7: APPLICATIONS AND COMPLAINTS

<b>Q1</b>	<b>Do you know how to make an application?</b>			
	Yes	25 (93%)		
	No	2 (7%)		
<b>Q2</b>	<b>Is it easy to make an application?</b>			
	Yes	23 (85%)		
	No	2 (7%)		
	Don't know	2 (7%)		
<b>Q3</b>	<b>Please answer the following questions about applications:</b>			
		I have not made an application	Yes	No
	Do you feel applications are sorted out fairly?	5 (20%)	15 (60%)	5 (20%)
	Do you feel applications are sorted out promptly (within seven days)?	5 (21%)	10 (42%)	9 (38%)
<b>Q4</b>	<b>Do you know how to make a complaint?</b>			
	Yes	25 (96%)		
	No	1 (4%)		
<b>Q5</b>	<b>Is it easy to make a complaint?</b>			
	Yes	16 (62%)		
	No	5 (19%)		
	Don't know	5 (19%)		
<b>Q6</b>	<b>Please answer the following questions about complaints:</b>			
		I have not made a complaint	Yes	No
	Do you feel complaints are sorted out fairly?	13 (52%)	4 (16%)	8 (32%)
	Do you feel complaints are sorted out promptly (within seven days)?	13 (50%)	6 (23%)	7 (27%)
<b>Q7</b>	<b>Have you ever been prevented from making a complaint when you wanted to?</b>			
	Yes	5 (20%)		
	No	20 (80%)		

**Q8** Can you speak to the following people when you need to?

	Yes	No	Don't know
A peer mentor/peer support/Listener	10 (40%)	6 (24%)	9 (36%)
A member of the IMB (Independent Monitoring Board)	9 (36%)	5 (20%)	11 (44%)
An advocate (an outside person to help you)	13 (52%)	4 (16%)	8 (32%)

## SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE

**Q1** What level of the rewards and sanctions scheme are you on?

Don't know what the rewards and sanctions scheme is	2 (8%)
Enhanced (top)	21 (81%)
Standard (middle)	3 (12%)
Basic (bottom)	0 (0%)
Don't know	0 (0%)

**Q2** Do you feel you have been treated fairly in your experience of the rewards and sanctions scheme?

Don't know what the rewards and sanctions scheme is	2 (8%)
Yes	15 (58%)
No	8 (31%)
Don't know	1 (4%)

**Q3** Do the different levels of the rewards and sanctions scheme encourage you to change your behaviour?

Don't know what the rewards and sanctions scheme is	2 (8%)
Yes	12 (48%)
No	9 (36%)
Don't know	2 (8%)

**Q4** Have you had a 'nicking' (adjudication) since you have been in this establishment?

Yes	13 (50%)
No	13 (50%)
Don't know	0 (0%)

**Q5** If you have had a 'nicking' (adjudication), was the process explained clearly to you?

I have not had an adjudication	13 (50%)
Yes	10 (38%)
No	3 (12%)

<b>Q6</b>	<b>If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?</b>		
	I have not been restrained		23 (92%)
	Once		1 (4%)
	Twice		0 (0%)
	Three times		1 (4%)
	More than three times		0 (0%)
<b>Q7</b>	<b>If you have spent a night in the care and separation unit (CSU), how were you treated by staff?</b>		
	I have not been to the care and separation unit		19 (73%)
	Very well		1 (4%)
	Well		3 (12%)
	Neither		1 (4%)
	Badly		2 (8%)
	Very badly		0 (0%)
<b>SECTION 9: SAFETY</b>			
<b>Q1</b>	<b>Have you ever felt unsafe in this establishment?</b>		
	Yes		4 (15%)
	No		23 (85%)
<b>Q2</b>	<b>If you have ever felt unsafe, in which areas of this establishment do you/have you ever felt unsafe? (Please tick all that apply to you.)</b>		
	Never felt unsafe	23 (85%)	At mealtimes 1 (4%)
	Everywhere	2 (7%)	At health care 0 (0%)
	Care and separation unit	1 (4%)	Visits area 1 (4%)
	Association areas	2 (7%)	In wing showers 0 (0%)
	Reception area	2 (7%)	In gym showers 2 (7%)
	At the gym	1 (4%)	In corridors/stairwells 2 (7%)
	In an exercise yard	1 (4%)	On your landing/wing 2 (7%)
	At work	2 (7%)	In your cell 1 (4%)
	At education	2 (7%)	Other, please specify
<b>Q3</b>	<b>Has another young person or group of young people victimised you in this establishment (e.g. insulted or assaulted you)?</b>		
	Yes		7 (29%)
	No	If No, go to question 6.	17 (71%)

<b>Q4</b>	<b>If yes, what did the incidents involve/what were they about? (Please tick all that apply to you.)</b>			
	Insulting remarks (about you, your family or friends)	3 (13%)	Because of drugs	2 (8%)
	Physical abuse (being hit, kicked or assaulted)	2 (8%)	Having your canteen/property taken	0 (0%)
	Sexual abuse	1 (4%)	Because you were new here	1 (4%)
	Because of your race or ethnic origin	0 (0%)	Because you are from a different part of the country	2 (8%)
	Because of your religious beliefs	2 (8%)	Because of gang related issues	1 (4%)
	Because you have a disability	0 (0%)	Because of my offence/crime	2 (8%)
<b>Q6</b>	<b>Has a member of staff or group of staff victimised you in this establishment (e.g. insulted or assaulted you)?</b>			
	Yes			6 (24%)
	No			19 (76%)
	If No, go to question 9.			
<b>Q7</b>	<b>If yes, what did the incidents involve/what were they about? (Please tick all that apply to you.)</b>			
	Insulting remarks (about you, your family or friends)	4 (16%)	Because of drugs	0 (0%)
	Physical abuse (being hit, kicked or assaulted)	0 (0%)	Having your canteen/property taken	1 (4%)
	Sexual abuse	0 (0%)	Because you were new here	0 (0%)
	Because of your race or ethnic origin	0 (0%)	Because you are from a different part of the country	2 (8%)
	Because of your religious beliefs	1 (4%)	Because of gang related issues	2 (8%)
	Because you have a disability	0 (0%)	Because of my offence/crime	0 (0%)
<b>Q9</b>	<b>If you were being victimised who would you tell?</b>			
	No one	5 (28%)	Teacher/education staff	1 (6%)
	Personal officer	7 (39%)	Gym staff	1 (6%)
	Wing officer	2 (11%)	Listener/Samaritan/Buddy	0 (0%)
	Chaplain	2 (11%)	Another young person here	5 (28%)
	Health care staff	0 (0%)	Family/friends	5 (28%)
<b>Q10</b>	<b>Do you think staff would take it seriously if you told them you had been victimised?</b>			
	Yes			10 (40%)
	No			6 (24%)
	Don't know			9 (36%)
<b>Q11</b>	<b>Is shouting through the windows a problem here?</b>			
	Yes			4 (15%)
	No			19 (73%)
	Don't know			3 (12%)

**Q12** Have staff checked on you personally in the last week to see how you are getting on?

Yes	13 (50%)
No	13 (50%)

## SECTION 10: ACTIVITIES

**Q1** How old were you when you were last at school?

14 or under	18 (69%)
15 or over	8 (31%)

**Q2** Please answer the following questions about school:

	Yes	No	Not applicable
Have you ever been excluded from school?	21 (81%)	4 (15%)	1 (4%)
Did you used to truant from school?	17 (71%)	5 (21%)	2 (8%)

**Q3** Do you CURRENTLY take part in any of the following activities? (Please tick all that apply to you.)

Education	23 (88%)
A job in this establishment	11 (42%)
Vocational or skills training	8 (31%)
Offending behaviour programmes	12 (46%)
I am not currently involved in any of these	0 (0%)

**Q4** If you have been involved in any of the following activities, in this establishment, do you think they will help you when you leave prison?

	Not been involved	Yes	No	Don't know
Education	0 (0%)	20 (77%)	4 (15%)	2 (8%)
A job in this establishment	3 (17%)	7 (39%)	5 (28%)	3 (17%)
Vocational or skills training	3 (16%)	13 (68%)	1 (5%)	2 (11%)
Offending behaviour programmes	1 (5%)	13 (62%)	4 (19%)	3 (14%)

**Q5** Do you usually have association every day

Yes	24 (96%)
No	1 (4%)
Don't know	0 (0%)

**Q6** How many times do you usually go to the gym each week?

Don't want to go	3 (12%)
None	1 (4%)
One to two times	9 (35%)
Three to five times	11 (42%)
More than five times	1 (4%)
Don't know	1 (4%)

<b>Q7</b>	<b>Can you usually go outside for exercise every day?</b>	
	Don't want to go	1 (4%)
	Yes	25 (93%)
	No	1 (4%)
	Don't know	0 (0%)

## SECTION 11: FAMILY AND FRIENDS

<b>Q1</b>	<b>Are you able to use the telephone every day, if you want to?</b>	
	Yes	23 (92%)
	No	2 (8%)
	Don't know	0 (0%)
<b>Q2</b>	<b>Have you had any problems with sending or receiving mail (letters or parcels)?</b>	
	Yes	8 (33%)
	No	16 (67%)
	Don't know	0 (0%)
<b>Q3</b>	<b>How easy is it for your family and friends to visit you here?</b>	
	Very easy	1 (4%)
	Easy	7 (28%)
	Neither	3 (12%)
	Difficult	7 (28%)
	Very difficult	4 (16%)
	Don't know	3 (12%)
<b>Q4</b>	<b>How many visits do you usually have each week, from family or friends?</b>	
	Not been here a week yet	1 (4%)
	I don't get visits	4 (16%)
	Less than one a week	11 (44%)
	About one a week	4 (16%)
	More than one a week	3 (12%)
	Don't know	2 (8%)
<b>Q5</b>	<b>Do your visits usually start on time?</b>	
	I don't get visits	4 (17%)
	Yes	12 (50%)
	No	3 (13%)
	Don't know	5 (21%)

<b>Q6</b>	<b>How are you and your family/friends usually treated by visits staff?</b>	
	I don't get visits	4 (17%)
	Very well	2 (8%)
	Well	11 (46%)
	Neither	4 (17%)
	Badly	0 (0%)
	Very badly	0 (0%)
	Don't know	3 (13%)

## SECTION 12: PREPARATION FOR RELEASE

<b>Q1</b>	<b>When did you first meet your personal officer?</b>				
	I still have not met him/her			3 (12%)	
	In your first week			17 (65%)	
	After your first week			1 (4%)	
	Don't remember			5 (19%)	
<b>Q2</b>	<b>How often do you see your personal officer?</b>				
	I still have not met him/her			3 (12%)	
	At least once a week			14 (56%)	
	Less than once a week			8 (32%)	
<b>Q3</b>	<b>Do you feel your personal officer has helped you?</b>				
	I still have not met him/her			3 (12%)	
	Yes			14 (56%)	
	No			8 (32%)	
<b>Q4</b>	<b>Do you have a training plan, sentence plan or remand plan?</b>				
	Yes			14 (52%)	
	No			8 (30%)	
	Don't know			5 (19%)	
<b>Q5</b>	<b>Please answer the following questions about training plans, sentence plans or remand plans:</b>				
		I don't have a plan	Yes	No	Don't know
	Were you involved in the development of your plan?	8 (30%)	7 (26%)	4 (15%)	8 (30%)
	Do you understand the targets that have been set in your plan?	8 (30%)	11 (41%)	2 (7%)	6 (22%)
<b>Q6</b>	<b>Has your YOT worker been in touch since you arrived at this establishment?</b>				
	Yes			25 (96%)	
	No			1 (4%)	

<b>Q7</b>	<b>Do you know how to get in touch with your YOT worker?</b>		
	Yes	20 (80%)	
	No	5 (20%)	
<b>Q8</b>	<b>Please answer the following questions about your release:</b>		
		Yes	No
	Have you had a say in what will happen to you when you are released?	10 (38%)	13 (50%)
	Are you planning on going to school or college after release?	15 (58%)	7 (27%)
	Do you have a job to go to on release?	4 (16%)	13 (52%)
<b>Q9</b>	<b>Do you know who to contact for help with any of the following problems, before your release? (Please tick all that apply to you.)</b>		
	Finding accommodation	12 (55%)	
	Getting into school or college	13 (59%)	
	Getting a job	14 (64%)	
	Help with money/finances	10 (45%)	
	Help with claiming benefits	10 (45%)	
	Continuing health services	11 (50%)	
	Opening a bank account	9 (41%)	
	Avoiding bad relationships	12 (55%)	
	I don't know who to contact	5 (23%)	
<b>Q10</b>	<b>Do you think you will have a problem with any of the following things, when you are released? (Please tick all that apply to you.)</b>		
	Finding accommodation	4 (17%)	
	Getting into school or college	5 (21%)	
	Getting a job	13 (54%)	
	Money/finances	5 (21%)	
	Claiming benefits	3 (13%)	
	Continuing health services	1 (4%)	
	Opening a bank account	4 (17%)	
	Avoiding bad relationships	2 (8%)	
	I won't have any problems	8 (33%)	



**Q11** What is most likely to stop you offending in the future? (Please tick all that apply to you.)

Not sentenced	1 (5%)	Having a mentor (someone you can ask for advice)	3 (14%)
Nothing, it is up to me	3 (14%)	Having a YOT worker or social worker that I get on with	4 (19%)
Making new friends outside	6 (29%)	Having children	4 (19%)
Going back to live with my family	8 (38%)	Having something to do that isn't crime	6 (29%)
Getting a place of my own	9 (43%)	This sentence	8 (38%)
Getting a job	14 (67%)	Getting into school/college	6 (29%)
Having a partner (girlfriend or boyfriend)	6 (29%)	Talking about my offending behaviour with staff	0 (0%)
Staying off alcohol/drugs	9 (43%)	Anything else	2 (10%)

**Q12** Do you want to stop offending?

Not sentenced	1 (4%)
Yes	21 (88%)
No	0 (0%)
Don't know	2 (8%)

**Q13** Have you done anything, or has anything happened to you in this establishment, that you think will make you less likely to offend in the future?

Not sentenced	1 (4%)
Yes	13 (57%)
No	9 (39%)