

Report on an announced inspection of

HMP East Sutton Park

21 – 25 November 2011

by HM Chief Inspector of Prisons

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Introduction

East Sutton Park is an unusual prison. It consists of a Grade II listed, 15th century country mansion complete with farm overlooking the Kent countryside. It is one of only two women's open prisons. And it provides unusually good outcomes for both the women it holds and the public as a whole.

The prison is small – it holds only 100 women and those it does hold are carefully selected as being suitable for open conditions. To that extent, comparisons with other women's prisons need to be treated with caution. Nevertheless, many aspects of East Sutton Park epitomise what a good women's prison should be.

East Sutton Park is a very safe place. There were supportive reception and induction arrangements, although some women found joining established groups in dormitories or in the communal dining area intimidating. There was very little bullying. Formal disciplinary procedures were little used and generally fair but managers needed to be vigilant that staff did not enforce petty and unnecessary rules. While there had been no incidents of self-harm for some time, women at East Sutton Park had many of the same experiences and vulnerabilities as other women in prison and the recent withdrawal of a well used counselling service had left a real gap. Illicit drug use was virtually non-existent so some testing procedures seemed unnecessary. While generally welcoming the introduction of the integrated drug treatment service (IDTS) to prisons we also queried the need for substantial investment in such a service at East Sutton Park where women should first have completed recovery programmes.

Relationships were a real strength backed up by an excellent personal officer scheme. The general environment was impressive but living conditions for most women in small and cramped dormitories were very poor and the lack of privacy caused tension. There was good work on diversity but as neither East Sutton Park nor Askham Grange, the only other women's open prison, are accessible to women in wheelchairs they are unfairly denied access to open conditions. The prison received few foreign national women but late decisions by the UK Border Agency meant that some women who were successfully established at East Sutton Park were removed to closed conditions when a deportation decision was made – in one case just two days before expected release.

Good external work and training opportunities in the community helped prepare women for release but some education and resettlement activities were hindered by the lack of internet access. There was a commendable whole prison focus to resettlement with good outcomes reflected in very positive reports from probation officers we contacted about recent releases. Practical resettlement work was enhanced by the Vision team, whose prisoner peer support workers provided a very effective service. Women were appreciative of the opportunities they had to maintain contact with their families but it was still not possible to receive incoming calls from their children and the continuing ban on the use of mobile phones in the prison was hard to justify.

There are still issues to address but East Sutton Park provides a safe and decent environment for the women it holds. It works hard to ensure effective resettlement and therefore to reduce the risk of reoffending. Although there are obvious differences, it has features that could usefully be replicated in other women's prisons.

Nick Hardwick
HM Chief Inspector of Prisons

February 2012

Fact page

Task of the establishment

East Sutton Park is a female open establishment with a resettlement function.

Prison status

Public

Region

South East

Number held

100 (96 on day of pre-inspection)

Certified normal accommodation

98

Operational capacity

100

Date of last full inspection

July/August 2009

Brief history

East Sutton Park opened as a female borstal establishment on 2 October 1946 and has been a female establishment ever since. The prison is a 15th century listed manor house set in 80 acres of land, with a working farm.

Short description of residential units

There are 32 bedrooms, 15 of which contain two beds, and the largest of which has six beds. Bedrooms are all situated within the main house. Showers are en bloc and toilet facilities are dotted around the house.

Escort contractor

GeoAmey

Health service commissioner and providers

West Kent PCT changing to Oxleas PCT from 1 December 2011

Learning and skills providers

The Manchester College

Healthy prison summary

Introduction

- HP1 Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, immigration detention facilities and police custody.
- HP2 All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the UN Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

- HP3 All Inspectorate of Prisons reports carry a summary of the conditions and treatment of prisoners, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The criteria are:

Safety	prisoners, particularly the most vulnerable, are held safely
Respect	prisoners are treated with respect for their human dignity
Purposeful activity	prisoners are able, and expected, to engage in activity that is likely to benefit them
Resettlement	prisoners are prepared for their release into the community and helped to reduce the likelihood of reoffending.

- HP4 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by the National Offender Management Service.

- outcomes for prisoners are good against this healthy prison test.

There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.

- outcomes for prisoners are reasonably good against this healthy prison test.

There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.

- outcomes for prisoners are not sufficiently good against this healthy prison test.

There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.

- outcomes for prisoners are poor against this healthy prison test.

There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

Safety

- HP5 Women were well supported on arrival and received a helpful induction. East Sutton Park was a fundamentally safe place and there were no significant issues of bullying or self-harm. Disciplinary measures were fair and proportionate and there was no use of force or segregation. There was very little evidence of drug use in the prison. Outcomes for women prisoners were good against this healthy prison test.
- HP6 Some women experienced long journeys to East Sutton Park without breaks. Most women were transferred in cellular vehicles, which was unnecessary, and those who travelled in cars were inappropriately handcuffed. Few were given much notice of their transfer from other prisons and so knew little about the prison and what to expect before they arrived.
- HP7 Women said they were well treated in reception and they received good support from an induction orderly. Almost all women in our survey said they felt safe on their first night but some found having to share dormitories and the experience of being a new arrival in the dining room intimidating. All women attended an induction programme during which they were helped to identify their resettlement needs. Many more than in other women's prisons and than at the time of the last full inspection agreed that induction covered most of what they needed to know.
- HP8 The violence reduction strategy was a combined document with Blantyre House men's prison so did not focus sufficiently on women prisoners but all the available indicators suggested that most women felt very safe at East Sutton Park. There was little evidence of bullying, although some women found living in dormitories difficult and problems arose from confrontations about minor domestic issues, which were sometimes resolved through room or group meetings. The few women who had been managed under the anti-bullying strategy were well monitored and two had been appropriately returned to closed conditions as a result. Although responses in our survey were more positive than in most other women's prisons almost a quarter of women said they had felt unsafe in the prison at some time, yet there had been no internal survey to try and identify and deal with the issues.
- HP9 There had been no incidents of self-harm for some time and only three assessment, care in custody and teamwork (ACCT) documents had been opened in the year to date. ACCT documents indicated good individualised support was given. The general environment and supportive regime helped women through difficult times but a loss of a valued counselling service following a recent change in health care provider had created a gap in provision.
- HP10 Security was generally proportionate. Women were aware of the rules and most appeared to be applied fairly, although there was a lack of clarity and poor communication about some matters and women prisoners found staff inconsistent in their application of rules. Sometimes informal sanctions were applied. There were no

drug and alcohol finds in the prison. All women returning from release on temporary licence were unnecessarily subject to alcohol testing.

- HP11 Women at East Sutton Park were well motivated and there were few disciplinary charges. Many adjudications were dismissed and punishments when women were found guilty were fair. Women who were only slightly late back from release on temporary licence were no longer immediately placed on report and special risk boards to review cases took a proportionate stance.
- HP12 Clinical integrated drug treatment system services were not due to be implemented until the month after the inspection so there were no women receiving opiate substitute treatment. We were not persuaded of the need for such a service. There was very little evidence of illicit drug use in the prison and, with just one positive test since April, we questioned the value of random mandatory drug testing in addition to suspicion and compliance testing.

Respect

- HP13 Relationships between staff and women prisoners were very good and women felt well supported. The general environment was impressive but dormitories were too cramped with little privacy and did not provide suitable living conditions. Food was of excellent quality. Diversity outcomes were generally positive but there were no facilities for women who needed wheelchairs. Applications and complaints were generally well answered but complaints about staff needed more thorough attention. Health services were mostly good. Outcomes for women prisoners were reasonably good against this healthy prison test.
- HP14 Relationships were very positive. Many women commented to us that staff were supportive and we saw examples of this. Although some women in groups described relationships as superficial, 81% in our survey said most staff treated them with respect and 94% said they had a member of staff who would help them if they had a problem. All women had personal officers and almost all found them helpful. Personal officers took an active role and contributed well to sentence planning. There were regular good quality entries in case notes.
- HP15 East Sutton Park had an impressive setting and communal areas and grounds were attractive and well kept but providing suitable accommodation in a listed historical building was difficult. Dormitories were too cramped and issues of compatibility were difficult to manage. Toilet facilities were limited. Access to telephones in the house was sometimes a problem and it appeared anomalous that women who were able to use mobile telephones freely when outside the prison were unable to do so in the building. Women wore their own clothes and there was a need to ensure appropriate provision for women without external support to acquire and store their clothes.
- HP16 Although the prison had been without the benefit of a coordinating chaplain for some time, women were generally positive about the support they received from individual members of the chaplaincy team. Appropriate arrangements were made for religious services but some women would also have appreciated the opportunity for pastoral support from a Pentecostal minister in addition to services.

- HP17 The quality of meals was excellent and 85% of women in our survey said it was good or better, much higher than comparator¹ prisons.
- HP18 Applications were recorded and tracked. Replies to complaints were generally prompt and respectful and answered the points raised. The small numbers made meaningful trend analysis difficult. Some women still said they would be reluctant to complain in case they lost their place at East Sutton Park and we were not satisfied that complaints about staff were fully investigated and properly handled.
- HP19 The diversity policy focused too much on setting out statutory obligations rather than how the diverse needs of women at East Sutton Park would be met. Diversity meetings were poorly attended, including by senior managers, which did not suggest that diversity and the duty to promote equality was given high priority. Nevertheless, outcomes for individual women were generally good, with their needs met on an individual basis. Some adjustments had been made to cater for women with disabilities, who had satisfactory care and evacuation plans but the prison was still unable to take a woman in a wheelchair. There were no general diversity focus groups to discuss issues such as race, sexuality or disability, although there was a forum for women over 50.
- HP20 There were very few differences in our survey between black and minority ethnic women and others except that more than twice as many black and minority ethnic women as white women said they had been victimised by staff. It was possible this more negative perception related to one recent incident as it did not reflect the generally positive views about staff given by black and minority ethnic prisoners and ethnic monitoring did not identify any concerns. Diversity representatives included a number of black and minority ethnic women who were actively and positively involved in the diversity and equality action team but the structures were not generally well understood by other women prisoners.
- HP21 Most foreign national needs were met individually, although arrangements for telephone calls to family abroad did not ensure they received the appropriate time. We saw a new arrival with only limited understanding of English but telephone interpreting services were not used even for a confidential health care interview. The UK Border Agency (UKBA) input into risk assessments, such as for release on temporary licence, was often negative without supporting evidence. Women subject to deportation were not normally allocated to East Sutton Park but some very late decisions by UKBA were unfair to women already successfully established in open conditions.
- HP22 Women in our survey were more positive than the comparator about the overall quality of health services and a good range of primary care services was provided. Nurses acted professionally and had good relationships with their clients. All women were seen by a GP on arrival and had a medication review with the aim of reducing dependence on opiate-based medication. The GP service was good, with three sessions a week, and

¹ **Inspection methodology:** There are five key sources of evidence for inspection: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections, we use a mixed-method approach to data gathering, applying both qualitative and quantitative methodologies. All findings and judgements are triangulated, which increases the validity of the data gathered. Survey results show the collective response (in percentages) from prisoners in the establishment being inspected compared with the collective response (in percentages) from respondents in all establishments of that type (the comparator figure). Where references to comparisons between these two sets of figures are made in the report, these relate to statistically significant differences only. Statistical significance is a way of estimating the likelihood that a difference between two samples indicates a real difference between the populations from which the samples are taken, rather than being due to chance. If a result is very unlikely to have arisen by chance, we say it is 'statistically significant'. The significance level is set at 0.05, which means that there is only a 5% chance that the difference in results is due to chance. (Adapted from Towel et al (eds), *Dictionary of Forensic Psychology*.)

women were able to see a woman doctor. Health promotion was very good. The delivery of mental health services through registered mental health nurses was satisfactory but the recent withdrawal of counselling services had left a significant gap.

Purposeful activity

- HP23 There were sufficient activities for all women and education provision was good, with a high level of achievement and a clear focus on resettlement. Some work offered reasonable training opportunities, although not all qualification opportunities were fully utilised. There was a very good range of external work and training opportunities. The library was easily accessible and well used but there was no internet access to support education. Appropriate recreational PE and training was provided in the gym, although progress to qualifications could be slow. Outcomes for women prisoners were good against this healthy prison test.
- HP24 Overall management of learning and skills was good, with a strong focus on meeting women prisoners' individual resettlement needs. There was good partnership working with The Manchester College, the main education and training provider. The curriculum was flexible and there were good links with external colleges and training providers to provide higher level learning opportunities not available in the prison. All women were able to participate in part time education but there was insufficient analysis of data for participation of different groups to ensure equality of access.
- HP25 Achievements of qualifications in education were outstanding. Attendance was good and there was good progression through qualifications. The curriculum met the needs of most women prisoners but opportunities to study at higher levels were not well promoted. There was no access to the internet to facilitate distance learning and other education in the prison. Individual learning was well planned and the pathway programme run during induction was particularly effective at encouraging ownership of resettlement goals.
- HP26 There were sufficient and reasonably purposeful work opportunities in the prison. About half of the prison jobs allowed some accredited vocational training but only half the qualification opportunities were used, mainly due to staff shortages for assessment in some areas. A very good range of unpaid and paid work placements provided some excellent vocational and personal skills development. At any one time, there were opportunities for up to 40% of women to take part in activities in the community and 30 women were in work or at college, most in unpaid voluntary work.
- HP27 In vocational training, as in education, there was also very high achievement of qualifications, with good progress into jobs. A good range of employability programmes was provided and attendance was good but progress was too slow for gym and horticulture courses.
- HP28 There was good access to the library. Our survey indicated increased usage since the last full inspection but there was no formal analysis of library use or consultation with women users about the provision. There was only a limited stock of Prison Service Instructions and relevant orders in the library but most were accessible through intranet provision in education and there were plans to extend the intranet to the main house.

HP29 Women were able to use the gym in the mornings, evenings and at weekends, with sessions led by gym orderlies. Women had good opportunities to participate in a wide range of classes, such as yoga, aerobics or cardiovascular training but there was no remedial PE programme.

Resettlement

HP30 The resettlement strategy covered each of the resettlement pathways but was joint with Blantyre House so not fully focused on the needs of women prisoners. Nevertheless outcomes were good. Some resettlement work was hampered by the lack of internet access. Offender management and sentence planning arrangements worked well. Helpful reintegration services were provided through the prisoner-led Vision service and other agencies. There was appropriate support for women with substance use problems. Although not reflected in the strategy, some very effective family support work took place. Outcomes for women prisoners were good against this healthy prison test.

HP31 The resettlement strategy was joint with Blantyre House and did not give sufficient emphasis to some of the specific resettlement needs of women prisoners. There were identified pathway leads for each area but not all pathways were covered at resettlement meetings and there was no reference at all to the children and families pathway in any of the minutes of meetings. Some resettlement work was significantly hampered by the lack of internet and email access. Too many women arrived at the prison with insufficient time left to serve to benefit from the resettlement provision.

HP32 Offender management arrangements were effective. All women were allocated an offender supervisor and there was good contact with them and offender managers. Eligible women had up to date offender assessments. All women took part in a pathway course on arrival and needs were followed up at an initial resettlement board and regularly after that. Public protection arrangements were sound. There was good use of release on temporary licence for resettlement purposes and virtually all applications for home detention curfew were approved.

HP33 There were no specific events for women serving life sentences but a first forum for them had just been held. All 15 indeterminate sentenced prisoners had an allocated trained lifer personal officer and parole dossiers were up to date.

HP34 We contacted over 40 probation officers for the most recent releases from East Sutton Park and had 24 responses. In all cases, the women had an address on release and were still in stable accommodation when contacted. Eighteen were in training or employment. Most offender managers commented very positively about the quality of contact with the offender management unit at East Sutton Park.

HP35 Accommodation services were good and Vision peer workers provided useful support, although the lack of internet access was a problem. Needs were identified on arrival and no women left without accommodation. Finance needs were also assessed at induction and help was provided through the Vision service, with additional support through Citizens Advice and JobCentre Plus. A useful money management course was run and women were helped to open bank accounts.

HP36 The range of work placements and employability training helped good resettlement outcomes. These were supported by a useful preparation for work programme. A 'ready

to work' programme was in its early stage of implementation to recognise interpersonal skills but more active involvement from the careers, information and advice service (CIAS) was needed to develop support for entry to education in the community.

- HP37 Many women had completed appropriate interventions before they came to East Sutton Park and some were able to attend programmes run in the community. Groups covering drug importation and alcohol were run by probation staff in the prison, who also supported women with needs under the additional pathways for women who had been victims of domestic violence or had worked in the sex industry. A domestic violence course was no longer run. Information about the additional pathways for women was not well promoted.
- HP38 Although there was relatively little strategic focus on the children and family pathway, support for women's contact with their family was good and some women were very appreciative about the help they had received. All women were able to have weekly visits and regular family days were run for children and other relatives. Many women had good opportunities to maintain and re-establish contact with their family through release on temporary licence.
- HP39 The drug strategy was well managed but drug and alcohol policy documents were joint with Blantyre House so not specific to women and needed updating to take into account a recent useful needs analysis. Women, including those with primary alcohol problems, could access a good level of support but there was no structured relapse prevention course. Counselling, assessment, referral, advice and throughcare (CARAT) services were well integrated in the prison and good throughcare arrangements included setting up appointments with drug workers in the community during temporary release in preparation for release.

Main concerns and recommendations

- HP40 Concern: Living conditions for the majority of women were unsatisfactory, with too many shared dormitories that allowed little privacy, were inadequately furnished and had insufficient and unsatisfactory toilet facilities.

Recommendation: Living accommodation for women prisoners at East Sutton Park should be of an appropriate standard for a 21st century prison, provide reasonable space and privacy, enough furniture and sufficient toilet facilities.

- HP41 Concern: The lack of facilities for wheelchair users together with a similar issue at HMP Askham Grange meant that the Prison Service was unable to provide a place in open conditions for women with severe mobility difficulties who would otherwise meet the criteria.

Recommendation: Appropriate adjustments should be made to allow women prisoners with disabilities, including those who require wheelchairs, to progress to open conditions.

- HP42 Concern: The lack of internet access for women prisoners in open conditions impeded their opportunities for education, access to information and resettlement services and job searches.

Recommendation: Women prisoners in open conditions should have appropriate access to the internet to aid their education and resettlement.

HP43 Concern: It was anomalous that women prisoners in the lowest security category who were allowed to use mobile telephones without scrutiny while out of the prison on release on temporary licence were unable to do so within the prison. This unnecessarily acted as a barrier to contact with their children and families.

Recommendation: Unless there are well-founded, overriding security concerns, women prisoners in open conditions should be allowed to use their mobile telephones in the prison.

Section 1: Arrival in custody

Courts, escorts and transfers

Expected outcomes:

Prisoners travel in safe, decent conditions to and from court and between prisons. During movement the individual needs of prisoners are recognised and given proper attention.

- 1.1 Most women inappropriately travelled to open conditions locked in cellular vans and some had long journeys with few, if any, toilet stops. Some women arrived with insufficient time to make good use of the resettlement support available.
- 1.2 Most women prisoners arrived at East Sutton Park individually or in small groups in the early afternoon. Most travelled in cellular vans, which was inappropriate for transfer to open conditions. Prisoners brought by officers from East Sutton Park in prison transport were unnecessarily handcuffed on their journey.
- 1.3 Most women did not have long journeys but few of those who did said they had been offered a toilet stop. One woman who arrived after a journey of 4.5 hours HMP New Hall had not had a break and another who arrived at 11.30pm having left HMP Low Newton at 9.45am had been offered only one 15-minute break. The circumstances of this were being investigated.
- 1.4 Most women had not received any advance information about East Sutton Park and some complained that they had been given misleading information about timescales for release on temporary licence at their sending establishments. Few had been given 24 hours' notice of their transfer and some said they had been transferred while in the middle of courses.
- 1.5 Some women arrived within their home detention curfew processing period (see section on offender management) and with insufficient time to make full use of the resettlement support available at East Sutton Park. Of the last 50 prisoners received, 21 had arrived with less than three months to serve. Nine women had less than eight weeks and three less than four.
- 1.6 Few women had to attend court to deal with outstanding offences.

Recommendations

- 1.7 Women transferring to East Sutton Park should travel in conditions reflecting their low security risk with appropriate breaks for longer journeys.
- 1.8 Suitable women prisoners should be transferred to East Sutton Park at appropriate points in their sentence to allow them to benefit from the resettlement opportunities available.

First days in custody

Expected outcomes:

Prisoners feel safe on their reception into prison and for the first few days. Their individual needs, both during and after custody, are identified and plans developed to provide help. During a

prisoner's induction into the prison he/she is made aware of prison routines, how to access available services and how to cope with imprisonment.

- 1.9 Women reported very positively about their experiences of reception, first night and induction and a peer adviser gave good support and information. Some new arrivals found the dormitories and dining room intimidating. Women completed a personalised resettlement action plan during induction.

Reception and first night

- 1.10 In our survey, women reported very positively about their experiences of reception and first night. The reception area was small but clean and comfortable and officers were friendly and welcoming. There was a detailed published first night strategy.
- 1.11 Reception officers recorded prisoners' personal and sentence details and a first night checklist helped them ensure that all necessary procedures were undertaken and information given. Women were given a poorly produced booklet that did not cover all the information they needed, including the omission of reference to the services available to support women who been victims of domestic violence or sex workers (see section on resettlement pathways). A better designed version of the booklet was in production.
- 1.12 Although we were told that information was available in other languages, we saw one Vietnamese new arrival who spoke little English given just printed information in English (see section on foreign nationals).
- 1.13 A peer adviser met new arrivals in reception, escorted them to their dormitory, showed them around the prison and acted as a point of contact. Some new arrivals found the shared dormitories and communal dining room intimidating.

Induction

- 1.14 Women had a good induction to the prison and in our survey, 98% said they had undertaken induction and 85% said it covered everything they needed to know. The peer adviser arranged appointments for new arrivals with staff in various departments who gave them information about their area of work. Most women completed this reasonably quickly.
- 1.15 All women attended an engaging and useful two-day pathway course led by an education tutor. Women were able to identify their needs under the resettlement pathways and completed a personalised pathway action plan that was discussed at their first resettlement board (see section on offender management).

Housekeeping point

- 1.16 The prisoner information booklet should contain up-to-date information about the full range of resettlement services available.

Section 2: Environment and relationships

Residential units

Expected outcomes:

Prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions.

- 2.1 The prison and grounds were impressive and provided a calm environment. All rooms were shared and, although clean and well maintained, the dormitory accommodation was cramped and provided little privacy. Women had good access to showers and cleaning materials.
- 2.2 There were 33 rooms each accommodating between two and six women. They were clean and well maintained but most were cramped with bed spaces separated by shoulder-high dividers that allowed little privacy. Young adult women were accommodated together in one room. Furnishings were sparse and women had to share the single chair, table and television available in each room. Each had a small lockable cabinet and a larger cabinet to hang clothes.
- 2.3 Televisions and lights had to be switched off at 11pm on most days and at midnight on Fridays and Saturdays. Women said it was quiet enough to sleep except in the rooms nearest the toilets where women were disturbed by others using them at night.
- 2.4 Mattresses were clean and easily exchanged. All women had duvets and could have their own pillows and bedding. Bedding was washed weekly.

Clothing and possessions

- 2.5 Women wore their own clothes and work clothing was issued as required. Some donated clothing was available for women who did not have enough of their own but not enough to meet all individual needs. Prison-issue tracksuits were available. Women had good opportunities to use the laundries.
- 2.6 Women could access their stored property every three months, or more often if there was a particular need, and have stored items laundered before being discharged.
- 2.7 The facilities list was comprehensive but women were not allowed some items they had been able to have in closed conditions. Apart from items that were a fire risk, we could see no justification for this.

Hygiene

- 2.8 Women had good access to showers, which were clean and some on the ground floor were fitted with grab rails. The two shower rooms in the main house had a damp smell and the paintwork was flaking due to poor ventilation. The one bathroom was out of use because the floor was unsafe but there were well-advanced plans for two new bathrooms in the main house. A wet room for women with limited mobility was located away from the main accommodation and accessed across cobble stones, making it unsuitable. There were too few toilets and women said they were often dirty at night. All contained good stocks of sanitary products.

Housekeeping points

- 2.9 The range of donated clothing should be extended.
- 2.10 Women should be allowed the possessions they had in closed prisons unless there is a justified safety reason not to do so.

Staff-prisoner relationships

Expected outcomes:

Prisoners are treated respectfully by staff, throughout the duration of their custodial sentence, and are encouraged to take responsibility for their own actions and decisions. Healthy prisons should demonstrate a well-ordered environment in which the requirements of security, control and justice are balanced and in which all members of the prison community are safe and treated with fairness.

- 2.11 Most women in our survey said staff treated them with respect and that they had a member of staff they could turn to for help. Most interactions we saw were very positive and there was good evidence of support being offered by staff. Women were encouraged to take personal responsibility and there were regular consultation meetings with prisoner representatives.
- 2.12 In our survey, women were positive about staff and 81% said staff treated them with respect and 94% said they had a member of staff who would help them if they had a problem. In discussion, women in groups said some staff were superficial in their dealings with prisoners. Almost 70% of the staff were women, which was appropriate for a women's prison. Women said most officers routinely knocked on their door before entering.
- 2.13 Women said many officers were caring and were good role models. Staff usually addressed and referred to women by their first names, although some inappropriately referred to adult women as 'girls'. Entries in case notes and the observation book were good and demonstrated an understanding of women's individual circumstances, with good support arrangements.
- 2.14 A monthly prisoner consultative committee chaired by the head of residence had eight prisoner representatives and was well attended. The group discussed a wide range of subjects and each woman prisoner represented a subject area but not all women knew they could ask for matters to be raised at this forum. Minutes were displayed in the main residential corridor.

Personal officers

Expected outcomes:

Prisoners' relationships with their personal officers are based on mutual respect, high expectations and support.

- 2.15 All women had an identified personal officer. Regular entries in case notes were mostly good quality and personal officers had a good understanding of women's individual resettlement needs.

- 2.16 A personal officer scheme included clear guidance about what was expected. Each personal officer was required to have two-weekly recorded meetings with each of the women they were responsible for. Usually very good case note entries demonstrated a good understanding of individual needs, including for resettlement, and good levels of support when required. Management checks indicated that some officers had been challenged about the quality of entries but not always when entries were irregular. Each personal officer had a named back-up to cover during absences.
- 2.17 In our survey, 98% of women said they had a personal officer and 90% found them helpful or very helpful, much higher than the comparator. Personal officers routinely introduced themselves shortly after a woman's arrival and the women we spoke to said they knew their personal officer was and 90% found them helpful or very helpful.

Section 3: Duty of care

Bullying and violence reduction

Expected outcomes:

Everyone feels safe from bullying and victimisation (which includes verbal and racial abuse, theft, threats of violence and assault). Active and fair systems to prevent and respond to violence and intimidation are known to staff, prisoners and visitors, and inform all aspects of the regime.

- 3.1 All indicators of bullying and violence suggested that most women felt safe and outcomes were mostly good. The joint policy document with Blantyre House did not focus sufficiently on women. No internal survey of perceptions of safety had been completed.
- 3.2 The small size of the prison and generally good relationships with staff meant problems could be identified quickly. Staff recorded incidents, including minor disagreements between women, in a central observation book and there was a specific box for women to report incidents. All new arrivals were given a talk about safer custody as part of their induction and the prison tried where possible to meet a woman's choice of room.
- 3.3 Most women valued their place at East Sutton Park, which had a positive impact on their behaviour. There was little evidence of bullying, although some women found living in dormitories difficult and when issues arose they were usually minor domestic matters. Some room or group meetings were held to resolve these and mediation was occasionally used.
- 3.4 The safer custody committee met quarterly and was held jointly with Blantyre House. It was usually chaired by the deputy governor from Blantyre House. The meetings alternated between the two prisons and, given the low level of violence and self-harm, attendance was generally appropriate. There was a good focus on training and wider policy developments in safer custody. A Listener attended most meetings and safer custody was a standing agenda item at the monthly prisoner consultation meetings.
- 3.5 The violence reduction strategy was a combined document with Blantyre House and had last been reviewed in August 2011. It did not focus on the issues that arose at East Sutton Park, such as how to deal with the problems that occur with women living closely together with little privacy. Although lower than most other women's prisons, almost a quarter of women said they had felt unsafe in the prison at some time but there had been no internal survey to examine experiences and perceptions of safety and inform the development of the strategy.
- 3.6 Few women were managed under the three-stage anti-bullying strategy. The first stage of monitoring had been used for five women to date in 2011, all for only a week. Each anti-bullying plan included regular and full daily entries. The second stage, which involved an enhanced case review, was used when there were further concerns. The third stage included consideration by the prison's risk management committee and two women subject to this had been returned to closed conditions. A policy and strategy to monitor and support vulnerable women, including potential victims of bullying, had been used once to date in 2011.

Recommendation

- 3.7 A specific violence reduction policy for East Sutton Park should be developed in consultation with women prisoners.

Self-harm and suicide

Expected outcomes:

Prisons work to reduce the risks of self-harm and suicide through a whole-prison approach. Prisoners at risk of self-harm or suicide are identified at an early stage, and a care and support plan is drawn up, implemented and monitored. Prisoners who have been identified as vulnerable are encouraged to participate in all purposeful activity. All staff are aware of and alert to vulnerability issues, are appropriately trained and have access to proper equipment and support.

- 3.8 The prison was a largely supportive and relaxed environment where most women had a member of staff they could turn to for help. There was no evident self-harm. Staff were aware of risks and good individual care was provided when needed.
- 3.9 The general environment, positive relationships (see section on staff-prisoner relationships) and supportive regime with the opportunities for resettlement leave helped women through difficult times. There was virtually no self-harm, with no recorded incidents since 2009. Only three assessment, care in custody and teamwork (ACCT) documents had been opened in the year to date. All three indicated good individual support and contained detailed assessments and care plans focusing on the main concerns. Staff were aware of times of heightened risks, such as when women were returned to closed conditions.
- 3.10 The suicide and self-harm strategy document had last been reviewed in August 2011 and covered Blantyre House and East Sutton Park. It contained some reference to the anxieties related to open conditions and annexes included information about specific training for working with women, which all staff had completed. Particular issues for mothers in prison and advice for staff were also outlined.
- 3.11 Suicide and self-harm issues were covered at the quarterly safer custody meeting (see section on bullying and violence reduction). There were few incidents of concern to consider but minutes evidenced appropriate discussion, with good attention given to training. There were sufficient trained ACCT assessors and case managers.
- 3.12 There were four Listeners but few formal requests for their support. They had access to a quiet room but often supported women informally who were unhappy sharing dormitories or coping with loss associated with children or bereavement. Good peer support was also provided through Vision (see section on resettlement). Listeners met with the Samaritans monthly. A portable telephone with direct free access to Samaritans was rarely used. The loss of counselling services provided through healthcare had resulted in a significant gap in provision (see section on health services). Some women believed that disclosing vulnerability would lead to a return to closed conditions but there was no evidence to support this.

Applications and complaints

Expected outcomes:

Effective application and complaint procedures are in place, are easy to access, easy to use and provide timely responses. Prisoners feel safe from repercussions when using these procedures and are aware of an appeal procedure.

- 3.13 Women were positive about the applications process but many said they were reluctant to complain for fear of losing their place at East Sutton Park. Application and complaint forms were easily accessible. Most complaints received a prompt and polite reply but not all complaints about staff were properly investigated.
- 3.14 The applications system worked well. Procedures for recording and tracking applications were cumbersome. A record was kept of women who submitted an application for extra telephone credit and women were refused automatically if they submitted a second application without further examination of whether there was a justified need.
- 3.15 Detailed information was published for women about making applications and complaints and how to contact the Independent Monitoring Board (IMB) and Prisons and Probation Ombudsman (PPO). There were no posters advertising the IMB or PPO but photographs of the IMB members were displayed and women said it was easy to contact them.
- 3.16 Applications and complaints boxes were emptied daily. There were good supplies of complaint forms but no confidential access envelopes on the day we checked. Applications to see the IMB were posted in sealed boxes, which were emptied and logged independently.
- 3.17 In our survey, only 22% of women said they had submitted a complaint and women in groups said they worried they might lose their place at East Sutton Park if they did. There had been 34 complaints in the previous six months and the small numbers made trends analysis difficult. Replies to complaints were of a good standard and quality assurance checks were completed monthly. The sample included two complaints about staff, neither of which appeared to have been fully investigated or dealt with properly. Inappropriate mediation had been attempted in one case and declined in the second, leaving both prisoners mistrustful of staff.

Recommendation

- 3.18 Complaints about staff should be fully investigated and recorded. Mediation should be used only following an appropriate investigation and only with the full agreement of the woman.

Legal rights

Expected outcomes:

Prisoners are told about their legal rights during induction, and can freely exercise these rights while in prison.

3.19 Trained legal services officers met all women in their first week and helped them contact solicitors and external agencies.

3.20 There were three trained legal services officers (LSOs), with two currently operating. All new arrivals met an LSO during induction and subsequently could apply to speak to one, usually within 48 hours. LSOs mainly helped women contact solicitors. LSOs also offered free telephone calls to the UK Border Agency or made calls on women's behalf to deal with immigration status and deportation issues. Legal visits were able to be facilitated twice a day on weekdays in the dining room.

Faith and religious activity

Expected outcomes:

All prisoners are able to practise their religion fully and in safety. The chaplaincy plays a full part in prison life and contributes to prisoners' overall, care, support and resettlement.

3.21 The prison had been without a coordinating chaplain for some time but women reported good support from sessional chaplains and were able to attend services for most faiths.

3.22 The prison had been without a coordinating chaplain for over 18 months but this did not appear to have had an unduly negative impact on provision of faith-based services. A new coordinator was about to take up post. Good support from the area coordinating chaplain and a comprehensive range of sessional chaplains ensured that most women could see a minister and attend services of their own faith and that a member of the chaplaincy team was available every day. Women could attend a weekly prayer group on Monday evenings and a popular choir practice on Wednesday evenings.

3.23 Better links had been established with the adjacent local Anglican church and women were welcome there on Sundays if their licence permitted. The local vicar encouraged events such as prize-giving to be held there and women prisoners assisted with tasks such as flower arranging alongside other members of the parish.

3.24 A Pentecostal service was held on Tuesdays with another on one Sunday a month but many women said they would have appreciated the opportunity to speak to a Pentecostal minister outside services.

Substance use

Expected outcomes:

Prisoners with substance-related needs, including alcohol, are identified at reception and receive effective treatment and support throughout their stay in custody. All prisoners are safe from exposure to and the effects of substance use while in prison.

3.25 The prison did not accept women receiving opiate substitute treatment. The integrated drug treatment system was due to be implemented and staff were already in post but we were not

persuaded of the need for such a service. Drug availability was very low and all women were subject to compliance testing so the need for random mandatory drug testing was questionable.

Clinical management

- 3.26 The prison was waiting for a controlled drugs cabinet to be installed before being able to accept women who were stable on opiate substitutes. In our survey, only 9% of women said they had a drug problem on arrival but future demand on clinical services was uncertain as the current acceptance criteria required women to be drug free. Integrated drug treatment system (IDTS) provision was due to be clustered with other local prisons and clinical staff were already running IDTS at neighbouring establishments but we were not persuaded that there was a need for an IDTS service at East Sutton Park. Crime Reduction Initiative (CRI), which is a health and social care charity, employed both clinical and counselling, assessment, referral, advice and throughcare (CARAT) teams and they were co-located in the new health care building, which allowed for close joint working. Health, clinical IDTS and CARAT staff met monthly to coordinate the implementation of IDTS.

Drug testing

- 3.27 The year-to-date random mandatory drug testing (MDT) rate stood at 1.4% against a target of 1.9%, which equated to one woman during the year testing positive. No drug or alcohol finds had been made in the previous six months and nobody had returned a positive alcohol test. Few security information reports related to drugs and only two out of 12 suspicion tests conducted in the previous six months were positive for cannabis. The MDT programme was sufficiently resourced to meet requests for target testing promptly but some intelligence related to diverted medication that could not be detected under MDT. Health services had been informed and a review of in-possession medication had taken place.
- 3.28 All women were required to participate in compact-based drug testing. Appropriate compacts were in place and testing arrangements were clearly separate from MDT. Testing usually took place monthly but one woman was on a frequent testing programme following a positive result. Generally, testing frequency was not risk assessed, which did not allow for the most effective use of resources.
- 3.29 Security staff attended drug strategy meetings and women testing positive were referred to the CARAT team. This was a small establishment with a very low level of drug use and a high level of information sharing so the need for random mandatory drug testing was questionable.

Recommendation

- 3.30 In light of low drug availability, good intelligence, target mandatory drug testing and regular compact-based drug testing, random mandatory drug testing should stop.

Housekeeping point

- 3.31 The frequency of compact-based drug testing should be determined by individual risk assessments.

Section 4: Diversity

Expected outcomes:

All establishments should be aware of and meet the specific needs of minority groups and implement distinct policies or action plans, which aim to represent their views, meet their needs and offer peer support to ensure all prisoners have equal access to all facilities. Multiple diversity needs should be recognised and met.

- 4.1 The diversity policy did not explain how the prison would identify and address emerging diversity issues and attendance at diversity meetings was poor. Despite weaknesses in structures to manage diversity, outcomes for women from minority groups were generally good.
- 4.2 There was an overarching diversity policy but it focused predominantly on statutory obligations, with little information on how local issues would be identified and addressed. A diversity and equality action team (DEAT) for both East Sutton Park and Blantyre House met monthly but attendance by managers from East Sutton Park was very poor, with some meetings attended by only the prison's prisoner diversity representatives. This did not suggest much priority was attached to promotion of equality and diversity. Each diversity strand was a standing item on the agenda but minutes indicated little meaningful discussion. There was little routine consultation with women about diversity issues to help inform discussion at the meeting. We were told that a black and minority ethnic focus group had been attempted but had stopped due to lack of prisoner interest. Monitoring of data was limited to race and in only those areas mandatorily required by NOMS.
- 4.3 There were seven prisoner diversity representatives but very few of the women we met knew about them and their role.
- 4.4 Despite weaknesses in formal structures, most women agreed they were treated equitably and said their individual needs were met, which was attributable to the excellent personal attention given by staff and managers.

Recommendation

- 4.5 Senior managers should actively promote equality and diversity, including through regular consultation with women prisoners.

Race equality

- 4.6 In our survey, black and minority ethnic women were mostly as positive in their perceptions and about their treatment as white prisoners. Racist incidents were rarely reported but sufficiently addressed when they were.
- 4.7 About a third of the women prisoners were from a black and minority ethnic background. They reported as positively in all areas of our survey as their white peers except that 37% compared to 15% of white women said they had been victimised by a member of staff. We spoke to almost all black and minority ethnic women and all were extremely positive about staff. However, some mentioned a recent incident when several black women had been playing music in a communal

area that had been badly handled by a member of staff and had caused some offence and might have contributed to this survey result.

Managing racist incidents

- 4.8 Racist incident report forms, recently rebranded as diversity incident report forms, were little used, with three submitted in the previous six months. All three reported incidents involved minor matters that required little investigation and appropriate actions had been recommended. The deputy governor checked each one, made additional comments or recommended further action when necessary.

Race equality duty

- 4.9 Events to promote race equality and celebrate different cultures and heritages were arranged on an ad hoc basis rather than a timetabled programme. Some imagination had been used, including a fashion show where women had worn clothes reflecting their ethnic heritage.

Religion

- 4.10 Religious provision was outlined in the local diversity policy but only in very broad terms
- 4.11 Religion was covered in the diversity policy but in little detail other than general statements that women would not be 'disadvantaged, deterred or impeded from attending their corporate worship, recognised religious celebrations, festivals and key fasts'. While there was not monitoring of outcomes by religious affiliations to ensure provision in the prison matched need, there was little indication that outcomes were affected other than the lack of personal contact with a Pentecostal Minister (see section on faith and religious activity).
- 4.12 Religious festivals were celebrated, primarily through enhanced meals related to the specific religion or culture. A diversity notice board was used to promote awareness of different religions, such as a Hindu display during Diwali and an Islamic one during Ramadan.

Foreign nationals

- 4.13 Foreign national women reported favourably about their treatment but arrangements for telephone calls to their home country needed review. Professional interpreters were not always used when required. Too much emphasis was given to the UK Border Agency's input into risk assessment processes.
- 4.14 There were only five foreign national women. All reported positively about their treatment. A member of offender management staff who had case oversight of all foreign national women kept good records relating to their immigration status and liaised with the UK Border Agency (UKBA) as necessary.
- 4.15 The diversity policy stated that foreign national prisoners could have a free weekly five-minute telephone call to their home country but this was only if they forfeited visits. The amount provided was also based on a printed list of BT call rates but women said on the prison's system this usually allowed only two to three minute conversations.

- 4.16 Few foreign national women transferred to the prison and even fewer did not speak English. However, the guidance for staff about using professional interpreting services underlined how expensive this was and, as a result, we saw one Vietnamese woman who spoke and understood little English who was not given information in her own language and whose reception interview and health care screen were attended by another Vietnamese prisoner who acted as interpreter.
- 4.17 It was unusual for women subject to deportation to be located at East Sutton Park but there were examples where very late decisions appeared very unfair. In one case, a woman had been served with a notice of intent to deport only two days before her release date. She was sent to Holloway indefinitely as a detainee, despite being a mother of three and having demonstrated trust through a successful placement at a local supermarket.
- 4.18 Too much emphasis was given to UKBA's input to the risk assessment process for women being considered for release on temporary licence (ROTL). A generic reply stating that UKBA deemed the individual to be a risk without supporting intelligence had often, although not always, been sufficient to prevent a woman being granted ROTL.

Recommendations

- 4.19 Foreign national women should receive sufficient free credit for a five-minute free telephone call to their home country without having to forfeit visiting rights.
- 4.20 Important information should be provided in languages other than English as necessary and professional telephone interpreters should be used for confidential interviews.
- 4.21 Foreign national women should be refused release on temporary licence on the basis of information received from the UK Border Agency only where the information is sufficiently detailed to provide evidence of increased risk factors.

Disability and older prisoners

- 4.22 The prison had made some progress in supporting women with disabilities through good identification procedures, increased adaptations and care plans. However, the prison was unable to take women in wheelchairs.
- 4.23 There were effective identification processes for women with disabilities and the disability log, which contained the names of 22 women, was broadly in line with our survey results. Evacuation and care plans had been drawn up where necessary. Not all staff knew where they were but they knew which women required assistance and the circumstances when this was required.
- 4.24 Work carried out to ensure better equality of access for women with limited mobility included individual adaptations to moving roll-check attendance from the first to the ground floor but a wet room for women with limited mobility was inappropriately located (see section on residential units). Women we spoke to said staff and other prisoners helped them when necessary. However, as at HMP Askham Grange, the only other open prison for women, the allocation criteria prevented any woman in a wheelchair from transferring to East Sutton Park. This meant that otherwise suitable women who required a wheelchair were unfairly denied access to open conditions.

- 4.25 Retired women were paid only £3.75 a week but this was mitigated by the fact that they were encouraged to take part in light activities for short periods and received full pay if they did so. Routine consultation with older women had recently begun.

Sexual orientation and gender

- 4.26 East Sutton Park was a supportive environment for gay or bisexual women despite the absence of formal support systems.

- 4.27 In our survey, 12% of women said they were gay or bisexual. Gay women we spoke to described a generally supportive and positive environment despite the lack of any formal support processes.

Section 5: Health services

Expected outcomes:

Prisoners should be cared for by a health service that assesses and meets their health needs while in prison and which promotes continuity of health and social care on release. The standard of health service provided is equivalent to that which prisoners could expect to receive in the community.

5.1 Women prisoners could access a wide range of clinical services including a GP and pharmacy service, nurse-led clinics, dentistry, optical services and mental health support. There were no significant waiting lists. Health promotion was excellent. Dental services were good and the waiting list reasonable. The pharmacy service was very good. Mental health support was well structured but the recent loss of counselling services had created a gap.

General

- 5.2 NHS West Kent commissioned health services with Prison Service nurses delivering front line care. This was to change imminently with primary health services being delivered by Oxleas NHS Trust.
- 5.3 There was good liaison between health care, the primary care trust and other partners in the prison and the local health economy. The head of health care was also responsible for services at Blantyre House. She was a member of the senior management team and attended the prison partnership board, clinical governance meetings and other health-related meetings.
- 5.4 The health care department had recently moved to a new location and was still settling in, with final touches to the building still to be made. The department was very small with insufficient treatment rooms, which meant it was difficult to see more than one patient at a time in a clinical setting. The GP room was also the treatment area for dressings or other invasive procedures.
- 5.5 Health promotion was good, with extensive literature, including about sexual health and stopping smoking, for women to take away with them. Barrier protection was offered and contraceptives were freely available in health care. Regular 'health days' were held and included external health professionals. Health care information was given to new arrivals during the reception screening but the leaflet had been printed in 2005 and was very out of date. Older women were offered regular well woman health checks.
- 5.6 Protocols were in place to manage a communicable disease outbreak in the prison. One of the senior nurses was responsible for managing infection control in the department and, where necessary, linked in with the primary care trust and communicable diseases team. There had not been an infection control audit since the new health care unit had opened.

Recommendation

- 5.7 **An infection control audit should be completed to ensure that the new build meets infection control guidelines.**

Housekeeping point

- 5.8 The health care information leaflet should be updated and reviewed annually.

Clinical governance

- 5.9 The small primary care staff group was well trained and highly professional. A skills needs analysis had been completed in 2011 and there was ample opportunity to access appropriate professional courses. Two band 6 registered nurses worked full time at the prison supported by a band 6 bank registered nurse. Professional qualifications in the nursing team included midwifery, sexual health and substance use. Nurses were supported to keep their professional skills to a high standard. Clinical supervision was supported with staff from Blantyre House combining to form a clinical supervision group but the group had not met for some months. A full-time administrator provided excellent support. The GP service was provided by a local GP practice and there were three GP clinics a week. Women were able to see a female GP.
- 5.10 Resuscitation equipment was checked monthly and nursing staff had received appropriate training. Specialist medical equipment was obtained through the primary care trust occupational therapist and physiotherapist.
- 5.11 Clinical records were computer-based and those we reviewed were professional and appropriate. Many prisoners had paper records from previous establishments and these were held securely. The GPs were shortly due to have remote access from their surgery to patients' clinical records at the prison, which would better inform on-call GPs.
- 5.12 There was no dedicated health care forum but a member of health care staff attended the prison offender voice meeting wherever possible. Complaints about health care were processed on general complaints forms, which did not ensure medical confidentiality. Prisoners could accelerate complaints through to the Patient Advice and Liaison Service.

Recommendation

- 5.13 **A health care-specific complaints form should be introduced to ensure medical confidentiality is not compromised.**

Primary care

- 5.14 Onsite health support was provided between 8am and 4pm on weekdays. The local out-of-hours service provided cover at other times.
- 5.15 All new arrivals were seen by a nurse and a health assessment was completed. Where necessary, relevant inoculations were given and documented. Women were assessed for work or gym and those over the age of 50 and life-sentenced women were offered a well woman screening.
- 5.16 All women were also seen by the GP within 24 hours of arrival. Those women arriving on opiate medication were advised that, if appropriate, their need for opiate medications would be reassessed with a view to reducing the amount prescribed. This was not popular with some women but one woman we saw in this situation was very well managed. In her case, the nurse carefully explained the side effects of the drugs she was currently taking and said she would be

supported throughout the phased reduction of the opiates, with alternative treatment such as supervised exercise introduced as necessary.

- 5.17 Most women were positive about health services and in our survey 57% against a comparator of 43% said the quality of health services was good or very good. More women than the comparator said it was easy to see a doctor, dentist and optician.
- 5.18 A nurse-led minor clinic ran every weekday morning between 8.15am and 9am where women could turn up and seek advice. Another walk in clinic for minor ailments was also popular. Where necessary, appointments to see the GP and other health professionals were made. Women did not wait long to see the GP but those undergoing treatment complained that they did not always see the same GP. One of the nurses held life-long clinics including asthma, diabetes and respiratory conditions with support from community specialists. Diabetic women were given extra food packs for the evening. Self medication was promoted and insulin-dependent diabetics managed their own treatment with support from the nursing team.
- 5.19 Optical and chiropody practitioners visited the prison and women could attend community providers. Waiting lists were within NHS guidelines.
- 5.20 There were excellent links with external healthcare providers, including ante-natal care. Pregnant women were seen by the GP and referred to the local maternity unit. One of the nurses was a qualified midwife so could give advice and provide care in conjunction with the community midwife from the GP practice.

Recommendation

- 5.21 **Where possible, patients should be reviewed by the same GP if the consultation relates to a previous assessment.**

Pharmacy

- 5.22 Pharmacy services were provided by HMP Rochester and a pharmacist visited monthly to check medicines management. Notices advised prisoners that they could speak with the pharmacist but they did not do so. In our survey, fewer than the comparator said they were able to see a pharmacist.
- 5.23 The pharmacy room was clean and tidy and medicines were given to patients through a gated hatch. Pharmacy refrigerators were maintained correctly.
- 5.24 There were a limited amount of pharmacy policies but nothing outlining the basic procedures for staff. The need for out-of-hours medicines was negligible but procedures were in place to access medicines when the department was closed.
- 5.25 All women received their medicines in possession, either daily, weekly or monthly and could reorder their own prescriptions. Women prisoners were given a small pack of Paracetamol on arrival and could request further supplies from nursing staff. All such items were recorded on their medication sheet. Patient group directions were being updated. Over-the-counter remedies were available from the shop. Women working in the community could request repeat prescriptions and have them returned to their dedicated lockable medicine cabinet.
- 5.26 The medicines and therapeutics committee met quarterly, with good representation from prisons within the cluster.

- 5.27 There was good management of pharmacy stock and prescriptions by the pharmacist. The controlled drugs register was not compliant with the latest requirements, although record-keeping was accurate.

Housekeeping points

- 5.28 Consideration should be given to using the pharmacist for medicine reviews.
- 5.29 The controlled drugs register should be completed in accordance with current regulations.

Dentistry

- 5.30 The dental service was provided by a local community dental practice. Women were told how to access dental services and 38% in our survey against a comparator of 14% said it was easy to see the dentist. The dental waiting list was low.

Secondary care

- 5.31 Secondary care was well managed by the administrator who coordinated all appointments. Women could attend appointments themselves under release on temporary licence. Cancellation of appointments was usually at the hospital's request. Pre-arranged appointments for women who transferred into the prison were facilitated where possible.

Mental health

- 5.32 The last mental health needs assessment had been completed in 2007 by Kent Forensic Psychiatric Services. The incidence of women with mental health diagnosis in the prison was low. Oxleas NHS Foundation Trust provided mental health support. A community psychiatric nurse (CPN) visited the prison twice a week and a psychiatrist visited as necessary. All women on anti-depressant medication were seen by the CPN, as were prisoners already under the care of mental health in-reach teams from sending prisons. The CPN had approximately six women on the caseload and there was good joint working with other nurses.
- 5.33 In the year from 2009-2010, counsellors had held 466 sessions accessed by 31 women. However, the new health provider said a counselling service was not part of the contract and there were no counsellors in the prison. The provider said this would be reviewed in due course but the loss of this valued service was a real concern.

Recommendation

- 5.34 Women prisoners should have access to appropriate counselling services to meet their needs.

Section 6: Activities

Time out of room

Expected outcomes:

All prisoners are actively encouraged to engage in out of cell activities, and the prison offers a timetable of regular and varied extra-mural activities.

- 6.1 There were few restrictions on time out of room and enough activity places for all women to be occupied during the day.
- 6.2 Women were not locked in their rooms but were not expected to leave them between 11pm and 6.15am except to use the toilet and early workers who were given morning calls from 5.30am.
- 6.3 There were enough activity places for all women and the prison had been flexible and creative in facilitating activities to meet individual needs. A sewing room had been established for one woman with limited mobility and had flourished, providing an additional activity for other women in their spare time. There was a programme of evening and weekend recreational activities for which the women paid a nominal contribution. Women could use the grounds during daylight hours.

Learning and skills and work activities

Expected outcomes:

Learning and skills provision meets the requirements of the specialist education inspectorate's Common Inspection Framework (separately inspected by specialist education inspectors). Prisoners are encouraged and enabled to learn both during and after sentence, as part of sentence planning; and have access to good library facilities. Sufficient purposeful activity is available for the total prisoner population.

- 6.4 There was enough purposeful activity. A good range of accredited vocational training was linked to employment opportunities but some training places were underused. Learning and skills was well managed, with a strong focus on meeting resettlement needs. Data were collected but not fully used to measure participation by different groups. Retention and achievement were outstanding and attendance and punctuality at education, training and work were good. The library provided a good resource but there was no internet access.

Leadership and management

- 6.5 The management of learning and skills was good. Senior managers were committed to developing and improving provision, with a clear focus on resettlement and reintegration. Self assessment was inclusive and well established reports formed part of the strategic planning process. The annual action plan was effectively monitored through the quarterly quality improvement group. Prisoners' views were sought and contributed to the needs analyses, which then informed the curriculum.

- 6.6 The head of learning and interventions worked between Blantyre House and East Sutton Park and was responsible for monitoring the OLASS-funded education contract delivered by The Manchester College (TMC) and the prison-delivered training. TMC had developed a good programme for the delivery of functional skills and achievements were good. Links with sentence planning, allocation to work activities and resettlement were good.
- 6.7 A high proportion of women, 74%, participated in some form of learning and skills. Data were collected but not used to ensure equality of access by different groups of women. All learners could work and attend education sessions part time. There were 150 places available each week. About 40 places were available on vocational training programmes, although in some areas they were less than half full. About 30 women were engaged in additional training opportunities or unpaid and paid work in the community. Punctuality and attendance were generally good. The prison provided a safe environment for training and learning. All relevant staff had been vetted and received Criminal Records Bureau clearance.
- 6.8 Tribal, the information, advice and guidance provider, had a clearly defined structure. All women received appropriate guidance in groups during induction. Further guidance was provided individually on request but more could have been done to promote and support learners quickly into education in the community (see section on resettlement pathways).

Recommendation

- 6.9 The prison should analyse data relating to prisoner participation in learning and skills activities to ensure equality of access by different groups.

Induction

- 6.10 Induction to learning and skills was good but the written information about education did not cover higher level courses or Open University programmes sufficiently and many women were therefore unaware of the opportunities that might be open to them. Prisoners identified their personal strengths and any barriers preventing them from achieving successful resettlement. Those who did not have a certificate of literacy and numeracy achievement were given an initial assessment to determine their level and a further diagnostic assessment of their specific literacy and numeracy needs. Women who self-declared or were identified as having additional learning needs undertook a dyslexia questionnaire and were given individual support during their learning sessions. The two-day induction programme also involved women meeting the different peer representatives from the Vision project. Prisoners completed an individual learning plan, which was followed up by individual advice appointments for each of the resettlement pathways.

Housekeeping point

- 6.11 The availability of higher level education courses in the prison and in the community should be better promoted.

Work

- 6.12 There were sufficient work opportunities in a reasonable range of activities and most women were given their first choice of work. Allocation was fair and included consideration of fitness for work and education needs. Women over retirement age could continue light work and were paid the same rate as other workers of £12.50 a week. There were 15 places as house workers,

mostly cleaners. All women were encouraged to work and good use was made of orderlies to ensure that the gym and library were available. Gym orderlies were appropriately trained and others involved in the Vision team followed an accredited information, advice and guidance qualification at level three. Two women had been granted release on temporary licence to attend construction training at Blantyre House and had successfully completed their programme.

- 6.13 Unpaid and paid work in the community was well managed and about 30 women were involved, some in education but most in unpaid voluntary work. The Vision team worked hard to find appropriate placements that were well matched to prisoners' aspirations and needs. Placements in the local council offices and at Leeds Castle provided high quality work where women quickly learned employability skills. They exhibited high levels of confidence and maturity and were highly valued by placement staff. Local and national employers were involved in providing placements and a recent employers' forum at the prison had provided successful opportunities to develop more placements.

Vocational training

- 6.14 There was a good range of vocational training focused on providing employment skills. Most qualifications were at intermediate level. Learners requiring training at higher levels were encouraged to attend local colleges, training providers or work with employers. Achievements were excellent, with 100% of those starting programmes completing their learning goals. Learners also achieved well on short employment-related courses such as construction skills and forklift truck operations. Learning plans ensured women had clear targets and recorded their progress during each learning session. Staff made good use of feedback to plan sessions, which were specifically focused on meeting individual needs. Literacy and numeracy skills were well integrated into training programmes.
- 6.15 The quality of training was good but only 16 women could access real work and accredited training in the prison: six worked in the industrial kitchen, three in the prison garden and farm, three were studying animal husbandry on the prison farm and four worked as gym orderlies. The women developed good practical skills and were well motivated and enthusiastic. Progress for gym instructors and women on horticulture courses was slow. Learners on PE courses received only a maximum of one afternoon teaching, training and assessment a week and a lack of staff responsible for assessing work meant horticulture learners took too long to complete a level 2 award.

Recommendation

- 6.16 **Learners should receive sufficient training and assessment to complete their qualifications within a reasonable time.**

Education

- 6.17 Education classes were run part time in the mornings and afternoons, providing 150 places each week. Drop-in ICT and craft sessions were also held on some evenings. Achievement of externally accredited qualifications in literacy, numeracy and ICT was outstanding, at 100% for the previous two years. All learners who started on programmes remained and completed their learning aims. Some women had improved their self-esteem and confidence greatly, allowing them to develop very good literacy and writing skills as reflected in their contributions to the prison newspaper.

- 6.18 Attendance at education was overall good at 80% but teachers were not given information about absences in sufficient time to adjust lesson planning. Approximately 40% of women had progressed at least one literacy level during their time at East Sutton Park and over 20% had progressed more than one level. Current learners were making good progress towards completing their basic and ICT skills qualifications. Teaching and learning were satisfactory overall. In the better sessions, tutors skilfully facilitated learning by providing interesting and engaging activities. Weaker sessions were mostly led by the tutor, with little learner participation. In some classes, there was too much reliance on paper-based resources rather than using information learning technology to enhance teaching and learning. There was no internet access to facilitate distance learning and other education in the prison.
- 6.19 Most teachers planned learning well. Individual learning plans contained good targets. Learners used diaries effectively to highlight what they had learned in each lesson and how this contributed towards achieving their long-term goals.
- 6.20 The education curriculum broadly met women's needs. Fifty-six per cent of women arrived at the prison having already attained a level 2 qualification in literacy and numeracy. The prison offered a narrow range of education qualifications at level 3, although 10 women were undertaking a higher level qualification with the Open University and nine were attending colleges in the community. In the previous year, 40% of the higher ability learner group had engaged in an education course at level 3 or above.
- 6.21 There were effective relationships between TMC and the prison and regular meetings reviewed the provision. The activities delivered by TMC often included short courses such as budget and money management and employment law to meet the requirements of a specific group of prisoners. TMC carried out a comprehensive analysis of data to identify achievements of different groups of learners but not what proportion of women of a specific age, ethnic background or disability had participated. The education block, which also contained the library, could only be accessed by steps and through long pathways of gravel that were difficult for prisoners with limited mobility to negotiate.

Recommendations

- 6.22 The quality of teaching should improve to ensure that learners remain enthusiastic and fully engaged.
- 6.23 Reasonable alternative arrangements for access to the library and education should be made for prisoners with mobility difficulties.

Housekeeping point

- 6.24 Communication processes should be improved to ensure that teachers are quickly aware of learners' absences and can adapt their planned lessons more effectively.

Library

- 6.25 The library was managed by Kent County Council and was open every day of the week and in the evenings. There was a full-time experienced librarian supported by one orderly. The library was adequately promoted to new arrivals during induction. It offered a small but adequate selection of fiction and non-fiction books supplemented by inter-library loans on request. Stock included a limited collection of easy read, large print, audio books and graphic novels and the

small range of foreign language books reflected the current population. English language newspapers were available in the communal areas of the main prison block but there were no magazines or foreign language newspapers in the library.

- 6.26 The library ran a book club, participated in some book reading challenges and had recently hosted a reading event by a local author. There was an appropriate range of books to support literacy and numeracy and the library had provided text books for many women taking a vocational qualification. Women increased their knowledge of computing technology and internet facilities at an introductory sessions offered by the library in one of the local community centres but there was not internet access in the prison. The library held only a limited selection of legal books. Only a few Prison Service Instructions were held and no immigration orders but some information was available through the intranet in the education department. It was intended to extend intranet access to the main house.
- 6.27 In our survey, 74% of women said they visited the library at least twice a week, which was an increase from previously. However, there had been no system to analyse use or consultation to ensure that the library was meeting the needs of all women.

Physical education and health promotion

Expected outcomes:

Physical education and PE facilities meet the requirements of the specialist education inspectorate's Common Inspection Framework (separately inspected by specialist education inspectors). Prisoners are also encouraged and enabled to take part in recreational PE, in safe and decent surroundings.

- 6.28 The PE department had good resources and reasonable open times, largely dependent on qualified prisoner gym orderlies. Women could participate in a wide range of classes, such as yoga, aerobics and cardiovascular training but there was no remedial PE provision. Good use was made of the grounds for planned walking exercise.
- 6.29 Access to gym activities was well promoted at induction and all new arrivals completed the induction and a pre-exercise questionnaire. Medical checks were conducted by health care before women received their gym induction but there were no links with health care to support women through exercise referral and rehabilitation from injury. The gym offered a limited range of vocational qualifications at level 2 and 3 (see section on learning and skills), both of which were vital for orderlies to be qualified to run the gym and could also support useful employment on release.
- 6.30 The PE department was clean, tidy and well managed. Resources included sufficient cardiovascular and modular and free weight training facilities in the small gym but there were no outdoor sports facilities in use. The only outdoor activity was a recently-introduced Saturday morning walk. All equipment was well managed and most repair work took place quickly. Two level 2-qualified orderly gym instructors opened the gym for early morning and post-work recreation sessions. All women could have at least two recreational sessions a week before and after work and at weekends and could also attend classes in aerobics, yoga and spinning. There were no specific sessions for older women or those unused to strenuous exercise.

Recommendation

- 6.31 An exercise regime for older women and those less used to strenuous exercise should be introduced.

Section 7: Good order

Security and rules

Expected outcomes:

Security and good order are maintained through positive staff-prisoner relationships based on mutual respect as well as attention to physical and procedural matters. Rules and routines are well-publicised, proportionate, fair and encourage responsible behaviour.

- 7.1 Security arrangements were appropriate. Women were aware of rules but clarification and subsequent enforcing of rules required further managerial oversight. Women were still inappropriately routinely tested for alcohol on return from release on temporary licence.
- 7.2 Security arrangements were mostly proportionate. There were no full-time security staff but security information reports were collated and analysed daily and managers ensured that identified actions were carried out.
- 7.3 Women returning from temporary licence were still routinely alcohol tested, which we had previously noted was unnecessary and disrespectful. No woman had tested positive for alcohol in the year to date despite an average of over 500 tests a month.

Rules

- 7.4 Women appeared to be aware of rules but there was some conflicting information and some confusion was caused because old notices were not always taken down when replaced by new ones. Staff enforced some unofficial petty rules that managers were unaware of, such as that women could not use milk provided at breakfast for anything other than cereal.

Recommendation

- 7.5 Alcohol testing on return from release on temporary licence should be based on intelligence or reasonable suspicion that alcohol has been consumed.

Housekeeping point

- 7.6 Managers should ensure that there is clarity about rules and that they are fairly and consistently applied.

Discipline

Expected outcomes:

Disciplinary procedures are applied fairly and for good reason. Prisoners understand why they are being disciplined and can appeal against any sanctions imposed on them.

- 7.7 There were few disciplinary charges, which were dealt with fairly but women taking prescribed medication who tested positive for drugs were charged before a confirmation test had been undertaken, causing unnecessary stress. There was no use of force and no segregation unit.

Disciplinary procedures

- 7.8 There were only about three to five adjudications a month. Records of adjudications indicated appropriate enquiry. Many charges were dismissed and punishments for women found guilty were proportionate – often just cautions. Women who were only slightly late back from release on temporary licence were not automatically placed on report and those who were had mitigating factors and defences considered fully. Special risk boards that reviewed cases of some women late back from temporary release took a proportionate stance.
- 7.9 A number of women had been charged with a breach of prison rules for testing positive on mandatory drug tests but all but one in the year to date had been found not guilty after a confirmation test showed that the drug detected was actually their prescribed medication. This caused unnecessary stress to the women.

Recommendation

- 7.10 **Women who test positive on an initial screen test under the mandatory drug testing programme and are taking opiate or amphetamine based medication should not be charged with a disciplinary offence until after a confirmation test indicates the substance identified is not consistent with that prescribed medication.**

Incentives and earned privileges

Expected outcomes:

Incentives and earned privilege schemes are well-publicised, designed to improve behaviour and are applied fairly, transparently and consistently within and between establishments, with regular reviews.

- 7.11 The prison did not operate an incentives and earned privileges scheme. Any woman whose behaviour caused concern was instead appropriately discussed at a special risk board.
- 7.12 The prison did not operate an incentives and earned privileges scheme, which was appropriate. Women valued their place at East Sutton Park and responded well to advice and guidance from staff. Most were motivated to benefit from what the resettlement regime had to offer them. Where appropriate, negative entries were recorded on prisoners' case notes. Any serious concerns about a prisoner's behaviour were discussed at a special risk board, 21 of which had been held in the year to date. Some women were given warnings about their behaviour and five had been returned to closed conditions.

Section 8: Services

Catering

Expected outcomes:

Prisoners are offered varied meals to meet their individual requirements and food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations.

- 8.1 The standard of food was excellent. Food storage and preparation arrangements were good. Women working in the kitchen could gain qualifications.
- 8.2 In our survey, 85% of the women said the food was good or very good, which was exceptionally high. The meals we tasted were of a very good standard. Meals were served at reasonable times and women ate together in the large dining hall. The menu was based on a four-week cycle and women across a range of cultural backgrounds said the choices available mostly met their requirements. There was also a wider choice available in the packed lunches provided to women working outside the prison.
- 8.3 Storage and preparation of Halal food had greatly improved, with designated storage areas and clearly defined separate tools kept apart from the main set. All women working in the kitchen had completed a health screen and were required to pass a level 1 qualification in food hygiene before progressing to food preparation responsibilities. Women were also able to gain level 1 and 2 NVQs in catering.

Prison shop

Expected outcomes:

Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs, and can do so safely, from an effectively managed shop.

- 8.4 Most women were satisfied with the shop provision, except they found goods expensive. Women complained about price increases when wages remained unchanged. Access to catalogue shopping was limited.
- 8.5 The shop was run as part of the national contract. In our survey, more than the comparator said the shop sold a wide enough range of goods to meet their needs. Black and minority ethnic prisoners also had access to a catalogue providing items of specific interest to minority groups but this was little used. Women who left the prison on release on temporary licence were allowed to bring in five 'luxury' items a month, including cosmetics and personal toiletries. Other women could have these sent in.
- 8.6 Women could influence the range of items available once a quarter but responsibility for recommending changes rested with one prisoner who was expected to canvass opinions. There had been no general survey to take account of all women's views of the shop provision, although the shop was a standing agenda item at the monthly offender voice meetings. Women at a recent meeting had said they were not aware of the consultation procedures for product choice. Many

women commented about significant price increases when wages had not increased for some time.

- 8.7 Women could place a shop order weekly. Reception packs were offered and most new arrivals had received a shop order at their previous prison. Advances were given to women from private prisons whose accounts were not transferred electronically.
- 8.8 There was limited access to catalogue shopping, which was more of a problem for women who were not yet eligible for release on temporary licence. Women could order from Avon or the catalogue providing products for minority groups. Managers said women could also buy from a general catalogue store but this was not advertised and women were not aware of it.

Recommendation

- 8.9 **Women should be fully consulted about the shop provision to ensure that the product range meets their needs.**

Housekeeping point

- 8.10 The availability of all catalogue shopping should be advertised to women.

Section 9: Resettlement

Strategic management of resettlement

Expected outcomes:

Resettlement underpins the work of the whole establishment, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need.

- 9.1 There was a strong whole prison focus on resettlement and the Vision team and staff provided good support to help women successfully return to the community. However, the strategic overview was underdeveloped. Some women arrived with too little time left to serve to benefit from the resettlement opportunities.
- 9.2 There was a very strong focus on resettlement. The needs of the population were generally met and good resettlement information, support and help were provided by staff and trained peer advisors in the Vision team (see section on resettlement pathways). As in 2006, population pressures meant some women arrived with too little time to serve to benefit from the resettlement opportunities. Many women made positive comments about the help and support received from staff and Vision workers.
- 9.3 The Weald Of Kent Resettlement Strategy 2011-2012 had been jointly developed between East Sutton Park and Blantyre House, a male resettlement establishment with which the prison was jointly managed. As a joint strategy, it was not sufficiently targeted at the resettlement needs of women prisoners. The needs of specific groups of women were not identified. The strategy included information from a needs analysis undertaken in September 2011. This was based on information gathered at initial resettlement boards but was not published and the method, quality and accuracy of evaluation could not be judged.
- 9.4 The published resettlement action plan 2011-2012 included targets attributed to named individuals and timescales for completion but was very limited. There were two targets for accommodation and only one each for all other pathways. The only target for children and families was to increase family attendance at sentence planning boards.
- 9.5 The East Sutton Park resettlement policy committee (RPC) met quarterly and there were also quarterly joint meetings with Blantyre House. The terms of reference named 19 members of the RPC but meetings were often attended by only half this number and sometimes as few as three. All pathways had named leads but not all attended the RPC. Peer workers were not included and there was no representation from health care. There were service level agreements with a number of voluntary and community groups but they were not represented on the RPC. Minutes of meetings showed regular discussion about some pathways and nothing about others and it was not clear how, or if, all pathways were monitored to develop services. None of the minutes of 2011 RPC meetings recorded any specific monitoring of services for health care, children and families, or the two additional pathways specific to women prisoners who had been victims of domestic violence or worked in the sex industry.
- 9.6 Women completed a resettlement exit questionnaire but this did not cover the additional pathways for women. A published prison survey based on the seven core resettlement pathways had been undertaken in August 2011 by 86% of women. Many reported favourably about resettlement provision but nearly half of women identified that their greatest motivation for

change was their 'children and family' and a better insight would have helped inform service delivery.

Recommendation

- 9.7 The resettlement policy committee should routinely monitor the quality and outcome of all resettlement services and action plan targets should be developed to meet identified need for each of the resettlement pathways.

Offender management and planning

Expected outcomes:

All prisoners have a sentence or custody plan based upon an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in custody. Prisoners, together with all relevant staff, are involved with drawing up and reviewing plans.

- 9.8 All women prisoners were allocated to an offender supervisor but caseloads were high and contact was reactive. Offender assessment system (OASys) assessors were not part of the offender management unit, which was a missed opportunity. OASys assessors often completed unnecessary full assessment and risk management plans. There was a clear organisational commitment to multi-agency public protection arrangements and the management of risk of harm to others. There was good use of release on temporary licence and most applications for home detention curfew were granted.
- 9.9 The offender management unit (OMU) came under the remit of the head of offender management. It consisted of two offender supervisors, one a probation officer and one a probation service officer, and three case administrators. There was limited space for private interviews. Staff were clear about their purpose to promote the reduction of reoffending and public protection but there was no published offender management strategy.
- 9.10 Nine women were in scope for offender management, meaning they were serving an indeterminate public protection (IPP) sentence or were high risk. The probation officer offender supervisor managed all those in scope and the probation service officer supervisor managed all other out of the scope cases. All women, irrespective of sentence length, were allocated to a supervisor and had a custody plan.
- 9.11 Two trained prison officers undertook OASys reviews of every prisoner. These officers were not included in the OMU and took no further part in the management of the prisoners, although in some cases they were assigned as the individual's personal officer.
- 9.12 Both offender supervisors delivered in-house group work to prisoners (see section on resettlement pathways) but were not supported in this by any other staff. Supervisors' contact with prisoners was usually in response to applications or requests by offender managers for information, rather than at the supervisors' instigation. This reflected the demand on, and the workload of, supervisors that included preparatory work for release on temporary licence (ROTL). The limited number of supervisors prevented the delivery of additional group work and reduced the opportunity for one-to-one work with women.

- 9.13 Offender supervisors felt their training and developmental needs were met and that they had sufficient resources to deliver sentence plans, although the recent discontinuation of counselling services was seen as a significant loss. There were no formal opportunities for them to discuss practice issues with colleagues and formal supervision was insufficient.
- 9.14 All women were interviewed by an offender supervisor within 10 days of arrival to complete an 'initial profile' document. This comprehensively addressed all resettlement pathways, assessed risk of harm and set target objectives. The report was available to all staff on the intranet and was used to inform discussion at the woman's initial resettlement board (IRB) and to complete the OASys assessment.
- 9.15 Every woman attended a IRB, chaired by the head of offender management, alongside representatives from education, the CARAT service, offender supervisors and personal officers. Meetings to review and discuss all aspects of women's backgrounds and resettlement plans were undertaken in a relaxed but purposeful way. Women were fully involved in the process and had significant ownership of what was agreed, having written their own personalised resettlement action plan. Boards were used to determine the level of risk for ROTL and a review date was set based on individual need rather than sentence planning timescales.
- 9.16 We contacted probation officers for 46 of the most recently released women from the prison and received 24 responses. In all cases, women had an address on release and were still in stable accommodation and 18 of the 24 were in training or employment. Most probation officers commented very positively about the quality of contact with the OMU at the prison.
- 9.17 We read case files relating to 20 prisoners, seven of which were in scope. OASys assessments in out of scope cases were often prepared by assessors within a month of the women's arrival but not countersigned until one or two months after completion. By the time they were signed off, resources had already been expended in producing a separate paper-based likelihood of reoffending assessment and sentence plan within the OMU. In many out of scope cases, the OASys assessor had completed a correct risk of serious harm screening indicating there were no factors requiring a full analysis but then continued to complete a full assessment and risk management plan. This was unnecessary and confusing and wasted resources completing plans when no risk of harm to others had been identified.
- 9.18 Case files were well organised. P-Nomis was used to log headline pieces of information, such as multi-agency public protection arrangement (MAPPA) status but did not contain detailed information of assessments from other departments. The electronic contact log was used to record information from personal officers and often included one entry from offender supervisors summarising an initial profile.
- 9.19 Activity linked to other contacts was either in a separate hard copy report or written by hand in the hard copy contact logs in the OMU. Key correspondence such as between supervisors and offender managers was usually printed and kept in the paper file. In many cases, copies of education learning plans and other education, training and employment assessments were not copied to OMU files.
- 9.20 Fourteen of the 20 cases contained a sufficient assessment of the likelihood of reoffending. In four cases, no assessment had been completed within six months of sentence and a further two had been completed late but within six months. Those that were insufficient contained unclear or not enough evidence to support the assessment or had insufficient identification of offending related factors.

- 9.21 An OASys sentence plan was completed within six months of sentence in 13 cases. Eleven were completed within the required probation national standard timescale. All plans contained objectives to address the likelihood of reoffending. The majority of plans contained outcome-focused and specific objectives, a logical sequencing of objectives and detailed specific contributions to be made by the various parties involved. Only four plans described the required levels of contact but all included objectives to promote community reintegration.
- 9.22 There was a thorough review of the OASys assessment and sentence plan in eight of 14 cases where this was required and all elements of the plan had been delivered in the majority of cases. In only eight cases was there sufficient communication between the offender manager and other workers. In 16 cases, interventions had been delivered in line with the sentence plan or timed and sequenced according to the likelihood of reoffending and preparation for release.
- 9.23 Five sentence plans included requirements to attend an accredited programme, mostly for thinking skills. Four had already been delivered and a plan was in place to deliver the fifth while on licence.
- 9.24 In all but one case, sentence plan objectives had been partly achieved and in most cases life skills had been developed. In half of the cases, women had made progress on factors that made them less likely to reoffend. Two-thirds of cases recorded progress in learning and skills.
- 9.25 Virtually all applications for home detention curfew (HDC) were granted and ROTL was very well used for a variety of reasons, including attending voluntary and paid work, overnight stays, town visits, child care issues and to attend interviews and other appointments in the community.

Recommendation

- 9.26 **Offender management should be appropriately organised and resourced to ensure the best use of the skills of prison and probation staff to provide a cohesive service to women prisoners.**

Housekeeping points

- 9.27 The electronic logs on P-Nomis should be the principal means used to record a comprehensive regular account of all activity, meetings and issues relating to women prisoners.
- 9.28 Full risk of harm analyses and risk management plans should not be completed for women presenting a low risk of harm to others.

Public protection

- 9.29 Arrangements to manage the risk of harm to others and child protection were clearly set out in the published public protection policy and public protection work was well integrated into the work of the OMU.
- 9.30 All women were appropriately screened for public protection issues on arrival and any restrictions explained. A list of those subject to public protection procedures was available to staff on the intranet.
- 9.31 An interdepartmental risk management team (IRMT) met monthly and additionally as required. Its purpose included the notification and arrangements for any form of transfer or release in

accordance with the area protocol and to review cases of MAPPA level 2 and 3 due for release. It also reviewed other cases as necessary. The offender supervisor briefed the meeting, incorporating a hand written assessment on the level of risk of harm. The IRMT confirmed or reviewed the assessment. The reliance on a previous OASys assessment was a potential weakness, given that it could be some time before this was reviewed by prison staff.

- 9.32 IRMT meetings were minuted but specific actions agreed in some cases were not always clear. In all cases in our sample, the risk of harm to others was recorded in OASys. Five were recorded as being high risk of serious harm, three were medium and 12 were low. In 13 cases, a satisfactory initial risk of serious harm screening had been completed on time. In a further two cases, the screening had not been completed within six months of sentence, while in another four the screening contained insufficient or inaccurate information.
- 9.33 Half of the cases had required an initial full risk of serious harm analysis but this had been completed sufficiently in only nine. The categories of risk (to children and to adults for example) were incorrect in a number of cases. In eight cases requiring a risk management plan, only four were completed but the roles and responsibilities and required actions were not clear. There were three cases where the risk of serious harm analysis did not accurately reflect risk of harm to children.
- 9.34 Where relevant, most sentence plans included objectives to manage risk of harm to others but one case did not include objectives to manage child protection issues. Interventions were timed or sequenced according to risk of harm in almost all cases. Potential and actual changes in risk of harm factors were anticipated or identified swiftly but assessments were not always reviewed thoroughly when required. MAPPA cases were managed effectively.
- 9.35 Sufficient measures were in place in the prison to protect children from harm caused by the prisoner in all but one of the relevant cases and multi-agency child protection procedures were used effectively. Insufficient attention had been given to victim safety in relevant cases. Not all cases had sufficient management oversight.

Recommendation

- 9.36 **An accurate risk of serious harm screening should be completed in all cases and where required there should be a good quality analysis of the risk of harm to others, with an appropriate and timely risk management plan in relevant cases.**

Housekeeping points

- 9.37 The minutes of the interdepartmental risk management meeting should accurately record decisions made and clearly outline action required to a timescale and by whom.
- 9.38 There should be a clearly evidenced and managed process of regular review of those cases that present an ongoing risk of harm to others.
- 9.39 Where documentary material is provided by a MAPPA/child protection review, this should be incorporated into or referenced in the minutes.
- 9.40 Records on contact logs should indicate the active oversight of a manager in cases that are high risk of serious harm or where there are child protection concerns.

Indeterminate-sentenced prisoners

- 9.41 There were four women serving indeterminate sentences for public protection (IPPs) and 11 lifers. There was no published strategy for the management of this group of prisoners and the resettlement strategy did not state how it would meet their needs. Indeterminate sentenced prisoners were managed by a governor assisted by a senior officer. Each woman had an allocated offender supervisor and a personal officer and back up officer, all of whom had managing indeterminate sentences and risk (MISAR) training. Prison officers and offender supervisors had very good knowledge of the women and most women spoke highly of the support received from their personal officer and offender supervisor.
- 9.42 There was no specific accommodation for lifers and some found living with women serving shorter sentences unsettling. There were no specific events for this group, although the first meeting for indeterminate sentenced women had recently taken place to discuss the setting up of regular forums.

Recommendation

- 9.43 Suitable accommodation should be provided for women serving long sentences.

Resettlement pathways

Expected outcomes:

Prisoners' resettlement needs are met under the seven pathways outlined in the Reducing Reoffending National Action Plan. An effective multi-agency response is used to meet the specific needs of each individual offender in order to maximise the likelihood of successful reintegration into the community.

- 9.44 Each resettlement pathway had a named lead and in our survey, responses to questions about resettlement pathways were more positive than the comparators. Women identified their own resettlement needs under each pathway and offender supervisors and a peer adviser interviewed women shortly after arrival. A pathways fair attended by agencies representing all nine resettlement pathways had been held in March 2011.
- 9.45 Many reintegration services were provided by peer support workers who had been assessed and trained to give advice and guidance, mainly for accommodation but also for aspects of education, training, employment, benefits and finance. They formed the Vision teams and assisted women during induction and provided a continuing service to women throughout their time in the prison.

Reintegration planning

- 9.46 There was very good support for accommodation and finance, benefit and debt issues. Health care resettlement procedures were well established and education, training and employment services helped ensure good resettlement outcomes for women.

Accommodation

- 9.47 Accommodation help and information was provided at an initial appointment with one of the Vision team, comprising two full-time and one part-time trained peer advisors available to women during the day and on two evenings a week. A housing adviser (staff) had recently been appointed to work in the team and there were effective links with a wide variety of voluntary and non-voluntary sector housing providers and advice agencies in the community. The team had a dedicated office and telephone but work was hampered by lack of email and internet access and some was carried out by women when they were at home on release on temporary licence.
- 9.48 Vision peer advisors could access a wide range of resettlement services across all pathways and complex cases were referred to Citizens Advice workers. Twenty referrals had been made to Citizens Advice since April 2011. Women had telephone access to Citizens Advice and could be released on temporary licence for matter such as housing or other interviews or to view accommodation in the community. Each peer adviser held her own caseload, which was audited by their manager. Vision peer advisors had represented the prison alongside staff at Kent housing group forums in the community
- 9.49 All women were released with an address. From November 2010-November 2011, 132 women had been released to permanent housing, seven to supported housing and two to temporary accommodation.

Education, training and employment

For further details, see Learning and skills and work activities in Section 6

- 9.50 The good range of work placements and employability training programmes helped provide support for good resettlement outcomes. JobCentre Plus and Tribal provided a good service for job seeking but prisoners were hampered in job searches by the lack of access to the internet. Self-employment courses had been introduced and work with the Princes Trust was planned. Resettlement pathway fairs and employer forum days had been successful in attracting potential providers and employers. Vocational training and high quality work placements had been supported by good and successful preparation for work courses, which were offered pre-release and covered interview techniques, writing CVs and dealing with disclosure. A recent innovation was a work ready qualification that recognised and recorded personal skills developed such as timekeeping, motivation and working on own initiative and with others. The Tribal careers, information and advice service was stretched and women were not always quickly referred to education opportunities in the community.

Recommendation

- 9.51 The Tribal careers, information and advice service should ensure that in appropriate cases women prisoners have good and timely access to education in the community.

Mental and physical health

- 9.52 All prisoners were seen before release and given a final health check. Those who were not registered with a GP practice near their residence were helped to find and register with one. Prisoners were given a letter outlining their health care while in prison, including a list of medication. Up to 28 days of prescribed medication was given on release.

Finance, benefit and debt

- 9.53 The finance, benefit and debt needs of all women were assessed during induction and assistance was provided by the Vision team. A JobCentre Plus worker arranged 'fresh start' benefit appointments pre-release and provided information about benefits and grants. A budgeting and money management course was available through education and women could open a bank account. Citizens Advice staff had recently presented useful information to women prisoners at an evening talk about 'loan sharks'.
- 9.54 The resettlement strategy reported that 57% of women were identified with need under the pathway but pathway services were not monitored by the RPC. In our survey, 23% of women, more than the comparator, said they would have a problem with finances on release.

Drugs and alcohol

- 9.55 The drug and alcohol strategy was well managed but policy documents required updating in light of a needs analysis and a separate strategy was needed for East Sutton Park. Women, including those with primary alcohol problems, could access good quality interventions and a high level of support from the CARAT team.
- 9.56 The deputy governor headed the drug strategy and a designated drug strategy senior officer also covered Blantyre House. Meetings took place monthly and alternated between the two prisons. Relevant departments were represented. A drug strategy policy and a separate alcohol misuse policy covered both establishments and combined their performance measures, which was inappropriate. The prison had conducted a basic prisoner survey but the local drug and alcohol action team, which was now commissioning services, had just completed a detailed needs analysis. The drug strategy document needed to be updated in light of this and include new service developments such as the integrated drug treatment system (IDTS).
- 9.57 The CARAT service also covered Blantyre House and with the addition of two IDTS support workers the team was well resourced. Staff provided induction input on a group or individual basis and ran a half-day drug and alcohol awareness session for all new arrivals. The CARAT team had an open door policy but apart from fortnightly acupuncture no evening sessions were offered for women engaged in day-time activity.
- 9.58 Twenty-six women were undertaking structured one-to-one work and this included women whose primary problem was alcohol. They were in regular contact with their worker and received a high level of support. Women could access additional support by attending Alcoholic Anonymous and Narcotics Anonymous self-help meetings and by talking to a peer supporter but there was no structured relapse prevention module.
- 9.59 CARAT workers were well integrated into the prison, shared care plans with the offender management unit and health services and had devised a joint IDTS care plan. They attended sentence planning and review boards and contributed to family days. Work with community-based drug intervention programme teams included setting up appointments for women during ROTL or home leave.

Recommendations

- 9.60 East Sutton Park should have its own drug and alcohol strategy informed by the recent needs analysis, with annual development targets relating to the needs of women.
- 9.61 The CARAT service should add a structured relapse prevention module to the range of interventions available to women.

Housekeeping point

- 9.62 The CARAT team should offer an evening session on a trial basis to women who work during the day.

Children and families of offenders

- 9.63 Women were very positive about the opportunities to keep in touch with their families. Offender supervisors were knowledgeable about prisoners' relationships and managed child protection procedures. Despite the prison's best efforts, there was no facility for incoming calls from children or to deal with arrangements for them. Release on temporary licence was very well used.
- 9.64 In our survey, responses to questions about visits and the maintenance of family ties were significantly more positive than the comparators.
- 9.65 Two-hour visits were available at weekends, which women booked themselves. Senior officers required visitors to provide photographic identification and said this was outlined in the visits policy and on a notice displayed in the visits area but managers said this was not necessary. Nevertheless, an observation book recorded that a senior officer had turned away visitors without photographic identification in September 2011. The visits room was bright and comfortable and an outdoor play area was open in the summer. Women could play with their children in the play area but it was not supervised to allow them to spend time with adult visitors separately. Some of the small toys presented a choking hazard to young children.
- 9.66 All women were interviewed during induction by an offender supervisor who dealt with any child protection issues and liaised with social services and family members as necessary. They had very good knowledge of the situation of each woman with whom they worked and her relationships with children, partners and other family members. Family members were invited to attend sentence planning meetings but few did.
- 9.67 There was a named family support officer but she had no job description or formal training and her role was not advertised or known to women prisoners and most staff. She was involved in organising and managing the regular family days held during school holidays, primarily for women not yet eligible for ROTL. These days were open to other family members as well as women's own children.
- 9.68 There was no opportunity for incoming calls from children or to deal with arrangements for them. Although an extensive amount of work had been undertaken to try to introduce this facility, it had not progressed due to security issues. Many women prisoners had mobile telephones that they were able to use when outside the prison on temporary licence and it was anomalous that they were unable to do so at any other time.

- 9.69 Women prisoners could attend 'cooking with kids' courses in education and courses to help them understand the 'key stages' of the school curriculum. Many women maintained good contact with their families using ROTL, including childcare resettlement leave, resettlement day release and resettlement overnight release. ROTL had been granted 7,000 times in 2010 and 6,000 times in 2011 to date. Women who were primary carers were automatically eligible for childcare leave on arrival and before their home leave entitlement date.

Recommendation

- 9.70 Prisoners should be able to receive incoming calls from children or to deal with arrangements for them.

Housekeeping point

- 9.71 All staff, prisoners and visitors should be clear about the identification needed for visits.

Attitudes, thinking and behaviour

- 9.72 Most women had addressed their offending behaviour needs before arriving at East Sutton Park. When necessary, interventions were delivered in the community. Offender supervisors ran two in-house groups and a variety of courses were available through education.

- 9.73 Most women had addressed their offending behaviour needs before arriving at East Sutton Park and the prison did not routinely offer accredited programmes. When necessary, the thinking skills programme (TSP) and aggression replacement training (ART) were delivered in the community by Kent probation intervention team. Two women had completed TSP and two had completed ART in 2011.

- 9.74 Drug importers and women's alcohol and offending groups were run by offender supervisors in the prison when there was sufficient demand. During 2010, 11 women had completed the drug importers course and 10 the alcohol and offending course. Various courses were also available through education, including assertiveness and decision making, employment skills and business enterprise. Offender supervisors had no time to undertake any one-to-one work.

Support for women who have been abused, raped or experienced domestic violence/Support for women who have been involved in prostitution

- 9.75 Offender supervisors identified needs under the pathways but no service information was included in the prisoner information booklet. Counselling and the Freedom domestic abuse course were no longer available.

- 9.76 The resettlement strategy recorded that 30% of women had needs regarding domestic abuse and 2% sex work. Both pathways had named leads and their names were advertised on notice boards around the prison. No information about either pathway was included in the prisoner information booklet, and neither the exit questionnaire nor the resettlement survey undertaken in August 2011 included questions about these areas. A pathway fair held in March 2011 had

promoted the pathways alongside services for all others. Thirteen staff, only four of whom were uniformed officers, had completed the sex workers in custody and community training.

- 9.77 Offender supervisors identified needs under the pathways during interviews with women shortly after arrival and referred women to specific local voluntary sector support groups when necessary as well as providing information about community support groups before release. The Freedom domestic abuse course had been delivered in the prison by an external counsellor but this was no longer available and the counselling service has also ceased due to the withdrawal of funding.

Recommendation

- 9.78 **Appropriate services should be developed to support women who have been victims of domestic abuse or involved in sex work and suitable interventions made available in the prison.**

Section 10: Recommendations, housekeeping points and good practice

The following is a listing of recommendations and examples of good practice included in this report. The reference numbers at the end of each refer to the paragraph location in the main report.

Main recommendations

To NOMS

- 10.1 Living accommodation for women prisoners at East Sutton Park should be of an appropriate standard for a 21st century prison, provide reasonable space and privacy, enough furniture and sufficient toilet facilities. (HP40)
- 10.2 Appropriate adjustments should be made to allow women prisoners with disabilities, including those who require wheelchairs, to progress to open conditions. (HP41)
- 10.3 Women prisoners in open conditions should have appropriate access to the internet to aid their education and resettlement. (HP42)
- 10.4 Unless there are well-founded, overriding security concerns, women prisoners in open conditions should be allowed to use their mobile telephones in the prison. (HP43)

Recommendations

To NOMS

Courts, escorts and transfers

- 10.5 Women transferring to East Sutton Park should travel in conditions reflecting their low security risk with appropriate breaks for longer journeys. (1.7)
- 10.6 Suitable women prisoners should be transferred to East Sutton Park at appropriate points in their sentence to allow them to benefit from the resettlement opportunities available. (1.8)

Recommendations

To the governor

Bullying and violence reduction

- 10.7 A specific violence reduction policy for East Sutton Park should be developed in consultation with women prisoners. (3.7)

Applications and complaints

- 10.8 Complaints about staff should be fully investigated and recorded. Mediation should be used only following an appropriate investigation and only with the full agreement of the woman. (3.18)

Substance use

- 10.9 In light of low drug availability, good intelligence, target mandatory drug testing and regular compact-based drug testing, random mandatory drug testing should stop. (3.30)

Diversity

- 10.10 Senior managers should actively promote equality and diversity, including through regular consultation with women prisoners. (4.5)

Foreign nationals

- 10.11 Foreign national women should receive sufficient free credit for a five-minute free telephone call to their home country without having to forfeit visiting rights. (4.19)
- 10.12 Important information should be provided in languages other than English as necessary and professional telephone interpreters should be used for confidential interviews. (4.20)
- 10.13 Foreign national women should be refused release on temporary licence on the basis of information received from the UK Border Agency only where the information is sufficiently detailed to provide evidence of increased risk factors. (4.21)

Health services

- 10.14 An infection control audit should be completed to ensure that the new build meets infection control guidelines. (5.7)
- 10.15 A health care-specific complaints form should be introduced to ensure medical confidentiality is not compromised. (5.13)
- 10.16 Where possible, patients should be reviewed by the same GP if the consultation relates to a previous assessment. (5.21)
- 10.17 Women prisoners should have access to appropriate counselling services to meet their needs. (5.34)

Learning and skills and work activities

- 10.18 The prison should analyse data relating to prisoner participation in learning and skills activities to ensure equality of access by different groups. (6.9)
- 10.19 Learners should receive sufficient training and assessment to complete their qualifications within a reasonable time. (6.16)
- 10.20 The quality of teaching should improve to ensure that learners remain enthusiastic and fully engaged. (6.22)
- 10.21 Reasonable alternative arrangements for access to the library and education should be made for prisoners with mobility difficulties. (6.23)

Physical education and health promotion

- 10.22 An exercise regime for older women and those less used to strenuous exercise should be introduced. (6.31)

Security and rules

- 10.23 Alcohol testing on return from release on temporary licence should be based on intelligence or reasonable suspicion that alcohol has been consumed. (7.5)

Discipline

- 10.24 Women who test positive on an initial screen test under the mandatory drug testing programme and are taking opiate or amphetamine based medication should not be charged with a disciplinary offence until after a confirmation test indicates the substance identified is not consistent with that prescribed medication. (7.10)

Prison shop

- 10.25 Women should be fully consulted about the shop provision to ensure that the product range meets their needs. (8.9)

Strategic management of resettlement

- 10.26 The resettlement policy committee should routinely monitor the quality and outcome of all resettlement services and action plan targets should be developed to meet identified need for each of the resettlement pathways. (9.7)

Offender management and planning

- 10.27 Offender management should be appropriately organised and resourced to ensure the best use of the skills of prison and probation staff to provide a cohesive service to women prisoners. (9.26)
- 10.28 An accurate risk of serious harm screening should be completed in all cases and where required there should be a good quality analysis of the risk of harm to others, with an appropriate and timely risk management plan in relevant cases. (9.36)
- 10.29 Suitable accommodation should be provided for women serving long sentences. (9.43)

Resettlement pathways

- 10.30 The Tribal careers, information and advice service should ensure that in appropriate cases women prisoners have good and timely access to education in the community. (9.51)
- 10.31 East Sutton Park should have its own drug and alcohol strategy informed by the recent needs analysis, with annual development targets relating to the needs of women. (9.60)
- 10.32 The CARAT service should add a structured relapse prevention module to the range of interventions available to women. (9.61)

- 10.33 Prisoners should be able to receive incoming calls from children or to deal with arrangements for them. (9.70)
- 10.34 Appropriate services should be developed to support women who have been victims of domestic abuse or involved in sex work and suitable interventions made available in the prison. (9.78)

Housekeeping points

First days in custody

- 10.35 The prisoner information booklet should contain up-to-date information about the full range of resettlement services available. (1.16)

Residential units

- 10.36 The range of donated clothing should be extended. (2.9)
- 10.37 Women should be allowed the possessions they had in closed prisons unless there is a justified safety reason not to do so. (2.10)

Substance use

- 10.38 The frequency of compact-based drug testing should be determined by individual risk assessments. (3.31)

Health services

- 10.39 The health care information leaflet should be updated and reviewed annually. (5.8)
- 10.40 Consideration should be given to using the pharmacist for medicine reviews. (5.28)
- 10.41 The controlled drugs register should be completed in accordance with current regulations. (5.29)

Learning and skills and work activities

- 10.42 The availability of higher level education courses in the prison and in the community should be better promoted. (6.11)
- 10.43 Communication processes should be improved to ensure that teachers are quickly aware of learners' absences and can adapt their planned lessons more effectively. (6.24)

Security and rules

- 10.44 Managers should ensure that there is clarity about rules and that they are fairly and consistently applied. (7.6)

Prison shop

- 10.45 The availability of all catalogue shopping should be advertised to women. (8.10)

Offender management and planning

- 10.46 The electronic logs on P-Nomis should be the principal means used to record a comprehensive regular account of all activity, meetings and issues relating to women prisoners. (9.27)
- 10.47 Full risk of harm analyses and risk management plans should not be completed for women presenting a low risk of harm to others. (9.28)
- 10.48 The minutes of the interdepartmental risk management meeting should accurately record decisions made and clearly outline action required to a timescale and by whom. (9.37)
- 10.49 There should be a clearly evidenced and managed process of regular review of those cases that present an ongoing risk of harm to others. (9.38)
- 10.50 Where documentary material is provided by a MAPPA/child protection review, this should be incorporated into or referenced in the minutes. (9.39)
- 10.51 Records on contact logs should indicate the active oversight of a manager in cases that are high risk of serious harm or where there are child protection concerns. (9.40)

Resettlement pathways

- 10.52 The CARAT team should offer an evening session on a trial basis to women who work during the day. (9.62)
- 10.53 All staff, prisoners and visitors should be clear about the identification needed for visits. (9.71)

Appendix I: Inspection team

Nick Hardwick	Chief Inspector
Michael Loughlin	Team leader
Rosemarie Bugdale	Inspector
Joss Crosbie	Inspector
Paul Fenning	Inspector
Martin Owens	Inspector
Bridget McEvilly	Health services Inspector
Sigrid Engelen	Drugs inspector
Sharon Monks	Pharmacy inspector
Chloe Flint	Researcher
Rachel Murray	Researcher

Ofsted

Bob Cowdrey	Lead inspector
Martin Hughes	Inspector
Maria Navarro	Inspector

Probation offender management inspection

Keith Humphreys	Lead inspector
Dave Cohen	Inspector
Steve Woodgate	Inspector

Appendix II: Prison population profile

Please note: the following figures were supplied by the establishment and any errors are the establishment's own.

Population breakdown by:

Status	18-20 yr olds	21 and over	%
Sentenced	3	91	98.9
Recall	0	1	1.1
Convicted unsentenced	0	0	0
Civil prisoners	0	0	0
Detainees	0	0	0
Other	0	0	0
Total	3	92	100

Sentence	18-20 yr olds	21 and over	%
Unsentenced	0	0	0
Less than 6 months	0	0	0
6 months to less than 12 months	0	2	2.1
1 year to less than 2 years	0	22	23.2
2 years to less than 3 years	2	12	14.7
3 years to less than 4 years	0	5	5.3
4 years to less than 10 years	1	32	34.7
10 years and over (not life)	0	7	7.4
Lifer/(IPP)	0	8 (4)	12.6
Total	3	92	100

Age	Number of prisoners	%
Please state minimum age 19		
Under 21 years	3	3.2
21 years to 29 years	19	20
30 years to 39 years	18	18.9
40 years to 49 years	27	28.4
50 years to 59 years	18	18.9
60 years to 69 years	10	10.5
70 plus years	0	0
Please state maximum age 69		
Total	95	100

Nationality	18-20 yr olds	21 and over	%
British	3	87	94.7
Foreign nationals	0	3	3.2
Not stated	0	2	2.1
Total	3	92	100

Security Category	18-20 yr olds	21 and over	%
Cat B	0	0	0
Cat C	0	0	0
Cat D	3	92	100
Uncategorised	0	0	0
Unclassified	0	0	0

Unsentenced	0	0	0
YOI Closed	0	0	0
Total	3	92	100

Ethnicity	18–20 yr olds	21 and over	%
<i>White</i>	0	0	0
British	0	62	65.3
Irish	0	0	0
Traveller/Gypsy	0	1	1.1
Other white	0	2	2.1
<i>Mixed</i>	1	0	1.1
Mixed African	0	0	0
Mixed Asian	0	0	0
Mixed Caribbean	0	2	2.1
Other	0	0	0
<i>Asian or Asian British</i>	0	0	0
Asian Bangladeshi	0	0	0
Asian Indian	0	1	1.1
Asian Pakistani	1	3	4.2
Asian other	0	0	0
<i>Black or black British</i>	0	7	7.4
Black African	0	3	3.2
Black Caribbean	1	9	10.5
Black other	0	0	0
<i>Chinese or other ethnic group</i>	0	0	0
Chinese	0	2	2.1
Other ethnic group	0	0	0
<i>Code missing</i>	0	0	0
<i>Refusal</i>	0	0	0
Total	3	92	100

Religion	18–20 yr olds	21 and over	%
Baptist	0	0	0
Church of England	0	27	28.4
Roman Catholic	0	15	15.8
Other Christian denominations	0	15	15.8
Muslim	2	6	8.4
Sikh	0	1	1.1
Hindu	0	0	0
Buddhist	0	3	3.2
Jewish	0	0	0
Other	0	2	2.1
No religion	1	21	23.2
Not Stated	0	2	2.1
Total	3	92	100

Sentenced prisoners only

Length of stay	18-20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	9	9.5
1 month to 3 months	1	1.1	25	26.3
3 months to 6 months	2	2.1	19	20
6 months to 1 year	0	0	26	27.4
1 year to 2 years	0	0	12	12.6
2 years to 4 years	0	0	0	0
4 years or more	0	0	1	1.1
Total	3	3.2	92	96.8

Unsentenced prisoners only

Length of stay	18-20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	0	0
1 month to 3 months	0	0	0	0
3 months to 6 months	0	0	0	0
6 months to 1 year	0	0	0	0
1 year to 2 years	0	0	0	0
2 years to 4 years	0	0	0	0
4 years or more	0	0	0	0
Total	0	0	0	0

Appendix III: Summary of prisoner questionnaires and interviews

Prisoner survey methodology

A voluntary, confidential and anonymous survey of a representative proportion of the prisoner population was carried out for this inspection. The results of this survey formed part of the evidence-base for the inspection.

Choosing the sample size

The baseline for the sample size was calculated using a robust statistical formula provided by a government department statistician. Essentially, the formula indicates the sample size that is required and the extent to which the findings from a sample of that size reflect the experiences of the whole population.

At the time of the survey on 18 October 2011, the prisoner population at HMP/YOI East Sutton Park was 93. All prisoners were included in the sample.

Selecting the sample

Completion of the questionnaire was voluntary. Refusals were noted and no attempts were made to replace them. One respondent refused to complete a questionnaire. Interviews were carried out with any respondents with literacy difficulties. In total, one respondent was interviewed.

Methodology

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

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

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

Response rates

In total, 79 respondents completed and returned their questionnaires. This represented 85% of the prison population so the response rate was also 85%. In addition to the respondent who refused to complete a questionnaire, nine questionnaires were not returned and four were returned blank.

Comparisons

The following details the results from the survey. Data from each establishment have been weighted in order to mimic a consistent percentage sampled in each establishment.

Some questions have been filtered according to the response to a previous question. Filtered questions are clearly indented and preceded by an explanation as to which respondents are included in the filtered questions. Otherwise, percentages provided refer to the entire sample. All missing responses are excluded from the analysis.

The following analyses have been conducted:

- The current survey responses in 2011 against comparator figures for all prisoners surveyed in women's prisons. This comparator is based on all responses from prisoner surveys carried out in twelve women's prisons since August 2007.
- The current survey responses in 2011 against the responses of prisoners surveyed at HMP/YOI East Sutton Park in 2006.
- A comparison within the 2011 survey between the responses of white prisoners and those from a black and minority ethnic group.
- A comparison within the 2011 survey between the responses of prisoners who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2011 survey between those who are aged 50 and over and those under 50.
- A current survey responses in 2011 against the survey responses of prisoners at HMP/YOI Askham Grange in 2011.

In all the above documents, statistical significance is used to indicate whether there is a real difference between the figures, i.e. 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 prisoners' background details.

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 changes to percentages from previously published surveys. However, all percentages are true of the populations they were taken from and the statistical significance is correct.

Summary

In addition, a summary of the survey results is attached. This shows a breakdown of responses for each question as well as examples of comments made by prisoners. 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 are excluded). The actual numbers will match up as the data are 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 have been weighted for comparison purposes.

Survey results

Section 1: About you

Q1.2	How old are you?	
	<i>Under 21</i>	2 (3%)
	<i>21 - 29</i>	15 (19%)
	<i>30 - 39</i>	16 (21%)
	<i>40 - 49</i>	24 (31%)
	<i>50 - 59</i>	11 (14%)
	<i>60 - 69</i>	9 (12%)
	<i>70 and over</i>	1 (1%)
Q1.3	Are you sentenced?	
	<i>Yes</i>	79 (100%)
	<i>Yes - on recall</i>	0 (0%)
	<i>No - awaiting trial</i>	0 (0%)
	<i>No - awaiting sentence</i>	0 (0%)
	<i>No - awaiting deportation</i>	0 (0%)
Q1.4	How long is your sentence?	
	<i>Not sentenced</i>	0 (0%)
	<i>Less than 6 months</i>	2 (3%)
	<i>6 months to less than 1 year</i>	5 (6%)
	<i>1 year to less than 2 years</i>	21 (27%)
	<i>2 years to less than 4 years</i>	14 (18%)
	<i>4 years to less than 10 years</i>	25 (32%)
	<i>10 years or more</i>	8 (10%)
	<i>IPP (Indeterminate Sentence for Public Protection)</i>	2 (3%)
	<i>Life</i>	2 (3%)
Q1.5	Approximately, how long do you have left to serve (if you are serving life or IPP, please use the date of your next board)?	
	<i>Not sentenced</i>	0 (0%)
	<i>6 months or less</i>	48 (68%)
	<i>More than 6 months</i>	23 (32%)
Q1.6	How long have you been in this prison?	
	<i>Less than 1 month</i>	6 (8%)
	<i>1 to less than 3 months</i>	23 (29%)
	<i>3 to less than 6 months</i>	9 (11%)
	<i>6 to less than 12 months</i>	23 (29%)
	<i>12 months to less than 2 years</i>	9 (11%)
	<i>2 to less than 4 years</i>	4 (5%)
	<i>4 years or more</i>	5 (6%)
Q1.7	Are you a foreign national? (i.e. do not hold UK citizenship)	
	<i>Yes</i>	5 (6%)
	<i>No</i>	72 (94%)
Q1.8	Is English your first language?	
	<i>Yes</i>	70 (92%)
	<i>No</i>	6 (8%)

Q1.9	What is your ethnic origin?				
	<i>White - British</i>	50 (63%)	<i>Asian or Asian British - Bangladeshi</i>	0 (0%)	
	<i>White - Irish</i>	0 (0%)	<i>Asian or Asian British - Other</i>	2 (3%)	
	<i>White - Other</i>	3 (4%)	<i>Mixed race - White and black Caribbean</i>	2 (3%)	
	<i>Black or black British - Caribbean</i>	12 (15%)	<i>Mixed race - White and black African</i>	0 (0%)	
	<i>Black or black British - African</i>	5 (6%)	<i>Mixed race - White and Asian</i>	0 (0%)	
	<i>Black or black British - Other</i>	0 (0%)	<i>Mixed race - Other</i>	0 (0%)	
	<i>Asian or Asian British - Indian</i>	1 (1%)	<i>Chinese</i>	0 (0%)	
	<i>Asian or Asian British - Pakistani</i>	2 (3%)	<i>Other ethnic group</i>	2 (3%)	
Q1.10	Do you consider yourself to be Gypsy/Romany/Traveller?				
	<i>Yes</i>			3 (4%)	
	<i>No</i>			72 (96%)	
Q1.11	What is your religion?				
	<i>None</i>	18 (23%)	<i>Hindu</i>	0 (0%)	
	<i>Church of England</i>	30 (38%)	<i>Jewish</i>	0 (0%)	
	<i>Catholic</i>	12 (15%)	<i>Muslim</i>	2 (3%)	
	<i>Protestant</i>	0 (0%)	<i>Sikh</i>	1 (1%)	
	<i>Other Christian denomination</i>	10 (13%)	<i>Other</i>	3 (4%)	
	<i>Buddhist</i>	2 (3%)			
Q1.12	How would you describe your sexual orientation?				
	<i>Heterosexual/straight</i>			66 (88%)	
	<i>Homosexual/gay</i>			3 (4%)	
	<i>Bisexual</i>			6 (8%)	
	<i>Other</i>			0 (0%)	
Q1.13	Do you consider yourself to have a disability?				
	<i>Yes</i>			13 (17%)	
	<i>No</i>			64 (83%)	
Q1.14	How many times have you been in prison before?				
	<i>0</i>	<i>1</i>	<i>2 to 5</i>	<i>More than 5</i>	
	64 (81%)	8 (10%)	5 (6%)	2 (3%)	
Q1.15	Including this prison, how many prisons have you been in during this sentence/remand time?				
	<i>1</i>	<i>2 to 5</i>	<i>More than 5</i>		
	8 (11%)	66 (87%)	2 (3%)		
Q1.16	Do you have any children under the age of 18?				
	<i>Yes</i>			35 (45%)	
	<i>No</i>			43 (55%)	

Section 2: Courts, transfers and escorts

Q2.1	We want to know about the most recent journey you have made either to or from court or between prisons. How was:							
		<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Bad</i>	<i>Very bad</i>	<i>Don't remember</i>	<i>N/A</i>
	The cleanliness of the van	3 (4%)	23 (30%)	17 (22%)	16 (21%)	8 (11%)	8 (11%)	1 (1%)

Your personal safety during the journey	5 (7%)	25 (35%)	17 (24%)	11 (15%)	12 (17%)	1 (1%)	1 (1%)
The comfort of the van	0 (0%)	5 (7%)	11 (15%)	17 (23%)	41 (55%)	1 (1%)	0 (0%)
The attention paid to your health needs	0 (0%)	13 (18%)	18 (25%)	14 (19%)	19 (26%)	2 (3%)	6 (8%)
The frequency of toilet breaks	0 (0%)	6 (8%)	9 (12%)	13 (18%)	31 (42%)	3 (4%)	12 (16%)

Q2.2 How long did you spend in the van?

<i>Less than 1 hour</i>	<i>Over 1 hour to 2 hours</i>	<i>Over 2 hours to 4 hours</i>	<i>More than 4 hours</i>	<i>Don't remember</i>
1 (1%)	20 (26%)	48 (62%)	6 (8%)	2 (3%)

Q2.3 How did you feel you were treated by the escort staff?

<i>Very well</i>	<i>Well</i>	<i>Neither</i>	<i>Badly</i>	<i>Very badly</i>	<i>Don't remember</i>
8 (11%)	44 (58%)	19 (25%)	1 (1%)	3 (4%)	1 (1%)

Q2.4 Please answer the following questions about when you first arrived here:

	<i>Yes</i>	<i>No</i>	<i>Don't remember</i>
Did you know where you were going when you left court or when transferred from another prison?	62 (83%)	13 (17%)	0 (0%)
Before you arrived here did you receive any written information about what would happen to you?	16 (22%)	57 (77%)	1 (1%)
When you first arrived here did your property arrive at the same time as you?	66 (90%)	7 (10%)	0 (0%)

Section 3: Reception, first night and induction

Q3.1 In the first 24 hours, did staff ask you if you needed help or support with the following? (Please tick all that apply to you)

<i>Didn't ask about any of these</i>	8 (11%)	<i>Money worries</i>	20 (26%)
<i>Loss of property</i>	10 (13%)	<i>Feeling depressed or suicidal</i>	34 (45%)
<i>Housing problems</i>	14 (18%)	<i>Health problems</i>	44 (58%)
<i>Contacting employers</i>	6 (8%)	<i>Needing protection from other prisoners</i>	6 (8%)
<i>Contacting family</i>	57 (75%)	<i>Accessing phone numbers</i>	39 (51%)
<i>Ensuring dependants were being looked after</i>	18 (24%)	<i>Other</i>	2 (3%)

Q3.2 Did you have any of the following problems when you first arrived here? (Please tick all that apply to you)

<i>Didn't have any problems</i>	32 (48%)	<i>Money worries</i>	11 (17%)
<i>Loss of property</i>	8 (12%)	<i>Feeling depressed or suicidal</i>	5 (8%)
<i>Housing problems</i>	8 (12%)	<i>Health problems</i>	14 (21%)
<i>Contacting employers</i>	1 (2%)	<i>Needing protection from other prisoners</i>	0 (0%)
<i>Contacting family</i>	7 (11%)	<i>Accessing phone numbers</i>	4 (6%)
<i>Ensuring dependants were looked after</i>	2 (3%)	<i>Other</i>	2 (3%)

Q3.3 Please answer the following questions about reception:

	<i>Yes</i>	<i>No</i>	<i>Don't remember</i>
Were you seen by a member of health services?	69 (90%)	6 (8%)	2 (3%)
When you were searched, was this carried out in a respectful way?	61 (86%)	2 (3%)	8 (11%)

Q3.4 Overall, how well did you feel you were treated in reception?

<i>Very well</i>	<i>Well</i>	<i>Neither</i>	<i>Badly</i>	<i>Very badly</i>	<i>Don't remember</i>
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38 (49%) 34 (44%) 5 (6%) 0 (0%) 0 (0%) 0 (0%)

Q3.5	<p>On your day of arrival, were you offered information on the following? (Please tick all that apply to you)</p> <p><i>Information about what was going to happen to you</i>..... 55 (75%)</p> <p><i>Information about what support was available for people feeling depressed or suicidal</i>..... 43 (59%)</p> <p><i>Information about how to make routine requests</i> 47 (64%)</p> <p><i>Information about your entitlement to visits</i>..... 53 (73%)</p> <p><i>Information about health services</i> 56 (77%)</p> <p><i>Information about the chaplaincy</i>..... 46 (63%)</p> <p>Not offered anything..... 7 (10%)</p>
Q3.6	<p>On your day of arrival, were you offered any of the following? (Please tick all that apply to you)</p> <p><i>A smokers/non-smokers pack</i>..... 69 (88%)</p> <p><i>The opportunity to have a shower</i>..... 45 (58%)</p> <p><i>The opportunity to make a free telephone call</i>..... 68 (87%)</p> <p><i>Something to eat</i>..... 65 (83%)</p> <p>Did not receive anything..... 2 (3%)</p>
Q3.7	<p>Did you meet any of the following people within the first 24 hours of your arrival at this prison? (Please tick all that apply to you)</p> <p><i>Chaplain or religious leader</i>..... 40 (52%)</p> <p><i>Someone from health services</i>..... 70 (91%)</p> <p><i>A Listener/Samaritans</i>..... 25 (32%)</p> <p>Did not meet any of these people..... 5 (6%)</p>
Q3.8	<p>Did you have access to the prison shop/canteen within the first 24 hours of your arrival at this prison?</p> <p><i>Yes</i>..... 8 (11%)</p> <p><i>No</i>..... 68 (89%)</p>
Q3.9	<p>Did you feel safe on your first night here?</p> <p><i>Yes</i>..... 66 (85%)</p> <p><i>No</i>..... 9 (12%)</p> <p><i>Don't remember</i>..... 3 (4%)</p>
Q3.10	<p>How soon after your arrival did you go on an induction course?</p> <p><i>Have not been on an induction course</i> 2 (3%)</p> <p><i>Within the first week</i> 74 (95%)</p> <p><i>More than a week</i>..... 2 (3%)</p> <p><i>Don't remember</i>..... 0 (0%)</p>
Q3.11	<p>Did the induction course cover everything you needed to know about the prison?</p> <p><i>Have not been on an induction course</i> 2 (3%)</p> <p><i>Yes</i>..... 64 (83%)</p> <p><i>No</i>..... 10 (13%)</p> <p><i>Don't remember</i>..... 1 (1%)</p>

Section 4: Legal rights and respectful custody

Q4.1	<p>How easy is to?</p> <table border="0" style="width: 100%;"> <tr> <td></td> <td style="text-align: center;"><i>Very easy</i></td> <td style="text-align: center;"><i>Easy</i></td> <td style="text-align: center;"><i>Neither</i></td> <td style="text-align: center;"><i>Difficult</i></td> <td style="text-align: center;"><i>Very difficult</i></td> <td style="text-align: center;"><i>N/A</i></td> </tr> <tr> <td>Communicate with your solicitor or legal representative?</td> <td style="text-align: center;">18 (23%)</td> <td style="text-align: center;">28 (36%)</td> <td style="text-align: center;">12 (16%)</td> <td style="text-align: center;">8 (10%)</td> <td style="text-align: center;">0 (0%)</td> <td style="text-align: center;">11 (14%)</td> </tr> <tr> <td>Attend legal visits?</td> <td style="text-align: center;">13 (17%)</td> <td style="text-align: center;">25 (33%)</td> <td style="text-align: center;">11 (15%)</td> <td style="text-align: center;">6 (8%)</td> <td style="text-align: center;">2 (3%)</td> <td style="text-align: center;">18 (24%)</td> </tr> <tr> <td>Obtain bail information?</td> <td style="text-align: center;">4 (6%)</td> <td style="text-align: center;">10 (15%)</td> <td style="text-align: center;">14 (22%)</td> <td style="text-align: center;">2 (3%)</td> <td style="text-align: center;">0 (0%)</td> <td style="text-align: center;">35 (54%)</td> </tr> </table>		<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>	<i>N/A</i>	Communicate with your solicitor or legal representative?	18 (23%)	28 (36%)	12 (16%)	8 (10%)	0 (0%)	11 (14%)	Attend legal visits?	13 (17%)	25 (33%)	11 (15%)	6 (8%)	2 (3%)	18 (24%)	Obtain bail information?	4 (6%)	10 (15%)	14 (22%)	2 (3%)	0 (0%)	35 (54%)
	<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>	<i>N/A</i>																							
Communicate with your solicitor or legal representative?	18 (23%)	28 (36%)	12 (16%)	8 (10%)	0 (0%)	11 (14%)																							
Attend legal visits?	13 (17%)	25 (33%)	11 (15%)	6 (8%)	2 (3%)	18 (24%)																							
Obtain bail information?	4 (6%)	10 (15%)	14 (22%)	2 (3%)	0 (0%)	35 (54%)																							

Q4.2 Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?

Not had any letters..... 18 (23%)
Yes..... 20 (26%)
No..... 39 (51%)

Q4.3 Please answer the following questions about the wing/unit you are currently living on:

	<i>Yes</i>	<i>No</i>	<i>Don't know</i>	<i>N/A</i>
Are you normally offered enough clean, suitable clothes for the week?	39 (51%)	7 (9%)	1 (1%)	30 (39%)
Are you normally able to have a shower every day?	77 (99%)	1 (1%)	0 (0%)	0 (0%)
Do you normally receive clean sheets every week?	50 (64%)	4 (5%)	2 (3%)	22 (28%)
Do you normally get cell cleaning materials every week?	57 (75%)	5 (7%)	1 (1%)	13 (17%)
Is your cell call bell normally answered within five minutes?	9 (12%)	5 (6%)	2 (3%)	62 (79%)
Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	45 (60%)	22 (29%)	0 (0%)	8 (11%)
Can you normally get your stored property if you need to?	33 (43%)	22 (29%)	7 (9%)	15 (19%)

Q4.4 What is the food like here?

<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Bad</i>	<i>Very bad</i>
31 (40%)	35 (45%)	3 (4%)	8 (10%)	1 (1%)

Q4.5 Does the shop/canteen sell a wide enough range of goods to meet your needs?

Have not bought anything yet..... 2 (3%)
Yes..... 46 (59%)
No..... 30 (38%)

Q4.6 Is it easy or difficult to get:

	<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>	<i>Don't know</i>
A complaint form?	44 (56%)	30 (38%)	1 (1%)	3 (4%)	0 (0%)	0 (0%)
An application form?	46 (62%)	27 (36%)	0 (0%)	1 (1%)	0 (0%)	0 (0%)

Q4.7 Have you made an application?

Yes..... 64 (84%)
No..... 12 (16%)

Q4.8 Please answer the following questions concerning applications:

(If you have not made an application please tick the 'not made one' option.)

	<i>Not made one</i>	<i>Yes</i>	<i>No</i>
Do you feel <i>applications</i> are dealt with fairly?	12 (16%)	54 (73%)	8 (11%)
Do you feel <i>applications</i> are dealt with promptly? (Within seven days)	12 (17%)	52 (72%)	8 (11%)

Q4.9 Have you made a complaint?

Yes..... 17 (22%)
No..... 59 (78%)

Q4.10	Please answer the following questions concerning complaints: (If you have not made a complaint please tick the 'not made one' option.)					
		Not made one	Yes	No		
	Do you feel <i>complaints</i> are dealt with fairly?	59 (78%)	8 (11%)	9 (12%)		
	Do you feel <i>complaints</i> are dealt with promptly? (Within seven days)	59 (78%)	9 (12%)	8 (11%)		
	Were you given information about how to make an appeal?	41 (63%)	12 (18%)	12 (18%)		
Q4.11	Have you ever been made to or encouraged to withdraw a complaint since you have been in this prison?					
	<i>Not made a complaint</i>	59 (77%)				
	<i>Yes</i>	5 (6%)				
	<i>No</i>	13 (17%)				
Q4.12	How easy or difficult is it for you to see the Independent Monitoring Board (IMB)?					
	<i>Don't know who they are</i>	<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	1 (1%)	33 (43%)	22 (29%)	17 (22%)	4 (5%)	0 (0%)
Q4.13	What level of the IEP scheme are you on now?					
	<i>Don't know what the IEP scheme is</i>	4 (5%)				
	<i>Enhanced</i>	71 (92%)				
	<i>Standard</i>	0 (0%)				
	<i>Basic</i>	0 (0%)				
	<i>Don't know</i>	2 (3%)				
Q4.14	Do you feel you have been treated fairly in your experience of the IEP scheme?					
	<i>Don't know what the IEP scheme is</i>	4 (5%)				
	<i>Yes</i>	56 (76%)				
	<i>No</i>	7 (9%)				
	<i>Don't know</i>	7 (9%)				
Q4.15	Do the different levels of the IEP scheme encourage you to change your behaviour?					
	<i>Don't know what the IEP scheme is</i>	4 (5%)				
	<i>Yes</i>	35 (48%)				
	<i>No</i>	22 (30%)				
	<i>Don't know</i>	12 (16%)				
Q4.16	Please answer the following questions about this prison?					
		Yes	No			
	In the last six months have any members of staff physically restrained you (C&R)?	0 (0%)	76 (100%)			
	In the last six months have you spent a night in the segregation/care and separation unit?	1 (1%)	75 (99%)			
Q4.17	Please answer the following questions about your religious beliefs?					
		Yes	No	<i>Don't know/N/A</i>		
	Do you feel your religious beliefs are respected?	46 (60%)	8 (10%)	23 (30%)		
	Are you able to speak to a religious leader of your faith in private if you want to?	42 (58%)	7 (10%)	24 (33%)		
Q4.18	Can you speak to a listener at any time if you want to?					
	Yes	No		<i>Don't know</i>		
	61 (79%)	2 (3%)		14 (18%)		

Q4.19	Please answer the following questions about staff in this prison?	Yes	No
	Is there a member of staff you can turn to for help if you have a problem?	72 (95%)	4 (5%)
	Do most staff treat you with respect?	62 (82%)	14 (18%)

Section 5: Safety

- Q5.1 Have you ever felt unsafe in this prison?**
 Yes..... 19 (24%)
 No..... 59 (76%)
- Q5.2 Do you feel unsafe in this prison at the moment?**
 Yes..... 8 (10%)
 No..... 70 (90%)
- Q5.3 In which areas of this prison do you/have you ever felt unsafe? (Please tick all that apply to you)**
- | | |
|---|---|
| <i>Never felt unsafe</i> 59 (80%) | <i>At mealtimes</i> 3 (4%) |
| <i>Everywhere</i> 5 (7%) | <i>At health services</i> 0 (0%) |
| <i>Segregation unit</i> 0 (0%) | <i>Visit's area</i> 0 (0%) |
| <i>Association areas</i> 3 (4%) | <i>In wing showers</i> 0 (0%) |
| <i>Reception area</i> 0 (0%) | <i>In gym showers</i> 0 (0%) |
| <i>At the gym</i> 0 (0%) | <i>In corridors/stairwells</i> 1 (1%) |
| <i>In an exercise yard</i> 0 (0%) | <i>On your landing/wing</i> 0 (0%) |
| <i>At work</i> 2 (3%) | <i>In your cell</i> 3 (4%) |
| <i>During movement</i> 2 (3%) | <i>At religious services</i> 0 (0%) |
| <i>At education</i> 0 (0%) | |
- Q5.4 Have you been victimised by another prisoner or group of prisoners here?**
 Yes..... 16 (21%)
 No..... 62 (79%)
- Q5.5 If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you)**
- | | |
|--|--|
| <i>Insulting remarks (about you or your family or friends)</i> 8 (10%) | <i>Because of your sexuality</i> 0 (0%) |
| <i>Physical abuse (being hit, kicked or assaulted)</i> 1 (1%) | <i>Because you have a disability</i> 1 (1%) |
| <i>Sexual abuse</i> 0 (0%) | <i>Because of your religion/religious beliefs</i> .. 0 (0%) |
| <i>Because of your race or ethnic origin</i> 0 (0%) | <i>Because of your age</i> 0 (0%) |
| <i>Because of drugs</i> 2 (3%) | <i>Being from a different part of the country than others</i> 4 (5%) |
| <i>Having your canteen/property taken</i> 2 (3%) | <i>Because of your offence/crime</i> 1 (1%) |
| <i>Because you were new here</i> 6 (8%) | <i>Because of gang related issues</i> 0 (0%) |
- Q5.6 Have you been victimised by a member of staff or group of staff here?**
 Yes..... 17 (22%)
 No..... 60 (78%)
- Q5.7 If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you)**
- | | |
|---|--|
| <i>Insulting remarks (about you or your family or friends)</i> 5 (6%) | <i>Because you have a disability</i> 1 (1%) |
| <i>Physical abuse (being hit, kicked or assaulted)</i> 0 (0%) | <i>Because of your religion/religious beliefs</i> .. 0 (0%) |
| <i>Sexual abuse</i> 0 (0%) | <i>Because of your age</i> 0 (0%) |
| <i>Because of your race or ethnic origin</i> 2 (3%) | <i>Being from a different part of the country than others</i> 1 (1%) |

<i>Because of drugs</i>	1 (1%)	<i>Because of your offence/crime</i>	3 (4%)
<i>Because you were new here</i>	4 (5%)	<i>Because of gang related issues</i>	0 (0%)
<i>Because of your sexuality</i>	1 (1%)		

Q5.8 If you have been victimised by prisoners or staff did you report it?
Not been victimised 55 (75%)
 Yes..... 9 (12%)
 No..... 9 (12%)

Q5.9 Have you ever felt threatened or intimidated by another prisoner/group of prisoners in here?
 Yes..... 19 (24%)
 No..... 60 (76%)

Q5.10 Have you ever felt threatened or intimidated by a member of staff/group of staff in here?
 Yes..... 12 (15%)
 No..... 67 (85%)

Q5.11 Is it easy or difficult to get illegal drugs in this prison?

<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>	<i>Don't know</i>
5 (6%)	9 (12%)	7 (9%)	1 (1%)	2 (3%)	54 (69%)

Section 6: Health services

Q6.1 How easy or difficult is it to see the following people?

	<i>Don't know</i>	<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
The doctor	2 (3%)	15 (19%)	32 (42%)	11 (14%)	16 (21%)	1 (1%)
The nurse	0 (0%)	28 (37%)	39 (51%)	4 (5%)	4 (5%)	1 (1%)
The dentist	13 (17%)	7 (9%)	22 (29%)	11 (14%)	18 (24%)	5 (7%)
The optician	16 (21%)	7 (9%)	19 (25%)	9 (12%)	15 (20%)	9 (12%)

Q6.2 Are you able to see a pharmacist?
 Yes..... 13 (18%)
 No..... 58 (82%)

Q6.3 What do you think of the quality of the health service from the following people?

	<i>Not been</i>	<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Bad</i>	<i>Very bad</i>
The doctor	7 (9%)	8 (10%)	26 (34%)	9 (12%)	17 (22%)	10 (13%)
The nurse	2 (3%)	21 (28%)	31 (41%)	9 (12%)	6 (8%)	7 (9%)
The dentist	28 (37%)	9 (12%)	19 (25%)	10 (13%)	6 (8%)	4 (5%)
The optician	34 (45%)	9 (12%)	19 (25%)	6 (8%)	4 (5%)	3 (4%)

Q6.4 What do you think of the overall quality of the health services here?

<i>Not been</i>	<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Bad</i>	<i>Very bad</i>
2 (3%)	9 (12%)	34 (44%)	7 (9%)	15 (19%)	10 (13%)

Q6.5 Are you currently taking medication?
 Yes..... 50 (63%)
 No..... 29 (37%)

Q6.6 If you are taking medication, are you allowed to keep possession of your medication in your own cell?
Not taking medication..... 29 (37%)
 Yes..... 48 (62%)
 No..... 1 (1%)

Q6.7	Do you feel you have any emotional wellbeing/mental health issues?			
	Yes.....	21 (27%)		
	No.....	57 (73%)		
Q6.8	Are your emotional wellbeing/mental health issues being addressed by any of the following? (Please tick all that apply to you)			
	<i>Do not have any issue/not receiving any help</i>	60 (79%)		
	Doctor.....	6 (8%)		
	Nurse.....	6 (8%)		
	Psychiatrist.....	3 (4%)		
	Mental health in-reach team.....	7 (9%)		
	Counsellor.....	7 (9%)		
	Other.....	2 (3%)		
Q6.9	Did you have a problem with either of the following when you came into this prison?			
		<i>Yes</i>	<i>No</i>	
	Drugs	7 (9%)	71 (91%)	
	Alcohol	5 (7%)	69 (93%)	
Q6.10	Have you developed a problem with drugs since you have been in this prison?			
	Yes.....	3 (4%)		
	No.....	76 (96%)		
Q6.11	Do you know who to contact in this prison to get help with your drug or alcohol problem?			
	Yes.....	11 (14%)		
	No.....	1 (1%)		
	<i>Did not/do not have a drug or alcohol problem</i>	65 (84%)		
Q6.12	Have you received any intervention or help (including, CARATs, Health Services etc.) for your drug/alcohol problem, while in this prison?			
	Yes.....	11 (14%)		
	No.....	2 (3%)		
	<i>Did not/do not have a drug or alcohol problem</i>	65 (83%)		
Q6.13	Was the intervention or help you received, while in this prison, helpful?			
	Yes.....	11 (14%)		
	No.....	1 (1%)		
	<i>Did not have a problem/have not received help</i>	67 (85%)		
Q6.14	Do you think you will have a problem with either of the following when you leave this prison?			
		<i>Yes</i>	<i>No</i>	<i>Don't know</i>
	Drugs	0 (0%)	75 (96%)	3 (4%)
	Alcohol	0 (0%)	73 (96%)	3 (4%)
Q6.15	Do you know who in this prison can help you contact external drug or alcohol agencies on release?			
	Yes.....	1 (1%)		
	No.....	3 (4%)		
	N/A.....	73 (95%)		

Section 7: Purposeful activity

Q7.1	Are you currently involved in any of the following activities? (Please tick all that apply to you)	
	Prison job	65 (82%)
	Vocational or skills training.....	23 (29%)
	Education (including basic skills).....	44 (56%)

Offending behaviour programmes.....	17 (22%)
Not involved in any of these	6 (8%)

Q7.2 If you have been involved in any of the following, whilst in this prison, do you think it will help you on release?

	<i>Not been involved</i>	Yes	No	<i>Don't know</i>
Prison job	3 (4%)	39 (57%)	20 (29%)	7 (10%)
Vocational or skills training	7 (14%)	36 (71%)	4 (8%)	4 (8%)
Education (including basic skills)	4 (7%)	48 (83%)	4 (7%)	2 (3%)
Offending behaviour programmes	7 (17%)	20 (48%)	11 (26%)	4 (10%)

Q7.3 How often do you go to the library?

<i>Don't want to go</i>	1 (1%)
<i>Never</i>	3 (4%)
<i>Less than once a week</i>	14 (18%)
<i>About once a week</i>	30 (38%)
<i>More than once a week</i>	28 (36%)
<i>Don't know</i>	2 (3%)

Q7.4 On average how many times do you go to the gym each week?

<i>Don't want to go</i>	0	1	2	3 to 5	More than 5	<i>Don't know</i>
18 (23%)	27 (35%)	7 (9%)	14 (18%)	8 (10%)	0 (0%)	3 (4%)

Q7.5 On average how many times do you go outside for exercise each week?

<i>Don't want to go</i>	0	1 to 2	3 to 5	More than 5	<i>Don't know</i>
1 (1%)	10 (13%)	14 (19%)	14 (19%)	31 (41%)	5 (7%)

Q7.6 On average how many hours do you spend out of your cell on a weekday? (Please include hours at education, at work etc.)

<i>Less than 2 hours</i>	4 (6%)
<i>2 to less than 4 hours</i>	3 (4%)
<i>4 to less than 6 hours</i>	7 (10%)
<i>6 to less than 8 hours</i>	9 (13%)
<i>8 to less than 10 hours</i>	6 (8%)
<i>10 hours or more</i>	35 (49%)
<i>Don't know</i>	7 (10%)

Q7.7 On average, how many times do you have association each week?

<i>Don't want to go</i>	0	1 to 2	3 to 5	More than 5	<i>Don't know</i>
1 (2%)	1 (2%)	1 (2%)	3 (5%)	49 (78%)	8 (13%)

Q7.8 How often do staff normally speak to you during association time?

<i>Do not go on association</i>	3 (4%)
<i>Never</i>	5 (7%)
<i>Rarely</i>	12 (17%)
<i>Some of the time</i>	14 (20%)
<i>Most of the time</i>	15 (21%)
<i>All of the time</i>	21 (30%)

Section 8: Resettlement

Q8.1 When did you first meet your personal officer?

<i>Still have not met him/her</i>	2 (3%)
<i>In the first week</i>	64 (81%)

	<i>More than a week</i>					11 (14%)
	<i>Don't remember</i>					2 (3%)
Q8.2	How helpful do you think your personal officer is?					
	<i>Do not have a personal officer/ still have not met him/her</i>	<i>Very helpful</i>	<i>Helpful</i>	<i>Neither</i>	<i>Not very helpful</i>	<i>Not at all helpful</i>
	2 (3%)	41 (53%)	26 (34%)	4 (5%)	2 (3%)	2 (3%)
Q8.3	Do you have a sentence plan/OASys?					
	<i>Not sentenced</i>					0 (0%)
	<i>Yes</i>					69 (88%)
	<i>No</i>					9 (12%)
Q8.4	How involved were you in the development of your sentence plan?					
	<i>Do not have a sentence plan/OASys</i>					9 (12%)
	<i>Very involved</i>					35 (45%)
	<i>Involved</i>					24 (31%)
	<i>Neither</i>					3 (4%)
	<i>Not very involved</i>					6 (8%)
	<i>Not at all involved</i>					0 (0%)
Q8.5	Can you achieve all or some of your sentence plan targets in this prison?					
	<i>Do not have a sentence plan/OASys</i>					9 (12%)
	<i>Yes</i>					59 (78%)
	<i>No</i>					8 (11%)
Q8.6	Are there plans for you to achieve all/some of your sentence plan targets in another prison?					
	<i>Do not have a sentence plan/OASys</i>					9 (12%)
	<i>Yes</i>					22 (30%)
	<i>No</i>					42 (58%)
Q8.7	Do you feel that any member of staff has helped you to address your offending behaviour while at this prison?					
	<i>Not sentenced</i>					0 (0%)
	<i>Yes</i>					46 (60%)
	<i>No</i>					31 (40%)
Q8.8	Do you feel that any member of staff has helped you to prepare for your release?					
	<i>Yes</i>					43 (57%)
	<i>No</i>					33 (43%)
Q8.9	Have you had any problems with sending or receiving mail?					
	<i>Yes</i>					14 (18%)
	<i>No</i>					57 (73%)
	<i>Don't know</i>					7 (9%)
Q8.10	Have you had any problems getting access to the telephones?					
	<i>Yes</i>					9 (12%)
	<i>No</i>					69 (88%)
	<i>Don't know</i>					0 (0%)
Q8.11	Did you have a visit in the first week that you were here?					
	<i>Not been here a week yet</i>					1 (1%)

Yes..... 50 (65%)
 No..... 25 (32%)
 Don't remember..... 1 (1%)

Q8.12 How many visits did you receive in the last week?
Not in a week 0 1 to 2 3 to 4 5 or more
 1 (1%) 42 (61%) 24 (35%) 1 (1%) 1 (1%)

Q8.13 How are you and your family/friends usually treated by visits staff?
Not had any visits 17 (23%)
Very well..... 37 (51%)
Well..... 14 (19%)
Neither..... 2 (3%)
Badly..... 0 (0%)
Very badly..... 0 (0%)
Don't know..... 3 (4%)

Q8.14 Have you been helped to maintain contact with your family/friends while in this prison?
 Yes..... 63 (82%)
 No..... 14 (18%)

Q8.15 Do you know who to contact to get help with the following within this prison? (Please tick all that apply to you)

<i>Don't know who to contact</i> 9 (12%)	<i>Help with your finances in preparation for release</i> 41 (54%)
<i>Maintaining good relationships</i> 29 (38%)	<i>Claiming benefits on release</i> 51 (67%)
<i>Avoiding bad relationships</i> 25 (33%)	<i>Arranging a place at college/continuing education on release</i> 36 (47%)
<i>Finding a job on release</i> 51 (67%)	<i>Continuity of health services on release</i> 31 (41%)
<i>Finding accommodation on release</i> 44 (58%)	<i>Opening a bank account</i> 41 (54%)

Q8.16 Do you think you will have a problem with any of the following on release from prison? (Please tick all that apply to you)

<i>No problems</i> 37 (55%)	<i>Help with your finances in preparation for release</i> 15 (22%)
<i>Maintaining good relationships</i> 3 (4%)	<i>Claiming benefits on release</i> 12 (18%)
<i>Avoiding bad relationships</i> 2 (3%)	<i>Arranging a place at college/continuing education on release</i> 9 (13%)
<i>Finding a job on release</i> 17 (25%)	<i>Continuity of health services on release</i> 9 (13%)
<i>Finding accommodation on release</i> 13 (19%)	<i>Opening a bank account</i> 5 (7%)

Q8.17 Have you done anything, or has anything happened to you here that you think will make you less likely to offend in the future?
Not sentenced 0 (0%)
 Yes..... 43 (57%)
 No..... 33 (43%)

Main comparator and comparator to last time



Prisoner survey responses HMP&YOI East Sutton Park 2011

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

Key to tables

		HMP & YOI East Sutton Park 2011	Women's prisons comparator	HMP & YOI East Sutton Park 2011	HMP & YOI East Sutton Park 2006
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		79	1482	79	75
SECTION 1: General information					
2	Are you under 21 years of age?	2%	10%	2%	6%
3a	Are you sentenced?	100%	79%	100%	100%
3b	Are you on recall?	0%	6%	0%	1%
4a	Is your sentence less than 12 months?	9%	22%	9%	1%
4b	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	2%	3%	2%	0%
5	Do you have six months or less to serve?	68%	43%	68%	57%
6	Have you been in this prison less than a month?	8%	19%	8%	12%
7	Are you a foreign national?	7%	15%	7%	6%
8	Is English your first language?	92%	88%	92%	88%
9	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other categories)?	33%	26%	33%	45%
10	Do you consider yourself to be Gypsy/Romany/Traveller?	5%	6%	5%	
11	Are you Muslim?	2%	6%	2%	8%
12	Are you homosexual/gay or bisexual?	12%	26%	12%	9%
13	Do you consider yourself to have a disability?	17%	17%	17%	11%
14	Is this your first time in prison?	81%	51%	81%	77%
15	Have you been in more than five prisons this time?	2%	3%	2%	
16	Do you have any children under the age of 18?	45%	52%	45%	49%
SECTION 2: Transfers and escorts					
For the most recent journey you have made either to or from court or between prisons:					
1a	Was the cleanliness of the van good/very good?	34%	48%	34%	46%
1b	Was your personal safety during the journey good/very good?	41%	58%	41%	48%
1c	Was the comfort of the van good/very good?	7%	16%	7%	25%
1d	Was the attention paid to your health needs good/very good?	18%	34%	18%	26%
1e	Was the frequency of toilet breaks good/very good?	8%	13%	8%	16%
2	Did you spend more than four hours in the van?	8%	5%	8%	9%
3	Were you treated well/very well by the escort staff?	69%	72%	69%	68%
4a	Did you know where you were going when you left court or when transferred from another prison?	83%	81%	83%	91%
4b	Before you arrived here did you receive any written information about what would happen to you?	22%	15%	22%	22%
4c	When you first arrived here did your property arrive at the same time as you?	91%	83%	91%	86%

Main comparator and comparator to last time

Key to tables

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Percentages which are not highlighted show there is no significant difference				
SECTION 3: Reception, first night and induction				
1 In the first 24 hours, did staff ask you if you needed help/support with the following:				
1b Problems with loss of property?	13%	13%	13%	
1c Housing problems?	19%	35%	19%	
1d Problems contacting employers?	8%	13%	8%	
1e Problems contacting family?	75%	63%	75%	
1f Problems ensuring dependants were looked after?	24%	27%	24%	
1g Money problems?	27%	18%	27%	
1h Problems of feeling depressed/suicidal?	44%	59%	44%	
1i Health problems?	58%	63%	58%	
1j Problems in needing protection from other prisoners?	8%	14%	8%	
1k Problems accessing phone numbers?	51%	45%	51%	
2 When you first arrived:				
2a Did you have any problems?	51%	75%	51%	50%
2b Did you have any problems with loss of property?	12%	13%	12%	3%
2c Did you have any housing problems?	12%	27%	12%	23%
2d Did you have any problems contacting employers?	1%	5%	1%	3%
2e Did you have any problems contacting family?	10%	32%	10%	6%
2f Did you have any problems ensuring dependants were being looked after?	3%	9%	3%	10%
2g Did you have any money worries?	17%	24%	17%	19%
2h Did you have any problems with feeling depressed or suicidal?	8%	34%	8%	9%
2i Did you have any health problems?	22%	35%	22%	17%
2j Did you have any problems with needing protection from other prisoners?	0%	6%	0%	0%
2k Did you have problems accessing phone numbers?	6%	27%	6%	
3a Were you seen by a member of health services in reception?	90%	88%	90%	93%
3b When you were searched in reception, was this carried out in a respectful way?	86%	85%	86%	72%
4 Were you treated well/very well in reception?	93%	70%	93%	81%
5 On your day of arrival, were you offered information about any of the following:				
5a What was going to happen to you?	76%	52%	76%	61%
5b Support was available for people feeling depressed or suicidal?	59%	54%	59%	41%
5c How to make routine requests?	64%	40%	64%	44%
5d Your entitlement to visits?	72%	44%	72%	59%
5e Health services?	77%	51%	77%	
5f The chaplaincy?	63%	48%	63%	

Main comparator and comparator to last time

Key to tables

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	Percentages which are not highlighted show there is no significant difference				
SECTION 3: Reception, first night and induction continued					
6	On your day of arrival, were you offered any of the following:				
6a	A smokers/non-smokers pack?	88%	84%	88%	52%
6b	The opportunity to have a shower?	58%	49%	58%	64%
6c	The opportunity to make a free telephone call?	87%	77%	87%	77%
6d	Something to eat?	84%	80%	84%	83%
7	Within the first 24 hours did you meet any of the following people:				
7a	The chaplain or a religious leader?	52%	48%	52%	71%
7b	Someone from health services?	91%	80%	91%	87%
7c	A Listener/Samaritans?	33%	27%	33%	24%
8	Did you have access to the prison shop/canteen within the first 24 hours?	10%	16%	10%	44%
9	Did you feel safe on your first night here?	85%	71%	85%	88%
10	Have you been on an induction course?	98%	87%	98%	78%
For those who have been on an induction course:					
11	Did the course cover everything you needed to know about the prison?	85%	60%	85%	54%
SECTION 4: Legal rights and respectful custody					
1	In terms of your legal rights, is it easy/very easy to:				
1a	Communicate with your solicitor or legal representative?	59%	44%	59%	61%
1b	Attend legal visits?	51%	57%	51%	49%
1c	Obtain bail information?	22%	24%	22%	19%
2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	26%	37%	26%	29%
3	For the wing/unit you are currently on:				
3a	Are you normally offered enough clean, suitable clothes for the week?	51%	53%	51%	48%
3b	Are you normally able to have a shower every day?	99%	89%	99%	98%
3c	Do you normally receive clean sheets every week?	64%	80%	64%	57%
3d	Do you normally get cell cleaning materials every week?	75%	75%	75%	71%
3e	Is your cell call bell normally answered within five minutes?	12%	44%	12%	7%
3f	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	60%	62%	60%	58%
3g	Can you normally get your stored property if you need to?	43%	32%	43%	42%
4	Is the food in this prison good/very good?	85%	31%	85%	44%
5	Does the shop/canteen sell a wide enough range of goods to meet your needs?	59%	46%	59%	27%
6a	Is it easy/very easy to get a complaints form?	95%	83%	95%	98%
6b	Is it easy/very easy to get an application form?	99%	86%	99%	100%
7	Have you made an application?	84%	86%	84%	86%

Main comparator and comparator to last time

Key to tables

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	Percentages which are not highlighted show there is no significant difference				
SECTION 4: Legal rights and respectful custody continued					
For those who have made an application:					
8a	Do you feel applications are dealt with fairly?	88%	65%	88%	69%
8b	Do you feel applications are dealt with promptly (within seven days)?	87%	51%	87%	65%
9	Have you made a complaint?	22%	48%	22%	44%
For those who have made a complaint:					
10a	Do you feel complaints are dealt with fairly?	45%	42%	45%	45%
10b	Do you feel complaints are dealt with promptly (within seven days)?	55%	49%	55%	50%
11	Have you ever been made to or encouraged to withdraw a complaint since you have been in this prison?	29%	26%	29%	16%
10c	Were you given information about how to make an appeal?	18%	23%	18%	32%
12	Is it easy/very easy to see the Independent Monitoring Board?	71%	36%	71%	60%
13	Are you on the enhanced (top) level of the IEP scheme?	92%	38%	92%	81%
14	Do you feel you have been treated fairly in your experience of the IEP scheme?	76%	53%	76%	66%
15	Do the different levels of the IEP scheme encourage you to change your behaviour?	48%	46%	48%	
16a	In the last six months have any members of staff physically restrained you (C&R)?	0%	4%	0%	0%
16b	In the last six months have you spent a night in the segregation/care and separation unit?	1%	7%	1%	2%
13a	Do you feel your religious beliefs are respected?	59%	59%	59%	58%
13b	Are you able to speak to a religious leader of your faith in private if you want to?	58%	60%	58%	76%
14	Are you able to speak to a Listener at any time if you want to?	79%	65%	79%	57%
15a	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	94%	80%	94%	91%
15b	Do most staff in this prison treat you with respect?	81%	74%	81%	79%
SECTION 5: Safety					
1	Have you ever felt unsafe in this prison?	24%	40%	24%	21%
2	Do you feel unsafe in this prison at the moment?	10%	14%	10%	6%
4	Have you been victimised by another prisoner?	21%	28%	21%	18%
5	Since you have been here, has another prisoner:				
5a	Made insulting remarks about you, your family or friends?	10%	16%	10%	13%
5b	Hit, kicked or assaulted you?	1%	6%	1%	0%
5c	Sexually abused you?	0%	1%	0%	0%
5d	Victimised you because of your race or ethnic origin?	0%	4%	0%	0%
5e	Victimised you because of drugs?	2%	4%	2%	0%
5f	Taken your canteen/property?	2%	6%	2%	1%
5g	Victimised you because you were new here?	8%	8%	8%	1%
5h	Victimised you because of your sexuality?	0%	2%	0%	0%
5i	Victimised you because you have a disability?	1%	3%	1%	0%
5j	Victimised you because of your religion/religious beliefs?	0%	2%	0%	2%
5k	Victimised you because of your age?	0%	3%	0%	
5l	Victimised you because you were from a different part of the country?	5%	3%	5%	2%
5m	Victimised you because of your offence/crime?	1%	6%	1%	
5n	Victimised you because of gang related issues?	0%	3%	0%	

Main comparator and comparator to last time

Key to tables

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	Percentages which are not highlighted show there is no significant difference				
SECTION 5: Safety continued					
6	Have you been victimised by a member of staff?	22%	19%	22%	15%
7	Since you have been here, has a member of staff:				
7a	Made insulting remarks about you, your family or friends?	7%	9%	7%	10%
7b	Hit, kicked or assaulted you?	0%	2%	0%	0%
7c	Sexually abused you?	0%	1%	0%	0%
7d	Victimised you because of your race or ethnic origin?	2%	2%	2%	5%
7e	Victimised you because of drugs?	1%	3%	1%	0%
7f	Victimised you because you were new here?	6%	4%	6%	1%
7g	Victimised you because of your sexuality?	1%	3%	1%	0%
7h	Victimised you because you have a disability?	1%	2%	1%	1%
7i	Victimised you because of your religion/religious beliefs?	0%	2%	0%	1%
7j	Victimised you because of your age?	0%	2%	0%	
7k	Victimised you because you were from a different part of the country?	1%	2%	1%	5%
7l	Victimised you because of your offence/crime?	4%	4%	4%	
7m	Victimised you because of gang related issues?	0%	1%	0%	
For those who have been victimised by staff or other prisoners:					
8	Did you report any victimisation that you have experienced?	50%	50%	50%	46%
9	Have you ever felt threatened or intimidated by another prisoner/group of prisoners in here?	24%	31%	24%	24%
10	Have you ever felt threatened or intimidated by a member of staff in here?	15%	21%	15%	18%
11	Is it easy/very easy to get illegal drugs in this prison?	18%	26%	18%	16%
SECTION 6: Health services					
1a	Is it easy/very easy to see the doctor?	61%	29%	61%	
1b	Is it easy/very easy to see the nurse?	88%	57%	88%	
1c	Is it easy/very easy to see the dentist?	38%	14%	38%	
1d	Is it easy/very easy to see the optician?	35%	11%	35%	
2	Are you able to see a pharmacist?	18%	38%	18%	
For those who have been to the following services, do you think the quality of the health service from the following is good/very good:					
3a	The doctor?	49%	52%	49%	74%
3b	The nurse?	70%	62%	70%	87%
3c	The dentist?	58%	41%	58%	72%
3d	The optician?	69%	37%	69%	77%
4	The overall quality of health services?	57%	43%	57%	75%

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	Percentages which are not highlighted show there is no significant difference				
Health services continued					
5	Are you currently taking medication?	63%	69%	63%	64%
For those currently taking medication:					
6	Are you allowed to keep possession of your medication in your own cell?	98%	48%	98%	98%
7	Do you feel you have any emotional wellbeing/mental health issues?	27%	46%	27%	
For those with emotional wellbeing/mental health issues, are these being addressed by any of the following:					
8a	Not receiving any help?	17%	25%	17%	
8b	A doctor?	32%	39%	32%	
8c	A nurse?	32%	20%	32%	
8d	A psychiatrist?	17%	25%	17%	
8e	The mental health in-reach team?	36%	40%	36%	
8f	A counsellor?	36%	20%	36%	
9a	Did you have a drug problem when you came into this prison?	9%	38%	9%	0%
9b	Did you have an alcohol problem when you came into this prison?	7%	30%	7%	3%
10a	Have you developed a drug problem since you have been in this prison?	4%	7%	4%	
For those with drug or alcohol problems:					
11	Do you know who to contact in this prison for help?	93%	89%	93%	
12	Have you received any help or intervention while in this prison?	87%	85%	87%	
For those who have received help or intervention with their drug or alcohol problem:					
13	Was this intervention or help useful?	93%	80%	93%	
14a	Do you think you will have a problem with drugs when you leave this prison? (Yes/don't know)	4%	29%	4%	19%
14b	Do you think you will have a problem with alcohol when you leave this prison? (Yes/don't know)	4%	25%	4%	3%
For those who may have a drug or alcohol problem on release, do you know who in this prison:					
15	Can help you contact external drug or alcohol agencies on release?	20%	72%	20%	85%

Main comparator and comparator to last time

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	Percentages which are not highlighted show there is no significant difference				
SECTION 7: Purposeful activity					
1	Are you currently involved in any of the following activities:				
1a	A prison job?	82%	59%	82%	
1b	Vocational or skills training?	29%	16%	29%	
1c	Education (including basic skills)?	56%	45%	56%	
1d	Offending Behaviour Programmes?	22%	15%	22%	
2ai	Have you had a job while in this prison?	95%	84%	95%	
For those who have had a prison job while in this prison:					
2aii	Do you feel the job will help you on release?	59%	56%	59%	
2bi	Have you been involved in vocational or skills training while in this prison?	87%	70%	87%	
For those who have had vocational or skills training while in this prison:					
2bii	Do you feel the vocational or skills training will help you on release?	82%	59%	82%	
2ci	Have you been involved in education while in this prison?	93%	85%	93%	
For those who have been involved in education while in this prison:					
2cii	Do you feel the education will help you on release?	89%	68%	89%	
2di	Have you been involved in offending behaviour programmes while in this prison?	84%	69%	84%	
For those who have been involved in offending behaviour programmes while in this prison:					
2dii	Do you feel the offending behaviour programme(s) will help you on release?	57%	61%	57%	
3	Do you go to the library at least once a week?	74%	53%	74%	58%
4	On average, do you go to the gym at least twice a week?	29%	37%	29%	28%
5	On average, do you go outside for exercise three or more times a week?	60%	43%	60%	48%
6	On average, do you spend ten or more hours out of your cell on a weekday?	49%	21%	49%	70%
7	On average, do you go on association more than five times each week?	77%	55%	77%	87%
8	Do staff normally speak to you most of the time/all of the time during association?	51%	25%	51%	43%
SECTION 8: Resettlement					
1	Do you have a personal officer?	98%	74%	98%	95%
For those with a personal officer:					
2	Do you think your personal officer is helpful/very helpful?	90%	72%	90%	78%
For those who are sentenced:					
3	Do you have a sentence plan?	88%	56%	88%	89%
For those with a sentence plan?					
4	Were you involved/very involved in the development of your plan?	86%	72%	86%	82%
5	Can you achieve some/all of your sentence plan targets in this prison?	89%	87%	89%	93%
6	Are there plans for you to achieve some/all your targets in another prison?	34%	36%	34%	21%
For those who are sentenced:					
7	Do you feel that any member of staff has helped you address your offending behaviour while at this prison?	59%	43%	59%	
8	Do you feel that any member of staff has helped you to prepare for release?	57%	26%	57%	
9	Have you had any problems with sending or receiving mail?	18%	35%	18%	17%
10	Have you had any problems getting access to the telephones?	12%	22%	12%	6%
11	Did you have a visit in the first week that you were here?	65%	35%	65%	64%
12	Did you receive one or more visits in the last week?	38%	37%	38%	24%

Main comparator and comparator to last time

Key to tables

		HMP&YOI East Sutton Park 2011	Women's prisons comparator	HMP&YOI East Sutton Park 2011	HMP&YOI East Sutton Park 2006
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
Resettlement continued					
For those who have had visits:					
13	How are you and your family/ friends usually treated by visits staff? (Very well/well)	91%	57%	91%	
14	Have you been helped to maintain contact with family/friends while in this prison?	81%	56%	81%	
15	Do you know who to contact within this prison to get help with the following:				
15b	Maintaining good relationships?	38%	22%	38%	
15c	Avoiding bad relationships?	33%	19%	33%	
15d	Finding a job on release?	67%	36%	67%	65%
15e	Finding accommodation on release?	58%	44%	58%	79%
15f	With money/finances on release?	54%	26%	54%	56%
15g	Claiming benefits on release?	67%	46%	67%	64%
15h	Arranging a place at college/continuing education on release?	47%	27%	47%	70%
15i	Accessing health services on release?	41%	27%	41%	66%
15j	Opening a bank account on release?	54%	22%	54%	74%
16	Do you think you will have a problem with any of the following on release from prison?				
16b	Maintaining good relationships?	5%	17%	5%	
16c	Avoiding bad relationships?	3%	21%	3%	
16d	Finding a job?	25%	49%	25%	32%
16e	Finding accommodation?	19%	42%	19%	33%
16f	Money/finances?	23%	34%	23%	40%
16g	Claiming benefits?	18%	35%	18%	22%
16h	Arranging a place at college/continuing education?	14%	25%	14%	17%
16i	Accessing health services?	14%	23%	14%	10%
16j	Opening a bank account?	8%	30%	8%	18%
For those who are sentenced:					
17	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	57%	57%	57%	76%

Diversity Analysis



Key question responses (ethnicity) HMP&YOI East Sutton Park 2011

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

Key to tables

		Black and minority ethnic prisoners	White prisoners
	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		26	53
1.3	Are you sentenced?	100%	100%
1.7	Are you a foreign national?	13%	3%
1.8	Is English your first language?	83%	97%
1.9	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other categories)?		
1.1	Do you consider yourself to be Gypsy/Romany/Traveller?	4%	3%
1.11	Are you Muslim?	7%	0%
1.12	Do you consider yourself to have a disability?	20%	15%
1.13	Is this your first time in prison?	77%	83%
2.1d	Was the attention paid to your health needs good/very good on your journey here?	17%	19%
2.3	Were you treated well/very well by the escort staff?	63%	70%
2.4a	Did you know where you were going when you left court or when transferred from another prison?	76%	86%
3.1e	Did staff ask if you needed any help/support in dealing with problems contacting family within the first 24 hours?	63%	80%
3.1h	Did staff ask if you needed any help/support in dealing with problems of feeling depressed/suicidal within the first 24 hours?	48%	43%
3.1i	Did staff ask if you needed any help/support in dealing with health problems within the first 24 hours?	63%	55%
3.2a	Did you have any problems when you first arrived?	56%	49%
3.3a	Were you seen by a member of health care staff in reception?	83%	92%
3.3b	When you were searched in reception, was this carried out in a respectful way?	78%	90%
3.4	Were you treated well/very well in reception?	86%	97%
3.7b	Did you have access to someone from health care within the first 24 hours?	81%	97%
3.9	Did you feel safe on your first night here?	81%	87%
3.10	Have you been on an induction course?	97%	98%
4.1a	Is it easy/very easy to communicate with your solicitor or legal representative?	62%	59%

Diversity Analysis

Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White prisoners
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
4.3a	Are you normally offered enough clean, suitable clothes for the week?	62%	45%
4.3b	Are you normally able to have a shower every day?	100%	98%
4.3e	Is your cell call bell normally answered within five minutes?	28%	3%
4.4	Is the food in this prison good/very good?	76%	89%
4.5	Does the shop /canteen sell a wide enough range of goods to meet your needs?	52%	62%
4.6a	Is it easy/very easy to get a complaints form?	93%	97%
4.6b	Is it easy/very easy to get an application form?	100%	98%
4.9	Have you made a complaint?	28%	20%
4.13	Are you on the enhanced (top) level of the IEP scheme?	87%	94%
4.14	Do you feel you have been treated fairly in your experience of the IEP scheme?	65%	81%
4.15	Do the different levels of the IEP scheme encourage you to change your behaviour?	39%	53%
4.16a	In the last six months have any members of staff physically restrained you (C&R)?	0%	0%
4.16b	In the last six months have you spent a night in the segregation/care and separation unit?	0%	2%
4.17a	Do you feel your religious beliefs are respected?	62%	59%
4.17b	Are you able to speak to a religious leader of your faith in private if you want to?	54%	58%
4.18	Are you able to speak to a Listener at any time if you want to?	68%	86%
4.19a	Is there a member of staff you can turn to for help if you have a problem in this prison?	93%	97%
4.19b	Do most staff in this prison treat you with respect?	71%	87%
5.1	Have you ever felt unsafe in this prison?	28%	23%
5.2	Do you feel unsafe in this prison at the moment?	13%	10%
5.4	Have you been victimised by another prisoner?	24%	19%
5.5d	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	0%	0%
5.5i	Have you been victimised because you have a disability? (By prisoners)	0%	2%
5.5j	Have you been victimised because of your religion/religious beliefs? (By prisoners)	0%	0%
5.6	Have you been victimised by a member of staff?	37%	15%
5.7d	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	7%	0%

Diversity Analysis

Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White prisoners
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
5.7h	Have you been victimised because you have a disability? (By staff)	0%	2%
5.7i	Have you been victimised because of your religion/religious beliefs? (By staff)	0%	0%
5.9	Have you ever felt threatened or intimidated by another prisoner/group of prisoners in here?	19%	27%
5.10	Have you ever felt threatened or intimidated by a member of staff in here?	27%	10%
5.11	Is it easy/very easy to get illegal drugs in this prison?	31%	11%
6.1a	Is it easy/very easy to see the doctor?	45%	68%
6.1b	Is it easy/ very easy to see the nurse?	79%	92%
6.2	Are you able to see a pharmacist?	14%	21%
6.5	Are you currently taking medication?	55%	68%
6.7	Do you feel you have any emotional wellbeing/mental health issues?	20%	30%
7.1a	Are you currently working in the prison?	70%	89%
7.1b	Are you currently undertaking vocational or skills training?	39%	24%
7.1c	Are you currently in education (including basic skills)?	61%	52%
7.1d	Are you currently taking part in an offending behaviour programme?	16%	24%
7.3	Do you go to the library at least once a week?	77%	73%
7.4	On average, do you go to the gym at least twice a week?	37%	25%
7.5	On average, do you go outside for exercise three or more times a week?	48%	66%
7.6	On average, do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc.)	27%	59%
7.7	On average, do you go on association more than five times each week?	76%	78%
7.8	Do staff normally speak to you at least most of the time during association time? (Most/all of the time)	44%	55%
8.1	Do you have a personal officer?	100%	97%
8.9	Have you had any problems sending or receiving mail?	7%	23%
8.10	Have you had any problems getting access to the telephones?	13%	11%

Diversity Analysis - Disability



Key questions (disability analysis) HMP&YOI East Sutton Park 2011

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

Key to tables

		Consider themselves to have a disability	Do not consider themselves to have a disability
	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		13	64
1.3	Are you sentenced?	100%	100%
1.7	Are you a foreign national?	13%	5%
1.8	Is English your first language?	87%	93%
1.9	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other categories)?	40%	32%
1.1	Do you consider yourself to be Gypsy/Romany/Traveller?	7%	3%
1.11	Are you Muslim?	7%	1%
1.14	Is this your first time in prison?	75%	83%
2.1d	Was the attention paid to your health needs good/very good?	8%	19%
2.3	Were you treated well/very well by the escort staff?	75%	67%
2.4a	Did you know where you were going when you left court or when transferred from another prison?	69%	85%
3.1e	Did staff ask if you needed any help/support in dealing with problems contacting family within the first 24 hours?	53%	81%
3.1h	Did staff ask if you needed any help/support in dealing with problems of feeling depressed/suicidal within the first 24 hours?	40%	47%
3.1i	Did staff ask if you needed any help/support in dealing with health problems within the first 24 hours?	69%	56%
3.2a	Did you have any problems when you first arrived?	62%	50%
3.3a	Were you seen by a member of health care staff in reception?	93%	89%
3.3b	When you were searched in reception, was this carried out in a respectful way?	69%	90%
3.4	Were you treated well/very well in reception?	87%	95%
3.7b	Did you have access to someone from health care within the first 24 hours?	87%	93%
3.9	Did you feel safe on your first night here?	69%	88%
3.10	Have you been on an induction course?	93%	99%
4.1a	Is it easy/very easy to communicate with your solicitor or legal representative?	53%	62%

Diversity Analysis - Disability

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to have a disability	Do not consider themselves to have a disability
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
4.3a	Are you normally offered enough clean, suitable clothes for the week?	53%	49%
4.3b	Are you normally able to have a shower every day?	100%	99%
4.3e	Is your cell call bell normally answered within five minutes?	25%	9%
4.4	Is the food in this prison good/very good?	57%	89%
4.5	Does the shop/canteen sell a wide enough range of goods to meet your needs?	47%	60%
4.6a	Is it easy/very easy to get a complaints form?	100%	93%
4.6b	Is it easy/very easy to get an application form?	100%	99%
4.9	Have you made a complaint?	40%	18%
4.13	Are you on the enhanced (top) level of the IEP scheme?	100%	91%
4.14	Do you feel you have been treated fairly in your experience of the IEP scheme?	64%	76%
4.15	Do the different levels of the IEP scheme encourage you to change your behaviour?	50%	48%
4.16a	In the last six months have any members of staff physically restrained you (C&R)?	0%	0%
4.16b	In the last six months have you spent a night in the segregation/care and separation unit?	0%	1%
4.17a	Do you feel your religious beliefs are respected?	60%	59%
4.17b	Are you able to speak to a religious leader of your faith in private if you want to?	57%	56%
4.18	Are you able to speak to a Listener at any time, if you want to?	75%	80%
4.19a	Is there a member of staff you can turn to for help if you have a problem in this prison?	93%	95%
4.19b	Do most staff, in this prison, treat you with respect?	69%	84%
5.1	Have you ever felt unsafe in this prison?	31%	24%
5.2	Do you feel unsafe in this prison at the moment?	0%	12%
5.4	Have you been victimised by another prisoner?	31%	19%
5.5d	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	0%	0%
5.5i	Victimised you because you have a disability?	7%	0%
5.5j	Have you been victimised because of your religion/religious beliefs? (By prisoners)	0%	0%
5.6	Have you been victimised by a member of staff?	40%	18%
5.7d	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	0%	3%
5.7h	Victimised you because you have a disability?	7%	0%
5.7i	Have you been victimised because of your religion/religious beliefs? (By staff)	0%	0%

Diversity Analysis - Disability

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to have a disability	Do not consider themselves to have a disability
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
5.9	Have you ever felt threatened or intimidated by another prisoner/group of prisoners in here?	53%	19%
5.10	Have you ever felt threatened or intimidated by a member of staff in here?	31%	11%
5.11	Is it easy/very easy to get illegal drugs in this prison?	31%	16%
6.1a	Is it easy/very easy to see the doctor?	47%	64%
6.1b	Is it easy/ very easy to see the nurse?	86%	89%
6.2	Are you able to see a pharmacist?	10%	20%
6.5	Are you currently taking medication?	87%	58%
6.7	Do you feel you have any emotional wellbeing/mental health issues?	43%	25%
7.1a	Are you currently working in the prison?	69%	84%
7.1b	Are you currently undertaking vocational or skills training?	25%	32%
7.1c	Are you currently in education (including basic skills)?	40%	59%
7.1d	Are you currently taking part in an offending behaviour programme?	25%	20%
7.3	Do you go to the library at least once a week?	75%	76%
7.4	On average, do you go to the gym at least twice a week?	7%	33%
7.5	On average, do you go outside for exercise three or more times a week?	50%	64%
7.6	On average, do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc.)	40%	52%
7.7	On average, do you go on association more than five times each week?	69%	78%
7.8	Do staff normally speak to you at least most of the time during association time? (Most/all of the time)	40%	55%
8.1	Do you have a personal officer?	100%	97%
8.9	Have you had any problems sending or receiving mail?	25%	17%
8.10	Have you had any problems getting access to the telephones?	7%	12%



Diversity Analysis - Age
Key question responses (age - over 50) HMP&YOI East Sutton Park 2011

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

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		21	57
1.3	Are you sentenced?	100%	100%
1.7	Are you a foreign national?	4%	8%
1.8	Is English your first language?	91%	92%
1.9	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other categories)?	24%	35%
1.1	Do you consider yourself to be Gypsy/Romany/Traveller?	4%	3%
1.11	Are you Muslim?	8%	0%
1.13	Do you consider yourself to have a disability?	38%	9%
1.14	Is this your first time in prison?	96%	75%
2.1d	Was the attention paid to your health needs good/very good?	17%	20%
2.3	Were you treated well/very well by the escort staff?	56%	73%
2.4a	Did you know where you were going when you left court or when transferred from another prison?	80%	83%
3.1e	Did staff ask if you needed any help/support in dealing with problems contacting family within the first 24 hours?	72%	78%
3.1h	Did staff ask if you needed any help/support in dealing with problems of feeling depressed/suicidal within the first 24 hours?	38%	48%
3.1i	Did staff ask if you needed any help/support in dealing with health problems within the first 24 hours?	63%	58%
3.2a	Did you have any problems when you first arrived?	62%	49%
3.3a	Were you seen by a member of health care staff in reception?	92%	89%
3.3b	When you were searched in reception, was this carried out in a respectful way?	91%	85%

Diversity Analysis - Age

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
3.4	Were you treated well/very well in reception?	96%	92%
3.7b	Did you have access to someone from health care within the first 24 hours?	92%	92%
3.9	Did you feel safe on your first night here?	80%	86%
3.10	Have you been on an induction course?	100%	97%
4.1a	Is it easy/very easy to communicate with your solicitor or legal representative?	52%	62%
4.3a	Are you normally offered enough clean, suitable clothes for the week?	32%	57%
4.3b	Are you normally able to have a shower every day?	100%	99%
4.3e	Is your cell call bell normally answered within five minutes?	8%	12%
4.4	Is the food in this prison good/very good?	76%	88%
4.5	Does the shop/canteen sell a wide enough range of goods to meet your needs?	63%	59%
4.6a	Is it easy/very easy to get a complaints form?	96%	97%
4.6b	Is it easy/very easy to get an application form?	100%	98%
4.9	Have you made a complaint?	24%	20%
4.13	Are you on the enhanced (top) level of the IEP scheme?	96%	91%
4.14	Do you feel you have been treated fairly in your experience of the IEP scheme?	78%	76%
4.15	Do the different levels of the IEP scheme encourage you to change your behaviour?	36%	51%
4.16a	In the last six months have any members of staff physically restrained you (C&R)?	0%	0%
4.16b	In the last six months have you spent a night in the segregation/care and separation unit?	0%	2%
4.17a	Do you feel your religious beliefs are respected?	68%	57%
4.17b	Are you able to speak to a religious leader of your faith in private if you want to?	65%	54%

Diversity Analysis - Age

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
4.18	Are you able to speak to a Listener at any time if you want to?	76%	80%
4.19a	Is there a member of staff you can turn to for help if you have a problem in this prison?	100%	92%
4.19b	Do most staff, in this prison, treat you with respect?	92%	78%
5.1	Have you ever felt unsafe in this prison?	16%	29%
5.2	Do you feel unsafe in this prison at the moment?	0%	14%
5.4	Have you been victimised by another prisoner?	8%	25%
5.5d	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	0%	0%
5.5i	Victimised you because you have a disability?	0%	2%
5.5j	Have you been victimised because of your religion/religious beliefs? (By prisoners)	0%	0%
5.5k	Have you been victimised because of your age? (By prisoners)	0%	0%
5.6	Have you been victimised by a member of staff?	16%	23%
5.7d	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	4%	2%
5.7h	Victimised you because you have a disability?	0%	2%
5.7i	Have you been victimised because of your religion/religious beliefs? (By staff)	0%	0%
5.7j	Have you been victimised because of your age? (By staff)	0%	0%
5.9	Have you ever felt threatened or intimidated by another prisoner/group of prisoners in here?	20%	27%
5.10	Have you ever felt threatened or intimidated by a member of staff in here?	16%	16%
5.11	Is it easy/very easy to get illegal drugs in this prison?	8%	20%
6.1a	Is it easy/very easy to see the doctor?	56%	63%
6.1b	Is it easy/ very easy to see the nurse?	79%	91%

Diversity Analysis - Age

Key to tables

	Any percentage highlighted in green is significantly better	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
6.2	Are you able to see a pharmacist?	17%	20%
6.5	Are you currently taking medication?	68%	61%
6.7	Do you feel you have any emotional well being/mental health issues?	25%	28%
7.1a	Are you currently working in the prison?	84%	82%
7.1b	Are you currently undertaking vocational or skills training?	28%	30%
7.1c	Are you currently in education (including basic skills)?	52%	58%
7.1d	Are you currently taking part in an offending behaviour programme?	16%	25%
7.3	Do you go to the library at least once a week?	83%	70%
7.4	On average, do you go to the gym at least twice a week?	22%	31%
7.5	On average, do you go outside for exercise three or more times a week?	64%	59%
7.6	On average, do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc.)	64%	43%
7.7	On average, do you go on association more than five times each week?	71%	79%
7.8	Do staff normally speak to you at least most of the time during association time? (Most/all of the time)	64%	46%
8.1	Do you have a personal officer?	100%	97%
8.9	Have you had any problems sending or receiving mail?	8%	21%
8.10	Have you had any problems getting access to the telephones?	4%	14%

Main comparator and comparator to last time



Prisoner survey responses HMP&YOI East Sutton Park 2011 vs HMP&YOI Askham Grange 2008

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

Key to tables

		HMP&YOI East Sutton Park 2011	HMP&YOI Askham Grange 2011
	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		79	76
SECTION 1: General information			
2	Are you under 21 years of age?	2%	3%
3a	Are you sentenced?	100%	100%
3b	Are you on recall?	0%	1%
4a	Is your sentence less than 12 months?	9%	10%
4b	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	2%	0%
5	Do you have six months or less to serve?	68%	63%
6	Have you been in this prison less than a month?	8%	7%
7	Are you a foreign national?	7%	1%
8	Is English your first language?	92%	97%
9	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other categories)?	33%	9%
10	Do you consider yourself to be Gypsy/Romany/Traveller?	5%	
11	Are you Muslim?	2%	3%
12	Are you homosexual/gay or bisexual?	12%	8%
13	Do you consider yourself to have a disability?	17%	5%
14	Is this your first time in prison?	81%	78%
15	Have you been in more than five prisons this time?	2%	7%
16	Do you have any children under the age of 18?	45%	45%
SECTION 2: Transfers and escorts			
For the most recent journey you have made either to or from court or between prisons:			
1a	Was the cleanliness of the van good/very good?	34%	48%
1b	Was your personal safety during the journey good/very good?	41%	58%
1c	Was the comfort of the van good/very good?	7%	13%
1d	Was the attention paid to your health needs good/very good?	18%	33%
1e	Was the frequency of toilet breaks good/very good?	8%	8%
2	Did you spend more than four hours in the van?	8%	9%
3	Were you treated well/very well by the escort staff?	69%	74%
4a	Did you know where you were going when you left court or when transferred from another prison?	83%	90%
4b	Before you arrived here did you receive any written information about what would happen to you?	22%	17%
4c	When you first arrived here did your property arrive at the same time as you?	91%	95%

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SECTION 3: Reception, first night and induction			
1	In the first 24 hours, did staff ask you if you needed help/support with the following:		
1b	Problems with loss of property?	13%	20%
1c	Housing problems?	19%	27%
1d	Problems contacting employers?	8%	14%
1e	Problems contacting family?	75%	59%
1f	Problems ensuring dependants were looked after?	24%	23%
1g	Money problems?	27%	22%
1h	Problems of feeling depressed/suicidal?	44%	43%
1i	Health problems?	58%	47%
1j	Problems in needing protection from other prisoners?	8%	13%
1k	Problems accessing phone numbers?	51%	39%
2	When you first arrived:		
2a	Did you have any problems?	51%	46%
2b	Did you have any problems with loss of property?	12%	11%
2c	Did you have any housing problems?	12%	8%
2d	Did you have any problems contacting employers?	1%	5%
2e	Did you have any problems contacting family?	10%	19%
2f	Did you have any problems ensuring dependants were being looked after?	3%	5%
2g	Did you have any money worries?	17%	10%
2h	Did you have any problems with feeling depressed or suicidal?	8%	15%
2i	Did you have any health problems?	22%	16%
2j	Did you have any problems with needing protection from other prisoners?	0%	1%
2k	Did you have problems accessing phone numbers?	6%	12%
3a	Were you seen by a member of health services in reception?	90%	78%
3b	When you were searched in reception, was this carried out in a respectful way?	86%	89%
4	Were you treated well/very well in reception?	93%	84%
5	On your day of arrival, were you offered information about any of the following:		
5a	What was going to happen to you?	76%	68%
5b	Support was available for people feeling depressed or suicidal?	59%	57%
5c	How to make routine requests?	64%	61%
5d	Your entitlement to visits?	72%	64%
5e	Health services?	77%	66%
5f	The chaplaincy?	63%	61%

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SECTION 3: Reception, first night and induction continued		
6	On your day of arrival, were you offered any of the following:	
6a	88%	78%
6b	58%	62%
6c	87%	75%
6d	84%	67%
7	Within the first 24 hours did you meet any of the following people:	
7a	52%	28%
7b	91%	81%
7c	33%	18%
8	10%	26%
9	85%	93%
10	98%	92%
For those who have been on an induction course:		
11	85%	84%
SECTION 4: Legal rights and respectful custody		
1	In terms of your legal rights, is it easy/very easy to:	
1a	59%	45%
1b	51%	39%
1c	22%	13%
2	26%	30%
3	For the wing/unit you are currently on:	
3a	51%	45%
3b	99%	99%
3c	64%	52%
3d	75%	75%
3e	12%	9%
3f	60%	73%
3g	43%	48%
4	85%	79%
5	59%	35%
6a	95%	93%
6b	99%	96%
7	84%	90%

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SECTION 4: Legal rights and respectful custody continued			
For those who have made an application:			
8a	Do you feel applications are dealt with fairly?	88%	90%
8b	Do you feel applications are dealt with promptly (within seven days)?	87%	89%
9	Have you made a complaint?	22%	25%
For those who have made a complaint:			
10a	Do you feel complaints are dealt with fairly?	45%	61%
10b	Do you feel complaints are dealt with promptly (within seven days)?	55%	61%
11	Have you ever been made to or encouraged to withdraw a complaint since you have been in this prison?	29%	33%
10c	Were you given information about how to make an appeal?	18%	22%
12	Is it easy/very easy to see the Independent Monitoring Board?	71%	81%
13	Are you on the enhanced (top) level of the IEP scheme?	92%	
14	Do you feel you have been treated fairly in your experience of the IEP scheme?	76%	
15	Do the different levels of the IEP scheme encourage you to change your behaviour?	48%	
16a	In the last six months have any members of staff physically restrained you (C&R)?	0%	
16b	In the last six months have you spent a night in the segregation/care and separation unit?	1%	
13a	Do you feel your religious beliefs are respected?	59%	73%
13b	Are you able to speak to a religious leader of your faith in private if you want to?	58%	73%
14	Are you able to speak to a Listener at any time if you want to?	79%	65%
15a	Is there a member of staff in this prison that you can turn to for help if you have a problem?	94%	97%
15b	Do most staff in this prison treat you with respect?	81%	89%
SECTION 5: Safety			
1	Have you ever felt unsafe in this prison?	24%	13%
2	Do you feel unsafe in this prison at the moment?	10%	3%
4	Have you been victimised by another prisoner?	21%	18%
5	Since you have been here, has another prisoner:		
5a	Made insulting remarks about you, your family or friends?	10%	13%
5b	Hit, kicked or assaulted you?	1%	1%
5c	Sexually abused you?	0%	1%
5d	Victimised you because of your race or ethnic origin?	0%	0%
5e	Victimised you because of drugs?	2%	1%
5f	Taken your canteen/property?	2%	0%
5g	Victimised you because you were new here?	8%	3%
5h	Victimised you because of your sexuality?	0%	1%
5i	Victimised you because you have a disability?	1%	3%
5j	Victimised you because of your religion/religious beliefs?	0%	3%
5k	Victimised you because of your age?	0%	
5l	Victimised you because you were from a different part of the country?	5%	0%
5m	Victimised you because of your offence/crime?	1%	5%
5n	Victimised you because of gang related issues?	0%	

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SECTION 5: Safety continued			
6	Have you been victimised by a member of staff?	22%	14%
7	Since you have been here, has a member of staff:		
7a	Made insulting remarks about you, your family or friends?	7%	7%
7b	Hit, kicked or assaulted you?	0%	0%
7c	Sexually abused you?	0%	0%
7d	Victimised you because of your race or ethnic origin?	2%	1%
7e	Victimised you because of drugs?	1%	1%
7f	Victimised you because you were new here?	6%	4%
7g	Victimised you because of your sexuality?	1%	0%
7h	Victimised you because you have a disability?	1%	1%
7i	Victimised you because of your religion/religious beliefs?	0%	1%
7j	Victimised you because of your age?	0%	
7k	Victimised you because you were from a different part of the country?	1%	0%
7l	Victimised you because of your offence/crime?	4%	1%
7m	Victimised you because of gang related issues?	0%	
For those who have been victimised by staff or other prisoners:			
8	Did you report any victimisation that you have experienced?	50%	46%
9	Have you ever felt threatened or intimidated by another prisoner/group of prisoners in here?	24%	25%
10	Have you ever felt threatened or intimidated by a member of staff in here?	15%	11%
11	Is it easy/very easy to get illegal drugs in this prison?	18%	21%
SECTION 6: Health services			
1a	Is it easy/very easy to see the doctor?	61%	73%
1b	Is it easy/very easy to see the nurse?	88%	93%
1c	Is it easy/very easy to see the dentist?	38%	50%
1d	Is it easy/very easy to see the optician?	35%	28%
2	Are you able to see a pharmacist?	18%	28%
For those who have been to the following services, do you think the quality of the health service from the following is good/very good:			
3a	The doctor?	49%	76%
3b	The nurse?	70%	71%
3c	The dentist?	58%	78%
3d	The optician?	69%	46%
4	The overall quality of health services?	57%	72%

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Health services continued			
5	Are you currently taking medication?	63%	63%
For those currently taking medication:			
6	Are you allowed to keep possession of your medication in your own cell?	98%	100%
7	Do you feel you have any emotional wellbeing/mental health issues?	27%	19%
For those with emotional wellbeing/mental health issues, are these being addressed by any of the following:			
8a	Not receiving any help?	17%	33%
8b	A doctor?	32%	44%
8c	A nurse?	32%	19%
8d	A psychiatrist?	17%	7%
8e	The mental health in-reach team?	36%	19%
8f	A counsellor?	36%	33%
9a	Did you have a drug problem when you came into this prison?	9%	8%
9b	Did you have an alcohol problem when you came into this prison?	7%	10%
10a	Have you developed a drug problem since you have been in this prison?	4%	0%
For those with drug or alcohol problems:			
11	Do you know who to contact in this prison for help?	93%	93%
12	Have you received any help or intervention while in this prison?	87%	81%
For those who have received help or intervention with their drug or alcohol problem:			
13	Was this intervention or help useful?	93%	100%
14a	Do you think you will have a problem with drugs when you leave this prison? (Yes/don't know)	4%	1%
14b	Do you think you will have a problem with alcohol when you leave this prison? (Yes/don't know)	4%	0%
For those who may have a drug or alcohol problem on release, do you know who in this prison:			
15	Can help you contact external drug or alcohol agencies on release?	20%	100%

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SECTION 7: Purposeful activity			
1	Are you currently involved in any of the following activities:		
1a	A prison job?	82%	65%
1b	Vocational or skills training?	29%	37%
1c	Education (including basic skills)?	56%	82%
1d	Offending Behaviour Programmes?	22%	17%
2ai	Have you had a job while in this prison?	95%	
For those who have had a prison job while in this prison:			
2aii	Do you feel the job will help you on release?	59%	
2bi	Have you been involved in vocational or skills training while in this prison?	87%	
For those who have had vocational or skills training while in this prison:			
2bii	Do you feel the vocational or skills training will help you on release?	82%	
2ci	Have you been involved in education while in this prison?	93%	
For those who have been involved in education while in this prison:			
2cii	Do you feel the education will help you on release?	89%	
2di	Have you been involved in offending behaviour programmes while in this prison?	84%	
For those who have been involved in offending behaviour programmes while in this prison:			
2dii	Do you feel the offending behaviour programme(s) will help you on release?	57%	
3	Do you go to the library at least once a week?	74%	81%
4	On average, do you go to the gym at least twice a week?	29%	30%
5	On average, do you go outside for exercise three or more times a week?	60%	66%
6	On average, do you spend ten or more hours out of your cell on a weekday?	49%	55%
7	On average, do you go on association more than five times each week?	77%	80%
8	Do staff normally speak to you most of the time/all of the time during association?	51%	64%
SECTION 8: Resettlement			
1	Do you have a personal officer?	98%	95%
For those with a personal officer:			
2	Do you think your personal officer is helpful/very helpful?	90%	81%
For those who are sentenced:			
3	Do you have a sentence plan?	88%	96%
For those with a sentence plan?			
4	Were you involved/very involved in the development of your plan?	86%	80%
5	Can you achieve some/all of your sentence plan targets in this prison?	89%	99%
6	Are there plans for you to achieve some/all your targets in another prison?	34%	14%
For those who are sentenced:			
7	Do you feel that any member of staff has helped you address your offending behaviour while at this prison?	59%	50%
8	Do you feel that any member of staff has helped you to prepare for release?	57%	55%
9	Have you had any problems with sending or receiving mail?	18%	14%
10	Have you had any problems getting access to the telephones?	12%	23%
11	Did you have a visit in the first week that you were here?	65%	72%
12	Did you receive one or more visits in the last week?	38%	36%

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Resettlement continued			
For those who have had visits:			
13	How are you and your family/friends usually treated by visits staff? (Very well/well)	91%	
14	Have you been helped to maintain contact with family/friends whilst in this prison?	81%	85%
15	Do you know who to contact within this prison to get help with the following:		
15b	Maintaining good relationships?	38%	36%
15c	Avoiding bad relationships?	33%	26%
15d	Finding a job on release?	67%	64%
15e	Finding accommodation on release?	58%	53%
15f	With money/finances on release?	54%	41%
15g	Claiming benefits on release?	67%	58%
15h	Arranging a place at college/continuing education on release?	47%	59%
15i	Accessing health services on release?	41%	35%
15j	Opening a bank account on release?	54%	38%
16	Do you think you will have a problem with any of the following on release from prison?		
16b	Maintaining good relationships?	5%	5%
16c	Avoiding bad relationships?	3%	1%
16d	Finding a job?	25%	28%
16e	Finding accommodation?	19%	25%
16f	Money/finances?	23%	10%
16g	Claiming benefits?	18%	15%
16h	Arranging a place at college/continuing education?	14%	6%
16i	Accessing health services?	14%	9%
16j	Opening a bank account?	8%	5%
For those who are sentenced:			
17	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	57%	67%