

HM Young Offender Institution

HMY01 Warren Hill and Carlford Unit



Survey summaries

17-18 August 2009





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 17 August 2009, the population of young people at HMYOI Warren Hill was 159. Questionnaires were offered to 110 young people. The population of young people at the Carlford Unit was 29 and a questionnaire was offered to each young person.

Completion of the questionnaire was voluntary. Refusals were noted and no attempts were made to replace them.

Interviews were carried out with any respondents with literacy difficulties. In total, three respondents were interviewed at Warren Hill. No young people required interviews at the Carlford Unit.

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

At Warren Hill, 104 respondents completed and returned their questionnaires. This represented 65% of children and young people in the establishment at the time. The response rate from the sample was 95%. One respondent refused to complete a questionnaire, three questionnaires were not returned and two were returned blank.

In the Carlford Unit, 27 respondents completed and returned their questionnaires. This represented 93% of children and young people in the unit at the time. Two respondents refused to complete the questionnaire.

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 the Warren Hill and Carlford Unit surveys 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 16 male establishments since 2003.

Also included are statistically significant differences between the responses of young people surveyed at HMYOI Warren Hill and Carlford Unit in 2008 and the responses in the 2009 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.

An additional document shows significant differences between the 2009 Warren Hill and Carlford Unit survey responses of young people from black and minority ethnic backgrounds and young people from white backgrounds; and significant differences between Muslim and non-Muslim young people.

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 2009

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.

Key to tables		HMYOI Warren Hill 2009	Young people's comparator	HMYOI Warren Hill 2009	HMYOI Warren Hill 2008
	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		104	1138	104	79
SECTION 1: ABOUT YOU					
1.1	Are you 18 years of age?	11%	9%	11%	3%
1.2	Are you a foreign national?	5%	2%	5%	
1.3	Is English your first language?	93%	93%	93%	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)?	30%	32%	30%	39%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	8%		8%	
1.6	Are you Muslim?	10%	9%	10%	
1.7	Do you have any children?	8%	12%	8%	9%
SECTION 2: ABOUT YOUR SENTENCE					
2.2	Are you sentenced?	80%	78%	80%	81%
2.3	Is your sentence 12 months or less?	44%	37%	44%	52%
2.4	Do you have less than six months to serve?	56%	53%	56%	63%
2.5	Have you been in this prison less than a month?	19%	22%	19%	17%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre before?	30%	43%	30%	47%
2.7	Have you been to any other YOI during this sentence?	22%	28%	22%	24%
SECTION 3: COURTS, TRANSFERS AND ESCORTS					
For your most recent journey, either to or from court or between prisons, we want to know:					
3.1	Was the van clean?	53%	46%	53%	58%
3.2	Was the van comfortable?	9%	11%	9%	3%
3.3	Did you feel safe?	82%	76%	82%	80%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	25%	32%	25%	
3.5	Did you spend more than four hours in the van?	7%	6%	7%	8%

For those who spent two or more hours in the escort van:					
3.6	Were you offered a toilet break if you needed it?	20%	18%	20%	18%
3.7	Were you offered anything to eat or drink?	54%	34%	54%	
3.8	Were you treated well/very well by the escort staff?	62%	60%	62%	60%
3.9	Did someone tell you where you were going when you left court?	82%	80%	82%	
3.10	Did you receive written information about where you were going when you left court?	3%	4%	3%	
SECTION 4: YOUR FIRST FEW DAYS HERE					
4.1	Were you in reception for less than two hours?	82%	78%	82%	89%
4.2	Were you seen by a member of healthcare staff in reception?	91%	88%	91%	81%
4.3	When you were searched was this carried out in an understanding way?	90%	81%	90%	86%
4.4	Were you treated well/very well in reception?	80%	69%	80%	69%
When you first arrived, did staff ask if you needed help or support with any of the following:					
4.5a	Not being able to smoke?	57%	64%	57%	
4.5b	Loss of property?	28%	23%	28%	
4.5c	Housing problems?	28%	19%	28%	
4.5d	Needing protection from other young people?	30%	22%	30%	
4.5e	Letting family know where you are?	64%	58%	64%	
4.5f	Money worries?	21%	17%	21%	
4.5g	Feeling low/upset/needing someone to talk to?	41%	45%	41%	
4.5h	Health problems?	56%	53%	56%	
4.5i	Getting phone numbers?	53%	41%	53%	
4.6	Did you have any problems when you first arrived?	68%	74%	68%	80%
When you first arrived, did you have problems with any of the following:					
4.6a	Not being able to smoke?	46%	45%	46%	48%
4.6b	Loss of property?	7%	10%	7%	5%
4.6c	Housing problems?	15%	11%	15%	22%
4.6d	Needing protection from other young people?	4%	5%	4%	5%
4.6e	Letting family know where you are?	17%	20%	17%	22%
4.6f	Money worries?	8%	16%	8%	30%
4.6g	Feeling low/upset/needing someone to talk to?	15%	19%	15%	28%
4.6h	Health problems?	10%	11%	10%	5%
4.6i	Getting phone numbers?	25%	25%	25%	

When you first arrived, were you given any of the following:					
4.7a	A reception pack?	84%	80%	84%	
4.7b	The opportunity to have a shower?	31%	25%	31%	
4.7c	Something to eat?	92%	82%	92%	
4.7d	A free phone call to friends/family?	91%	83%	91%	88%
4.7e	Information about the PIN telephone system?	60%	61%	60%	
4.7f	Information about feeling low/upset?	45%	36%	45%	
Within your first 24 hours, did you have access to the following people or services:					
4.8a	The chaplain or religious leader?	55%	41%	55%	47%
4.8b	Someone from healthcare?	79%	55%	79%	65%
4.8c	A peer mentor, Listener or the Samaritans?	23%	15%	23%	14%
4.8d	Did you have access to the prison shop/canteen?	14%	16%	14%	14%
4.9	Did you feel safe on your first night here?	83%	83%	83%	81%
For those who had an induction:					
4.10	Did you go on an induction course within your first week?	85%	75%	85%	96%
4.11	Did the induction course cover everything you needed to know about the establishment?	78%	67%	78%	69%
SECTION 5: DAILY LIFE HERE					
5.1	Can you normally have a shower every day if you want to?	92%	56%	92%	96%
5.2	Is your cell call bell normally answered within five minutes?	20%	31%	20%	20%
5.3	Do you find the food here good/very good?	12%	22%	12%	12%
5.4	Does the shop/canteen sell a wide enough variety of products?	62%	38%	62%	37%
5.5	Is it easy/very easy for you to attend religious services?	75%	55%	75%	60%
5.6a	Do you feel your religious beliefs are respected?	54%	49%	54%	
5.6b	Can you speak to a religious leader in private if you want to?	67%	65%	67%	
5.7a	Is there a member of staff you can turn to with a problem?	82%	71%	82%	
5.7b	Do most staff treat you with respect?	79%	71%	79%	77%
SECTION 6: HEALTH SERVICES					
6.1	Do you think the overall quality of the healthcare is good/very good?	60%	59%	60%	52%
6.2a	Is it easy for you to see the doctor?	52%	48%	52%	48%
6.2b	Is it easy for you to see the nurse?	73%	69%	73%	70%
6.2c	Is it easy for you to see the dentist?	19%	27%	19%	22%
6.2d	Is it easy for you to see the optician?	18%	21%	18%	19%
6.2e	Is it easy for you to see the pharmacist?	28%	27%	28%	

For those on medication:					
6.3	Have you had any problems getting your medication?	20%	34%	20%	11%
6.4a	Did you have any problems with alcohol when you first arrived?	19%	15%	19%	12%
6.4b	Do you have any problems with alcohol now?	4%	5%	4%	
6.4c	Have you received any help with any alcohol problems here?	25%	18%	25%	24%
6.5a	Did you have any problems with drugs when you first arrived?	42%	25%	42%	20%
6.5b	Do you have any problems with drugs now?	6%	10%	6%	
6.5c	Have you received any help with any drug problems here?	41%	29%	41%	47%
6.6	Is it easy/very easy to get illegal drugs here?	15%	26%	15%	
6.7	Do you feel you have any emotional or mental health problems?	17%	29%	17%	
If you feel you have emotional or mental health problems, are you being helped by any of the following:					
6.8a	Do not have any/not getting any help	54%	33%	54%	
6.8b	Doctor?	8%	26%	8%	
6.8c	Nurse?	8%	29%	8%	
6.8d	Psychiatrist/psychologist?	31%	30%	31%	
6.8e	Counsellor?	31%	15%	31%	
SECTION 7: APPLICATIONS AND COMPLAINTS					
7.1	Do you know how to make an application?	94%	88%	94%	
7.2	Is it easy to make an application?	90%	80%	90%	
For those who have made an application:					
7.3a	Do you feel applications are sorted out fairly?	73%	68%	73%	
7.3b	Do you feel applications are sorted out promptly (within seven days)?	60%	58%	60%	
7.4	Do you know how to make a complaint?	93%	78%	93%	89%
7.5	Is it easy to make a complaint?	84%	72%	84%	
For those who have made a complaint:					
7.6a	Do you feel complaints are sorted out fairly?	49%	36%	49%	37%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	51%	44%	51%	
7.6c	Have you ever been encouraged to withdraw a complaint?	20%	25%	20%	17%
Can you speak to the following people when you need to:					
7.7a	A peer mentor or Listener?	45%	37%	45%	
7.7b	A member of the IMB (Independent Monitoring Board)	52%	29%	52%	
7.7c	An advocate (an outside person to help you)	41%	40%	41%	34%

SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE					
8.1	Are you on the enhanced (top) level of the reward scheme?	35%	26%	35%	26%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	63%	57%	63%	50%
8.3	Do the different levels make you change your behaviour?	58%	59%	58%	69%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	55%	58%	55%	65%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	94%	89%	94%	
8.6	Have you been physically restrained (C and R) since you have been here?	35%	27%	35%	38%
For those who had spent a night in the segregation/care and separation unit:					
8.7	Did the staff treat you well/very well?	26%	43%	26%	31%
SECTION 9: SAFETY					
9.1	Have you ever felt unsafe in this prison?	34%	29%	34%	40%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	31%	24%	31%	36%
If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4a	Insulting remarks?	15%	13%	15%	18%
9.4b	Physical abuse?	12%	9%	12%	14%
9.4c	Sexual abuse?	0%	1%	0%	0%
9.4d	Racial or ethnic abuse?	1%	4%	1%	3%
9.4e	Your religious beliefs?	1%	2%	1%	
9.4f	Your disability?	2%	2%	2%	
9.4g	Drugs?	4%	2%	4%	1%
9.4h	Having your canteen/property taken?	10%	3%	10%	14%
9.4i	Because you were new here?	13%	6%	13%	20%
9.4j	Being from a different part of the country than others?	4%	5%	4%	9%
9.4k	Gang related issues?	6%	7%	6%	
9.4l	Your offence/crime?	2%	3%	2%	
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	17%	20%	17%	27%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:					
9.5a	Insulting remarks?	12%	11%	12%	20%
9.5b	Physical abuse?	4%	4%	4%	0%
9.5c	Sexual abuse?	1%	1%	1%	1%
9.5d	Racial or ethnic abuse?	2%	3%	2%	7%
9.5e	Your religious beliefs?	2%	1%	2%	

9.5f	Your disability?	1%	1%	1%	
9.5g	Drugs?	1%	1%	1%	0%
9.5h	Having your canteen/property taken?	4%	2%	4%	3%
9.5i	Because you were new here?	2%	3%	2%	4%
9.5j	Being from a different part of the country than others?	1%	2%	1%	1%
9.5k	Gang related issues?	1%	2%	1%	
9.5l	Your offence/crime?	2%	3%	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?	60%	62%	60%	51%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	46%	38%	46%	38%
9.11	Is shouting through the windows a problem here?	44%	39%	44%	
9.12	Have staff checked on you personally in the last week to see how you are getting on?	42%	35%	42%	48%
SECTION 10: ACTIVITIES					
10.1	Were you 14 or younger when you were last at school?	50%	39%	50%	44%
10.2a	Have you ever been excluded from school?	96%	88%	96%	91%
10.2b	Have you ever truanted from school?	82%	69%	82%	77%
Do you currently take part in any of the following:					
10.3a	Education?	84%	77%	84%	92%
10.3b	A job in this establishment?	19%	27%	19%	19%
10.3c	Vocational or skills training?	35%	41%	35%	50%
10.3d	Offending behaviour programmes?	18%	26%	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?	78%	74%	78%	
10.4b	A job in this establishment?	56%	69%	56%	
10.4c	Vocational or skills training?	70%	70%	70%	
10.4d	Offending behaviour programmes?	54%	63%	54%	
10.5	Do you usually have association every day?	92%	45%	92%	74%
10.6	Do you go to the gym more than five times each week?	6%	8%	6%	1%
10.7	Can you usually go outside for exercise every day?	30%	23%	30%	11%

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS					
11.1	Are you able to use the telephone every day?	86%	50%	86%	78%
11.2	Have you had any problems with sending or receiving letters or parcels?	42%	32%	42%	29%
11.3	Is it easy/very easy for your family and friends to visit you here?	43%	42%	43%	23%
11.4	Have you had two or more visits in the last month?	36%	48%	36%	39%
11.5	Do your visits start on time?	38%	45%	38%	
11.6	Are you and your visitors treated well/very well by visits staff?	49%	54%	49%	51%
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?	55%	50%	55%	33%
12.2	Do you see your personal officer at least once a week?	83%	63%	83%	
12.3	Do you feel your personal officer has helped you?	77%	60%	77%	60%
12.4	Do you have a training plan?	62%	47%	62%	
For those with a training plan:					
12.5a	Were you involved in the development of your training plan?	70%	55%	70%	
12.5b	Do you understand the targets set in your training plan?	83%	73%	83%	
12.5c	Can you see your training plan when you want to?	46%	38%	46%	30%
12.6	Has your YOT worker been in touch since you arrived here?	85%	83%	85%	
12.7	Do you know how to get in touch with your YOT worker?	76%	60%	76%	
Please answer the following about your preparation for release:					
12.8a	Have you had a say in what will happen to you when you are released?	51%	42%	51%	53%
12.8b	Are you going to school or college on release?	69%	50%	69%	51%
12.8c	Do you have a job to go to on release?	16%	24%	16%	12%
Do you know who to contact for help with the following in preparation for your release:					
12.9a	Finding accommodation	52%	44%	52%	
12.9b	Getting into school or college	69%	56%	69%	
12.9c	Getting a job	54%	55%	54%	
12.9d	Help with money/finances	38%	42%	38%	
12.9e	Help with claiming benefits	40%	38%	40%	
12.9f	Continuing health services	30%	31%	30%	
12.9g	Opening a bank account	46%	40%	46%	
12.9h	Avoiding bad relationships	29%	30%	29%	

Do you think you will have a problem with the following, when you are released:					
12.10a	Finding accommodation?	32%	23%	32%	
12.10b	Getting into school or college?	27%	26%	27%	
12.10c	Getting a job?	50%	48%	50%	
12.10d	Help with money/finances?	32%	33%	32%	
12.10e	Help with claiming benefits?	24%	24%	24%	
12.10f	Continuing health services?	9%	11%	9%	
12.10g	Opening a bank account?	5%	14%	5%	
12.10h	Avoiding bad relationships?	22%	19%	22%	
12.11	Is there anything you would still like help with before you are released?	31%	38%	31%	47%
For those who were sentenced:					
12.13	Do you want to stop offending?	88%	91%	88%	93%
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?	54%	51%	54%	52%

Summary of survey results: HMYOI Warren Hill 2009

SECTION 1: ABOUT YOU

Q1	How old are you?	
	15	12%
	16	19%
	17	59%
	18	11%
Q2	Are you a British citizen?	
	Yes	95%
	No	5%
Q3	Is English your first language?	
	Yes	93%
	No	7%
Q4	What is your ethnic origin?	
	White - British	64%
	White - Irish	1%
	White - other	5%
	Black or black British - Caribbean	13%
	Black or black British - African	5%
	Black or black British - other	1%
	Asian or Asian British - Indian	0%
	Asian or Asian British - Pakistani	1%
	Asian or Asian British - Bangladeshi	0%
	Asian or Asian British - other	1%
	Mixed race - white and black Caribbean	4%
	Mixed race - white and black African	2%
	Mixed race - white and Asian	0%
	Mixed race - other	1%
	Chinese	0%
	Other ethnic group	2%

Q5	Do you consider yourself to be Gypsy/Romany/Traveller?	
	Yes	8%
	No	92%
Q6	What is your religion?	
	None	50%
	Church of England	16%
	Catholic	14%
	Protestant	2%
	Other Christian denomination	8%
	Buddhist	1%
	Hindu	0%
	Jewish	0%
	Muslim	10%
	Sikh	0%
Q7	Do you have any children?	
	Yes	8%
	No	92%
SECTION 2: ABOUT YOUR SENTENCE		
Q2	Are you sentenced?	
	Yes	80%
	No – unsentenced/on remand	20%
Q3	What is the length of your sentence?	
	Not sentenced	20%
	Four months	13%
	Six months	5%
	Eight months	6%
	12 months	19%
	18 months	5%
	Two years	11%
	Two to four years	7%
	Four years or more	11%
	Indeterminate sentence for public protection (ISSP/DPP)	2%

Q4	Approximately, how long do you have left to serve (if you are serving life, please use the date of your next parole board)?	
	Not sentenced	22%
	Less than two months	39%
	Two to six months	17%
	Six months to one year	13%
	One year or more	10%
Q5	How long have you been in this establishment?	
	Less than one month	19%
	One to six months	52%
	Six to 12 months	16%
	One to two years	12%
	Two years or more	1%
Q6	How many times have you been in a YOI, secure children's home or secure training centre before?	
	None	30%
	Once	27%
	Two to five	37%
	More than five	5%
Q7	Have you been to any other YOI during this sentence?	
	None	78%
	One	15%
	Two	3%
	Three	2%
	More than three	2%

SECTION 3: COURTS, TRANSFERS AND ESCORTS

Q1	On your most recent journey, was the van clean?	
	Yes	53%
	No	31%
	Don't remember	15%
	Not applicable	1%
Q2	On your most recent journey, was the van comfortable?	
	Yes	9%
	No	87%
	Don't remember	2%
	Not applicable	2%

Q3	Did you feel safe on your most recent journey?	
	Yes	82%
	No	16%
	Don't remember	2%
Q4	On your most recent journey, were there any adults (over 18), or any young people of a different gender, travelling with you?	
	Yes	25%
	No	61%
	Don't remember	14%
Q5	On your most recent journey, how long did you spend in the van?	
	Less than one hour	5%
	One to two hours	28%
	Two to four hours	57%
	More than four hours	7%
	Don't remember	3%
Q6	On your most recent journey, were you offered a toilet break if you needed it?	
	My journey was less than two hours	33%
	Yes	13%
	No	50%
	Don't remember	4%
Q7	On your most recent journey, were you offered anything to eat or drink?	
	My journey was less than two hours	34%
	Yes	36%
	No	28%
	Don't remember	2%
Q8	On your most recent journey, how did you feel you were treated by the escort staff?	
	Very well	14%
	Well	48%
	Neither	25%
	Badly	4%
	Very badly	2%
	Don't remember	7%
Q9	When you left court or were transferred from another establishment, were you told that you would be coming to this establishment? (Please tick all that apply to you.)	
	Yes, someone told me	82%
	Yes, I received written information	3%

	No, I was not told anything	11%
	Don't remember	5%

SECTION 4: YOUR FIRST FEW DAYS HERE

Q1	How long were you in reception?	
	Less than two hours	82%
	Two hours or longer	6%
	Don't remember	11%
Q2	Were you seen by a member of healthcare staff in reception?	
	Yes	91%
	No	5%
	Don't remember	4%
Q3	When you were searched, was this carried out in an understanding way?	
	Yes	90%
	No	7%
	Don't remember	3%
Q4	Overall, how well did you feel you were treated in reception?	
	Very well	16%
	Well	64%
	Neither	14%
	Badly	3%
	Very badly	0%
	Don't remember	3%
Q5	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.)	
	Not being able to smoke	57%
	Money worries	20%
	Loss of property	28%
	Feeling low/upset/needing someone to talk to	41%
	Housing problems	28%
	Health problems	56%
	Needing protection from other young people	30%
	Getting phone numbers	53%
	Letting family know where you are	64%
	Staff did not ask me about any of these	9%

Q6	When you first arrived here, did you have any of the following problems? (Please tick all that apply to you.)	
	Not being able to smoke	45%
	Money worries	8%
	Loss of property	7%
	Feeling low/upset/needing someone to talk to	15%
	Housing problems	15%
	Health problems	10%
	Needing protection from other young people	3%
	Getting phone numbers	25%
	Letting family know where you are	17%
	I did not have any problems	32%
Q7	When you first arrived here, were you given any of the following? (Please tick all that apply to you.)	
	A reception pack	84%
	The opportunity to have a shower	32%
	Something to eat	92%
	A free phone call to friends/family	91%
	Information about the PIN telephone system	60%
	Information about feeling low/upset	45%
	Don't remember	3%
	I was not given any of these	1%
Q8	Within your first 24 hours here, did you have access to the following people or services? (Please tick all that apply to you.)	
	Chaplain or religious leader	55%
	Someone from healthcare	79%
	Peer support/peer mentor/Listener/Samaritans	23%
	The prison shop/canteen	15%
	Don't remember	7%
	I did not have access to any of these	8%
Q9	Did you feel safe on your first night at this establishment?	
	Yes	83%
	No	13%
	Don't remember	4%
Q10	How soon after your arrival did you go on an induction course?	
	I have not been on an induction course	18%

	Within the first week	69%
	More than a week	5%
	Don't remember	7%
Q11	Did the induction course cover everything you needed to know about the establishment?	
	I have not been on an induction course	19%
	Yes	64%
	No	10%
	Don't remember	7%

SECTION 5: DAILY LIFE AND RESPECT

Q1	Can you normally have a shower every day if you want to?	
	Yes	92%
	No	7%
	Don't know	1%
Q2	Is your cell call bell normally answered within five minutes?	
	Yes	20%
	No	67%
	Don't know	13%
Q3	What is the food like here?	
	Very good	2%
	Good	10%
	Neither	35%
	Bad	36%
	Very bad	16%
Q4	Does the shop/canteen sell a wide enough variety of products?	
	I have not bought anything yet	3%
	Yes	62%
	No	32%
	Don't know	3%
Q5	How easy is it for you to attend religious services?	
	I don't want to attend religious services	19%
	Very easy	41%
	Easy	34%
	Neither	3%
	Difficult	0%
	Very difficult	0%
	Don't know	3%

Q6 Please answer the following questions about religion:

	Yes	No	Don't know/ not applicable
Do you feel your religious beliefs are respected?	54%	8%	38%
Can you speak to a religious leader in private if you want to?	67%	0%	33%

Q7 Please answer the following about staff here:

	Yes	No
Is there a member of staff you feel you can turn to for help if you have a problem?	82%	18%
Do most staff treat you with respect?	80%	20%

SECTION 6: HEALTH SERVICES

Q1 What do you think of the overall quality of the healthcare?

I have not been to healthcare	9%
Very good	19%
Good	40%
Neither	16%
Bad	13%
Very bad	2%

Q2 Is it easy to see the following people if you need to?

	Yes	No	Don't know
The doctor	52%	26%	22%
The nurse	73%	16%	10%
The dentist	19%	55%	26%
The optician	18%	41%	40%
The pharmacist	28%	25%	46%

Q3 Have you had any problems getting your medication?

I am not taking any medication	58%
Yes	8%
No	33%

Q4 Please answer the following about alcohol:

	Yes	No
Did you have problems with alcohol when you first arrived here?	19%	81%
Do you have problems with alcohol now?	3%	97%
Have you received any help with alcohol problems in this prison?	25%	75%

Q5 Please answer the following about drugs:

	Yes	No
Did you have problems with drugs when you first arrived here?	42%	58%
Do you have problems with drugs now?	5%	95%
Have you received any help with drugs problems in this prison?	41%	59%

Q6 How easy is it to get illegal drugs here?

Very easy	8%
Easy	8%
Neither	5%
Difficult	6%
Very difficult	15%
Don't know	58%

Q7 Do you feel you have any emotional or mental health problems?

Yes	17%
No	83%

Q8 If you have emotional or mental health problems, are you being helped by any of the following people?

I do not have any/I am not getting any help	92%
Doctor	1%
Nurse	1%
Psychiatrist/psychologist	5%
Counsellor	5%
Other	2%

SECTION 7: APPLICATIONS AND COMPLAINTS

Q1 Do you know how to make an application?

Yes	94%
No	6%

Q2 Is it easy to make an application?

Yes	90%
No	2%
Don't know	8%

Q3 Please answer the following about applications:

	I have not made an application	Yes	No
Do you feel applications are sorted out fairly?	20%	58%	22%
Do you feel applications are sorted out promptly (within seven days)?	21%	47%	32%

Q4 Do you know how to make a complaint?

Yes	93%
No	7%

Q5 Is it easy to make a complaint?

Yes	84%
No	0%
Don't know	16%

Q6 Please answer the following about complaints:

	I have not made a complaint	Yes	No
Do you feel complaints are sorted out fairly?	33%	33%	35%
Do you feel complaints are sorted out promptly (within seven days)?	33%	34%	33%
Have you ever been encouraged to withdraw a complaint?	33%	13%	54%

Q7 Can you speak to the following people when you need to?

	Yes	No	Don't know
A peer mentor/peer support/Listener	45%	9%	46%
A member of the IMB (Independent Monitoring Board)	52%	8%	40%
An advocate (an outside person to help you)	41%	10%	49%

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	6%
Enhanced (top)	35%
Standard (middle)	50%
Basic (bottom)	4%
Don't know	4%

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	6%
Yes	63%
No	21%
Don't know	10%

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	6%
	Yes	59%
	No	28%
	Don't know	7%
Q4	Have you had a 'nicking' (adjudication) since you have been in this establishment?	
	Yes	55%
	No	45%
	Don't know	0%
Q5	If you have had a 'nicking' (adjudication), was the process explained clearly to you?	
	I have not had an adjudication	46%
	Yes	51%
	No	3%
Q6	If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?	
	I have not been restrained	65%
	Once	15%
	Twice	4%
	Three times	5%
	More than three times	11%
Q7	If you have spent a night in the segregation/care and separation unit, how were you treated by staff?	
	I have not been to the segregation unit	68%
	Very well	3%
	Well	5%
	Neither	14%
	Badly	4%
	Very badly	5%
SECTION 9: SAFETY		
Q1	Have you ever felt unsafe in this establishment?	
	Yes	34%
	No	66%

Q2 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.)

Never felt unsafe	71%	At meal times	6%
Everywhere	7%	At healthcare	3%
Segregation unit	3%	Visits' area	3%
Association areas	11%	In wing showers	18%
Reception area	3%	In gym showers	17%
At the gym	15%	In corridors/stairwells	7%
In an exercise yard	6%	On your landing/wing	9%
At work	3%	In your cell	3%
At education	12%		

Q3 Has another young person or group of young people victimised you in this establishment (e.g. insulted or assaulted you)?

Yes	31%
No	69%

Q4 If yes, what did the incident(s) involve/what were they about? (Please tick all that apply to you.)

Insulting remarks (about you, your family or friends)	15%	Because of drugs	4%
Physical abuse (being hit, kicked or assaulted)	12%	Having your canteen/property taken	10%
Sexual abuse	0%	Because you were new here	13%
Because of your race or ethnic origin	1%	Because you are from a different part of the country	3%
Because of your religious beliefs	1%	Because of gang related issues	5%
Because you have a disability	2%	Because of my offence/crime	2%

Q6 Has a member of staff or group of staff victimised you in this establishment (e.g. insulted or assaulted you)?

Yes	17%
No	83%

Q7 If yes, what did the incident(s) involve/what were they about? (Please tick all that apply to you.)

Insulting remarks (about you, your family or friends)	12%	Because of drugs	1%
Physical abuse (being hit, kicked or assaulted)	4%	Having your canteen/property taken	3%
Sexual abuse	1%	Because you were new here	2%
Because of your race or ethnic origin	2%	Because you are from a different part of the country	1%
Because of your religious beliefs	2%	Because of gang related issues	1%
Because you have a disability	1%	Because of my offence/crime	2%

Q9	If you were being victimised who would you tell?			
	No one	40%	Teacher/education staff	6%
	Personal officer	31%	Gym staff	5%
	Wing officer	19%	Listener/Samaritans/Buddy	11%
	Chaplain	11%	Another young person here	20%
	Healthcare staff	4%	Family/friends	32%
Q10	Do you think staff would take it seriously if you told them you had been victimised?			
	Yes			46%
	No			28%
	Don't know			27%
Q11	Is shouting through the windows a problem here?			
	Yes			45%
	No			51%
	Don't know			4%
Q12	Have staff checked on you personally in the last week to see how you are getting on?			
	Yes			42%
	No			58%
SECTION 10: ACTIVITIES				
Q1	How old were you when you were last at school?			
	14 or under			50%
	15 or over			50%
Q2	Please answer the following questions about school:			
		Yes	No	Not applicable
	Have you ever been excluded from school?	96%	3%	1%
	Did you used to truant from school?	82%	16%	2%
Q3	Do you currently take part in any of the following activities? (Please tick all that apply to you.)			
	Education			84%
	A job in this establishment			19%
	Vocational or skills training			35%
	Offending behaviour programmes			18%
	I am not currently involved in any of these			10%

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	2%	77%	9%	12%
A job in this establishment	26%	41%	19%	14%
Vocational or skills training	20%	57%	11%	13%
Offending behaviour programmes	29%	38%	19%	13%

Q5 Do you usually have association every day?

Yes	92%
No	5%
Don't know	2%

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

Don't want to go	11%
None	3%
One to two times	54%
Three to five times	22%
More than five times	6%
Don't know	4%

Q7 Can you usually go outside for exercise every day?

Don't want to go	5%
Yes	30%
No	60%
Don't know	5%

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS

Q1 Are you able to use the telephone every day, if you want to?

Yes	85%
No	13%
Don't know	2%

Q2 Have you had any problems with sending or receiving mail (letters or parcels)?

Yes	42%
No	55%
Don't know	3%

Q3	How easy is it for your family and friends to visit you here?	
	Very easy	10%
	Easy	34%
	Neither	17%
	Difficult	22%
	Very difficult	15%
	Don't know	2%
Q4	How many visits have you had, from family or friends in the last month?	
	I don't get visits	17%
	None	19%
	One	25%
	Two	26%
	Three	5%
	More than three	4%
	Don't know	3%
Q5	Do your visits usually start on time?	
	I don't get visits	17%
	Yes	38%
	No	32%
	Don't know	13%
Q6	How are you and your family/friends usually treated by visits staff?	
	I don't get visits	17%
	Very well	16%
	Well	33%
	Neither	16%
	Badly	0%
	Very badly	0%
	Don't know	19%

SECTION 12: PREPARATION FOR RELEASE

Q1	When did you first meet your personal officer?	
	I still have not met him/her	5%
	In your first week	52%
	After your first week	28%
	Don't remember	15%





Q2	How often do you see your personal officer?				
	I still have not met him/her			5%	
	At least once a week			78%	
	Less than once a week			16%	
Q3	Do you feel your personal officer has helped you?				
	I still have not met him/her			5%	
	Yes			73%	
	No			21%	
Q4	Do you have a training plan?				
	Not sentenced			20%	
	Yes			62%	
	No			11%	
	Don't know			7%	
Q5	Please answer the following about training plans:				
		I don't have a training plan	Yes	No	Don't know
	Were you involved in development your training plan?	30%	49%	4%	16%
	Do you understand the targets that have been set in your training plan?	31%	57%	1%	11%
	Can you see your training plan when you want to?	31%	32%	12%	26%
Q6	Has your YOT worker been in touch since you arrived at this establishment?				
	Yes			85%	
	No			15%	
Q7	Do you know how to get in touch with your YOT worker?				
	Yes			77%	
	No			23%	
Q8	Please answer the following about your release:				
		Yes	No	Don't know	
	Have you had a say in what will happen to you when you are released?	52%	33%	15%	
	Are you planning on going to school or college after release?	69%	20%	11%	
	Do you have a job to go to on release?	16%	75%	9%	

Q9	Do you know who to contact to get help with any of the following for when you leave? (Please tick all that apply to you.)	
	Finding accommodation	52%
	Getting into school or college	69%
	Getting a job	54%
	Help with money/finances	38%
	Help with claiming benefits	40%
	Continuing health services	30%
	Opening a bank account	46%
	Avoiding bad relationships	29%
	I don't know who to contact	17%
Q10	Do you think you will have a problem with any of the following when you leave? (Please tick all that apply to you.)	
	Finding accommodation	31%
	Getting into school or college	27%
	Getting a job	49%
	Money/finances	33%
	Claiming benefits	24%
	Continuing health services	8%
	Opening a bank account	5%
	Avoiding bad relationships	22%
	I won't have any problems	31%
Q11	Is there anything you would still like help with before you are released?	
	Yes	31%
	No	58%
	Don't know	11%
Q12	What is most likely to stop you offending in the future? (Please tick all that apply to you.)	
	Not sentenced	20%
	Having a mentor (someone you can ask for advice)	9%
	Nothing, it is up to me	14%
	Having a YOT worker or social worker that I get on with	20%
	Making new friends outside	18%
	Having children	23%
	Going back to live with my family	23%
	Having something to do that isn't crime	37%

	Getting a place of my own	26%
	This sentence	26%
	Getting a job	43%
	Getting into school/college	33%
	Having a partner (girlfriend or boyfriend)	38%
	Talking about my offending behaviour with staff	12%
	Staying off alcohol/drugs	31%
	Anything else	8%
Q13	Do you want to stop offending?	
	Not sentenced	21%
	Yes	70%
	No	1%
	Don't know	9%
Q14	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	21%
	Yes	42%
	No	37%

Survey responses from children and young people: HMYOI Carlford Unit 2009

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.

Key to tables		Carlford Unit 2009	Young people's comparator	Carlford Unit 2009	Carlford Unit 2008
	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		27	1111	27	27
SECTION 1: ABOUT YOU					
1.1	Are you 18 years of age?	0%	9%	0%	4%
1.2	Are you a foreign national?	0%	2%	0%	
1.3	Is English your first language?	96%	93%	96%	100%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	41%	32%	41%	30%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	0%		0%	
1.6	Are you Muslim?	16%	9%	16%	
1.7	Do you have any children?	15%	12%	15%	7%
SECTION 2: ABOUT YOUR SENTENCE					
2.2	Are you sentenced?	100%	78%	100%	100%
2.3	Is your sentence 12 months or less?	0%	38%	0%	0%
2.4	Do you have less than six months to serve?	22%	53%	22%	15%
2.5	Have you been in this prison less than a month?	11%	22%	11%	4%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre before?	26%	43%	26%	46%
2.7	Have you been to any other YOI during this sentence?	32%	28%	32%	39%
SECTION 3: COURTS, TRANSFERS AND ESCORTS					
For your most recent journey, either to or from court or between prisons, we want to know:					
3.1	Was the van clean?	54%	46%	54%	48%
3.2	Was the van comfortable?	26%	11%	26%	30%
3.3	Did you feel safe?	93%	76%	93%	85%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	26%	32%	26%	
3.5	Did you spend more than four hours in the van?	3%	6%	3%	15%

For those who spent two or more hours in the escort van:					
3.6	Were you offered a toilet break if you needed it?	10%	18%	10%	50%
3.7	Were you offered anything to eat or drink?	70%	34%	70%	
3.8	Were you treated well/very well by the escort staff?	57%	59%	57%	89%
3.9	Did someone tell you where you were going when you left court?	86%	80%	86%	
3.10	Did you receive written information about where you were going when you left court?	0%	4%	0%	
SECTION 4: YOUR FIRST FEW DAYS HERE					
4.1	Were you in reception for less than two hours?	48%	79%	48%	62%
4.2	Were you seen by a member of healthcare staff in reception?	93%	88%	93%	100%
4.3	When you were searched was this carried out in an understanding way?	89%	81%	89%	85%
4.4	Were you treated well/very well in reception?	54%	69%	54%	78%
When you first arrived, did staff ask if you needed help or support with any of the following:					
4.5a	Not being able to smoke?	17%	64%	17%	
4.5b	Loss of property?	13%	23%	13%	
4.5c	Housing problems?	8%	19%	8%	
4.5d	Needing protection from other young people?	8%	22%	8%	
4.5e	Letting family know where you are?	71%	58%	71%	
4.5f	Money worries?	17%	17%	17%	
4.5g	Feeling low/upset/needing someone to talk to?	29%	45%	29%	
4.5h	Health problems?	56%	53%	56%	
4.5i	Getting phone numbers?	48%	41%	48%	
4.6	Did you have any problems when you first arrived?	57%	74%	57%	48%
When you first arrived, did you have problems with any of the following:					
4.6a	Not being able to smoke?	10%	46%	10%	17%
4.6b	Loss of property?	10%	10%	10%	4%
4.6c	Housing problems?	0%	11%	0%	0%
4.6d	Needing protection from other young people?	0%	5%	0%	9%
4.6e	Letting family know where you are?	20%	20%	20%	13%
4.6f	Money worries?	15%	16%	15%	17%
4.6g	Feeling low/upset/needing someone to talk to?	5%	19%	5%	9%
4.6h	Health problems?	5%	11%	5%	4%
4.6i	Getting phone numbers?	15%	25%	15%	

When you first arrived, were you given any of the following:					
4.7a	A reception pack?	68%	80%	68%	
4.7b	The opportunity to have a shower?	46%	25%	46%	
4.7c	Something to eat?	78%	82%	78%	
4.7d	A free phone call to friends/family?	64%	83%	64%	81%
4.7e	Information about the PIN telephone system?	54%	61%	54%	
4.7f	Information about feeling low/upset?	36%	36%	36%	
Within your first 24 hours, did you have access to the following people or services:					
4.8a	The chaplain or religious leader?	68%	40%	68%	67%
4.8b	Someone from healthcare?	78%	55%	78%	59%
4.8c	A peer mentor, Listener or the Samaritans?	19%	15%	19%	19%
4.8d	Did you have access to the prison shop/canteen?	22%	16%	22%	11%
4.9	Did you feel safe on your first night here?	92%	83%	92%	89%
For those who had an induction:					
4.10	Did you go on an induction course within your first week?	74%	75%	74%	65%
4.11	Did the induction course cover everything you needed to know about the establishment?	87%	66%	87%	78%
SECTION 5: DAILY LIFE HERE					
5.1	Can you normally have a shower every day if you want to?	100%	55%	100%	100%
5.2	Is your cell call bell normally answered within five minutes?	61%	31%	61%	44%
5.3	Do you find the food here good/very good?	19%	22%	19%	26%
5.4	Does the shop/canteen sell a wide enough variety of products?	50%	38%	50%	63%
5.5	Is it easy/very easy for you to attend religious services?	54%	54%	54%	63%
5.6a	Do you feel your religious beliefs are respected?	43%	49%	43%	
5.6b	Can you speak to a religious leader in private if you want to?	63%	65%	63%	
5.7a	Is there a member of staff you can turn to with a problem?	44%	71%	44%	
5.7b	Do most staff treat you with respect?	67%	71%	67%	82%
SECTION 6: HEALTH SERVICES					
6.1	Do you think the overall quality of the healthcare is good/very good?	68%	59%	68%	56%
6.2a	Is it easy for you to see the doctor?	82%	47%	82%	82%
6.2b	Is it easy for you to see the nurse?	100%	68%	100%	100%
6.2c	Is it easy for you to see the dentist?	57%	26%	57%	31%
6.2d	Is it easy for you to see the optician?	50%	21%	50%	27%
6.2e	Is it easy for you to see the pharmacist?	56%	27%	56%	

For those on medication:					
6.3	Have you had any problems getting your medication?	14%	35%	14%	8%
6.4a	Did you have any problems with alcohol when you first arrived?	3%	15%	3%	9%
6.4b	Do you have any problems with alcohol now?	0%	5%	0%	
6.4c	Have you received any help with any alcohol problems here?	7%	18%	7%	33%
6.5a	Did you have any problems with drugs when you first arrived?	7%	25%	7%	13%
6.5b	Do you have any problems with drugs now?	0%	10%	0%	
6.5c	Have you received any help with any drug problems here?	7%	29%	7%	30%
6.6	Is it easy/very easy to get illegal drugs here?	10%	26%	10%	
6.7	Do you feel you have any emotional or mental health problems?	0%	29%	0%	
If you feel you have emotional or mental health problems, are you being helped by any of the following:					
6.8a	Do not have any/not getting any help	0%	33%	0%	
6.8b	Doctor?	0%	26%	0%	
6.8c	Nurse?	0%	29%	0%	
6.8d	Psychiatrist/psychologist?	0%	30%	0%	
6.8e	Counsellor?	0%	15%	0%	
SECTION 7: APPLICATIONS AND COMPLAINTS					
7.1	Do you know how to make an application?	100%	88%	100%	
7.2	Is it easy to make an application?	96%	80%	96%	
For those who have made an application:					
7.3a	Do you feel applications are sorted out fairly?	82%	68%	82%	
7.3b	Do you feel applications are sorted out promptly (within seven days)?	75%	58%	75%	
7.4	Do you know how to make a complaint?	100%	72%	100%	
7.5	Is it easy to make a complaint?	93%	59%	93%	52%
For those who have made a complaint:					
7.6a	Do you feel complaints are sorted out fairly?	53%	36%	53%	58%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	61%	44%	61%	
7.6c	Have you ever been encouraged to withdraw a complaint?	22%	25%	22%	8%
Can you speak to the following people when you need to:					
7.7a	A peer mentor or Listener?	58%	37%	58%	
7.7b	A member of the IMB (Independent Monitoring Board)	62%	29%	62%	
7.7c	An advocate (an outside person to help you)	46%	40%	46%	44%

SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE						
8.1	Are you on the enhanced (top) level of the reward scheme?	79%	25%	79%	59%	
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	83%	57%	83%	52%	
8.3	Do the different levels make you change your behaviour?	66%	60%	66%	56%	
8.4	Have you had a 'nicking' (adjudication) since you have been here?	48%	58%	48%	59%	
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	90%	89%	90%		
8.6	Have you been physically restrained (C and R) since you have been here?	7%	27%	7%	15%	
For those who had spent a night in the segregation/care and separation unit:						
8.7	Did the staff treat you well/very well?	40%	43%	40%	60%	
SECTION 9: SAFETY						
9.1	Have you ever felt unsafe in this prison?	10%	30%	10%	19%	
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	4%	24%	4%	27%	
If you have felt victimised by another young person/group of young people, did the incident involve:						
9.4a	Insulting remarks?	0%	13%	0%	19%	
9.4b	Physical abuse?	0%	9%	0%	12%	
9.4c	Sexual abuse?	0%	1%	0%	0%	
9.4d	Racial or ethnic abuse?	0%	4%	0%	0%	
9.4e	Your religious beliefs?	0%	2%	0%		
9.4f	Your disability?	0%	2%	0%		
9.4g	Drugs?	0%	2%	0%	0%	
9.4h	Having your canteen/property taken?	0%	3%	0%	4%	
9.4i	Because you were new here?	0%	6%	0%	4%	
9.4j	Being from a different part of the country than others?	0%	5%	0%	4%	
9.4k	Gang related issues?	0%	7%	0%		
9.4l	Your offence/crime?	4%	3%	4%		
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	7%	20%	7%	4%	
If you have felt victimised by a member of staff/group of staff members, did the incident involve:						
9.5a	Insulting remarks?	4%	11%	4%	4%	
9.5b	Physical abuse?	0%	4%	0%	4%	
9.5c	Sexual abuse?	4%	1%	4%	0%	
9.5d	Racial or ethnic abuse?	0%	3%	0%	0%	
9.5e	Your religious beliefs?	0%	1%	0%		

9.5f	Your disability?	0%	1%	0%	
9.5g	Drugs?	4%	1%	4%	0%
9.5h	Having your canteen/property taken?	0%	2%	0%	0%
9.5i	Because you were new here?	4%	3%	4%	0%
9.5j	Being from a different part of the country than others?	0%	2%	0%	0%
9.5k	Gang related issues?	4%	2%	4%	
9.5l	Your offence/crime?	0%	3%	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?	50%	62%	50%	81%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	46%	38%	46%	48%
9.11	Is shouting through the windows a problem here?	3%	39%	3%	
9.12	Have staff checked on you personally in the last week to see how you are getting on?	46%	35%	46%	46%
SECTION 10: ACTIVITIES					
10.1	Were you 14 or younger when you were last at school?	59%	39%	59%	48%
10.2a	Have you ever been excluded from school?	97%	88%	97%	81%
10.2b	Have you ever truanted from school?	74%	69%	74%	70%
Do you currently take part in any of the following:					
10.3a	Education?	100%	77%	100%	100%
10.3b	A job in this establishment?	38%	27%	38%	40%
10.3c	Vocational or skills training?	21%	41%	21%	46%
10.3d	Offending behaviour programmes?	55%	26%	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?	76%	74%	76%	
10.4b	A job in this establishment?	53%	69%	53%	
10.4c	Vocational or skills training?	78%	70%	78%	
10.4d	Offending behaviour programmes?	63%	63%	63%	
10.5	Do you usually have association every day?	100%	45%	100%	96%
10.6	Do you go to the gym more than five times each week?	3%	8%	3%	4%
10.7	Can you usually go outside for exercise every day?	89%	22%	89%	68%

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS					
11.1	Are you able to use the telephone every day?	96%	49%	96%	92%
11.2	Have you had any problems with sending or receiving letters or parcels?	19%	33%	19%	20%
11.3	Is it easy/very easy for your family and friends to visit you here?	54%	42%	54%	40%
11.4	Have you had two or more visits in the last month?	35%	48%	35%	46%
11.5	Do your visits start on time?	78%	45%	78%	
11.6	Are you and your visitors treated well/very well by visits staff?	69%	54%	69%	65%
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?	79%	50%	79%	64%
12.2	Do you see your personal officer at least once a week?	83%	63%	83%	
12.3	Do you feel your personal officer has helped you?	67%	60%	67%	79%
12.4	Do you have a training plan?	83%	47%	83%	
For those with a training plan:					
12.5a	Were you involved in the development of your training plan?	62%	55%	62%	
12.5b	Do you understand the targets set in your training plan?	76%	73%	76%	
12.5c	Can you see your training plan when you want to?	63%	38%	63%	64%
12.6	Has your YOT worker been in touch since you arrived here?	93%	83%	93%	
12.7	Do you know how to get in touch with your YOT worker?	89%	60%	89%	
Please answer the following about your preparation for release:					
12.8a	Have you had a say in what will happen to you when you are released?	52%	42%	52%	52%
12.8b	Are you going to school or college on release?	46%	50%	46%	64%
12.8c	Do you have a job to go to on release?	23%	24%	23%	16%
Do you know who to contact for help with the following in preparation for your release:					
12.9a	Finding accommodation	68%	44%	68%	
12.9b	Getting into school or college	68%	56%	68%	
12.9c	Getting a job	68%	55%	68%	
12.9d	Help with money/finances	73%	42%	73%	
12.9e	Help with claiming benefits	57%	38%	57%	
12.9f	Continuing health services	52%	31%	52%	
12.9g	Opening a bank account	73%	40%	73%	
12.9h	Avoiding bad relationships	44%	30%	44%	

Do you think you will have a problem with the following, when you are released:					
12.10a	Finding accommodation?	18%	23%	18%	
12.10b	Getting into school or college?	14%	26%	14%	
12.10c	Getting a job?	32%	48%	32%	
12.10d	Help with money/finances?	27%	33%	27%	
12.10e	Help with claiming benefits?	5%	24%	5%	
12.10f	Continuing health services?	0%	11%	0%	
12.10g	Opening a bank account?	5%	14%	5%	
12.10h	Avoiding bad relationships?	0%	19%	0%	
12.11	Is there anything you would still like help with before you are released?	27%	38%	27%	24%
For those who were sentenced:					
12.13	Do you want to stop offending?	100%	91%	100%	96%
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?	64%	51%	64%	64%

Summary of survey results: HMYOI Carlford Unit 2009

SECTION 1: ABOUT YOU

Q1	How old are you?	
	15	4%
	16	46%
	17	50%
	18	0%
Q2	Are you a British citizen?	
	Yes	100%
	No	0%
Q3	Is English your first language?	
	Yes	96%
	No	4%
Q4	What is your ethnic origin?	
	White - British	56%
	White - Irish	4%
	White - other	0%
	Black or black British - Caribbean	15%
	Black or black British - African	11%
	Black or black British - other	0%
	Asian or Asian British - Indian	0%
	Asian or Asian British - Pakistani	0%
	Asian or Asian British - Bangladeshi	4%
	Asian or Asian British - other	0%
	Mixed race - white and black Caribbean	11%
	Mixed race - white and black African	0%
	Mixed race - white and Asian	0%
	Mixed race - other	0%
	Chinese	0%
	Other ethnic group	0%

Q5	Do you consider yourself to be Gypsy/Romany/Traveller?	
	Yes	0%
	No	100%
Q6	What is your religion?	
	None	50%
	Church of England	17%
	Catholic	0%
	Protestant	8%
	Other Christian denomination	8%
	Buddhist	0%
	Hindu	0%
	Jewish	0%
	Muslim	17%
	Sikh	0%
Q7	Do you have any children?	
	Yes	16%
	No	84%
SECTION 2: ABOUT YOUR SENTENCE		
Q2	Are you sentenced?	
	Yes	100%
	No – unsentenced/on remand	0%
Q3	What is the length of your sentence?	
	Not sentenced	0%
	Four months	0%
	Six months	0%
	Eight months	0%
	12 months	0%
	18 months	0%
	Two years	4%
	Two to four years	22%
	Four years or more	41%
	Indeterminate sentence for public protection (ISSP/DPP)	33%

Q4	Approximately, how long do you have left to serve (if you are serving life, please use the date of your next parole board)?	
	Not sentenced	0%
	Less than two months	5%
	Two to six months	18%
	Six months to one year	27%
	One year or more	50%
Q5	How long have you been in this establishment?	
	Less than one month	12%
	One to six months	16%
	Six to 12 months	36%
	One to two years	32%
	Two years or more	4%
Q6	How many times have you been in a YOI, secure children's home or secure training centre before?	
	None	27%
	Once	54%
	Two to five	19%
	More than five	0%
Q7	Have you been to any other YOI during this sentence?	
	None	69%
	One	19%
	Two	12%
	Three	0%
	More than three	0%

SECTION 3: COURTS, TRANSFERS AND ESCORTS

Q1	On your most recent journey, was the van clean?	
	Yes	54%
	No	31%
	Don't remember	12%
	Not applicable	4%
Q2	On your most recent journey, was the van comfortable?	
	Yes	27%
	No	65%
	Don't remember	4%
	Not applicable	4%

Q3	Did you feel safe on your most recent journey?	
	Yes	92%
	No	4%
	Don't remember	4%
Q4	On your most recent journey, were there any adults (over 18), or any young people of a different gender, travelling with you?	
	Yes	27%
	No	65%
	Don't remember	8%
Q5	On your most recent journey, how long did you spend in the van?	
	Less than one hour	48%
	One to two hours	15%
	Two to four hours	26%
	More than four hours	4%
	Don't remember	7%
Q6	On your most recent journey, were you offered a toilet break if you needed it?	
	My journey was less than two hours	65%
	Yes	4%
	No	15%
	Don't remember	15%
Q7	On your most recent journey, were you offered anything to eat or drink?	
	My journey was less than two hours	63%
	Yes	26%
	No	4%
	Don't remember	7%
Q8	On your most recent journey, how did you feel you were treated by the escort staff?	
	Very well	19%
	Well	38%
	Neither	38%
	Badly	0%
	Very badly	0%
	Don't remember	4%
Q9	When you left court or were transferred from another establishment, were you told that you would be coming to this establishment? (Please tick all that apply to you.)	
	Yes, someone told me	85%
	Yes, I received written information	0%

	No, I was not told anything	7%
	Don't remember	7%

SECTION 4: YOUR FIRST FEW DAYS HERE

Q1	How long were you in reception?	
	Less than two hours	48%
	Two hours or longer	44%
	Don't remember	7%
Q2	Were you seen by a member of healthcare staff in reception?	
	Yes	93%
	No	4%
	Don't remember	4%
Q3	When you were searched, was this carried out in an understanding way?	
	Yes	88%
	No	8%
	Don't remember	4%
Q4	Overall, how well did you feel you were treated in reception?	
	Very well	15%
	Well	38%
	Neither	35%
	Badly	12%
	Very badly	0%
	Don't remember	0%
Q5	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)	
	Not being able to smoke	17%
	Money worries	17%
	Loss of property	13%
	Feeling low/upset/needing someone to talk to	30%
	Housing problems	9%
	Health problems	57%
	Needing protection from other young people	9%
	Getting phone numbers	48%
	Letting family know where you are	70%
	Staff did not ask me about any of these	13%

Q6	When you first arrived here, did you have any of the following problems? (Please tick all that apply to you.)	
	Not being able to smoke	11%
	Money worries	16%
	Loss of property	11%
	Feeling low/upset/needing someone to talk to	5%
	Housing problems	0%
	Health problems	5%
	Needing protection from other young people	0%
	Getting phone numbers	16%
	Letting family know where you are	21%
	I did not have any problems	42%
Q7	When you first arrived here, were you given any of the following? (Please tick all that apply to you.)	
	A reception pack	69%
	The opportunity to have a shower	46%
	Something to eat	77%
	A free phone call to friends/family	65%
	Information about the PIN telephone system	54%
	Information about feeling low/upset	35%
	Don't remember	15%
	I was not given any of these	0%
Q8	Within your first 24 hours here, did you have access to the following people or services? (Please tick all that apply to you.)	
	Chaplain or religious leader	69%
	Someone from healthcare	77%
	Peer support/peer mentor/Listener/Samaritans	19%
	The prison shop/canteen	23%
	Don't remember	8%
	I did not have access to any of these	12%
Q9	Did you feel safe on your first night at this establishment?	
	Yes	92%
	No	4%
	Don't remember	4%
Q10	How soon after your arrival did you go on an induction course?	
	I have not been on an induction course	19%

	Within the first week	59%
	More than a week	7%
	Don't remember	15%
Q11	Did the induction course cover everything you needed to know about the establishment?	
	I have not been on an induction course	19%
	Yes	70%
	No	7%
	Don't remember	4%

SECTION 5: DAILY LIFE AND RESPECT

Q1	Can you normally have a shower every day if you want to?	
	Yes	100%
	No	0%
	Don't know	0%
Q2	Is your cell call bell normally answered within five minutes?	
	Yes	62%
	No	15%
	Don't know	23%
Q3	What is the food like here?	
	Very good	0%
	Good	19%
	Neither	27%
	Bad	38%
	Very bad	15%
Q4	Does the shop/canteen sell a wide enough variety of products?	
	I have not bought anything yet	15%
	Yes	50%
	No	27%
	Don't know	8%
Q5	How easy is it for you to attend religious services?	
	I don't want to attend religious services	35%
	Very easy	46%
	Easy	8%
	Neither	4%
	Difficult	8%
	Very difficult	0%
	Don't know	0%

Q6 Please answer the following questions about religion:

	Yes	No	Don't know/ not applicable
Do you feel your religious beliefs are respected?	42%	8%	50%
Can you speak to a religious leader in private if you want to?	64%	4%	32%

Q7 Please answer the following about staff here:

	Yes	No
Is there a member of staff you feel you can turn to for help if you have a problem?	44%	56%
Do most staff treat you with respect?	68%	32%

SECTION 6: HEALTH SERVICES

Q1 What do you think of the overall quality of the healthcare?

I have not been to healthcare	0%
Very good	54%
Good	15%
Neither	23%
Bad	8%
Very bad	0%

Q2 Is it easy to see the following people if you need to?

	Yes	No	Don't know
The doctor	81%	19%	0%
The nurse	100%	0%	0%
The dentist	58%	42%	0%
The optician	50%	31%	19%
The pharmacist	56%	24%	20%

Q3 Have you had any problems getting your medication?

I am not taking any medication	52%
Yes	7%
No	41%

Q4 Please answer the following about alcohol:

	Yes	No
Did you have problems with alcohol when you first arrived here?	4%	96%
Do you have problems with alcohol now?	0%	100%
Have you received any help with alcohol problems in this prison?	8%	92%

Q5 Please answer the following about drugs:

	Yes	No
Did you have problems with drugs when you first arrived here?	8%	92%
Do you have problems with drugs now?	0%	100%
Have you received any help with drugs problems in this prison?	8%	92%

Q6 How easy is it to get illegal drugs here?

Very easy	7%
Easy	4%
Neither	7%
Difficult	0%
Very difficult	7%
Don't know	74%

Q7 Do you feel you have any emotional or mental health problems?

Yes	0%
No	100%

Q8 If you have emotional or mental health problems, are you being helped by any of the following people?

I do not have any/I am not getting any help	100%
Doctor	0%
Nurse	0%
Psychiatrist/psychologist	0%
Counsellor	0%
Other	0%

SECTION 7: APPLICATIONS AND COMPLAINTS

Q1 Do you know how to make an application?

Yes	100%
No	0%

Q2 Is it easy to make an application?

Yes	96%
No	0%
Don't know	4%

Q3 Please answer the following about applications:

	I have not made an application	Yes	No
Do you feel applications are sorted out fairly?	16%	68%	16%
Do you feel applications are sorted out promptly (within seven days)?	17%	61%	22%

Q4 Do you know how to make a complaint?

Yes	100%
No	0%

Q5 Is it easy to make a complaint?

Yes	92%
No	0%
Don't know	8%

Q6 Please answer the following about complaints:

	I have not made a complaint	Yes	No
Do you feel complaints are sorted out fairly?	35%	35%	31%
Do you feel complaints are sorted out promptly (within seven days)?	35%	38%	27%
Have you ever been encouraged to withdraw a complaint?	35%	15%	50%

Q7 Can you speak to the following people when you need to?

	Yes	No	Don't know
A peer mentor/peer support/Listener	58%	17%	25%
A member of the IMB (Independent Monitoring Board)	63%	21%	17%
An advocate (an outside person to help you)	45%	18%	36%

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	4%
Enhanced (top)	78%
Standard (middle)	19%
Basic (bottom)	0%
Don't know	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	4%
Yes	81%
No	15%
Don't know	0%

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	4%
	Yes	67%
	No	30%
	Don't know	0%
Q4	Have you had a 'nicking' (adjudication) since you have been in this establishment?	
	Yes	48%
	No	52%
	Don't know	0%
Q5	If you have had a 'nicking' (adjudication), was the process explained clearly to you?	
	I have not had an adjudication	61%
	Yes	35%
	No	4%
Q6	If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?	
	I have not been restrained	93%
	Once	7%
	Twice	0%
	Three times	0%
	More than three times	0%
Q7	If you have spent a night in the segregation/care and separation unit, how were you treated by staff?	
	I have not been to the segregation unit	80%
	Very well	8%
	Well	0%
	Neither	8%
	Badly	4%
	Very badly	0%
SECTION 9: SAFETY		
Q1	Have you ever felt unsafe in this establishment?	
	Yes	11%
	No	89%

Q2 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.)

Never felt unsafe	92%	At meal times	4%
Everywhere	4%	At healthcare	4%
Segregation unit	0%	Visits' area	4%
Association areas	4%	In wing showers	4%
Reception area	4%	In gym showers	8%
At the gym	4%	In corridors/stairwells	4%
In an exercise yard	4%	On your landing/wing	4%
At work	4%	In your cell	4%
At education	4%		

Q3 Has another young person or group of young people victimised you in this establishment (e.g. insulted or assaulted you)?

Yes	4%
No	96%

Q4 If yes, what did the incident(s) involve/what were they about? (Please tick all that apply to you.)

Insulting remarks (about you, your family or friends)	0%	Because of drugs	0%
Physical abuse (being hit, kicked or assaulted)	0%	Having your canteen/property taken	0%
Sexual abuse	0%	Because you were new here	0%
Because of your race or ethnic origin	0%	Because you are from a different part of the country	0%
Because of your religious beliefs	0%	Because of gang related issues	0%
Because you have a disability	0%	Because of my offence/crime	4%

Q6 Has a member of staff or group of staff victimised you in this establishment (e.g. insulted or assaulted you)?

Yes	8%
No	92%

Q7 If yes, what did the incident(s) involve/what were they about? (Please tick all that apply to you.)

Insulting remarks (about you, your family or friends)	4%	Because of drugs	4%
Physical abuse (being hit, kicked or assaulted)	0%	Having your canteen/property taken	0%
Sexual abuse	4%	Because you were new here	4%
Because of your race or ethnic origin	0%	Because you are from a different part of the country	0%
Because of your religious beliefs	0%	Because of gang related issues	4%
Because you have a disability	0%	Because of my offence/crime	0%

Q9	If you were being victimised who would you tell?			
	No one	50%	Teacher/education staff	8%
	Personal officer	21%	Gym staff	8%
	Wing officer	13%	Listener/Samaritans/Buddy	4%
	Chaplain	4%	Another young person here	8%
	Healthcare staff	0%	Family/friends	42%
Q10	Do you think staff would take it seriously if you told them you had been victimised?			
	Yes			6%
	No			19%
	Don't know			35%
Q11	Is shouting through the windows a problem here?			
	Yes			4%
	No			85%
	Don't know			11%
Q12	Have staff checked on you personally in the last week to see how you are getting on?			
	Yes			46%
	No			54%
SECTION 10: ACTIVITIES				
Q1	How old were you when you were last at school?			
	14 or under			60%
	15 or over			40%
Q2	Please answer the following questions about school:			
		Yes	No	Not applicable
	Have you ever been excluded from school?	96%	4%	0%
	Did you used to truant from school?	73%	27%	0%
Q3	Do you currently take part in any of the following activities? (Please tick all that apply to you.)			
	Education			100%
	A job in this establishment			37%
	Vocational or skills training			22%
	Offending behaviour programmes			56%
	I am not currently involved in any of these			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	4%	72%	8%	16%
A job in this establishment	11%	47%	16%	26%
Vocational or skills training	0%	76%	12%	12%
Offending behaviour programmes	17%	50%	17%	17%

Q5 Do you usually have association every day?

Yes	100%
No	0%
Don't know	0%

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

Don't want to go	0%
None	4%
One to two times	48%
Three to five times	44%
More than five times	4%
Don't know	0%

Q7 Can you usually go outside for exercise every day?

Don't want to go	8%
Yes	88%
No	4%
Don't know	0%

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS

Q1 Are you able to use the telephone every day, if you want to?

Yes	96%
No	0%
Don't know	4%

Q2 Have you had any problems with sending or receiving mail (letters or parcels)?

Yes	19%
No	81%
Don't know	0%

Q3	How easy is it for your family and friends to visit you here?	
	Very easy	15%
	Easy	38%
	Neither	35%
	Difficult	4%
	Very difficult	8%
	Don't know	0%
Q4	How many visits have you had, from family or friends in the last month?	
	I don't get visits	0%
	None	33%
	One	30%
	Two	15%
	Three	0%
	More than three	19%
	Don't know	4%
Q5	Do your visits usually start on time?	
	I don't get visits	0%
	Yes	77%
	No	15%
	Don't know	8%
Q6	How are you and your family/friends usually treated by visits staff?	
	I don't get visits	0%
	Very well	30%
	Well	41%
	Neither	15%
	Badly	0%
	Very badly	4%
	Don't know	11%
SECTION 12: PREPARATION FOR RELEASE		
Q1	When did you first meet your personal officer?	
	I still have not met him/her	0%
	In your first week	78%
	After your first week	11%
	Don't remember	11%

Q2	How often do you see your personal officer?				
	I still have not met him/her			0%	
	At least once a week			81%	
	Less than once a week			19%	
Q3	Do you feel your personal officer has helped you?				
	I still have not met him/her			0%	
	Yes			68%	
	No			32%	
Q4	Do you have a training plan?				
	Not sentenced			0%	
	Yes			81%	
	No			4%	
	Don't know			15%	
Q5	Please answer the following about training plans:				
		I don't have a training plan	Yes	No	Don't know
	Were you involved in development your training plan?	4%	60%	16%	20%
	Do you understand the targets that have been set in your training plan?	4%	72%	4%	20%
	Can you see your training plan when you want to?	4%	61%	9%	26%
Q6	Has your YOT worker been in touch since you arrived at this establishment?				
	Yes			92%	
	No			8%	
Q7	Do you know how to get in touch with your YOT worker?				
	Yes			88%	
	No			12%	
Q8	Please answer the following about your release:				
		Yes	No	Don't know	
	Have you had a say in what will happen to you when you are released?	52%	17%	30%	
	Are you planning on going to school or college after release?	45%	27%	27%	
	Do you have a job to go to on release?	24%	62%	14%	

Q9 Do you know who to contact to get help with any of the following for when you leave?
(Please tick all that apply to you.)

Finding accommodation	67%
Getting into school or college	67%
Getting a job	67%
Help with money/finances	71%
Help with claiming benefits	57%
Continuing health services	52%
Opening a bank account	71%
Avoiding bad relationships	43%
I don't know who to contact	19%

Q10 Do you think you will have a problem with any of the following when you leave?
(Please tick all that apply to you.)

Finding accommodation	19%
Getting into school or college	14%
Getting a job	33%
Money/finances	29%
Claiming benefits	5%
Continuing health services	0%
Opening a bank account	5%
Avoiding bad relationships	0%
I won't have any problems	62%

Q11 Is there anything you would still like help with before you are released?

Yes	28%
No	60%
Don't know	12%





Q12 What is most likely to stop you offending in the future? (Please tick all that apply to you.)

Not sentenced	0%
Having a mentor (someone you can ask for advice)	10%
Nothing, it is up to me	19%
Having a YOT worker or social worker that I get on with	33%
Making new friends outside	33%
Having children	24%
Going back to live with my family	24%
Having something to do that isn't crime	38%

	Getting a place of my own	43%
	This sentence	38%
	Getting a job	57%
	Getting into school/college	33%
	Having a partner (girlfriend or boyfriend)	38%
	Talking about my offending behaviour with staff	10%
	Staying off alcohol/drugs	33%
	Anything else	19%
Q13	Do you want to stop offending?	
	Not sentenced	0%
	Yes	100%
	No	0%
	Don't know	0%
Q14	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	0%
	Yes	65%
	No	35%

Survey responses from children and young people: HMYOI Warren Hill and Carlford Unit 2009

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.

Key to tables		Carlford Unit 2009	Warren Hill 2009
	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		27	104
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	0%	11%
1.2	Are you a foreign national?	0%	5%
1.3	Is English your first language?	96%	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)?	41%	30%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	0%	8%
1.6	Are you Muslim?	16%	10%
1.7	Do you have any children?	15%	8%
SECTION 2: ABOUT YOUR SENTENCE			
2.2	Are you sentenced?	100%	80%
2.3	Is your sentence 12 months or less?	0%	44%
2.4	Do you have less than six months to serve?	22%	56%
2.5	Have you been in this prison less than a month?	11%	19%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre before?	26%	30%
2.7	Have you been to any other YOI during this sentence?	32%	22%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court or between prisons, we want to know:			
3.1	Was the van clean?	54%	53%
3.2	Was the van comfortable?	26%	9%
3.3	Did you feel safe?	93%	82%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	26%	25%
3.5	Did you spend more than four hours in the van?	3%	7%

For those who spent two or more hours in the escort van:			
3.6	Were you offered a toilet break if you needed it?	10%	20%
3.7	Were you offered anything to eat or drink?	70%	54%
3.8	Were you treated well/very well by the escort staff?	57%	62%
3.9	Did someone tell you where you were going when you left court?	86%	82%
3.10	Did you receive written information about where you were going when you left court?	0%	3%
SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than two hours?	48%	82%
4.2	Were you seen by a member of healthcare staff in reception?	93%	91%
4.3	When you were searched was this carried out in an understanding way?	89%	90%
4.4	Were you treated well/very well in reception?	54%	80%
When you first arrived, did staff ask if you needed help or support with any of the following:			
4.5a	Not being able to smoke?	17%	57%
4.5b	Loss of property?	13%	28%
4.5c	Housing problems?	8%	28%
4.5d	Needing protection from other young people?	8%	30%
4.5e	Letting family know where you are?	71%	64%
4.5f	Money worries?	17%	21%
4.5g	Feeling low/upset/needing someone to talk to?	29%	41%
4.5h	Health problems?	56%	56%
4.5i	Getting phone numbers?	48%	53%
4.6	Did you have any problems when you first arrived?	57%	68%
When you first arrived, did you have problems with any of the following:			
4.6a	Not being able to smoke?	10%	46%
4.6b	Loss of property?	10%	7%
4.6c	Housing problems?	0%	15%
4.6d	Needing protection from other young people?	0%	4%
4.6e	Letting family know where you are?	20%	17%
4.6f	Money worries?	15%	8%
4.6g	Feeling low/upset/needing someone to talk to?	5%	15%
4.6h	Health problems?	5%	10%
4.6i	Getting phone numbers?	15%	25%

When you first arrived, were you given any of the following:			
4.7a	A reception pack?	68%	84%
4.7b	The opportunity to have a shower?	46%	31%
4.7c	Something to eat?	78%	92%
4.7d	A free phone call to friends/family?	64%	91%
4.7e	Information about the PIN telephone system?	54%	60%
4.7f	Information about feeling low/upset?	36%	45%
Within your first 24 hours, did you have access to the following people or services:			
4.8a	The chaplain or religious leader?	68%	55%
4.8b	Someone from healthcare?	78%	79%
4.8c	A peer mentor, Listener or the Samaritans?	19%	23%
4.8d	Did you have access to the prison shop/canteen?	22%	14%
4.9	Did you feel safe on your first night here?	92%	83%
For those who had an induction:			
4.10	Did you go on an induction course within your first week?	74%	85%
4.11	Did the induction course cover everything you needed to know about the establishment?	87%	78%
SECTION 5: DAILY LIFE HERE			
5.1	Can you normally have a shower every day if you want to?	100%	92%
5.2	Is your cell call bell normally answered within five minutes?	61%	20%
5.3	Do you find the food here good/very good?	19%	12%
5.4	Does the shop/canteen sell a wide enough variety of products?	50%	62%
5.5	Is it easy/very easy for you to attend religious services?	54%	75%
5.6a	Do you feel your religious beliefs are respected?	43%	54%
5.6b	Can you speak to a religious leader in private if you want to?	63%	67%
5.7a	Is there a member of staff you can turn to with a problem?	44%	82%
5.7b	Do most staff treat you with respect?	67%	79%
SECTION 6: HEALTH SERVICES			
6.1	Do you think the overall quality of the healthcare is good/very good?	68%	60%
6.2a	Is it easy for you to see the doctor?	82%	52%
6.2b	Is it easy for you to see the nurse?	100%	73%
6.2c	Is it easy for you to see the dentist?	57%	19%
6.2d	Is it easy for you to see the optician?	50%	18%
6.2e	Is it easy for you to see the pharmacist?	56%	28%

For those on medication:			
6.3	Have you had any problems getting your medication?	14%	20%
6.4a	Did you have any problems with alcohol when you first arrived?	3%	19%
6.4b	Do you have any problems with alcohol now?	0%	4%
6.4c	Have you received any help with any alcohol problems here?	7%	25%
6.5a	Did you have any problems with drugs when you first arrived?	7%	42%
6.5b	Do you have any problems with drugs now?	0%	6%
6.5c	Have you received any help with any drug problems here?	7%	41%
6.6	Is it easy/very easy to get illegal drugs here?	10%	15%
6.7	Do you feel you have any emotional or mental health problems?	0%	17%
If you feel you have emotional or mental health problems, are you being helped by any of the following:			
6.8a	Do not have any/not getting any help	0%	54%
6.8b	Doctor?	0%	8%
6.8c	Nurse?	0%	8%
6.8d	Psychiatrist/psychologist?	0%	31%
6.8e	Counsellor?	0%	31%
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	100%	94%
7.2	Is it easy to make an application?	96%	90%
For those who have made an application:			
7.3a	Do you feel applications are sorted out fairly?	82%	73%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	75%	60%
7.4	Do you know how to make a complaint?	100%	93%
7.5	Is it easy to make a complaint?	93%	84%
For those who have made a complaint:			
7.6a	Do you feel complaints are sorted out fairly?	53%	49%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	61%	51%
7.6c	Have you ever been encouraged to withdraw a complaint?	22%	20%
Can you speak to the following people when you need to:			
7.7a	A peer mentor or Listener?	58%	45%
7.7b	A member of the IMB (Independent Monitoring Board)	62%	52%
7.7c	An advocate (an outside person to help you)	46%	41%

SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	79%	35%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	83%	63%
8.3	Do the different levels make you change your behaviour?	66%	58%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	48%	55%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	90%	94%
8.6	Have you been physically restrained (C and R) since you have been here?	7%	35%
For those who had spent a night in the segregation/care and separation unit:			
8.7	did the staff treat you well/very well?	40%	26%
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	10%	34%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	4%	31%
If you have felt victimised by another young person/group of young people, did the incident involve:			
9.4a	Insulting remarks?	0%	15%
9.4b	Physical abuse?	0%	12%
9.4c	Sexual abuse?	0%	0%
9.4d	Racial or ethnic abuse?	0%	1%
9.4e	Your religious beliefs?	0%	1%
9.4f	Your disability?	0%	2%
9.4g	Drugs?	0%	4%
9.4h	Having your canteen/property taken?	0%	10%
9.4i	Because you were new here?	0%	13%
9.4j	Being from a different part of the country than others?	0%	4%
9.4k	Gang related issues?	0%	6%
9.4l	Your offence/crime?	4%	2%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	7%	17%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:			
9.5a	Insulting remarks?	4%	12%
9.5b	Physical abuse?	0%	4%
9.5c	Sexual abuse?	4%	1%
9.5d	Racial or ethnic abuse?	0%	2%
9.5e	Your religious beliefs?	0%	2%





9.5f	Your disability?	0%	1%
9.5g	Drugs?	4%	1%
9.5h	Having your canteen/property taken?	0%	4%
9.5i	Because you were new here?	4%	2%
9.5j	Being from a different part of the country than others?	0%	1%
9.5k	Gang related issues?	4%	1%
9.5l	Your offence/crime?	0%	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%	60%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	46%	46%
9.11	Is shouting through the windows a problem here?	3%	44%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	46%	42%
SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	59%	50%
10.2a	Have you ever been excluded from school?	97%	96%
10.2b	Have you ever truanted from school?	74%	82%
Do you currently take part in any of the following:			
10.3a	Education?	100%	84%
10.3b	A job in this establishment?	38%	19%
10.3c	Vocational or skills training?	21%	35%
10.3d	Offending behaviour programmes?	55%	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?	76%	78%
10.4b	A job in this establishment?	53%	56%
10.4c	Vocational or skills training?	78%	70%
10.4d	Offending behaviour programmes?	63%	54%
10.5	Do you usually have association every day?	100%	92%
10.6	Do you go to the gym more than five times each week?	3%	6%
10.7	Can you usually go outside for exercise every day?	89%	30%

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	96%	86%
11.2	Have you had any problems with sending or receiving letters or parcels?	19%	42%
11.3	Is it easy/very easy for your family and friends to visit you here?	54%	43%
11.4	Have you had two or more visits in the last month?	35%	36%
11.5	Do your visits start on time?	78%	38%
11.6	Are you and your visitors treated well/very well by visits staff?	69%	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?	79%	55%
12.2	Do you see your personal officer at least once a week?	83%	83%
12.3	Do you feel your personal officer has helped you?	67%	77%
12.4	Do you have a training plan?	83%	62%
For those with a training plan:			
12.5a	Were you involved in the development of your training plan?	62%	70%
12.5b	Do you understand the targets set in your training plan?	76%	83%
12.5c	Can you see your training plan when you want to?	63%	46%
12.6	Has your YOT worker been in touch since you arrived here?	93%	85%
12.7	Do you know how to get in touch with your YOT worker?	89%	76%
Please answer the following about your preparation for release:			
12.8a	Have you had a say in what will happen to you when you are released?	52%	51%
12.8b	Are you going to school or college on release?	46%	69%
12.8c	Do you have a job to go to on release?	23%	16%
Do you know who to contact for help with the following in preparation for your release:			
12.9a	Finding accommodation	68%	52%
12.9b	Getting into school or college	68%	69%
12.9c	Getting a job	68%	54%
12.9d	Help with money/finances	73%	38%
12.9e	Help with claiming benefits	57%	40%
12.9f	Continuing health services	52%	30%
12.9g	Opening a bank account	73%	46%
12.9h	Avoiding bad relationships	44%	29%

Do you think you will have a problem with the following, when you are released:			
12.10a	Finding accommodation?	18%	32%
12.10b	Getting into school or college?	14%	27%
12.10c	Getting a job?	32%	50%
12.10d	Help with money/finances?	27%	32%
12.10e	Help with claiming benefits?	5%	24%
12.10f	Continuing health services?	0%	9%
12.10g	Opening a bank account?	5%	5%
12.10h	Avoiding bad relationships?	0%	22%
12.11	Is there anything you would still like help with before you are released?	27%	31%
For those who were sentenced:			
12.13	Do you want to stop offending?	100%	88%
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?	64%	54%

Diversity comparator – ethnicity/religion: HMYOI Warren Hill and Carlford Unit 2009

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.

Key to tables		Black and minority ethnic young people	White young people	Muslim young people	Non-Muslim young people
	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		41	86	14	111
SECTION 1: ABOUT YOU					
1.2	Are you a foreign national?	4%	4%	0%	5%
1.3	Is English your first language?	86%	96%	90%	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)?			90%	24%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	0%	10%	0%	8%
1.6	Are you Muslim?	32%	2%		
SECTION 2: ABOUT YOUR SENTENCE					
2.2	Are you sentenced?	86%	85%	83%	83%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre before?	30%	30%	30%	30%
SECTION 3: COURTS, TRANSFERS AND ESCORTS					
For your most recent journey, either to or from court or between prisons, we want to know:					
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	33%	22%	30%	25%
3.8	Were you treated well/very well by the escort staff?	56%	63%	28%	64%
3.9	Did someone tell you where you were going when you left court?	80%	83%	70%	83%
SECTION 4: YOUR FIRST FEW DAYS HERE					
4.3	When you were searched was this carried out in an understanding way?	95%	87%	95%	90%
4.4	Were you treated well/very well in reception?	74%	77%	70%	76%
When you first arrived, were you given any of the following:					
4.7a	A reception pack?	77%	84%	74%	82%
4.7b	The opportunity to have a shower?	39%	31%	37%	34%
4.7c	Something to eat?	89%	90%	85%	90%
4.7d	A free phone call to friends/family?	88%	86%	85%	87%

4.9	Did you feel safe on your first night here?	85%	85%	95%	82%
4.11	Did the induction course cover everything you needed to know about the establishment?	63%	86%	69%	81%
SECTION 5: DAILY LIFE HERE					
5.6a	Do you feel your religious beliefs are respected?	63%	44%	83%	48%
5.6b	Can you speak to a religious leader in private if you want to?	67%	65%	95%	63%
5.7a	Is there a member of staff you can turn to with a problem?	67%	79%	53%	78%
5.7b	Do most staff treat you with respect?	57%	87%	44%	82%
SECTION 6: HEALTH SERVICES					
6.2a	Is it easy for you to see the doctor?	48%	61%	50%	56%
6.2b	Is it easy for you to see the nurse?	73%	81%	88%	76%
6.2e	Is it easy for you to see the pharmacist?	27%	33%	22%	32%
6.3	Have you had any problems getting your medication?	31%	13%	50%	17%
6.6	Is it easy/very easy to get illegal drugs here?	4%	20%	0%	16%
6.7	Do you feel you have any emotional or mental health problems?	14%	16%	10%	16%
SECTION 7: APPLICATIONS AND COMPLAINTS					
7.2	Is it easy to make an application?	93%	90%	95%	90%
7.3a	Do you feel applications are sorted out fairly?	67%	79%	72%	74%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	55%	66%	56%	62%
7.5	Is it easy to make a complaint?	91%	82%	100%	82%
7.6a	Do you feel complaints are sorted out fairly?	38%	57%	33%	50%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	43%	58%	33%	54%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE					
8.1	Are you on the enhanced (top) level of the reward scheme?	53%	37%	68%	39%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	52%	73%	47%	68%
8.3	Do the different levels make you change your behaviour?	62%	59%	63%	60%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	79%	42%	90%	48%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	90%	96%	87%	94%
8.6	Have you been physically restrained (C and R) since you have been here?	52%	20%	55%	26%
8.7	Did the staff treat you well/very well?	13%	39%	8%	33%

SECTION 9: SAFETY					
9.1	Have you ever felt unsafe in this prison?	18%	35%	0%	35%
If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4b	Physical abuse?	4%	11%	0%	12%
9.4d	Racial or ethnic abuse?	4%	0%	0%	1%
9.4e	Your religious beliefs?	4%	0%	0%	1%
9.4f	Your disability?	4%	2%	0%	2%
9.4k	Gang related issues?	6%	3%	0%	5%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	15%	15%	21%	15%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:					
9.5b	Physical abuse?	9%	2%	10%	3%
9.5d	Racial or ethnic abuse?	4%	2%	10%	1%
9.5e	Your religious beliefs?	4%	2%	10%	1%
9.5f	Your disability?	0%	2%	0%	1%
9.5k	Gang related issues?	2%	2%	0%	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%	61%	50%	58%
SECTION 10: ACTIVITIES					
Do you currently take part in any of the following:					
10.3a	Education?	91%	84%	100%	85%
10.3b	A job in this establishment?	16%	26%	10%	24%
10.3c	Vocational or skills training?	27%	36%	47%	32%
10.3d	Offending behaviour programmes?	26%	25%	40%	21%
10.5	Do you usually have association every day?	86%	97%	85%	95%
10.6	Do you go to the gym more than five times each week?	4%	8%	10%	6%
10.7	Can you usually go outside for exercise every day?	43%	36%	40%	38%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS					
11.1	Are you able to use the telephone every day?	84%	87%	75%	88%
11.2	Have you had any problems with sending or receiving letters or parcels?	42%	38%	44%	38%
11.3	Is it easy/very easy for your family and friends to visit you here?	43%	47%	33%	46%

SECTION 12: PREPARATION FOR RELEASE					
12.3	Do you feel your personal officer has helped you?	61%	83%	56%	78%
12.4	Do you have a training plan?	71%	64%	68%	64%
12.5b	Do you understand the targets set in your training plan?	87%	79%	81%	81%
12.6	Has your YOT worker been in touch since you arrived here?	89%	84%	85%	86%
12.11	Is there anything you would still like help with before you are released?	38%	28%	47%	29%
12.13	Do you want to stop offending?	89%	90%	88%	91%
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?	63%	52%	56%	56%