



Youth Justice Board
Bwrdd Cyfiawnder Ieuencid

HM Inspectorate of Prisons
Youth Justice Board

Children and Young People in Custody 2006–2008

An analysis of the experiences of 15–18-year-olds in prison
Sherrelle Parke

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Foreword

Over a two-year period, the Prison Inspectorate carries out surveys of a randomly-selected number of children and young people in each prison. These surveys provide a snapshot of the views and perceptions of the 2,500 young people held in our prisons. This is the fourth report, published jointly with the Youth Justice Board, which summarises those findings, and draws comparisons with previous summaries.

Much in the backgrounds of the young people remains the same. Around one in three young people had been in care. The great majority – 86% of young men – had been excluded from school; indeed over a third were under 14 when they last went to school. The disproportionate representation of black and minority ethnic young people in custody had worsened: 29% of young men and 23% of young women were from black and minority ethnic backgrounds.

For young men, there had been few changes in the custodial environments in which they were held: predominantly large, often split site, establishments that were sometimes difficult to supervise safely. As at the time of the last survey, around 30% of young men overall said they had felt unsafe, though this figure was lower than in 2004. It was creditable, however, that more young men (80%) had felt safe on their first night: indeed reception and support in the early days of custody showed significant improvement. In general, feelings of being unsafe were much more prevalent in large split sites, taking young people directly from court. Young men were most likely to feel unsafe in communal areas and activities; and one in four reported victimisation by other young people, though this was significantly lower than in the previous surveys. Worryingly, only four in 10 of young men felt that staff would take them seriously if they reported this; and in some establishments only a quarter trusted staff to do so. Those were also the places where young men were least likely to tell anyone about victimisation.

Around three-quarters of young men felt that staff treated them with respect, though this varied considerably between establishments. A greater proportion, though still only six out of 10, believed personal officers had been helpful: again, with considerable variations. Confidence in the formal complaints system remained low, particularly at some large establishments. Perceptions of healthcare, and of access to help with drug and alcohol problems had, however, improved considerably.

A high and increased proportion of young men were engaged in education and skills training: 81% said they were in education, and over half that they were learning a skill. Again, however, there were considerable and troubling variations, with some establishments registering only around half who were gaining either education or skills. Young people's perceptions of the value of their education also varied: in some establishments with the highest take-up, less than two-thirds said they benefited from it. In others, however, both involvement and benefit were said to be high. Exercise and association remained significant deficits, particularly in many of the larger units: in six of them, fewer than one in 10 young men said they could get out for daily exercise, and in three of those, fewer than a quarter said they had association more than five times a week. Gym take-up, however, remained relatively high, with nearly eight out of 10 young men saying they went at least once a week, and nearly half that they went more than three times.

In general, young men in dedicated sites were more likely to respond positively to survey questions than those in split sites. Relationships with staff were better, as were perceptions of safety, early days in custody and healthcare, suggesting that these sites were better able to focus on the specific needs of young people. However, some aspects of daily life and access to education were better in split sites, and it is noticeable that it was the small units, such as Parc and Thorn Cross, which tended to deliver consistently good responses.

In contrast with the young men, establishments for young women had changed significantly between this and the last reporting period. Young women were no longer held in adult women's prisons; all were in small, discrete units completely separate from the women's prisons within which they were located. The proportion of young women reporting that they had felt unsafe had dropped significantly: from 30% to 22%. This still meant, however, that over one in five young women had felt unsafe. However, unlike young men, they were most likely to feel unsafe in their own cell or room. Since they were all in single cells, this must, to some degree, reflect inward anxiety and depression. It is noticeable that eight out of 10 young women, compared with seven out of 10 young men, said that they had problems on arrival into custody, and whereas for young men the predominant problem was lack of tobacco, for young women it was feeling low, upset or lacking someone to talk to. Nevertheless, the same proportion as young men (81%) said that they felt safe on their first night, though this varied considerably between units.

Eight out of 10 young women said that staff in the units treated them with respect, again with some variations, and it was noticeable that the two units that scored lowest on this also had the highest proportion of young women who said they had felt unsafe. In most units, around three-quarters of young women found their personal officers helpful, though again in one unit this was only half. Fewer young women than at the time of the last survey (one in five, as opposed to one in three) said that they had been victimised by another young woman, and a much higher proportion than boys (six out of 10) believed that staff would take this seriously. As with boys, this confidence correlated with the likelihood of them telling someone about victimisation. Confidence in the fairness of the complaints system was higher than among young men, at around a half, but again with significant variations, from total confidence in one unit, to only 40% in another.

Nearly all the young women said that they were involved in education, and six out of 10 also said they were learning a skill. However, perceptions of the value of education varied considerably, from eight out of 10 in two units to barely four out of 10 in two others. Three-quarters of young women said that they could go out for exercise every day – many more than at the time of the last survey, or than young men – and 90% used the gym at least once a week, 60% more than three times.

Use of restraint in custodial settings for children and young people has been a pressing and contentious issue. As in the last report, a quarter of young men and a fifth of young women said that they had been physically restrained, but there were significant differences between apparently identical units. There are two small specialist units for young men serving long sentences: Carlford and Oswald. Though both deal with the same population, none of the young men at Carlford reported having been restrained, while over a third did at Oswald: the highest percentage in any establishment. In generalist sites, proportions varied from one in 10 to a third. The two small generalist units registered low levels, but the variation among larger and often volatile units was striking. Establishments with high reported levels of use of force also tended to have the highest level of reported formal adjudications. This suggests considerable differences in culture and approach. Among young women, there was also substantial variation in reported use of force, from under

a tenth to over a third: and this appears, in part, to have reflected the maturity of the unit. Again, high levels of adjudications matched high levels of restraint. The young women's estate rarely uses segregation, and only one young woman reported having been segregated.

Responses from the increased percentage of black and minority ethnic young men remained disappointingly more negative than their white counterparts in significant areas. Over half the responses from young men from black and minority ethnic backgrounds were poorer than those of white young men, in key areas such as early days in custody, healthcare, complaints and, in particular, relationships with staff, though the gap in perceptions had narrowed in this area since the last report. Other findings had also changed from last time: there was no difference in reported experience of being disciplined, and black and minority ethnic young men were now less, rather than more, likely to report being victimised by their peers. For young women, however, there was little difference between the experiences in custody of the two groups and, encouragingly, the significant difference in perception of treatment by staff in the last report had disappeared. There was one worrying new trend: the greatly increased proportion of black and minority ethnic young women who said they needed help with literacy and numeracy. This had risen from 8% to 67%; whereas the comparable figure for white young women had decreased from 44% to 26%. This must be connected with the significantly higher percentage of black and minority ethnic young women in this report who said they had been excluded or truanted from school, which had almost doubled, from 44% to 86%.

The results of this set of surveys show, in general, a steady improvement in terms of young people's experience of the custodial environment. But there is less encouraging news in relation to what the effect on them will be. Ease of contact with family and friends had deteriorated both for young men and young women since the last report: only a third of them said that it was easy for their families to visit, and in some establishments this figure was as low as a quarter (for young men) or 13% (for young women). Over a quarter of young women and nearly one in five young men said they had no visits at all. This must reflect the distance from home of some young people. In some establishments, a significant proportion also said they had problems contacting their families by telephone or mail.

There had also been deterioration, for young men, in some other important resettlement areas. Fewer young men said they could see their training plan, or had been contacted by a youth offending team or social worker or probation officer while in custody. There was still only a minority of young men – around four out of 10 – who believed that they had done anything in custody that would help them not to offend again; though this rose to nearly eight out of 10 among sentenced young people in the one open unit (which has now been closed). A smaller proportion than last time (71%) said they wanted to stop offending – though this rose to 88% of those who were sentenced. It is also disturbing that responses from black and minority ethnic young men to resettlement questions were significantly worse in 14 out of 18 questions. However, more black and minority ethnic young men said they were going back to school or college and more who were sentenced – nine out of 10 – said that they wanted to stop offending. In line with the more positive findings in other key areas, resettlement experiences for young men in dedicated sites were significantly better than those in split sites, and more believed they had been helped, or wanted to stop offending.

By contrast, some of young women's resettlement experiences had improved. More said that they could see their training plan, and had been contacted by a YOT or social worker. Three-quarters of young women, and 93% of those who were sentenced, said they wanted to stop offending. Nevertheless, and in spite of the improved perceptions recorded in this

report, only around a third, as at the time of the last report, believed that their time in custody would make them less likely to offend in future.

There are some key messages arising from these surveys. First, there is considerable variation in young people's experiences and opportunities between different establishments. Sometimes this is a feature of size or design: the experiences of young women in small units were improving and were noticeably more positive than those of young men. Larger units and split sites were on the whole less safe and less positive. However, there are also variations which are not explicable in this way, and where culture, management or history seem to play a part. It also remains troubling that overall so many young people have felt unsafe, and have been restrained.

Second, the experience of black and minority ethnic young men remains significantly more negative than those of their white counterparts, though the picture is changing.

Third, and most importantly, the experience of custody is only a part of these young lives, and it must be of concern that links with families and, for young men, with support services outside prison, seem to have loosened. Perhaps the most depressing gap is between the nine out of 10 sentenced young people who do not want to offend again, and the much smaller number – half of young men and a third of young women – who believe that their time in custody will help them not to do so. It is right that we have invested more in the custodial establishments that hold such a high number of children and young people. However, it is also important to recognise, as many of the young people themselves do, that this on its own cannot change their lives, and indeed in some cases is not the best place to try to do so.

Anne Owers
HM Chief Inspector of Prisons

Summary of findings

Demographic findings

- Across the estate, 29% of young men and 23% of young women were from black and minority ethnic backgrounds.
- 60% of young men and 62% of young women said that they had had been in custody more than once, with 6% of young men and 9% of young women having been in custody more than five times.
- 30% of young men and 37% of young women in custody reported being in care at some point.
- 10% of young men and 9% of young women had children themselves.
- 86% of young men and 79% of young women had been excluded from school. 38% of young men and 31% of young women were under 14 years old when they last attended school.

Main analysis

Arrival and first days in custody

- 18% of young women and 7% of young men said that they spent more than four hours in the escort van during their last journey. Although very few said that the journey was comfortable or that they had enough comfort breaks, the majority were informed of where they were going in advance. 63% of young men and 69% of young women said that they felt safe during the escort journey.
- A large number of young people said that they arrived in custody with problems. 44% of young women felt low and upset on arrival, the most commonly reported problem for young women, and 35% of young men found it difficult to deal with the lack of tobacco.
- The majority of young people felt that they were treated well in reception, and were searched in an understanding way. However, while many inductions were carried out within a week of arrival, only 62% of young women and 52% of young men felt that their induction covered everything they needed to know.
- Overall, 80% of young men and 81% of young women felt safe on their first night in custody.

Conditions in establishments

- All young women in the young women's estate now had single cells with integral showers. In contrast, only around half of young men, ranging to a low of 9% at Brinsford, said that they had daily access to a shower.
- Around three-quarters of young men, and four in five young women, felt that the staff in their establishments treated them with respect. This ranged from a low of 61% at Stoke Heath to a high of 100% at the Rivendell Unit in New Hall. Of those who said they had a personal officer, 59% of young men and 69% of young women felt they had been helped by them, although this varied between establishments.
- Just over half of young women and 60% of young men felt that the different levels of the rewards scheme encouraged them to change their behaviour. However, one in 10 young men and 4% of young women either did not know what the reward scheme was or did not know what level they were on.

- The majority of young people knew how to make a complaint, but fewer than half of young men felt that it was easy to do so. The number of young people who felt positively about the complaints system varied widely between establishments: only 11% of those who made a complaint at Feltham felt that their complaints were dealt with fairly.
- Healthcare services overall had more positive responses from young men in this period than the last, and a much higher percentage said that they had received help with their drug and alcohol problems. Around seven in 10 young women rated the quality of their healthcare as good or very good.

Safety

- Around one in five young women and three in 10 young men reported feeling unsafe at some point during their time in custody. Although this was an improvement on previous years, the places where young people felt unsafe remained unchanged: young men mostly felt unsafe in the gym and the showers, while young women generally felt unsafe in their cells, in education and in association areas.
- The most common form of victimisation among young people in this period was insulting remarks and verbal victimisation; 10% of young women and 15% of young men reported experiencing it. A significantly smaller proportion of young women experienced insulting remarks and verbal victimisation from staff; it was reported by 6% of young women and 11% of young men.
- Young people were most likely to tell their personal officers or their family and friends if they were being victimised. Nearly half of young women felt that they could confide in their personal officers, and six in 10 young women felt that staff would take them seriously if they reported any victimisation. Only four in 10 young men felt that staff would take reports of victimisation seriously.
- Across the estate, a quarter of young men and nearly a fifth of young women said that they had been physically restrained. For young women this ranged from 9% at the Mary Carpenter Unit to 36% at the Toscana Unit, and for young men, from 17% at Brinsford to 33% at Warren Hill (and of the specialist units, 0% at the Carlford Unit to 36% at the Oswald Unit).

Activities

- The number of young men who said that they could go outside to exercise every day varied significantly, from 3% at Stoke Heath to 86% at Parc. In the young women's estate, 93% at Sir Evelyn House said that they had access to outside exercise, compared with only 54% in the Toscana Unit. However, gym use was fairly high: 77% of young men and 90% of young women said that they visited the gym once, or more than once, a week.
- A significantly higher proportion of young women than in the last report said that they had jobs while in custody. In contrast, a significantly higher proportion of young men, compared with the last report, said that they were in education while in custody; around eight in 10. However, although more young people said that they were involved in purposeful activities, it was less clear that they were gaining the most from it. Of those in education, 68% of young men, and only 65% of young women, said that it was helping them. Half of young women, and just under half of young men, believed that they had done something during their time in custody that would help them to get a job when they were released.

Resettlement

- The number of young women who experienced problems in contacting their family and friends by phone had halved since the previous report – 77% of young women now had daily contact with their families. However, just a third of young people said that it was easy or very easy for a loved one to visit them.
- Young men's responses on resettlement services were similar to the last report, but significantly fewer said that they had been contacted by a youth offending team worker, social worker or probation worker while in custody.
- Of all young men across the estate, 71% said that they wanted to stop offending; significantly lower than the 75% reported last time. Of those who were sentenced, 88% said that they wanted to stop offending, and just over half (53%) said that they had done something, or that something had happened to them while in custody, to make them less likely to offend in the future.
- Of all young women in custody, 76% said that they wanted to stop offending. Of those who were sentenced, 93% said they wanted to stop offending, but only around four in 10 believed that they had done something, or something had happened to them while in their current establishment, that would make them less likely to offend in the future. Young women thought that they would be most likely to stop re-offending if they stayed off alcohol or drugs.

Responses from young people from black and ethnic minority backgrounds

There were clear differences in a range of areas between the reported experiences of young men from white backgrounds and those from black and ethnic minority backgrounds.

- Only 58% of young men from black and minority ethnic backgrounds said that they were treated well or very well by escort staff during their most recent journey, compared with 66% of their white counterparts. Black and minority ethnic young men also reported worse treatment in reception: 74% said that they were searched in an understanding way, compared with 87% of white young men; 65% said they were treated well in reception, compared with 72% of white young men; and only 78% felt safe on their first night in custody, compared with 81% of white young men.
- The perceptions of black and minority ethnic and white young men were most different in relation to healthcare. Seven of the eight questions in this area had significantly poorer responses from black and minority ethnic young men: only 44% rated healthcare as good or very good, compared with 60% of their white counterparts.
- Only 66% of young men from black and minority ethnic backgrounds felt that staff treated them with respect, compared with 80% from white backgrounds. Only a quarter of black and minority ethnic young men felt that staff would take them seriously if they mentioned being victimised: 23% said that they had actually been victimised by staff, compared with only 18% of their white counterparts.
- Six of the 18 resettlement questions had poorer responses from black and minority ethnic young men. Of those that had a personal officer, 47% of black and minority ethnic young men felt that he or she had helped them, compared with 63% of their white counterparts. Nearly half felt that they still needed help before they were released. A significantly larger percentage of black and minority ethnic young women felt that they needed help before their release (60%), compared with their white counterparts (26%).

- However, young men from black and minority ethnic backgrounds reported fewer problems on arrival, easier access to religious services and less victimisation by other young people than young men from white backgrounds.
- When compared to the responses of black and minority ethnic young men in the last report, a higher percentage felt safe on their first night, and significantly fewer said that they had been victimised by staff: 23%, compared with 32% in the last report. Far fewer black and minority ethnic young women said that they had been victimised by other young women: 7%, compared with 44% in the last report. Fewer black and minority ethnic young men in this reporting period said that they had had an adjudication (53% compared with 62%), or been physically restrained by staff (24% compared with 34%). Since the last report a significantly higher percentage of black and minority ethnic young women had found it easier to see a doctor when they needed to.

Dedicated establishments and split sites

- Young people in dedicated sites reported more positively on a range of issues:
 - experiences of reception and the first few days in custody
 - healthcare (58% compared with 52% thought the quality was good)
 - rewards and sanctions
 - respectful treatment by staff (79% compared with 71%)
 - victimisation by staff (18% compared with 22%).
- Young people in dedicated sites felt safer: one in four said that they had felt unsafe at some time, compared with one in three in split sites.
- Young people in dedicated sites responded more positively on a range of resettlement issues. In particular, they were much more likely to say that they wanted to stop offending (79% compared with 59%), and to believe that they had done something that would make them less likely to offend (45% compared with 36%).
- Young people in split sites reported better experiences than those in dedicated sites in a few areas, particularly in relation to their daily life (the range of goods in the prison shop, daily showers, and rapid response to call bells).
- Young people in split sites also reported better experiences of education: 83% compared with 79% said that they were involved in education, and 58% compared with 50% thought that they were benefiting from it. However, they were less likely to say that they were learning a skill or trade (48% compared with 53%) or that they had a job (22% to 41%).

Section 1 Introduction

1.1 Background to the report

Since September 2001, in collaboration with the Youth Justice Board, a team of researchers from HM Inspectorate of Prisons has conducted surveys of children and young people (aged 15 to 18) held in custody in prisons. Each establishment is surveyed every two years. This report sets out the survey responses between 1 April 2006 and 31 March 2008. The objective of the survey is to give young people the chance to comment on their treatment and conditions in custody as part of the evidence base for the Inspectorate of Prisons and the Youth Justice Board. The data collected are used not only in this report, but during inspections, where they are triangulated with inspectors' observations, discussions with young people and staff, and documentation held in the establishment.

This is the fourth such report to be published. The evidence has been collected from 18 establishments and 1,159 children and young people.

1.2 Scope of the report

The report contains separate sections for male and female establishments. Each section contains information on young people's perceptions of their conditions and treatment, from their transfer to the establishment to their preparation for release. This includes overall responses to each question, which show an amalgamated response from all the young men, or all the young women, in custody, as well as, in most cases, the establishments with the highest and lowest responses. As in previous reports, this serves to highlight the diversity of experiences within the estate.

In addition to the main analysis, there is analysis for both groups examining whether there have been improvements across the two estates between this reporting period (1 April 2006 to 31 March 2008) and the last (1 April 2004 to 31 March 2006). Statistically significant differences are highlighted throughout the text and summarised in the appendices.

The responses of young people from black and minority ethnic backgrounds are also analysed in this report. Statistically significant differences between young people from black and minority ethnic backgrounds and young people from white backgrounds are referred to in the relevant sections.

Finally, there is a comparison of the responses from young men in dedicated establishments and those in mixed or split site establishments. Statistically significant differences between these groups are set out in section 5.

1.3 Methodology

At each establishment, researchers distributed questionnaires to a randomly selected sample of young people. Every effort was made to speak to each person individually to explain the purpose and confidentiality of the survey and to make them aware of the independence of the Inspectorate. All completed questionnaires were placed in sealed envelopes and were collected by members of the Inspectorate. To ensure child protection issues could be followed up, each questionnaire was numbered. Respondents were told what would happen to the information they were providing.

Selecting the sample

At each establishment visited, a statistical formula¹ was used to calculate the representative baseline sample needed; a sample greater than the baseline was used if resources permitted. The percentage of each population included in the sample is outlined in Tables 1 and 5: this ranged from 26% to 100% across the whole estate. The samples were designed to reflect the establishments they were taken from in terms of the number of young people from white backgrounds, and the number from black and minority ethnic backgrounds.

Treatment of data

Throughout this report data are weighted to mimic the whole population at each establishment, so that the overall responses reflect the entire young people's estate, and the individual percentages reflect the entire establishment. The figures in the comparator tables are analysed in this way.

The exceptions to this are the demographic details included in sections 2.3.1, 2.3.2 and 2.3.3 in the young men's section, and 6.3.1, 6.3.2 and 6.3.3 in the young women's section. This information is not weighted, so that it directly reflects the demographic of our samples in this reporting period. Other exceptions are clearly stated in the text.

Where respondents have not answered questions, the missing data are not included in the analysis.

¹ The formula was provided by a Home Office statistician and has a 95% confidence level with a standard error margin of 3% either way.

Section 2

Young men in custody – main analysis

2.1 Introduction

This section summarises the survey responses from all 15 young men's establishments visited during the two year period. Demographic and background information about the young men surveyed is covered, as well as their experiences from their most recent transfer to their preparation for release. In total 1,086 young men took part in the survey. Survey information from each establishment is shown in Table 1, below.

TABLE 1

ESTABLISHMENT	DATE OF SURVEY	POPULATION AT TIME OF SURVEY	SAMPLE SIZE	% OF POPULATION SAMPLED
Huntercombe	10 April 06	329	86	26
Castington	15 May 06	109	51	47
Oswald Unit	15 May 06	39	19	49
Hindley	26 July 06	165	92	56
Ashfield	7 August 06	364	130	36
Lancaster Farms	30 August 06	247	90	36
Wetherby	8 January 06	326	101	31
Brinsford	29 January 06	191	90	47
Stoke Heath	12 March 07	168	82	49
Werrington	27 March 07	157	71	45
Feltham	29 May 07	225	92	41
Warren Hill	25 June 07	190	83	44
Carlford Unit	25 June 07	24	12	50
Parc	29 August 07	52	47	90
Thorn Cross	29 October 07	42	40	95
Total		2,628	1,086	41

2.2 The male estate

During the two year survey period, young men were held in the following types of establishment:

- dedicated site – holding young people only (15–18 years old)
- split site – holding young people and young adults (18–21 years old)
- mixed site – holding young people, young adults and adults (over 21 years old)
- specialist unit – small unit within an establishment holding young people convicted of serious offences.

It should be noted that even in a split or mixed site, young people are still held in their own dedicated wings or units.

Ashfield – dedicated site

Ashfield, in Bristol, opened in November 1999 and changed from a split site to a dedicated site in 2004. It is privately run by Serco Ltd. It holds both sentenced and unsentenced young men, and is currently one of the largest sites for young men.

Brinsford – split site

Brinsford opened in 1991 and is located in Wolverhampton. It holds sentenced and unsentenced young people and young adults.

Carlford Unit – specialist unit

The Carlford Unit is a specialist unit attached to HMYOI Warren Hill (see page 19) and holds long-term sentenced young people convicted under Sections 90/91 of the Powers of the Criminal Courts (Sentencing) Act 2000², which replaced section 53 of the Children and Young Persons Act 1933. It also holds those serving sentences for public protection under section 226 of the Criminal Justice Act 2003 (Detention for Public Protection).

Castington – split site

Castington, in Northumberland, opened in 1979, but has only held young people since April 2000. It holds those who are sentenced and unsentenced.

Feltham – split site

Feltham, in Middlesex, serves mainly the London area. It opened in 1983 and began holding young people from 1988. It holds sentenced, but mainly unsentenced, young people and young adults, and has the largest population of unsentenced young men.

Hindley – split site

Hindley opened in 1961. It is situated near Wigan, and became a split site in 1997. It serves the Greater Manchester area and holds sentenced and unsentenced young people and young adults.

Huntercombe – dedicated site

Huntercombe, in Oxfordshire, opened in 1946 and began holding young offenders in 1961. Since April 2000 it has held only sentenced young people.

Lancaster Farms – split site

Lancaster Farms opened in March 1993 and has held young people since May 2001. It holds sentenced and unsentenced young people and young adults.

The Oswald Unit – specialist unit

The Oswald Unit was opened in 2000 and is a self-contained unit attached to HMYOI Castington. Like the Carlford Unit (above), it functions as a Section 91/92 unit³, and holds young men from across England and Wales.

Parc – mixed site

Parc is the only male establishment to hold young people, young adults and adults on the same site. It is the only private prison in Wales, opened in 1997 and run by Group 4 Securicor (G4S). The unit holds sentenced and unsentenced young men.

Stoke Heath – split site

Stoke Heath, in Shropshire, opened in 1964 and became a young offender institution (YOI) in 1988. It holds sentenced and unsentenced young people and young adults.

² This Act covers the very few cases in YOIs where the grave crime procedures are applied for children. Unlike the more frequently applied detention and training order, sections 90/91 of this Act allow the maximum adult penalty to be applied.

³ As above.

Thorn Cross – split site

Thorn Cross, near Warrington, opened in 1985 as a purpose-built open establishment for young offenders. Until 2008, when the unit was closed, it was the only open establishment for young people.

Warren Hill – dedicated site

Warren Hill, in Suffolk, opened in 1982. It became an establishment for young people in October 2000 and holds unsentenced and sentenced young men.

Werrington – dedicated site

Werrington, near Stoke-on-Trent, started life as an industrial school in 1895 and has been a centre for young people since 1988. It is one of the oldest establishments for young people and holds only sentenced young men.

Wetherby – dedicated site

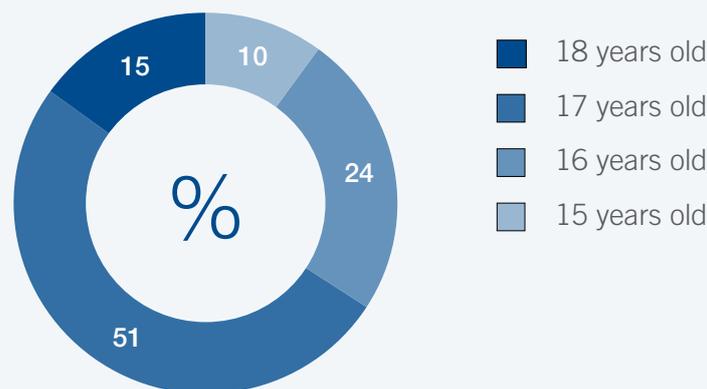
Wetherby, in North Yorkshire, opened in 1958, but only began holding young people in 1983. In April 2000 it became a dedicated establishment. It holds sentenced and unsentenced young men.

2.3 Profile of young men surveyed

2.3.1 Age

All of the young men surveyed were asked to give some basic background and demographic information. Half of those surveyed (51%) were 17 years old. The Carlford Unit held three 15-year-olds which, due to its small size, equated to 25% of its population. Other than this, Lancaster Farms had the highest proportion of 15-year-olds: 20% of its population. Figure 1 shows the age breakdown of young men in custody during this reporting period.

FIGURE 1: Age of young men sampled⁴



2.3.2 Nationality and language

Of the young men surveyed, 98% said that they usually lived in the UK, although 7% said that English was not their first language. Ashfield and Huntercombe had the highest proportion of foreign nationals surveyed – 5% – which was reflected in the overall populations of those establishments. There were four establishments that did not hold any foreign nationals at the

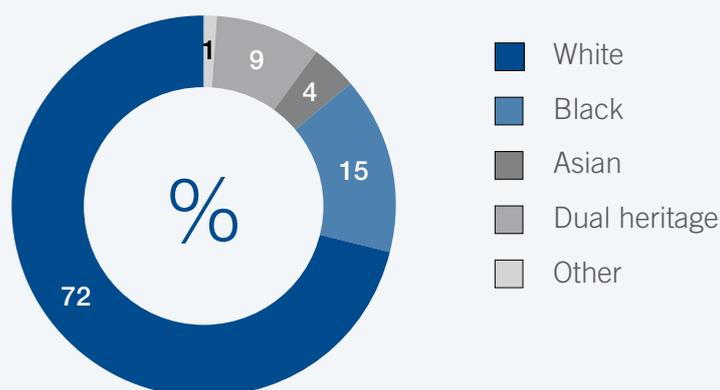
⁴ Percentages have been rounded up or down and may not add up to 100%. This applies to all charts and graphs in this report.

time they were surveyed: Castington, Brinsford, Thorn Cross and Parc. Feltham had the highest percentage of young people for whom English was not their first language: 22% of our sample.

2.3.3 Ethnicity

Twenty-eight per cent of young men surveyed were from black and minority ethnic backgrounds. Six young men did not give any information about their ethnicity. Figure 2, below, shows the percentage of young men within each ethnic group.

Figure 2: Ethnicity of young men sampled



The breakdown within these ethnic groups is as follows.

- White: 69% White British, 2% White Irish, 1% other White group.
- Black: 9% Caribbean, 5% African, 0.6% other Black group.
- Asian: 2% Pakistani, 0.6% Bangladeshi, 0.5% Indian, 0.5% other Asian group.
- Dual heritage: 7% White and Caribbean, 0.6% White and African, 0.7% White and Asian, 0.7% other dual heritage group.
- Other: 0.3% Chinese, 1% other ethnic group.

Fifty per cent of the sample at Feltham were from a black or minority ethnic background (the highest proportion of all the establishments), as were 49% of the young men sampled at Brinsford. The lowest proportion was at Parc, where 6% of the sample were from a black or minority ethnic background.

2.3.4 Are you sentenced?

Across the entire estate, 80% of the young men were sentenced, and the other 20% were awaiting sentence, trial or deportation, or within another custody status. Feltham had the lowest proportion of sentenced young people: 21% of the population.

Of those who were sentenced, 50% were serving sentences of 12 months or less and 71% had less than six months of their sentence left to serve.

2.3.5 Have you been in custody before?

Twenty-nine per cent of young men had been held in another YOI during their current sentence, and for 39% of young men it was their first time in custody in a young offender institution, secure training centre or secure children's home. Six per cent reported that they had been in custody more than five times before.

2.3.6 Family background

Across establishments, 30% of young men said that they had been in care, and 12% said that they were on a care order at the time of the survey. Castington had the highest proportion of young men who said that they had been in care: 48% compared with a low of 7% at Thorn Cross.

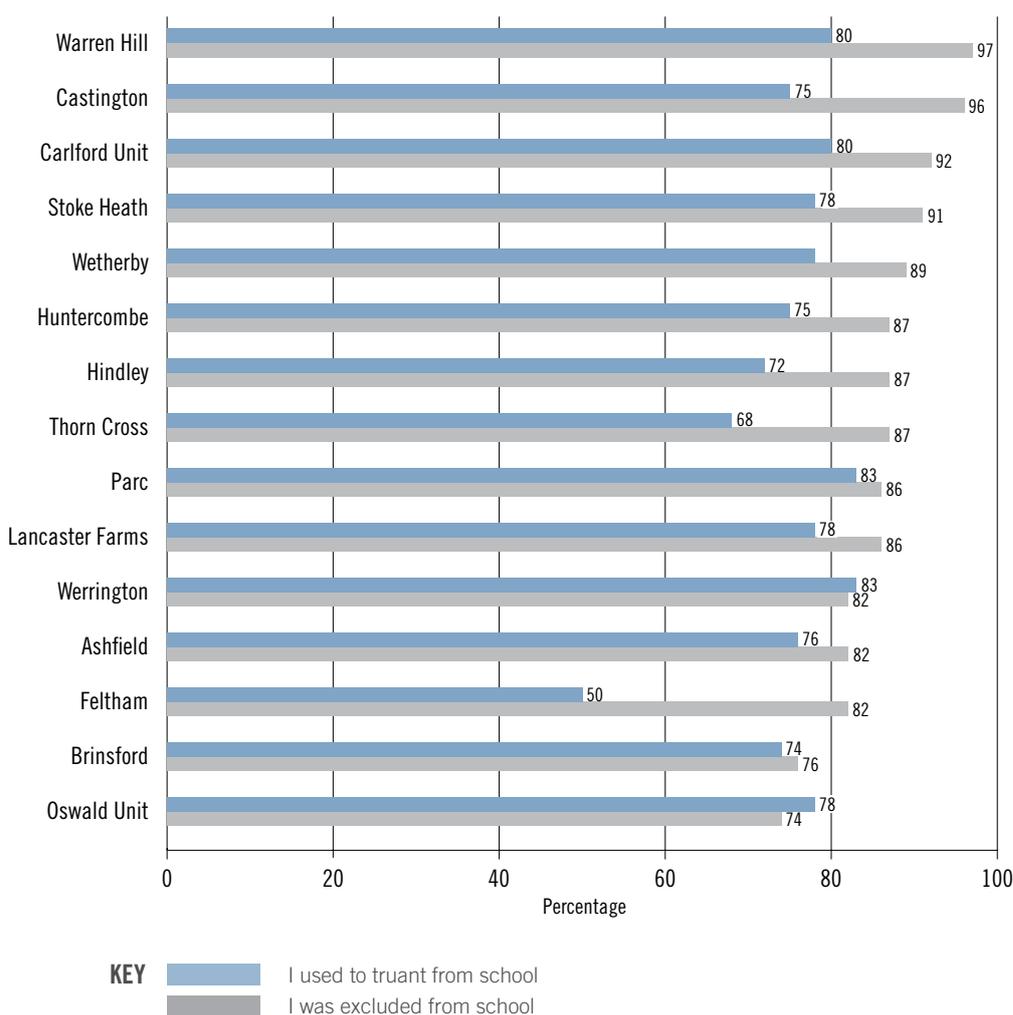
Overall, 10% of young men said that they had children themselves, with the highest population of teenage fathers – 17% – at Stoke Heath, compared with only 3% at Feltham.

2.3.7 Educational background

Three-quarters of young men said that they had, at some point, truanted from school. More young men (86%) said that they had been excluded from school, and this rose to an alarming 97% at Warren Hill. Even at the Oswald Unit in Castington, which had the lowest number of young men who said that they had been excluded, the figure reached 74%.

These findings are mirrored by the age of the young men when they were last at school. Forty-eight per cent of young men at both Warren Hill and Parc told us that they were aged 14 or younger when they were last at school. This contrasted with a much smaller percentage (26%) of young men at Feltham, where truancy was also the lowest reported. Across all establishments, 38% of young men said that they were aged 14 or younger when they were last at school.

Figure 3: Experience of school



2.4 What were your experiences of courts, transfers and escorts?

2.4.1 What was your most recent transfer like?

Overall, 7% of young men said that they had travelled for over four hours to get to their current establishment, lower than the 10% recorded in 2004–2006. This ranged from none of the young men at Parc, to 18% of those in the specialist Carlford Unit. In our 2004–2006 report, we surmised that the specialist nature of the Oswald and Carlford units meant that young men had to travel for greater distances, but in this period only 5% of young men in the Oswald Unit had had to travel for over four hours. At Huntercombe, which is not a specialist unit, 12% of young men said that they had travelled for over four hours to get to the establishment.

In total, 42% of young men said that they had travelled in a clean van, and 49% said that their health needs had been looked after during their journey. Only 9% of young men said that the escort van was comfortable (although this was as high as 44% at Thorn Cross), and only 12% said that they had had enough comfort breaks during their journey. Encouragingly, young men in the Carlford Unit said that they had had enough comfort breaks, despite saying that they had travelled the furthest.

Young men were also asked if they felt safe during their journey, and overall 63% of young men said that they did. This ranged from a low of 52% at Huntercombe to a high of 88% at Thorn Cross. Sixty-four per cent of young men felt that the escort staff treated them well or very well, with the young men at the Carlford and Oswald specialist units rating the escort staff most highly: 82% and 84% respectively. The positive results from the two specialist units and Thorn Cross may reflect the fact that young men did not come directly from court and usually travelled in ordinary transport, often on their own.

Eighty-one per cent of young men said that they were informed about where they were going before they arrived at the establishment. In all establishments, positive responses to this question were above 70%.

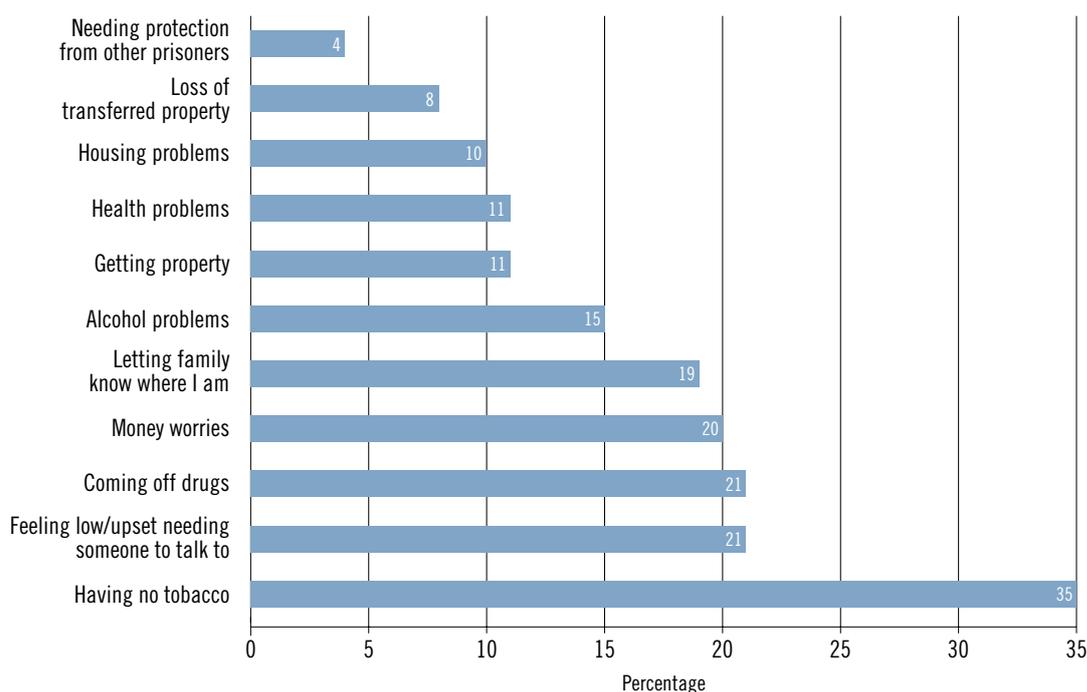
Eighty per cent of young men said that their property arrived at the establishment at the same time as they did, with a low of 71% at Parc and a high of 95% at Thorn Cross.

2.5 What were your first few days here like?

2.5.1 Did you have any problems when you first arrived?

Seventy per cent of young men said that they had problems when they first arrived in custody. Parc had the highest proportion (83%) of young men arriving with problems, and the two specialist units had the lowest proportions: 41% at Carlford and 57% at Oswald. Brinsford had the lowest proportion among the non-specialist sites (56%).

We asked what these problems were. The results, from the 11 options given, are shown in Figure 4.

Figure 4: What problems did you have when you first arrived?

Compared to the last report, these responses may indicate a rise in substance use, including alcohol and tobacco. Thirty-five per cent of young men said that having no tobacco was a problem, compared with 26% of young men in the last reporting period: this is likely to reflect the consequences of the ban on smoking in public places (including communal areas in prisons). However, in the last report, having no tobacco and feeling low and upset were also the two most common problems for young men on arrival.

2.5.2 What was your experience of reception?

Eighty per cent of young men across the estate were held in reception for two hours or less. However, this was only reported by 41% of young men at Stoke Heath. These young men also gave the poorest responses when asked about treatment and information provided by reception staff: only 43% at Stoke Heath felt that staff had treated them well or very well, compared with 83% (the highest figure) at Wetherby and Thorn Cross. Overall, 70% of young men said that reception staff had treated them well or very well, and the same number (70%) said that reception staff had told them what they needed to know. Responses from Stoke Heath were again poor for this question: only 54% of young men said that staff had told them what they needed to know in reception, compared with the highest figures at the Oswald and Carlford specialist units – 90% and 93% respectively – and 85% at Wetherby.

Only 43% of those who were in custody for the first time said that they were treated well or very well by reception staff. This was significantly worse than young men who had been in custody before (72%).

Ninety-one per cent of young men said that they had been seen by healthcare staff in reception, and this rose to 100% at Castington. It was lowest at Thorn Cross, where 78% of young men said that they had been seen by healthcare staff during reception.

An overall figure of 83% felt that they had been searched in an understanding way. This figure was lowest at Brinsford and Feltham – 74% and 75% respectively – and highest in the Carlford Unit, where 100% of young people said that it was carried out in an understanding way. Of the non-specialist establishments, Lancaster Farms had the most positive response (89%), closely followed by Wetherby, Werrington and Warren Hill, all with 88%.

2.6 Adapting to the environment – the first week

Young men were asked if they were able to make a telephone call to their family or friends on the first day of their arrival. Overall, 82% of young men answered yes to this question. At Feltham only 73% of young men said that they could do so, while 95% at the Oswald Unit and 91% at Ashfield said that they were able to.

Within the first 24 hours:

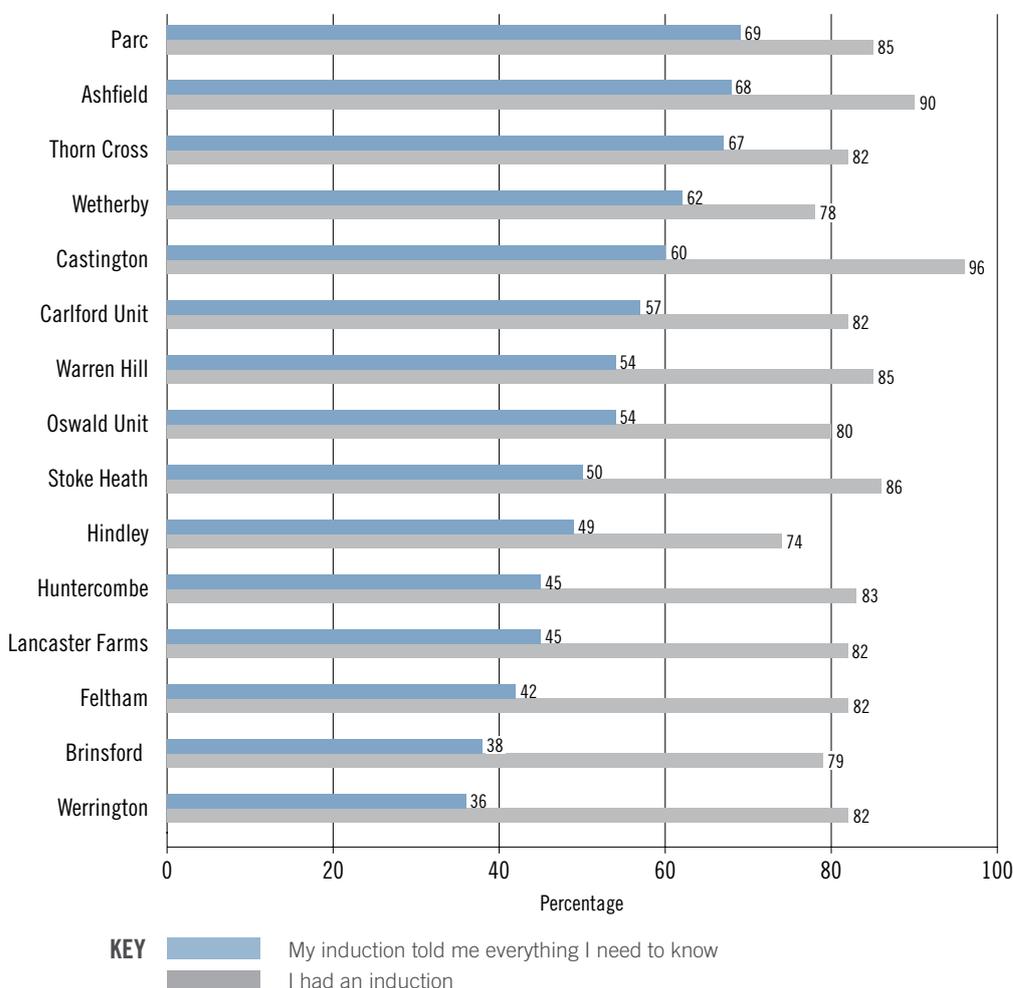
- 62% said that they had access to someone from healthcare
- 41% said that they had access to a chaplain/religious leader
- 19% said that they had access to the prison shop
- 14% said that they had access to a Listener or the Samaritans.

These figures are almost identical to those in the last report.

2.6.1 Did your induction tell you everything you needed to know?

Sixty-three per cent of young men overall said that they were given an induction course within the first week. Although they may have received it in a timely fashion, only 52% said that their induction course covered everything they needed to know about the establishment. This seemed worse at Werrington, where, although 82% of young men had had an induction, only 36% felt it covered what they needed to know. The breakdown of results by establishment is shown below.

Figure 5: Did your induction tell you everything you needed to know?

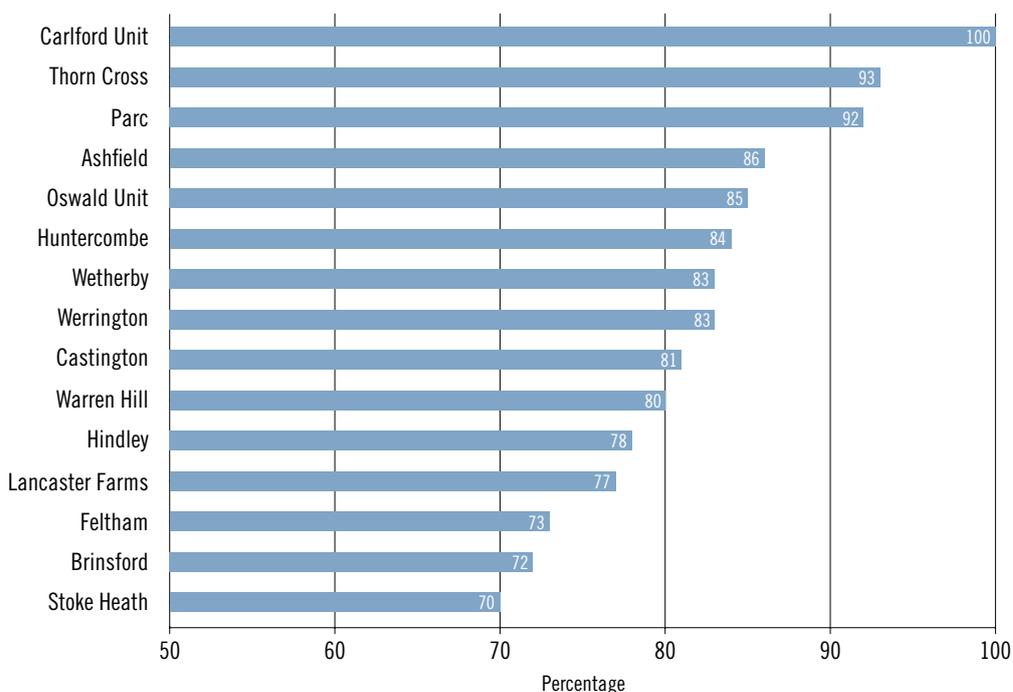


2.6.2 Early perceptions of safety

We also asked young men whether they had felt safe on their first night in the establishment. Overall, 80% of young men said they did feel safe on their first night, and this had significantly improved from the last report (76%). This figure was highest in the Carlford Unit (100%), at Thorn Cross (93%) and at Parc (92%) – all specialist units and smaller establishments. Of the closed non-specialist establishments, the most positive figures were from Ashfield (86%), Huntercombe (84%), and Wetherby and Werrington (both 83%). The figures were lowest at Stoke Heath (70%), Brinsford (72%) and Feltham (73%).

A significantly smaller proportion of unsentenced young men reported feeling safe on their first night (74%), compared with young men who were sentenced (82%). Unsurprisingly, of the young men who stated that this was their first time in a custodial setting, only 70% felt safe on their first night, compared to a significantly higher 81% for young men who had been in custody before.

Figure 6: Young men who said that they felt safe on their first night



2.7 What are your experiences of life in this establishment?

Young men were asked a range of questions about life in their establishment. The first set of questions focused on access to services.

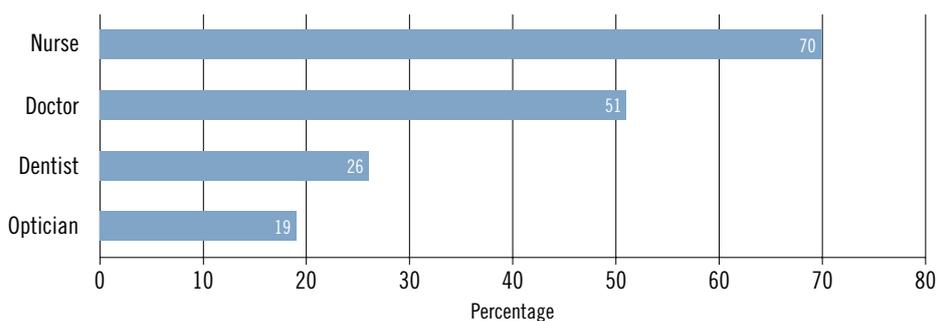
2.7.1 How easy is it to access the services you need?

Fifty-three per cent of young men said that it was easy or very easy to attend religious services. Only 30% said that they had spoken to an advocate since arriving at their establishment, but this was a significant improvement on the figure of 26% in the last report. At the Carlford Unit this figure was just 7%; a worrying response given that the young men there were in custody for much longer periods.

2.7.2 What are your experiences of healthcare?

Young men at each establishment were asked to rate the overall quality of health services, and their access to specific health professionals. Overall, 56% rated the quality of their healthcare as good or very good. This figure was highest at Thorn Cross, where 90% of young men rated healthcare highly, and lowest at Brinsford and Feltham – 32% and 36% respectively. When asked how easy it was to see certain healthcare professionals, the responses were as follows.

Figure 7: Young men who found it easy/very easy to see a healthcare professional



Accessibility to a nurse had improved significantly, from 66% in the last report to 70%.

Of the young men who were taking medication, 35%, compared with 40% in the last report, said that they had experienced problems in accessing their medication.

Of the young men who said that they had problems with alcohol or drugs, 60% said that they had received help with alcohol problems, and 69% with drug problems. These figures appear to be a slight improvement on those in the last period, when 51% received help with alcohol problems and 61% with drug problems. Considering that more young men than before are entering the system with drug and alcohol problems, and that significant resources are now going into young people's substance misuse services, this is a positive development.

2.8 What is daily life like?

The second set of questions about life in the establishment focused on young men's day to day experiences in custody.

Just over half (53%) of young men across the estate said that they were able to have a shower every day if they wanted to. This was significantly worse than the figure of 57% reported last time, and varied widely across establishments. Ninety per cent of young men at Hindley, 95% at Thorn Cross, 96% at Parc and 100% in the Carlford Unit said that they had daily access to a shower, compared with just 9% of young men at Brinsford, a far smaller percentage than at any other establishment. This was associated with an insufficient number of showers overall, and a lack of privacy screening in certain showers (such as gym showers), which young men often avoided using because of fear of bullying⁵.

We also asked whether cell call bells were normally responded to within five minutes: overall 32% of young men said that they were. This ranged, however, from a low of 16% at Warren Hill, to a high of 74% at Castington.

⁵ Report on an unannounced full follow-up inspection of HMYOI Brinsford (5–9 February 2007).

Forty-six per cent of young men felt that the shop sold a wide enough variety of goods to meet their needs. However, only around one in five (21%) rated the food as good or very good. This was exceptionally low at Brinsford and Stoke Heath – 2% and 9% respectively – but even at Thorn Cross, where the highest proportion of young men rated the food as good or very good, the figure was only 56%.

Overall, 33% of young people said that staff had checked on them personally during the previous week. At Brinsford, only 19% of young men said that staff had checked on them, compared with 67% at Parc.

2.8.1 Have you been helped by your personal officer?

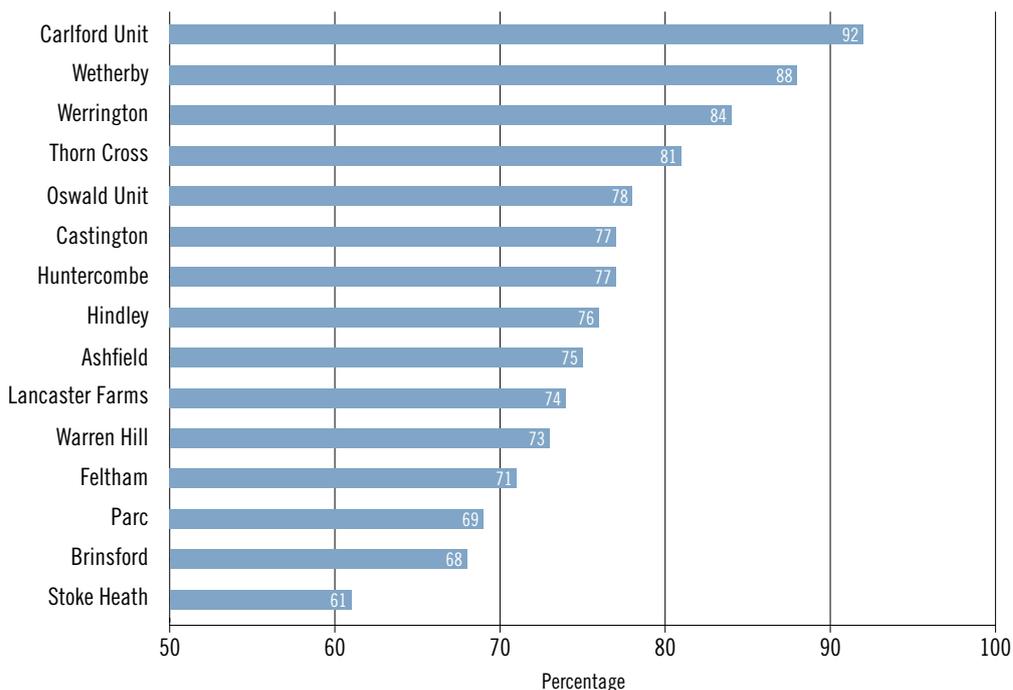
At the time of our visits, 19% of young men said that they had not yet met their personal officer. Of those who had, 51% had met their personal officer within the first week, although this was true of only 14% of respondents at Werrington. Of those who had one, 59% found their personal officer helpful – an improvement on the 48% reported last time – but this varied widely across establishments. At Brinsford, Werrington and Lancaster Farms only 50% of young men who had a personal officer said that they were helpful. At the other end of the scale, all the young men in the Carlford Unit found their personal officers helpful, as did 74% at Wetherby and 73% of those in the Oswald Unit.

The experiences of sentenced and unsentenced young men were significantly different. Sixty-one per cent of sentenced young men who had a personal officer said that they were helpful, compared with 52% of unsentenced young men.

2.8.2 Do most staff treat you with respect?

Across the estate, 76% of young men felt that most staff treated them with respect. This varied among different establishments, from 92% at Carlford and 88% at Wetherby, to only 61% at Stoke Heath.

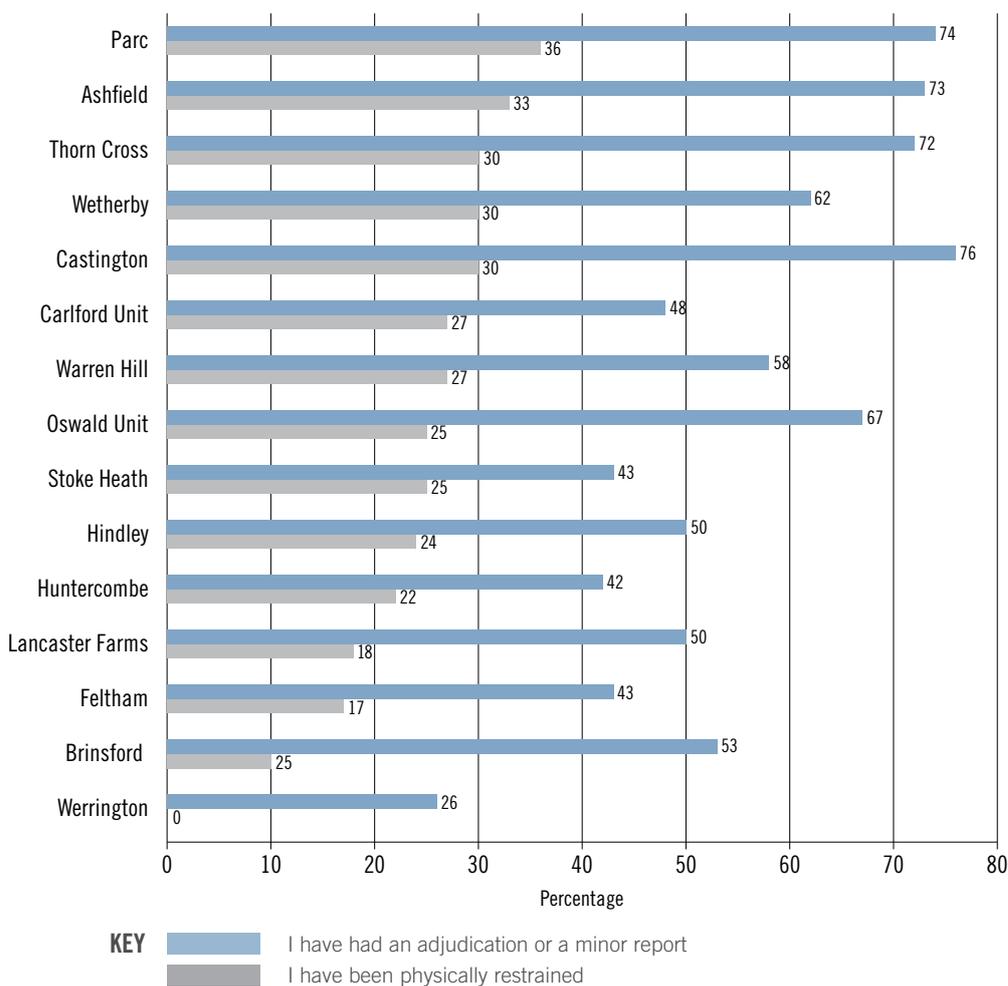
Figure 8: Young men who said that most staff treated them with respect



2.9 Have you been disciplined in this establishment?

Across all establishments, 56% of young men said that they had had an adjudication or a minor report since their arrival. Figure 8, below, shows that the Oswald specialist unit, and its parent establishment Castington, had the highest reported figures for adjudications: 74% and 76% respectively. The pattern was, however, different for the Carlford specialist unit and its parent establishment, Warren Hill. Seventy-three per cent of young men at Warren Hill reported having had an adjudication, but the Carlford Unit had the lowest reported percentage: 26%. Young men at Feltham, Huntercombe and Brinsford also reported low numbers of adjudications: 42–43%.

Figure 9: Have you been disciplined in this establishment?



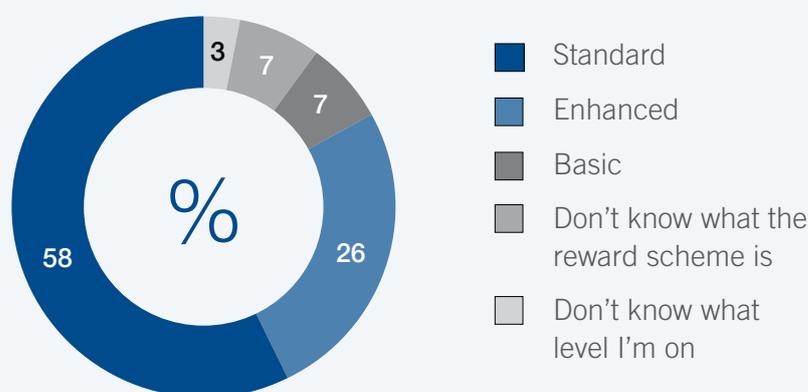
Overall, a quarter of young men said that they had been physically restrained in their current establishment. The two specialist units, Oswald and Carlford, were at opposite ends of the spectrum when it came to reported physical restraint. Oswald had the highest percentage in the estate (36%), while Carlford had none, even though its parent establishment, Warren Hill, had the second highest reported level: 33% of respondents. Apart from the two specialist units, and the open unit at Thorn Cross, responses to this question varied considerably across the estate: from highs of 30% or over at Warren Hill, Lancaster Farms, Castington and Hindley, to lows of under 20% at Parc and Brinsford.

Of the young men who had spent time in the segregation unit, 50% felt that they had been treated well or very well by the staff there.

2.10 What do you think of the reward scheme in this establishment?

Just over a quarter of young men (26%) across the estate were on the enhanced level of the reward scheme, significantly lower than in the last reporting period (29%). Figures ranged from 59% at Thorn Cross to a low of 10% at Castington. Sixty per cent of young men across the estate felt that the different levels of the reward scheme influenced their behaviour. This figure was highest in the Carlford and Oswald units, and lowest at Brinsford (54%) and Feltham (55%). Feltham also had by far the lowest percentage of young men who felt that they had been treated fairly in the reward scheme: just 32%. Overall, 53% of young men felt that they had been treated fairly in their experience of the reward scheme; significantly worse than the figure of 58% reported last time. It is noteworthy that 10% of young men across the estate either did not know what the reward scheme was, or did not know what level of the scheme they were on.

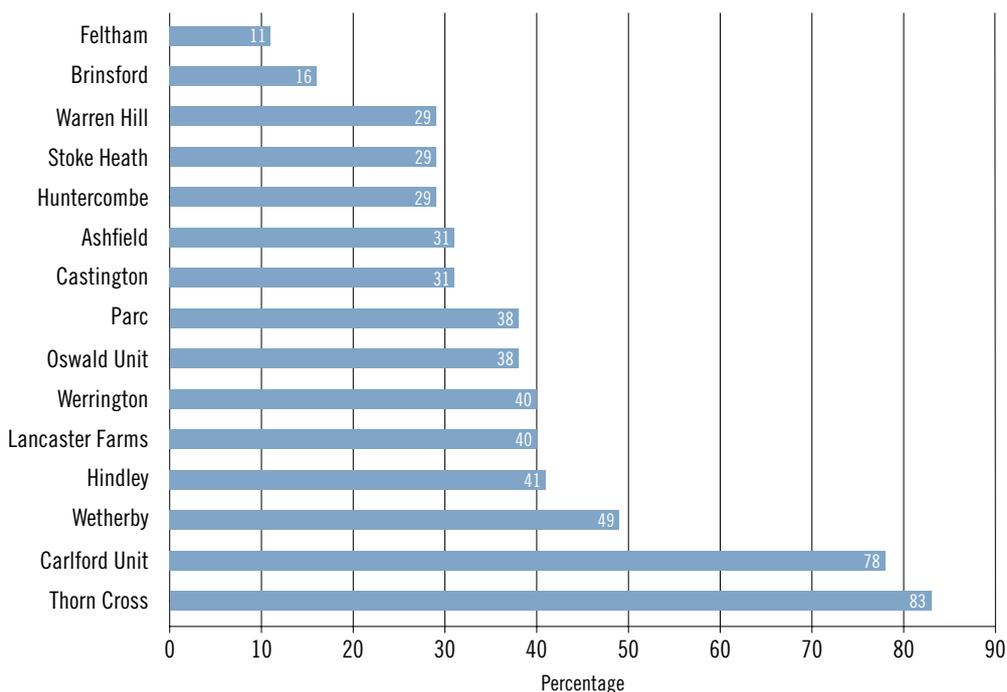
Figure 10: Reward scheme levels



2.11 What do you think of the complaints system in this establishment?

The responses to questions about complaints were fairly similar across establishments, and were almost identical to those in the last report. Eighty-four per cent of young men said that they knew how to make a complaint, and this was as high as 100% in the two specialist units. Only 43% of young men felt that it was easy to make a complaint and, at best, this figure was only 51%, at Hindley and Ashfield. Of those who did make a complaint, just 34% felt that it was dealt with fairly. This figure was only 11% at Feltham and 16% at Brinsford, but reached a high of 83% at Thorn Cross, where young men responded most positively. Figure 11 displays the results for all 15 young men's establishments.

Figure 11: Young men who thought that complaints were sorted out fairly

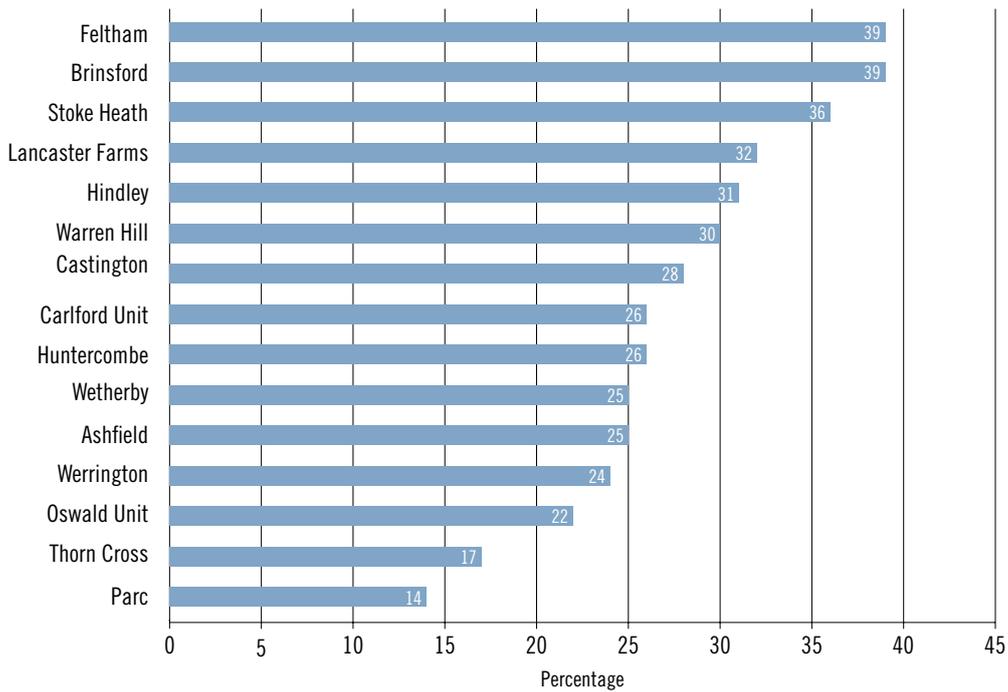


Young men who were unsentenced had significantly poorer perceptions of the complaints system than those who were sentenced. Eighty-eight per cent of sentenced young men said that they knew how to make a complaint, compared to a significantly lower 70% of unsentenced young men.

2.12 How safe do you feel here?

Across the young men’s estate, 29% reported feeling unsafe at some point during their time in their establishment. Feltham and Brinsford had the highest proportions of young men who reported feeling unsafe: 39% of both their populations. At the other end of the scale, only 14% of young men at Parc and 17% at Thorn Cross reported feeling unsafe – although this figure was much better for Thorn Cross in the last report, at just 6%.

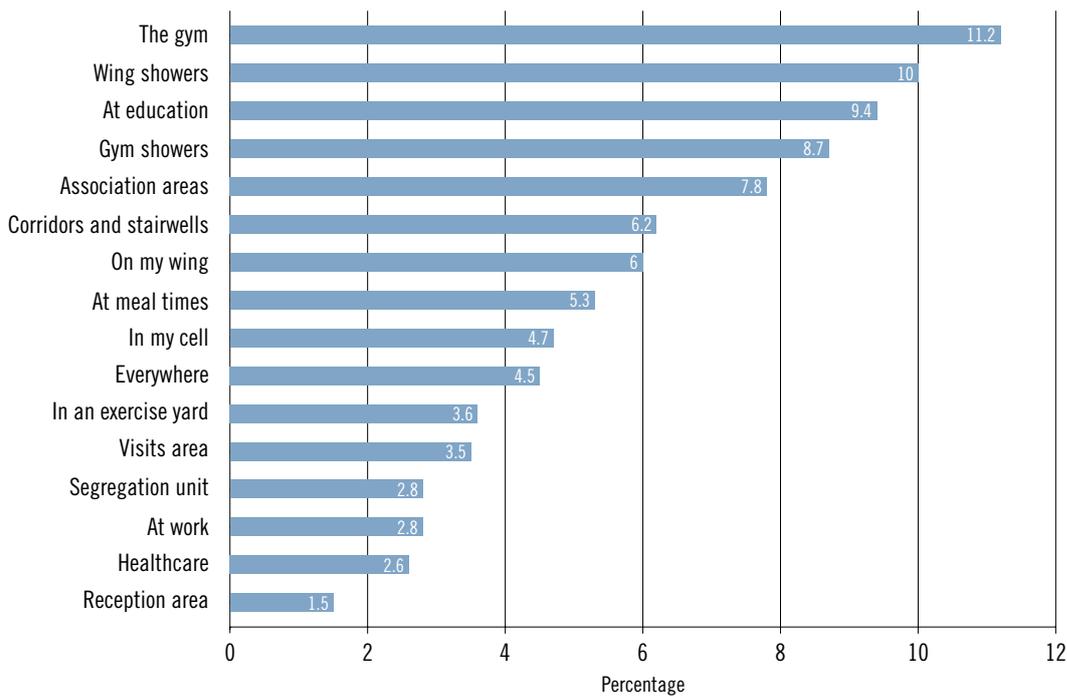
Figure 12: Young men who had felt unsafe in the establishment



Forty per cent of unsentenced young men reported feeling unsafe in their establishment at some point, while significantly fewer sentenced young men reported the same (26%).

Those who had felt unsafe were asked to specify where they experienced this feeling.

Figure 13: In which areas do you/have you ever felt unsafe?



The area where young men were most likely to feel unsafe was at the gym (11%) followed by in the wing showers (10%). The gym showers and education were both high on the list of areas where young men sometimes felt unsafe.

Although the five places young men were most likely to feel unsafe mirrored those in the last report, the actual proportions of young men feeling unsafe in those areas had, in most cases, decreased. In the 2004–2006 report, 13% of young men had felt unsafe at education, compared with 9% for this period; 17% of young men had felt unsafe in the gym in 2004–2006, compared with 11% in this period.

2.12.1 Do people shout through the windows here?

Across the young men's estate, 38% said that they had been shouted at through windows by others when they first arrived. Thirty-four per cent of young men who had been shouted at felt that it was threatening. Warren Hill had the highest proportion of young men who said that they had been shouted at (67%), but Brinsford had the highest proportion (51%) who felt threatened by shouts through the windows. This may be part of the reason that a higher proportion of young men felt unsafe on their first night at Brinsford.

Across the estate, 26% of young men said that they were still shouted at, and, of those, 26% found it threatening. Hindley had the highest percentage of young men (43%) who felt threatened by being shouted at through the windows, closely followed by Lancaster Farms with 41%. None of the young men in the Oswald and Carlford units reported feeling threatened by shouting at the time of the surveys.

At a third of the establishments, a higher percentage of young men felt threatened by shouting at the time of the survey than they did when they first arrived. Therefore, even though the number of young men who were shouted at had reduced over time, more of those who were still shouted at felt threatened by it, which may indicate bullying. When young people were asked if they shouted at others through the windows, 25% admitted to doing so.

2.13 Have you been victimised in this establishment?

2.13.1 Have you been victimised by other young people?

Across the estate, a quarter (25%) of young men felt that they had been victimised by other young men while in their current establishment, a significant improvement on the 31% reported in 2004–2006. Castington, Hindley and Warren Hill had the highest level of reported victimisation: 32% at each establishment. This compared with just 15% at Thorn Cross, 19% at Parc and 20% at Feltham.

The surveys also asked about the types of victimisation or incident experienced. The responses to this question are shown in Table 2, below.

TABLE 2

TYPE OF VICTIMISATION BY OTHER YOUNG PEOPLE	OVERALL % OF YOUNG MEN WHO HAD EXPERIENCED THIS
Insulting remarks	15
Physical abuse	10
Victimised for being new	7
Being from a different part of the country	7
Having property taken	6
Racial abuse	4
Victimised because of drugs	2
Sexual abuse	1

The most common form of victimisation by other young people was insulting remarks: 15% across the whole estate. This rose to a high of 23% at Hindley and Stoke Heath, and dropped to just 6% of the young men at Parc. Victimisation through physical abuse (being hit or kicked) was reported by 10% of young men, but reached 18% at the Carlford Unit, and 17% at its parent establishment, Warren Hill. None of the young men in the Oswald Unit reported any physical abuse. Sexual abuse was reported by 4% of the young men at Castington and Parc, but seven other establishments had no reports of this form of victimisation. In terms of other forms of victimisation, the highest percentages were:

- 20% of young men at Warren Hill said that they had been victimised because they were new
- 15% at Werrington said that they had been victimised because they were from a different part of the country
- 12% at Brinsford and Werrington had had property taken
- 8% of the young men at Hindley and Stoke Heath said that they had suffered racial abuse
- 6% of the young men at Castington said that they had been victimised because of drugs.

2.13.2 Have you been victimised by staff?

On average, 19% of young men felt that they had been victimised by members of staff while in their current establishment. Stoke Heath (33%) and Parc (28%) reported the highest levels of victimisation by staff, and the lowest were reported by Wetherby (12%), Lancaster Farms (12%) and the Carlford Unit (0%).

The most common form of victimisation by members of staff was insulting remarks: 11% across the whole estate. This rose to 23% of the young men at Stoke Heath, and fell to 5% at Lancaster Farms and Wetherby. None of the young men in the Carlford Unit said that they had received insulting remarks from staff. Victimisation through physical abuse by staff was reported by 3% of young men overall, but rose to 8% at Brinsford. At Wetherby and Werrington it was 1%. Again, none of the young men in the Carlford Unit reported any physical abuse, and neither did those at Thorn Cross.

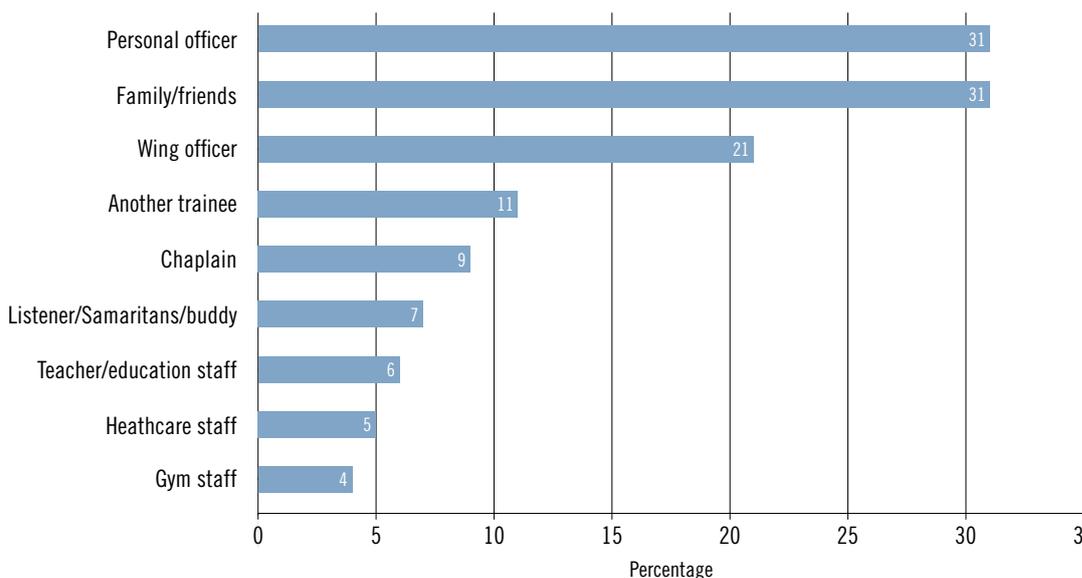
Across the estate, 3% of young men said that they had been victimised by staff for being new, 3% said that they had had property taken from them by staff, 2% said that they had suffered racial abuse by staff, and a further 2% said that they had been victimised by staff for being from a different part of the country. One per cent said that they were victimised by staff because of drugs and a further one per cent that they had been sexually abused by staff⁶.

2.13.3 Who would you tell if you were being victimised?

Across establishments, 63% of young men said that they would tell someone if they were being victimised. At Brinsford, just under half (48%) of the young men surveyed said that they would tell someone – the poorest response of all the establishments. Young men were also asked who they would confide in if they were being victimised.

⁶ Any comments of physical or sexual abuse by staff are passed on to the establishment and the local authority child protection services.

Figure 14: Who would you confide in if you were being victimised?

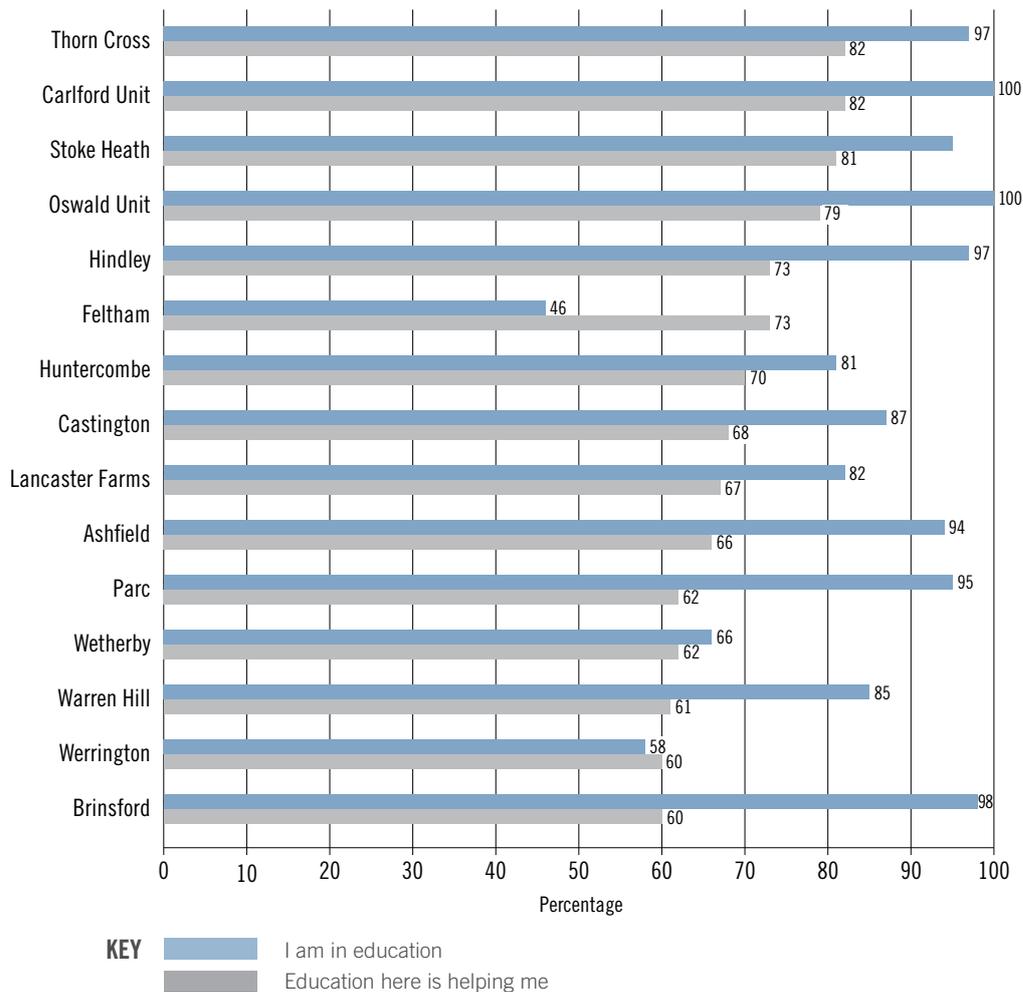


Perhaps as an explanation for these relatively low responses, only 40% of young men felt that staff would take them seriously if they reported being victimised. This was lowest at Brinsford (26%) and at Feltham (29%), and highest at Werrington (50%). Of the specialist units, the Carlford Unit had a response of 82%. Where there was a higher proportion of young men in an establishment who believed staff would take victimisation seriously, there was likely to be a higher proportion of young men who would report their victimisation.

2.14 How do you spend your time at this establishment?

2.14.1 Are you in education here?

Across the estate, 81% of young men said that they were in education; a significant improvement on the last report (79%). This figure was 100% in both of the specialist units, and a positive 98% at Brinsford and Thorn Cross. However, at Feltham only 47% of the young men said that they were doing some form of education. Werrington was also low on the list, with only 58% of the population saying that they were in education. We also asked those who were in education whether they thought that it was helping them.

Figure 15: Is education helping you?

It is noticeable that although Brinsford, for example, had a high percentage (98%) of its population in education, a relatively small percentage (60%) felt that they were benefiting from it, compared with some of the other establishments. The same can be said of Parc, where although 96% of the young men said that they were in education, only 60% found it useful. In contrast, Thorn Cross and the Carlford Unit had the highest percentages of young men who thought that the education they were getting was useful to them: 82% in each.

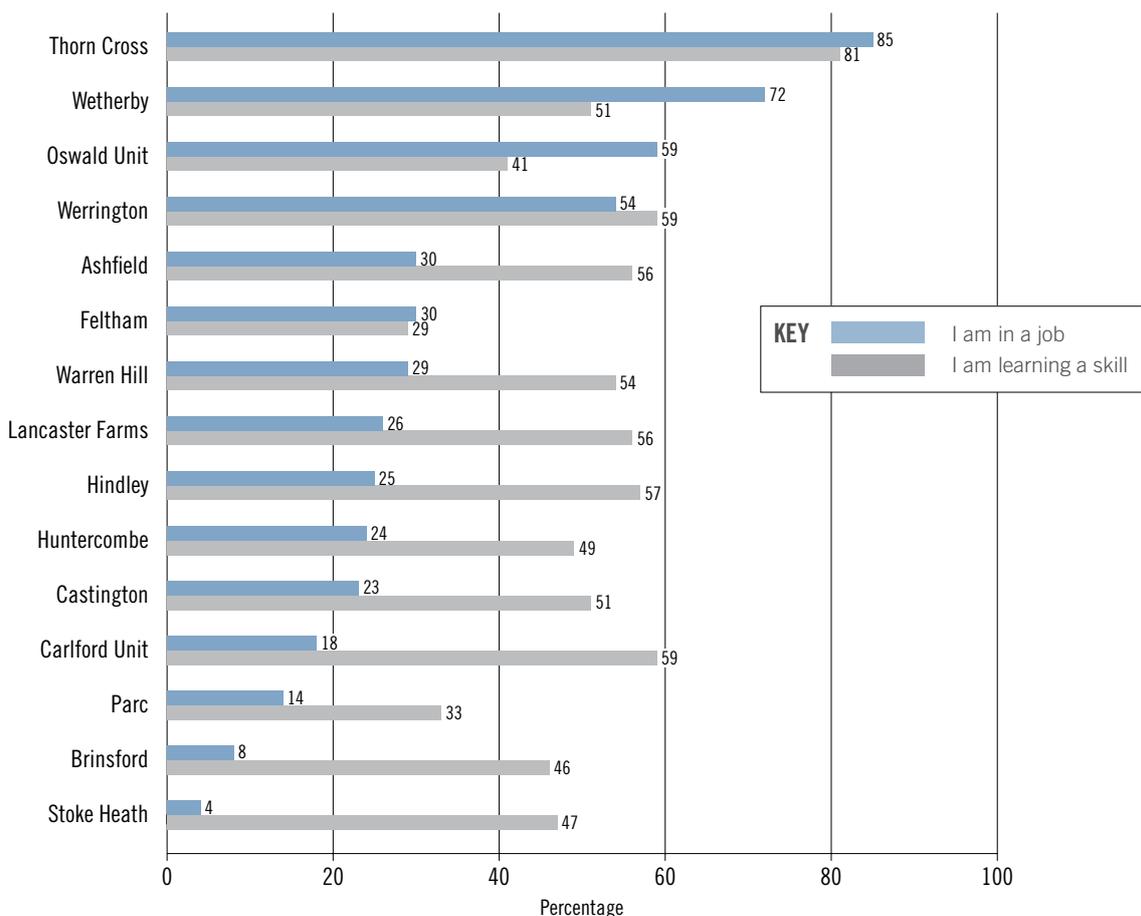
Young people were also asked whether they felt that they needed help with their reading, writing and maths, and overall 32% felt that they did. At Thorn Cross, just over half (54%) said that they felt they needed additional help, and 80% of those doing education found it beneficial.

Approximately half of the young men surveyed (51%) said that they felt their teachers dealt with their school problems in an understanding way.

2.14.2 Are you learning a skill or working here?

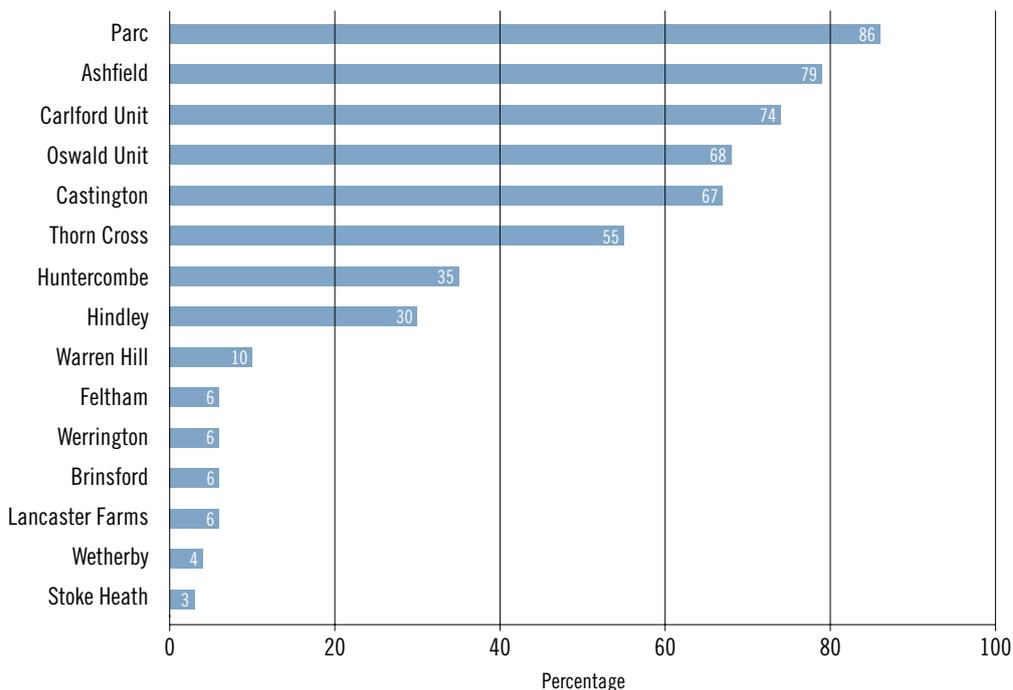
Overall, 51% of young men were learning a skill while in custody, and 32% were employed, although this varied widely across establishments. Thorn Cross had the highest proportion of young men learning a skill (81%) and working (85%), which is to be expected of the estate's only open prison. Of the closed establishments, Werrington had the highest proportion of young men learning a skill (59%), and Feltham the lowest proportion (29%). Wetherby had the highest proportion of young men in employment (72%) and Stoke Heath the lowest (4%).

Figure 16: Are you learning a skill or trade?



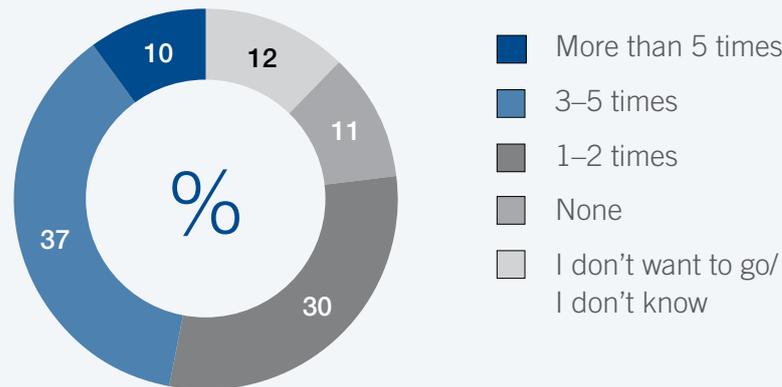
2.14.3 Can you go outside for exercise daily?

Figure 17: Young men who said that they could go outside for exercise every day



In nearly half the establishments, the proportion of young men who said that they were able to exercise outside daily was an inadequate 10% or less. Castington had improved greatly in this area, with 67% of young men now able to exercise daily, compared with only 16% in 2004–2006. Hindley had also improved, from 7% to 30%, as had Huntercombe, from 13% to 35%. The young men at Thorn Cross had experienced the reverse, with fewer being able to exercise daily: only 55% compared with 83% in the last report.

Figure 18: How many times do you go to the gym each week?

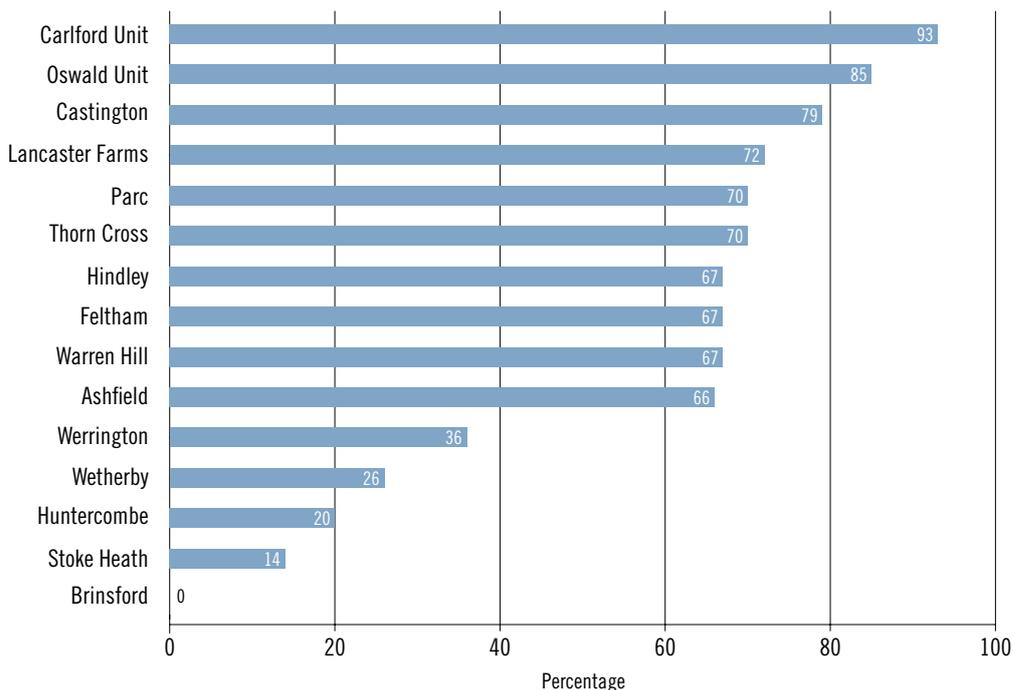


None of the young men at Feltham said that they visited the gym more than five times a week, and only 1% of the young men at Brinsford and Stoke Heath said that they did. This was in contrast to those at two other closed, non-specialist establishments, Hindley and Lancaster Farms, where nearly a quarter (24%) said that they visited the gym five or more times a week.

2.14.4 How often do you have association?

Overall 48% of young men said they had periods of association more than five times a week. Responses for this question ranged from 93% of young men in the Carlford unit, to 0% of the young men at Brinsford.

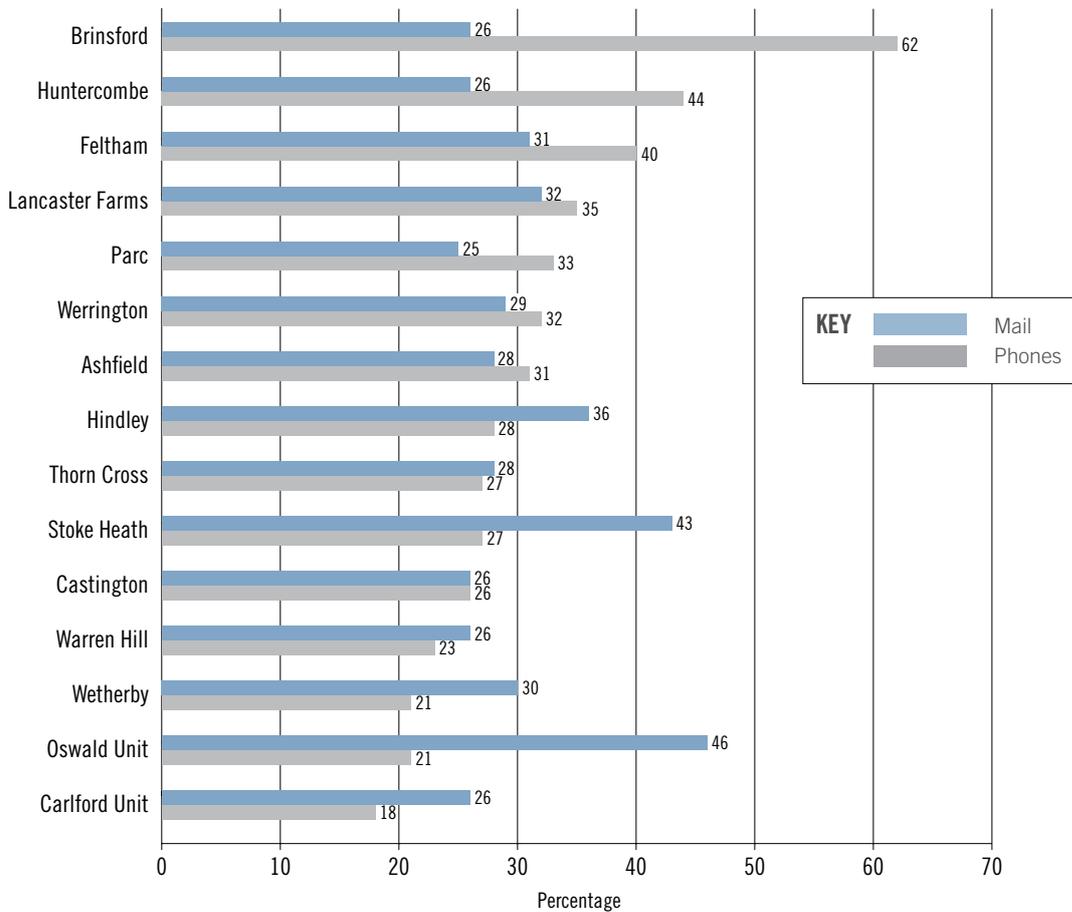
Figure 19: Young men who said that they went on association more than five times each week



2.15 How easy is it to keep in touch with your family and friends?

Overall, 50% of young men said that they were able to use the phone every day to speak to their families. All of the young men in the Carlford Unit said that they could access the phone daily, along with 88% of the young men at Thorn Cross and 86% of the young men at Parc. Of the larger establishments, Hindley had a response of 81% and Warren Hill, 74%. The response from Brinsford was poor: only 9% of young men said that they were able to use the phone every day. This is supported in Figure 20, showing the proportions of young men at each establishment who said that they had problems contacting family and friends.

Figure 20: Young men who said that they had had problems getting access to the telephones or sending/receiving mail

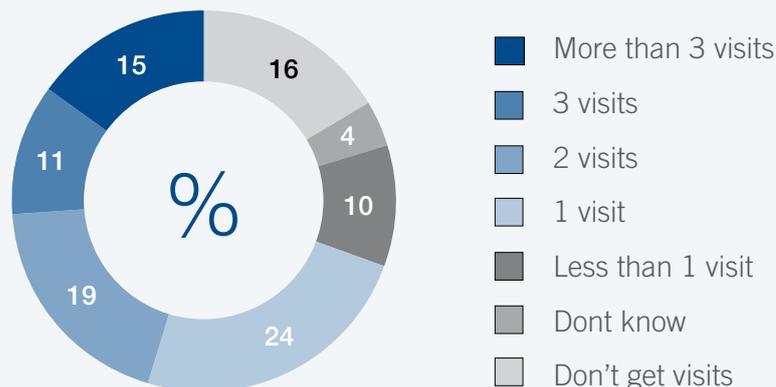


Overall, 30% of young men said that they had problems with their mail.

2.15.1 Is it easy for you to get visits here?

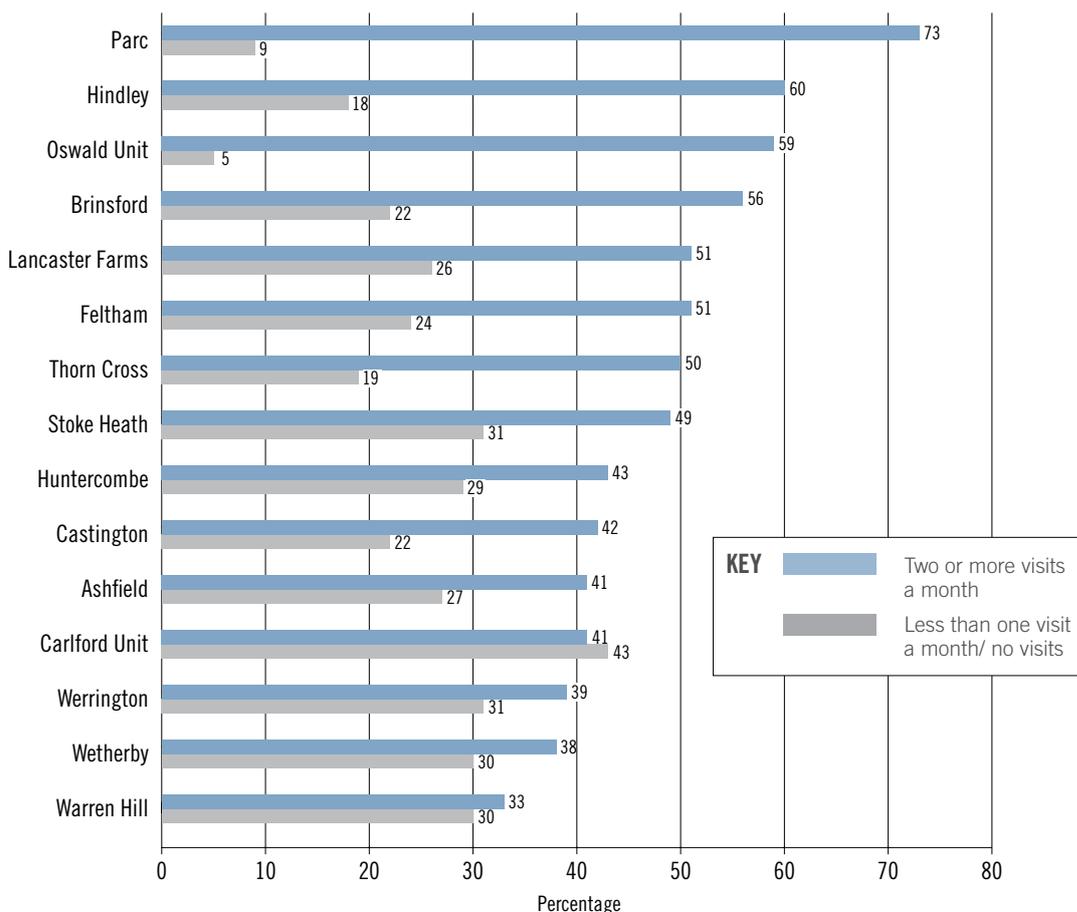
Overall 33% of young men felt that it was easy for their family and friends to visit them. This was significantly worse than the figure of 37% in the last report. The most positive responses were from young men at Parc (61%), and the least positive from Lancaster Farms, Warren Hill (25%) and Warren Hill’s specialist unit, Carlford (18%). Young men were also asked about the frequency of visits they received.

Figure 21: How many visits do you get a month?



It is noteworthy that the third highest percentage was for those who said that they did not get any visits. At Stoke Heath, a quarter of the population said that they did not get any visits at all. In contrast, at Parc over half the population (51%) said that they had received more than three visits in the previous month. Overall, 46% of young men said that they had received two or more visits in the previous month; significantly worse than the 51% reported last time.

Figure 22: How many visits do you get a month? (Per establishment)



Sixty-seven per cent of young men said that they arrived on time for their visits, but only 61% felt that they were treated well or very well by the visits staff. At Feltham, just under half of the young men (49%) said that they went to their visits on time, and at Brinsford just 51% felt that they and their families were well or very well treated by visits staff. However, the overall figures are significantly better than in the last report, where 61% arrived on time and 57% felt that they were treated well.

2.16 How are you being prepared for release?

Young people across the estate were asked about topics which were connected to their preparation for release from custody.

2.16.1 Do you have a sentence plan or a training plan?

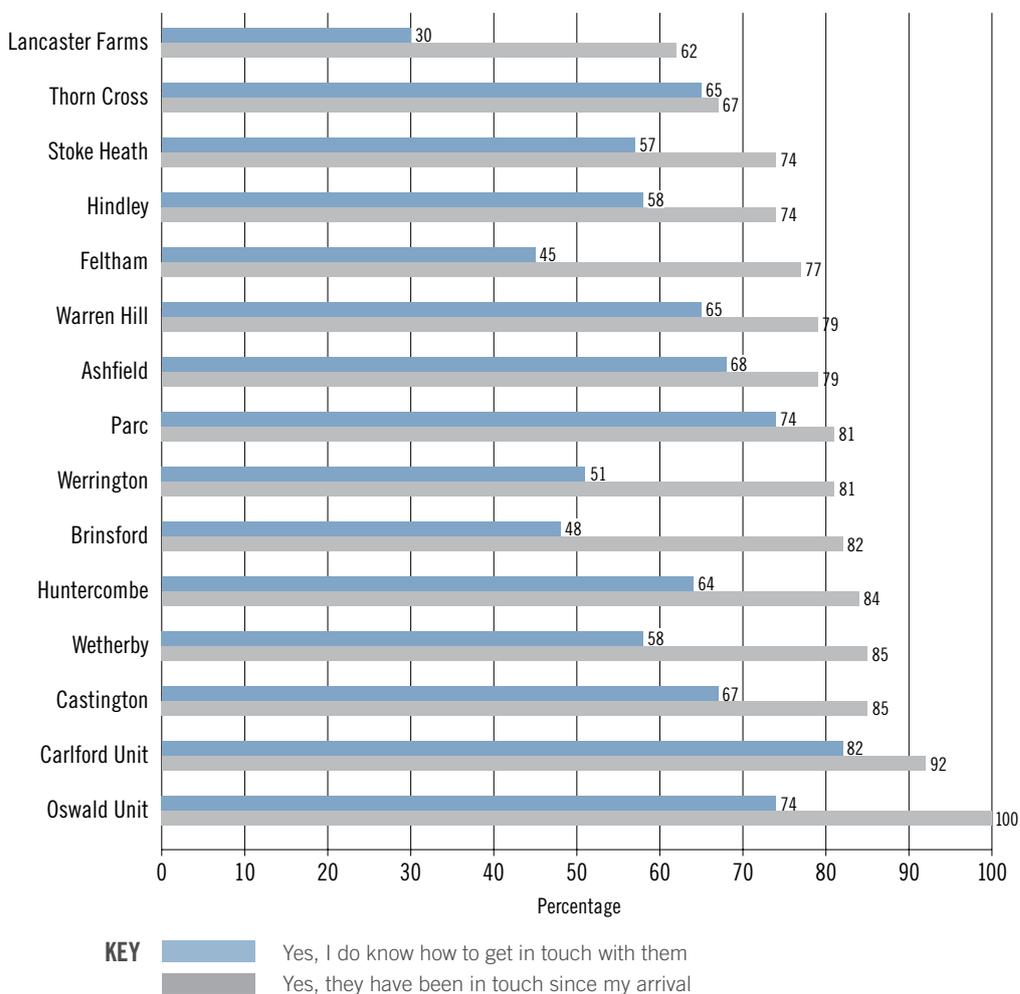
Across the estate, 89% of young men told us that they had a training or sentence plan. Of those with a training or sentence plan, 70% knew what targets had been set for them,

but only 39% believed that they were able to see their individual plan. If they were unclear about their training plan targets, and unsure of how to access and monitor their own progress, they may have been hindered from achieving them.

2.16.2 Have you had contact with your YOT worker, social worker or probation worker?

Figure 23 gives a breakdown, by establishment, of contact between young people and their YOT, probation and social workers. Across all establishments, 79% of young men said that a YOT, probation or social worker had been in touch with them since their arrival in prison. This was significantly worse than the figure of 82% reported in 2004–2006. Fifty-seven per cent said that they knew how to get in touch with these workers if they wanted to, although this dropped to 30% at Lancaster Farms. Lancaster Farms also had the lowest percentage of young men who said that these workers had contacted them.

Figure 23: Has your YOT/social worker/probation officer been in touch since you arrived here and do you know how to get in touch with them?



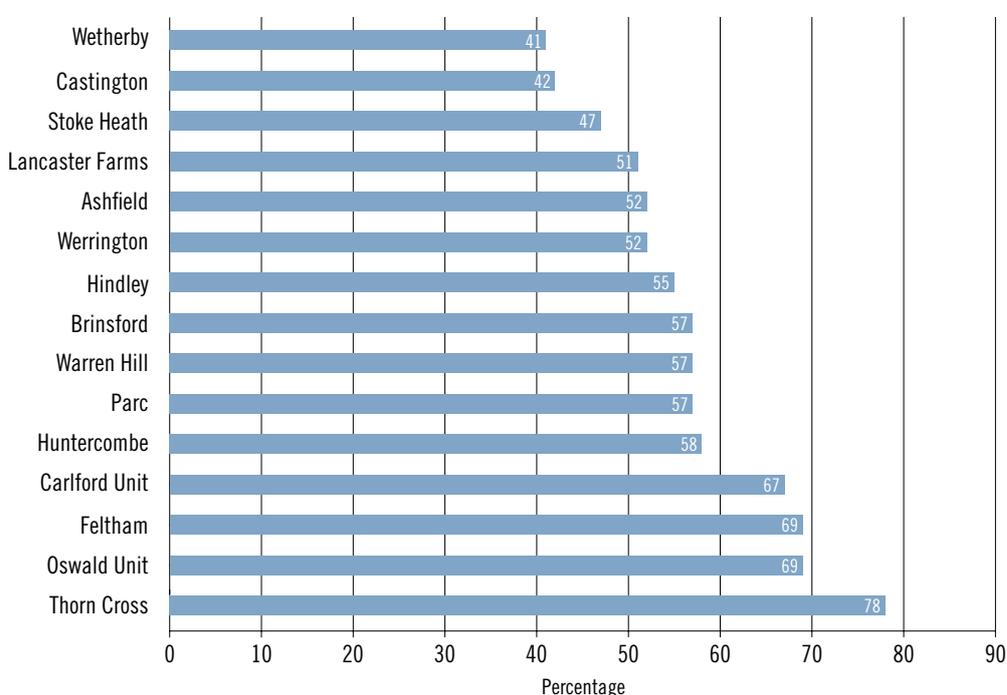
2.16.3 Do you want to stop offending?

Overall 71% of young men said that they wanted to stop offending, significantly lower than the 75% reported in 2004–2006. Of those who were sentenced, 88% said that they wanted to stop offending, and this figure ranged from lows of 76% at Lancaster Farms and 80% at Castington, to highs of 93% at Warren Hill, Huntercombe and Brinsford, and 95% at Feltham. Of those who were sentenced in the specialist units, 95% in the Oswald Unit, and 100% in the Carlford Unit said that they wanted to stop offending.

When young people who were sentenced were asked what was most likely to stop them offending, the most frequent response was ‘getting a job’ (71%). Next frequent was ‘having something to do that isn’t crime’ (41%), followed by ‘staying off alcohol and drugs’ (37%). The option chosen by fewest young men was ‘talking about my offending behaviour with staff’, which was selected by only 8%.

Young men were also asked if there was anything that they had done, or anything that had happened to them in their current establishment, that would make them less likely to offend in the future. Overall 42% answered yes to this question, the same percentage as in the last report. Of those who were sentenced, 53% answered yes to this question, with the highest percentage at Thorn Cross (78%). Of the closed non-specialist establishments, Feltham had the highest figure (69%) and Wetherby and Castington had the lowest: 41% and 42% respectively.

Figure 24: Young men who said that they had done something or something had happened to them in the establishment that they thought would make them less likely to offend in the future



2.16.4 Have you been sufficiently prepared for release?

In the last section of the survey, young men were asked questions about how prepared they felt for their release.

- 42% of young men said that they had had a say in what would happen to them when released from custody.
- 67% said that they were going to be living with a family member after release.
- 25% said that they had received help with finding accommodation.
- 36% intended to go to school or college after release, and 34% said that they had spoken to someone about going back into education after release.
- 25% said that they had a job to go to on release.
- 45% believed that they had done something useful during their time in custody that would help them to get a job when they were released.
- 24% said that they had spoken to someone about New Deal and getting employment after release.
- 35% said that they had a Connexions personal advisor.
- 39% of young men said that there were things that they still needed help with before their release.

Although 71% of young men felt that getting a job would be the experience most likely to prevent them from reoffending, only a quarter of young men had a job to go to on release, and under half felt that they had done something to help them gain employment after release. This may indicate a need for more resettlement work in this area. More positively, 36% of all young men intended to go to school or college after release.

Section 3

Young men in custody – have things improved?

3.1 Background to the analysis

The roles and functions of the establishments in the male estate have not changed in the two years since the last report, except for the removal of young men from HMP Woodhill. Significant changes have already been highlighted in the text, and the comparator in Appendix A shows all responses that are statistically different in the survey results from the 2004–2006 period and those from 2006–2008. The same questions were asked in both periods. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance, or may be too small to be significant. Missing data has been excluded for each question.

3.2 Summary of changes

3.2.1 Improvements

- Transfers and escorts had the most significant improvements. Young men were more positive about their most recent journey in an escort van, and a higher percentage said that they felt safe and comfortable during transit. The number of young men who said that they had spent long hours travelling had also reduced significantly: only 7% said that they had travelled for four hours or more to their current establishment, down from 10% in the last period. However, it should be noted that, despite more positive survey responses, our inspection reports often comment on the poor arrangements for transferring young people, especially late arrivals in establishments and young people travelling with adults.
- Reception procedures also showed signs of improvement. Although most responses were similar, if not identical, to those in the last report, two important areas had improved significantly: healthcare and feelings of safety. In 2004–2006 86% of young men said that they were seen by healthcare in reception; in this period the figure had increased to 91%. Eighty per cent of young men also said that they felt safe on their first night in custody: an improvement on the previous figure of 76%.
- Healthcare services overall received a more positive response from young men in this period than in the last. More young men said that they had access to a nurse (70%), and that they had received help with their drug and alcohol problems.
- Fewer young men reported victimisation by other young men: from 31% in 2004–2006, to 25% in this period.
- Responses to questions about education had also improved. A higher proportion of young men said that they were in education during this period (81% compared with 79% in 2004–2006). A higher percentage of young men also said that they intended to go to school or college on release (36% compared with 32% in the last report). This may correspond to the higher proportion of young men who also said that someone had spoken to them about continuing their education after they left prison (34% compared with 30% in the last period).
- More young men said that they arrived on time for their visits (67% compared with 61% in 2004–2006) and 61% reported that their families or friends were treated well by staff during visits, compared with 57% in the last period.

3.2.2 Deteriorations

- A lower percentage of young men said that they were able to have a daily shower: only 53% compared with 57% in the last report.
- The incentives and earned privileges (IEP) scheme was another area in which young men's perceptions had worsened in the last two years. A lower percentage reported being on the top level of the reward scheme, and only 53% felt that the reward scheme was a good system.
- Young people also said that it was more difficult to keep in touch with family and friends. Just 33% of young men said that it was easy or very easy for someone to visit them, and 46% said that they got two or more visits a month, compared with 51% in 2004–2006.
- There were deteriorations in areas connected with resettlement in this period. Fewer young men said that they could see their training plan if they wanted to, and fewer than last time said that they had been contacted by a YOT, social or probation worker while in custody.
- Only 71% of young men said that they wanted to stop offending, lower than the figure of 75% reported for 2004–2006. This may indicate a connection with the lack of resettlement support. Just 42% said that they had done something, or that something had happened to them in custody, that would make them less likely to offend in the future, the same percentage as two years ago.

Section 4

The experiences of young men from black and minority ethnic backgrounds

4.1 Background to the analysis

Both the male and female estates are made up predominantly of white young people, and this is represented in the sample: there were 299 young men from black and minority ethnic groups, and 781 young men from white groups (see Figure 2 for a breakdown of ethnicity).

In the 2004–2006 reporting period, young men from black and minority ethnic backgrounds made up approximately 23% of the young men's estate. In this report, covering the period from 2006 to 2008, this had increased to 29%. Comparisons of the responses between black and minority ethnic young men and white young men, which were tested for statistical significance, illustrated some differences in the perceptions and experiences of young men from different backgrounds. The questionnaire did not directly ask young people to comment on their experiences of racism, or to comment on the basis of being from black and minority ethnic groups: data were analysed by comparing responses based on demographic information.

Appendix B highlights the areas that were significantly different between black and minority ethnic respondents and white respondents. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance. Any missing data has been excluded for each question.

4.2 Differences between respondents

Appendix B illustrates that the custodial experience of young men from black and minority ethnic backgrounds was generally worse than the experience of their white counterparts. There were more significantly negative responses across every area of prison life, and of the 114 questions tested for significance, 65 were worse for black and ethnic young men (57% of responses).

Courts, transfers and escorts

For seven of the nine questions in this area, responses from black and minority ethnic young men were significantly worse than those from white young men. Only 55% of black and minority ethnic young men felt safe during their last escort journey, compared with 66% of their white counterparts; and only 58% said that they were treated well or very well by the escort staff during their most recent journey, compared with 66% of white respondents.

Reception and first few days

For 10 of the 15 questions in this area, responses from black and minority ethnic respondents were significantly worse than those of white respondents. Seventy-four per cent of black and minority ethnic respondents felt that they were searched in an understanding way – significantly worse than the 87% of white respondents. Sixty-five per cent felt that they were treated well in reception – again significantly worse than the 72% of white respondents. This may have contributed to the fact that only 78% of black and minority ethnic young men felt safe on their first night in custody, compared with 81% of their white counterparts.

Although identical proportions of black and minority ethnic young men and white young men said that they had a timely induction, only 45% of black and minority ethnic young men said that it covered everything they needed to know, compared with a significantly better 54% of white young men.

Daily life

Half of the questions in this section had poorer responses from black and minority ethnic young men. Just 16% rated the food as good or very good, compared with 24% of their white counterparts. Thirty-five per cent felt that the prison shop sold a wide enough range of goods to meet their needs, compared with half of the white population, and only 47% said that they could shower daily, compared with 55% of white respondents.

Healthcare

Seven of the eight questions in this area had significantly poorer responses from black and minority ethnic young men, with 44% rating healthcare as good or very good, compared with 60% of their white counterparts. Of those who had alcohol problems, 14% of black and minority ethnic young men said that they had received help, compared with 43% of their white counterparts. Similarly, of those who had drugs problems, only 30% of black and minority ethnic young men said that they had received help, compared with 50% of their white counterparts.

IEP scheme

Just 40% of black and minority ethnic respondents felt that they had been treated fairly in their experience of the reward scheme, compared with 59% of white respondents. Possibly as a result of this, only 55% of black and minority ethnic young men said that the IEP scheme made them change their behaviour, which is significantly worse than the figure of 63% from their white counterparts.

Complaints

Black and minority ethnic respondents had a poorer perception of the complaints system. Of those who said that they had made a complaint, 22%, compared with 39% of white respondents, said that complaints were not sorted out fairly; and 26%, compared with 16% of white respondents said that they had, at some point, been made to, or encouraged to, withdraw a complaint.

Treatment by staff

Of those who had been to segregation, 40% of black and minority ethnic young men felt that they had been treated well or very well by staff there – significantly worse than the 54% of white young men. A sharper contrast was between the 80% of white respondents, and the 66% of black and minority ethnic respondents, who said that staff, in general, treated them with respect. Only a quarter of black and minority ethnic young men thought that staff would take them seriously if they mentioned being victimised, compared with 46% of their white counterparts.

Safety

More black and minority ethnic than white young men said that they had been victimised by staff: 23% compared with 18%, which is a significant difference. More black and minority ethnic respondents said that they had shouted through windows, and been shouted at through windows, although a lower percentage found this shouting threatening.

Activities

Fewer black and minority ethnic than white young men said that they were learning a skill or trade (46% compared with 52%), or had a job (24% compared with 36%) while in custody. Fewer said that they had association more than five times a week, or had daily outside exercise⁷.

Keeping in touch with family and friends

Black and minority ethnic young men reported more problems accessing the telephones than white young men, and therefore more problems contacting their families daily. Only a quarter felt that it was easy or very easy for their families to visit them, compared with 36% of their white counterparts, and only 36% of black and minority ethnic young men said that they had two or more visits per month, compared with half of their white counterparts.

Resettlement

Of the 18 resettlement questions, 14 had responses that were significantly worse for black and minority ethnic respondents than for white respondents. Fewer black and minority ethnic young men said that they had had contact with their YOT, social or probation worker, fewer said that they had a job to go to on release, and fewer thought that they had done anything in prison that would enable them to get a job on release. Forty-six per cent of black and minority ethnic young men said that they still needed help before they were released, compared with only 37% of their white counterparts.

4.2.1 Positive responses from black and minority ethnic young men

Young men from black and minority ethnic backgrounds had more positive experiences than young men from white backgrounds in a few areas.

- They reported fewer problems on arrival: 62% compared with 73%.
- They said that they had easier access to religious services: 65% compared with 49%.
- They reported less victimisation by other young people: 20% compared with 28%.
- Fewer black and minority ethnic young men said that they had left school before the age of 14 (26% compared to 43%), and fewer said that they had truanted or been excluded from school. Similarly, fewer felt that they needed help with their reading, writing and maths.
- More black and minority ethnic young men said that they were going back to school or college on release from prison – 53% compared with 29% of white young men. Of the sentenced black and minority ethnic young men, 91% said that they wanted to stop offending, compared with 88% of their white counterparts.

4.2.2 Has this comparison changed since the last report?

The gap between experiences of discipline has closed since the last report. In 2004–2006, 34% of black and minority ethnic young men said that they had been physically restrained, compared with significantly fewer white young men (25%). In 2006–2008, there was no significant difference between the two groups: 24% of black and minority ethnic young men, compared with 26% of white young men.

In 2004–2006, significantly more black and minority ethnic than white young men reported victimisation by staff: 32% compared with 19%. Although this was also true in 2006–2008, the gap had closed to 23% compared with 18%.

⁷ The disparity in access to association, exercise, showers and telephones is difficult to reconcile. It may relate to differences in IEP level, but the data cannot support this theory.

However, the gap in experience regarding victimisation by other young people has widened between the two groups. In the last report, a similar proportion of white young men and black and minority ethnic young men reported victimisation by other young people. In this report, significantly more white young men reported victimisation: 28% compared with 20% of black and minority ethnic young men.

Relationships between personal officers and young men from black and minority ethnic backgrounds had worsened since the last report. In 2004–2006, around half of all young men with a personal officer said that the officer had helped them; in 2006–2008 only 36% of black and minority ethnic young men felt that their personal officer had helped them, compared with 52% of white young men.

It is particularly disappointing that, in this survey period, black and minority ethnic young men were less likely than white young men to believe that they had done anything to help prevent them from offending in future. In 2004–2006 they were more likely to believe this: 46% of black and minority ethnic young men answered positively, compared with 41% of their white counterparts. In this period, only 37% of all black and minority ethnic young men answered positively, compared with 44% of white young men.

Section 5

How do dedicated establishments compare to split sites?

5.1 Background to the analysis

There are eight split or mixed sites in the young men's estate and five dedicated sites. The table below shows which establishments fit into each category. Responses from young men in dedicated establishments were compared to the responses from young men in split or mixed sites, in order to assess their different experiences of custody. For the purposes of this analysis, responses from the Carlford and Oswald units have not been included due to their specialist nature. Table 4 highlights the areas that were statistically significant. Where there are large differences in numbers that are not highlighted as significant, this is likely to be due to chance. Missing data have been excluded for each question.

TABLE 3

DEDICATED SITES	SPLIT OR MIXED SITES
Ashfield	Brinsford
Huntercombe	Castington
Warren Hill	Feltham
Werrington	Hindley
Wetherby	Lancaster Farms
	Parc
	Stoke Heath
	Thorn Cross

5.2 Differences in responses

Young men in dedicated sites recorded more positive experiences than young men in split sites in a number of areas. In our comparator, 40 out of 114 questions produced a significantly better response in dedicated establishments than split sites, and only 16 of the 114 questions produced a significantly worse response.

- Young men in dedicated sites reported better experiences of reception and the first few nights in custody. They felt better informed and had more positive experiences of induction, and reported more access to healthcare and the prison shop. Importantly, a higher percentage of young men in dedicated sites (84%) said that they felt safe during their first night in custody, compared with only 76% of young men in split sites.
- Healthcare was a significantly better experience for young men in dedicated establishments. Fifty-eight per cent, compared with 52% in split sites, said that the overall quality of healthcare was good or very good, and significantly more said that it was easy to see a doctor, dentist or optician.
- Young men in dedicated establishments reported a more positive experience of the rewards and sanctions scheme.
- Young men in dedicated establishments were more likely to say that they were in a job while in custody, or to be learning a skill or trade. Forty-one per cent of young men in dedicated sites said that they had a job, compared with 22% of those in split sites.

- Relationships between young people and staff appeared stronger in dedicated establishments than in split sites: young men reported better treatment by staff in reception (77% compared with 63%) and the segregation unit (54% compared with 42%), and more respect (79% compared with 71%) and less victimisation by staff (18% compared with 22%).
- Perceptions of safety were also better among young men in dedicated sites. Around one in four said that they had felt unsafe at some point, compared with one in three for split sites.
- Young men in dedicated sites also reported a more positive experience of resettlement services. They were more likely to feel helped by their personal officer, to have access to their training plan and to know their set targets, and more likely to have been in contact with their YOT, social or probation worker.
- Young men in dedicated sites also had a more positive outlook on their release from custody. Seventy-nine per cent said that they wanted to stop offending, compared with 59% in split sites; 36% said that they were going to school or college on release, significantly better than the 31% of young men in split sites; and 45%, compared with 36%, said that their experience of custody would make them less likely to offend.

Young men in split sites did, however, report more positively in some areas than those in dedicated sites.

- They reported a better variety of goods in the prison shop, a quicker response by staff to cell bells, and more access to daily showers. Sixty-three per cent of young men said that they could shower every day if they wanted to, compared with 42% of young men in dedicated sites.
- Young men in split sites were also more likely to say that they were engaged in education (83% compared with 79%) and, of those in education, 70% said that it was helping them, compared with 65% in dedicated sites. A larger percentage of young men in split sites also felt that their teachers understood their school problems.
- Young men in split sites also appeared to be more able to keep in contact with their families than those in dedicated sites. Fifty-five per cent, compared with 43%, said that they were able to speak to their families on the phone every day. Fifty-three per cent, compared with 40%, said that they received two or more visits a month, and a higher percentage said that it was easy or very easy for their families to visit them than those in dedicated sites.

Table 4: Comparison between dedicated sites and split sites 2006–2008

KEY TO TABLES		DEDICATED SITES	SPLIT OR MIXED SITES
	Significantly worse		
	Significantly better		
	A significant difference in the demographic		
	No significant difference		
Number of completed questionnaires returned		471	584
		%	%
SECTION 2: ABOUT YOUR SENTENCE			
2.2	Are you sentenced?	89	68
2.3	Is your sentence 12 months or less?	43	37
2.4	Do you have less than six months to serve?	64	50
2.5	Have you been in this prison for less than a month?	19	21
2.6	Have you been to any other YOI during this sentence?	31	25
2.7	Is this the first time that you have been in a YOI, secure children's home or secure training centre before, either sentenced or on remand?	38	40
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
3.1	We want to know about the most recent journey you have made either to or from court or between establishments. Was the van clean?	43	40
3.2	We want to know about the most recent journey you have made either to or from court or between establishments. Was the van comfortable?	7	9
3.3	We want to know about the most recent journey you have made either to or from court or between establishments. Did you feel safe?	60	65
3.4	We want to know about the most recent journey you have made either to or from court or between establishments. Did you have enough comfort breaks?	11	13
3.5	We want to know about the most recent journey you have made either to or from court or between establishments. Were your health needs looked after?	51	47
3.6	Did you spend more than four hours in the van?	9	5
3.7	Were you treated well/very well by the escort staff?	65	60
3.8	Did you know where you were going when you left court or when transferred from another establishment?	80	81
3.9	Did you receive written information about what would happen to you before you arrived?	23	24
SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Did you have any problems when you first arrived?	71	69
4.2	When you first arrived here did your property arrive at the same time as you?	79	82
4.3	Were you told what you needed to know by the staff when you first arrived?	74	63
4.4	Were you in reception for less than two hours?	81	80
4.5	Were you seen by a member of healthcare staff in reception?	94	87
4.6	When you were searched was this carried out in an understanding way?	85	81
4.7	Were you treated well/very well in reception?	77	63
4.8	Were you able to make a telephone call to your family/friends on your first day here?	83	81
4.9a	Did you have access to a chaplain within the first 24 hours of arriving at this prison?	39	43
4.9b	Did you have access to someone from healthcare within the first 24 hours of arriving at this prison?	67	55
4.9c	Did you have access to a Listener/the Samaritans within the first 24 hours of arriving at this prison?	12	16
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of arriving at this prison?	22	15
4.10	Did you feel safe on your first night here?	84	76
4.11	Did you go on an induction course within your first week?	70	56
4.12	Did the induction course cover everything you needed to know about the prison?	55	48

SECTION 5: DAILY LIFE HERE			
5.1	Is it easy/very easy for you to attend religious services?	52	54
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	42	51
5.3	Do you find the food here good/very good?	22	20
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	29	31
5.5	Are you normally able to shower every day if you want to?	42	63
5.6	Is your cell call bell normally answered within five minutes?	22	42
SECTION 6: HEALTHCARE			
6.1	Do you think the overall quality of the healthcare is good/very good?	58	52
6.2a	Is it easy for you to see the doctor?	57	43
6.2b	Is it easy for you to see the nurse?	69	71
6.2c	Is it easy for you to see the dentist?	32	20
6.2d	Is it easy for you to see the optician?	22	16
6.3	Have you had any problems getting your medication?	15	16
6.4	Have you received any help with any alcohol problems?	29	27
6.5	Have you received any help with any drugs problems?	39	35
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS			
7.1	Are you on the enhanced (top) level of the reward scheme?	29	21
7.2	Do the different levels make you change your behaviour?	63	57
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	57	48
7.4	Do you know how to make a complaint?	85	82
7.5	Is it easy to make a complaint?	45	42
7.6	Do you feel complaints are sorted out fairly?	19	15
7.7	Have you ever been made to or encouraged to withdraw a complaint?	11	8
SECTION 8: DISCIPLINE AND RESPECT			
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	55	57
8.2	Have you been physically restrained (C and R) since you have been here?	26	25
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	13	9
8.4	Do most staff treat you with respect?	79	71
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	26	33
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	26	26
9.4a	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: insulting remarks?	14	16
9.4b	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: physical abuse?	11	10
9.4c	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: sexual abuse?	1	1
9.4d	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: racial or ethnic abuse?	3	5
9.4e	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: drugs?	1	3
9.4f	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: having your canteen/property taken?	7	6
9.4g	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: because you were new here?	7	8

9.4h	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: being from a different part of the country than others?	8	7
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	18	22
9.7a	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: insulting remarks?	10	12
9.7b	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: physical abuse?	2	5
9.7c	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: sexual abuse?	1	4
9.7d	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: racial or ethnic abuse?	2	3
9.7e	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: drugs?	1	2
9.7f	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: having your canteen/property taken?	3	3
9.7g	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: because you were new here?	2	3
9.7h	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: being from a different part of the country than others?	3	2
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	64	61
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	43	35
9.11	When you first arrived here did other young people shout through the windows at you?	38	39
9.12	Did you find this shouting threatening?	13	15
9.13	Do other young people shout through the windows at you now?	23	30
9.14	Do you find this threatening now?	6	10
9.15	Do you shout through the windows at others?	25	25
9.16	Have staff checked on you personally in the last week to see how you are getting on?	32	32
SECTION 10: ACTIVITIES			
10.1	Were you under the age of 14 when you were last at school?	38	38
10.2a	Have you ever been excluded from school?	87	86
10.2b	Have you ever truanted from school?	78	71
10.3	Are you doing any education here?	79	83
10.4	Is education helping you?	50	58
10.5	Do you feel you need help with reading, writing or maths?	30	32
10.6	Were the teachers understanding with any school problems when you first arrived?	46	55
10.7a	Are you learning a skill or trade?	53	48
10.7b	Are you in a job here?	41	22
10.8	Do you go to the gym more than five times each week?	10	10
10.9	Do you go on association more than five times each week?	42	52
10.10	Can you go outside for exercise every day?	33	20
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone to speak to someone in your family every day?	43	55
11.2	Have you had any problems getting access to the telephones?	31	37
11.3	Have you had any problems with sending or receiving mail?	28	32
11.4	Is it easy/very easy for your family and friends to get here to visit you?	31	36
11.5	Do you get two or more visits each month?	40	53
11.6	Do you arrive on time for a visit?	67	66
11.7	Are you and your family/friends treated well/very well by visits staff?	62	58

SECTION 12: RESETTLEMENT			
12.1	Did you meet your personal officer within your first week here?	43	39
12.2	Do you feel helped by your personal officer?	49	44
12.3	Do you know what targets you have been set in your training/sentence plan?	68	56
12.4	If you want, can you see your training/sentence plan?	41	28
12.5	Has your YOT/social worker/probation officer been in touch since you arrived here?	82	74
12.6	Do you know how to get in touch with your YOT/social worker/probation officer?	62	50
12.7	Do you want to stop offending?	79	59
12.9	Have you had a say in what will happen to you when you are released?	46	35
12.10	When you are released will you be living with a family member?	67	69
12.11	Have you had help with finding accommodation?	25	25
12.12	Are you going to school or college on release?	36	34
12.13	Has anyone spoken to you about going to college on release?	36	31
12.14	Do you have a job to go to on release?	26	23
12.15	Have you done anything during your time here that you think will help you to get a job on release?	45	42
12.16	Has anyone from here spoken to you about getting a job on release or about New Deal?	24	25
12.17	Do you have a Connexions personal adviser?	33	37
12.18	Is there anything you would still like help with before you are released?	37	41
12.19	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	45	36

Section 6

Young women in custody – main analysis

6.1 Introduction

This section examines the experiences of young women in custody. Seventy-three young women were surveyed during the two-year reporting period (1 April 2006 to 31 March 2008). They were asked the same questions as the young men surveyed, covering escorts and reception to preparation for release, along with background and demographic information.

The table below gives information about the survey carried out in each establishment. It should be noted that the number of young women in each of the units is small, and the percentages may represent a small number of young women, or a small number of respondents for that question. For this reason, numbers have been included alongside percentages in certain sections of the text.

TABLE 5

ESTABLISHMENT	DATE OF SURVEY	POPULATION AT TIME OF SURVEY	SAMPLE SIZE	% OF POPULATION SAMPLED
Downview: Josephine Butler Unit	6 June 2006	15	15	100
Cookham Wood: Sir Evelyn House	16 October 2006	16	15	94
Eastwood Park: Mary Carpenter Unit	26 April 2007	13	13	100
New Hall: Rivendell Unit	4 July 2007	20	17	85
Foston Hall: Toscana Unit	19 March 2008	13	13	100
Total		77	73	95

6.2 The female estate

All young women are now held in one of four discrete specialist units. This is in contrast to the 2004–2006 reporting period, when some young women were held at Holloway and Bullwood Hall prisons. Following our survey visit, Cookham Wood was re-roled as a dedicated male establishment, and no longer holds young women.

Downview (Josephine Butler Unit)

The Josephine Butler Unit is in the grounds of HMP Downview, a closed women's prison in Surrey. The unit opened in December 2004 and holds sentenced young women and those on remand.

Cookham Wood (Sir Evelyn House)

Sir Evelyn House opened in 2005 in the grounds of HMP Cookham Wood women's prison in Kent. The prison was re-roled in early 2008.

Eastwood Park (Mary Carpenter Unit)

The Mary Carpenter Unit is a discrete unit in the grounds of HMP Eastwood Park, a local women's prison in Gloucestershire. It opened in 2007.

New Hall (Rivendell Unit)

Located in Wakefield, West Yorkshire, the Rivendell Unit is in the grounds of a closed women's local prison, HMP New Hall. Opened in December 2005, this is the largest unit for young women, with an operational capacity of 26.

Foston Hall (Toscana Unit)

The Toscana Unit is in the grounds of the closed women's prison HMP Foston Hall, in Derbyshire. The unit opened in September 2006.

6.3 Profile of young women surveyed**6.3.1 Age**

All of the young women surveyed were asked to provide some basic background and demographic information, including age and ethnicity. Apart from one 18-year-old in the Rivendell Unit, and one who did not disclose her age, all the young women were 17 years old.

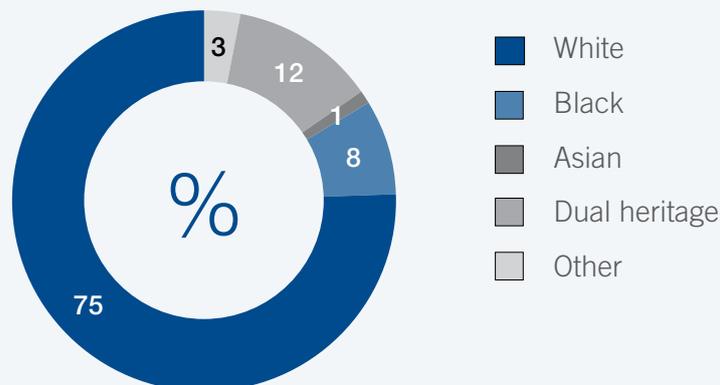
6.3.2 Nationality and language

Ninety-three per cent of the young women surveyed were British nationals, and 94% said that English was their first language.

Sir Evelyn House and the Mary Carpenter Unit held no foreign national young women, but in the Toscana Unit two of the 13 young women said that they did not usually live in the UK and that English was not their first language. In total only four foreign national young women were surveyed in this period.

6.3.3 Ethnicity

In our sample of young women across the estate, 25% were from black and minority ethnic backgrounds. The number of black and minority ethnic young women in prison had not seen the same sharp rise as in the young men's estate. Figure 25, below, shows the percentage of young women within each ethnic group.

Figure 25: Ethnicity of young women sampled

The breakdown within these ethnic groups was as follows.

- White: 71% White British, 3% White Irish, 1% other White background.
- Black: 7% Caribbean, 1% other Black background.
- Asian: 1% other Asian background.
- Dual heritage: 8% White and Caribbean, 1% White and African, 3% other dual heritage background.
- Other: 3% other ethnic background.

Thirty-eight per cent of the young women surveyed at the Mary Carpenter Unit were from an ethnic minority background (the highest proportion in the young women's estate), compared with only 6% of the young women at the Rivendell Unit.

6.3.4 Are you sentenced?

Overall, 83% of young women across the estate were sentenced, while the remaining 17% were awaiting sentence, trial or deportation, or were in another custody status group. The Mary Carpenter Unit had the smallest proportion (53%) of sentenced young women, while the Rivendell Unit had the largest: 95%. The Rivendell Unit also had the highest population of young women serving short sentences: 79% of the sentenced young women were serving 12 months or less, in contrast with 14% at the Mary Carpenter Unit. Of all sentenced young women, 55% were serving sentences of 12 months or less, and 72% had less than six months of their sentence left to serve.

6.3.5 Have you been in custody before?

Twenty-three per cent of young women said that they had been held in another YOI during their current sentence, and, for 37% of the young women surveyed, this was their first time in custody in a young offenders' institution, secure training centre or secure children's home. The Mary Carpenter Unit and the Toscana Unit had the highest numbers of young women in custody for the first time – 67% and 64% respectively – compared with just 19% at Sir Evelyn House. Nine per cent of young women in custody said that they had been in custody more than five times before.

A significantly higher proportion of black and minority ethnic young women were experiencing their first time in custody – 61%, compared with 30% of their white counterparts.

6.3.6 Family background

Thirty-seven per cent of young women said that they had been in care (a higher proportion than the young men surveyed), and 19% were on a current care order at the time of the survey. The Josephine Butler Unit had the highest proportion (47%) of young women who had been in care.

Overall, 9% of young women had children. While the Josephine Butler Unit had the highest population of teenage mothers (20%), the Toscana Unit held no mothers at the time of our survey.

6.3.7 Educational background

The vast majority of young women (88%) said that they had, at some point, truanted from school. In fact, all of the young women surveyed at the Toscana Unit and the Mary Carpenter Unit said that they had truanted. Seventy-nine per cent of young women said that they had been excluded from school altogether. This was highest at the Toscana Unit (91%), but was still 60% at Sir Evelyn House, which had the lowest percentage.

Thirty-one per cent of young women told us that they had left school at 14 or younger. This reached 37% in the Rivendell Unit and fell to 23% in the Toscana Unit. However, fewer young women than young men reported leaving school before the age of 14.

6.4 What were your experiences of courts, transfers and escorts?

6.4.1 What was your most recent transfer like?

Eighteen per cent of the young women surveyed said that they had had to travel for over four hours to get to their current establishment. This may be a consequence of the few units available for young women in custody.

Fifty-five per cent of young women said that they had travelled in a clean van and 67% said that their health needs had been looked after during their journey. Only 20% of young women said that the escort van was comfortable, and, at the Josephine Butler Unit, none of the 15 young women said that they had been comfortable during their journey. Only 22% of young women said that they had had enough comfort breaks during their journey. The Rivendell Unit, which had the highest proportion of young women who had travelled the furthest, also had the highest proportion who said that they did not get enough comfort breaks.

Young women were asked if they had felt safe during their journey: overall 69% of young women said that they had. This ranged from 39% at the Josephine Butler Unit to 94% at the Rivendell Unit. Eighty-six per cent of young women felt that the escort staff treated them well or very well, with the young women at Sir Evelyn House rating the escort staff most highly.

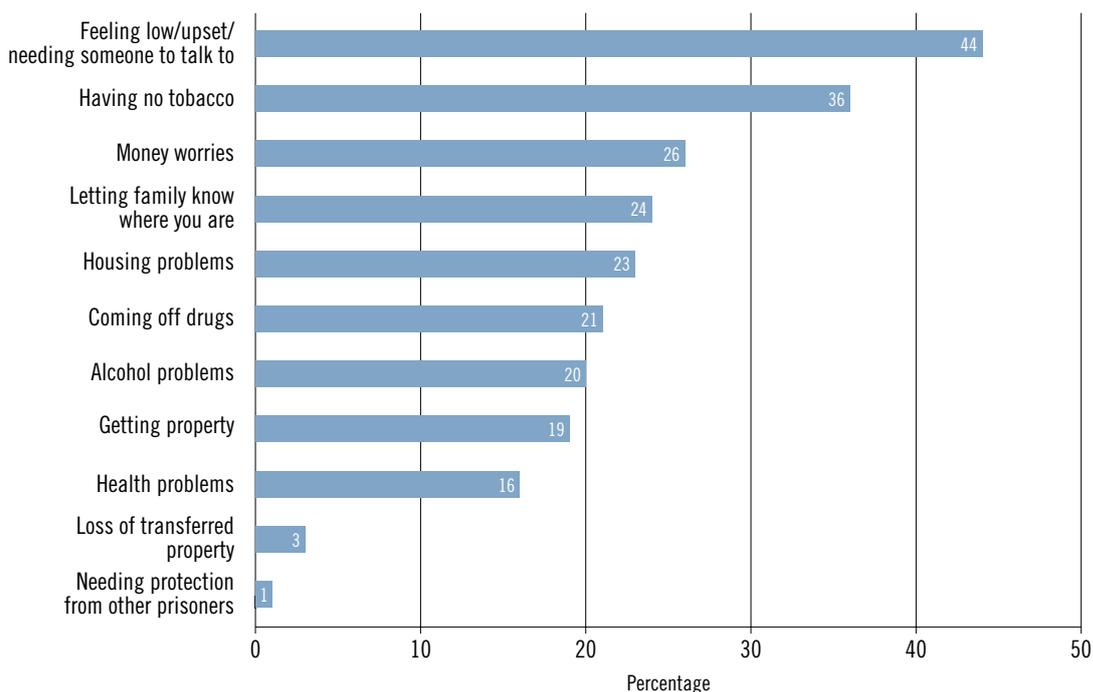
Three-quarters of the young women surveyed said that they were told where they were going before they arrived at their current establishment. This was lowest at the Mary Carpenter Unit, where only 62% said that they knew where they were going before they arrived at the establishment. Only 14% of young women overall said that they received written information about where they were going.

Sixty-six per cent of young women said that their property arrived at the establishment at the same time as they did, falling to 42% at the Rivendell Unit.

6.5 What were your first few days here like?

6.5.1 Did you have any problems when you first arrived?

Eighty-one per cent of young women said that they had problems when they first arrived in custody. This varied across establishments: Sir Evelyn House had the highest proportion (93%) of young women arriving with problems and the Mary Carpenter Unit had the lowest (64%). In the survey, young women were asked to specify the problems that they had on arrival, with 11 options to choose from.

Figure 26: What problems did you have when you first arrived?

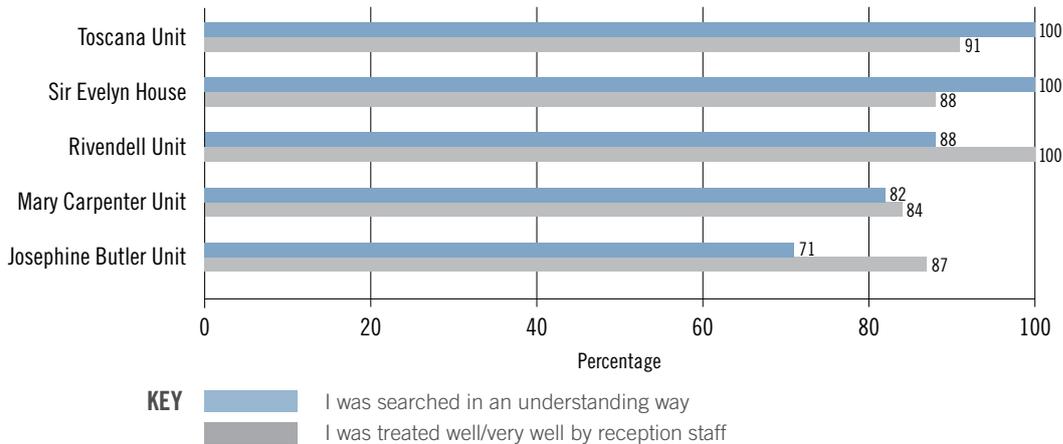
As in 2004–2006, the most frequent problem experienced by young women arriving in custody was feeling low and upset on arrival, or needing someone to talk to.

Slightly fewer young women reported drug and alcohol problems in this period than in the last. The UK smoking ban has, however, affected both sexes: young women now reported more problems coping with not being able to smoke (36% compared with 19%), as did young men (35% compared with 26%).

6.5.2 What was your experience of reception?

In three of the five young women's units, all of the young people surveyed said that the reception process took less than two hours: 89% overall. The young women in the Josephine Butler and Mary Carpenter units gave the poorest responses when asked about treatment by, and being searched by, reception staff. Eighty-seven per cent and 77% respectively said that reception staff had treated them well or very well, compared with all of the young women surveyed in the Rivendell Unit. Only 71% of young women in the Josephine Butler Unit felt that they had been searched in an understanding way, compared with an overall figure of 88%.

Figure 27: What was it like in reception?



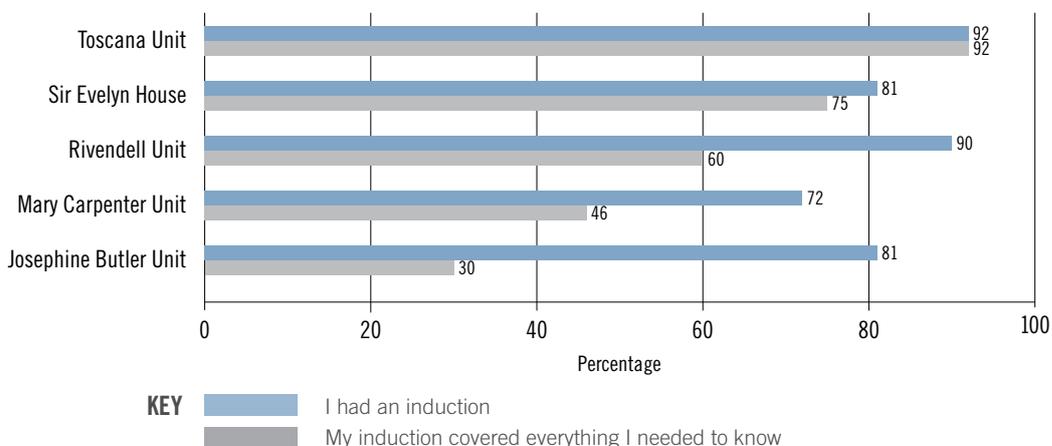
Overall, 78% of young women said that they had been well informed by staff in reception, although this was lower at the Josephine Butler Unit, where only 60% of young women said that staff had told them what they needed to know when they first arrived. When asked if they were seen by a member of healthcare staff during the reception process, 96% of young women said that they were. Responses to both of these questions had significantly improved since the previous report.

Eighty-five per cent of young women said that they were able to make a phone call to their friends and family on the day of their arrival.

6.6 Adapting to the environment – the first week

Overall, 69% of young women said that they were given an induction course within the first week. Only 62% felt that their induction covered everything they needed to know about the establishment, but this is significantly better than the 42% reported in 2004–2006. Figure 28 gives the breakdown of results.

Figure 28: Did your induction cover everything you needed to know?



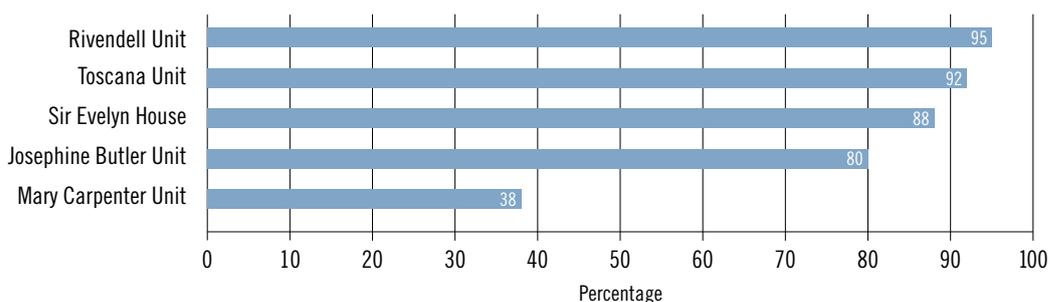
When young women across all five units were asked about access to services within the first 24 hours:

- 85% said that they had access to someone from healthcare
- 34% said that they had access to a chaplain/religious leader
- 31% said that they had access to a Listener/the Samaritans
- 19% said that they had access to the prison shop.

The Mary Carpenter Unit had the lowest proportion (10%) of young women who said that they had access to the prison shop within the first 24 hours, and Sir Evelyn House had the lowest proportion (6%) who said that they were able to see a religious leader soon after their arrival.

As the early experiences of custody can affect feelings and perceptions of safety, we also asked young women whether they felt safe on their first night in the establishment. Overall, 81% said that they felt safe, rising to 95% in the Rivendell Unit and 92% in the Toscana Unit, and falling to 38% at the Mary Carpenter Unit.

Figure 29: Young women who said that they felt safe on their first night



6.7 What are your experiences of life in this establishment?

In the survey, young women were asked a range of questions about life in their establishment. The first set of questions focused on access to services.

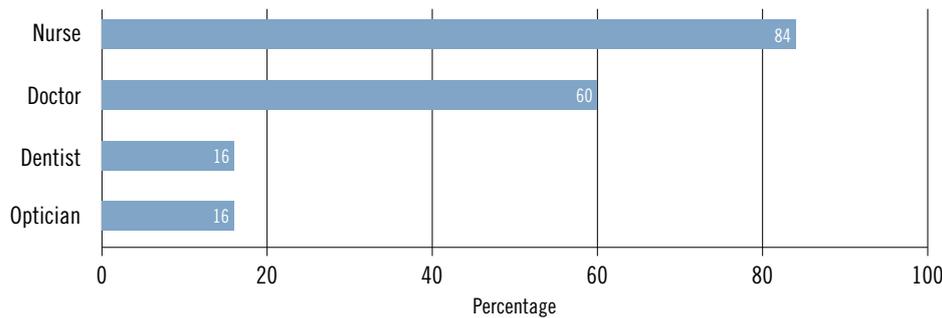
6.7.1 How easy is it to access the services you need?

Sixty-one per cent of young women felt that it was easy or very easy to attend religious services, and 71% said that they had spoken to an advocate since arriving at the establishment.

6.7.2 What are your experiences of healthcare?

Young women at each establishment were asked to rate the overall quality of healthcare services, and about their access to specific health professionals.

Overall, 72% of young women rated the quality of their healthcare as good or very good. This figure was highest at the Toscana Unit (85%) and lowest at the Josephine Butler Unit (60%). When asked how easy it was to see certain healthcare professionals, the responses were as follows.

Figure 30: Young women who found it easy/very easy to see a healthcare professional

These figures are almost identical to those in the 2004–2006 report, with the exception that more young women now said that it was easier to see a nurse: 84% compared with 79%.

Thirty-nine per cent of young women in custody reported being on medication. Of the young women who said that they were taking medication, a quarter said that they had experienced problems in accessing it.

Of the young women who reported having alcohol problems, 66% said that they had received help while in custody, while 71% of those who reported drug-related problems said that they had received help.

6.7.3 What is daily life like?

When asked whether they were able to have a shower every day if they wanted to, all of the young women surveyed in all five establishments said that they could. This is a significant improvement on the 90% in the last report, and reflects the fact that specialist units now have single rooms with en-suite facilities. We also asked young women whether cell call bells were normally answered within five minutes and, overall, 66% said that they were, a significant improvement on the 35% reported in 2004–2006. However, there were huge variations between the units: only 53% of young women in the Josephine Butler Unit said that their call bells were answered within five minutes, compared with 100% of those in the Toscana Unit.

Around half of young women (51%) said that the prison shop sold a wide enough variety of goods to meet their needs. However, only 16% rated the food provided as good or very good. None of the 15 young women at the Josephine Butler Unit rated the food highly, and even at the Rivendell Unit, where the figure was highest, it still only represented a quarter of the young women.

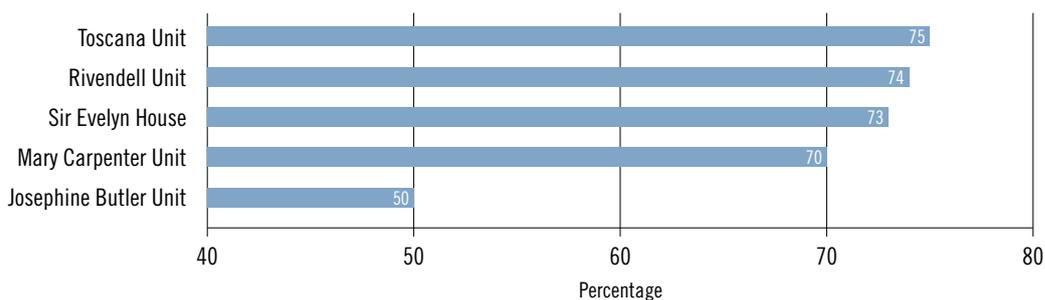
Young women were also asked whether staff had checked on them personally in the last week: 53% said that they had. At Sir Evelyn House, only 27% of young women said that staff had checked on them personally, compared with 75% at the Toscana Unit.

6.7.4 Have you been helped by your personal officer?

Of those who had a personal officer, 64% of young women said that they had met them within a week of their arrival in custody. Only 6% (n=4) of young women said that they did not have a personal officer: two in the Josephine Butler Unit, one in the Mary Carpenter Unit and one in the Rivendell Unit.

Of the young women with a personal officer, 69% said that they found them helpful. However, only 50% of young women in the Josephine Butler Unit found their personal officer helpful, compared with 70–75% in the other units.

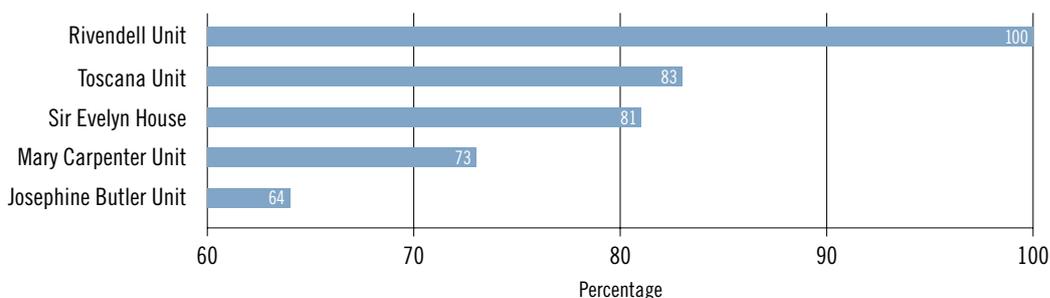
Figure 31: Young women who said that they felt helped by their personal officer



6.7.5 Do most staff treat you with respect?

Across the estate, 82% of young women felt that most staff treated them with respect. The individual units are compared in Figure 32, below.

Figure 32: Young women who said that most staff treated them with respect



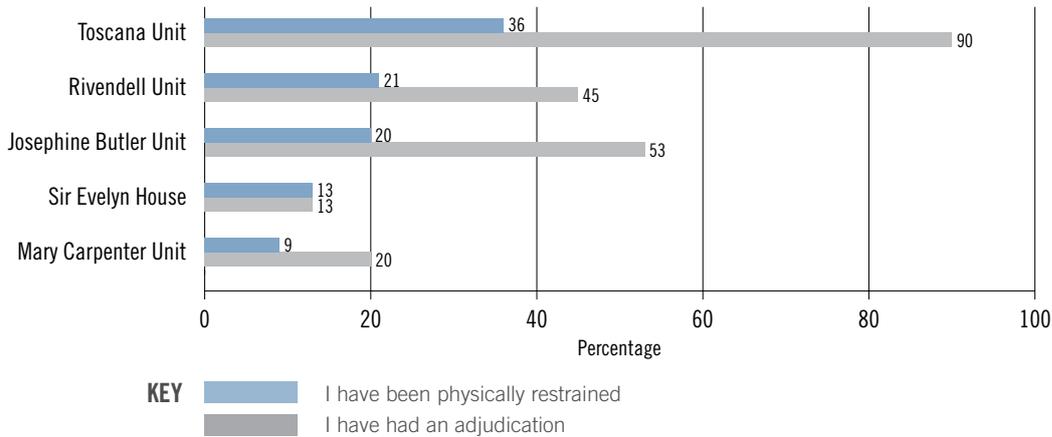
6.8 Have you been disciplined in this establishment?

Across the five units, 43% of young women said that they had had an adjudication or a minor report since their arrival. The Toscana Unit, at 90%, had the highest number of reported adjudications, while only two of the 15 young women at Sir Evelyn House, and two of the 13 at the Mary Carpenter Unit, reported having had an adjudication.

When asked about experiences of physical restraint, the young women at Sir Evelyn House and the Mary Carpenter Unit reported the lowest figures, while those in the Toscana Unit reported the highest: five of the 13 young women there said that they had been physically restrained. This, together with the high level of adjudications at the unit, appears to be connected to a problematic period a few months before our inspection.

Figure 33 shows the levels of discipline reported by young women in each of the units.

Figure 33: Have you been disciplined in this establishment?



Of those surveyed, only one young woman reported having spent time in a segregation unit and, although she said that she had been treated well by the staff, she still reported feeling unsafe there. Rather than segregation units, most young women’s units have intensive supervision rooms, which are used to separate young women or to speak to them after an incident, but these are rarely used.

6.9 What do you think of the reward scheme in this establishment?

Overall, 32% of young women were on the enhanced level of the reward scheme, although this was as low as 20% at the Josephine Butler Unit, and as high as 46% at the Mary Carpenter Unit. Just over half (52%) of young women across the estate felt that the different levels of the reward scheme influenced their behaviour, and this reached 75% at Sir Evelyn House.

Across the estate, 64% of young women felt that they had been treated fairly in their experience of the reward scheme, and again, Sir Evelyn House had the most positive response, at 87%. Of the three young women who did not know what the reward scheme was, two were from the Toscana Unit and the other was from the Rivendell Unit. Figure 32, below, shows the proportions of young women on different levels of the reward scheme.

Figure 34: Reward scheme levels

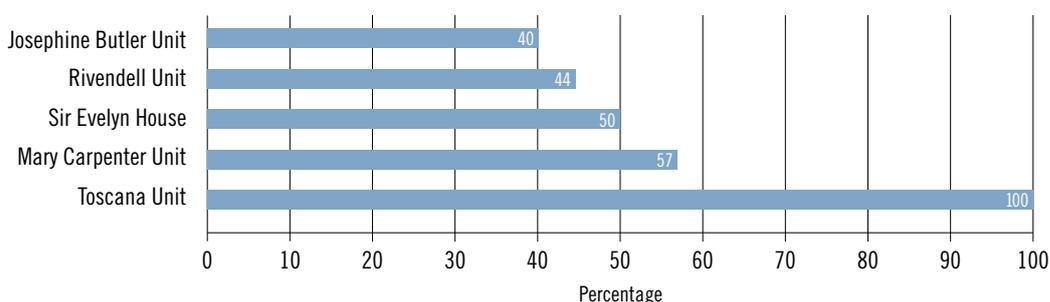


6.10 What do you think of the complaints system in this establishment?

The majority (89%) of young women in custody knew how to make a complaint. This was fairly consistent across the five units, and maintained the figure in the last report.

Overall, only 54% of young women felt that it was easy to make a complaint, whether they had complained or not. Of those who had complained, 98% felt that it was easy to make the complaint, but only 51% felt that it was dealt with fairly. This ranged from 100% at the Toscana Unit, to 40% at the Josephine Butler Unit and 44% at the Rivendell Unit. Figure 32, below, gives the results for the individual units.

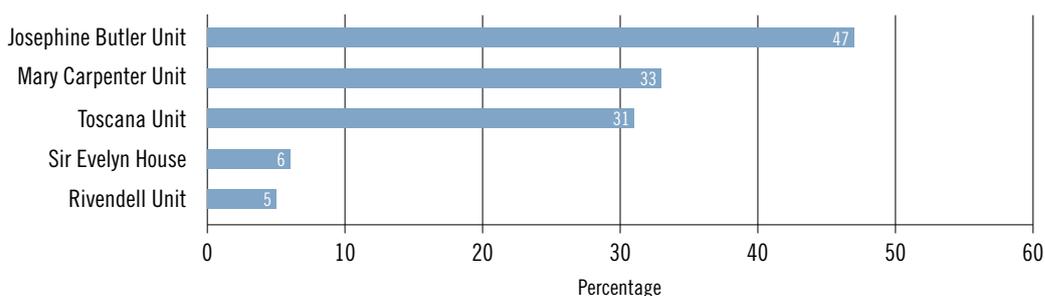
Figure 35: Young women who felt complaints were sorted out fairly



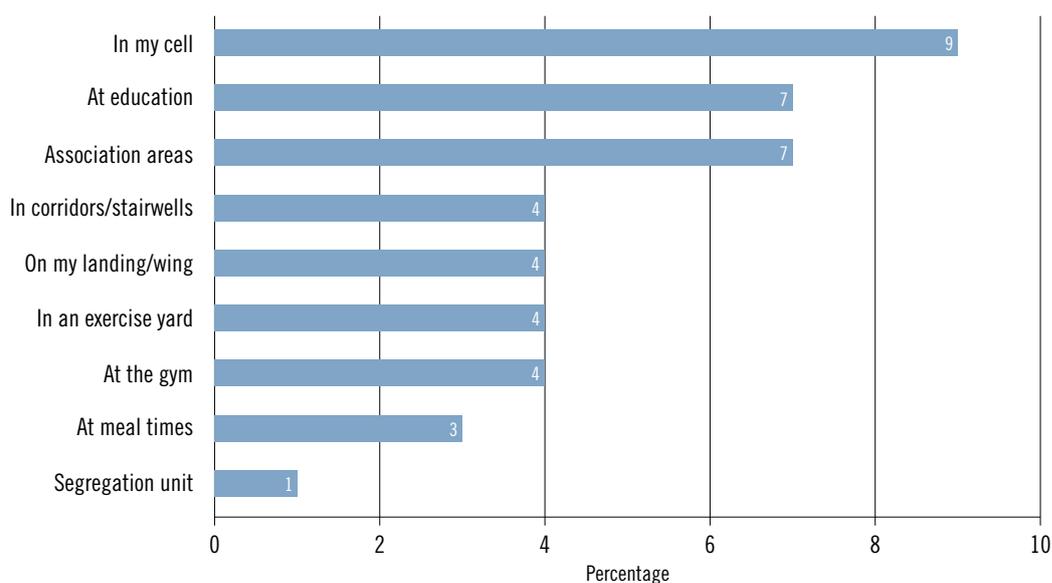
6.11 How safe do you feel here?

Across the estate, 22% of young women (compared with 30% in the last report) reported feeling unsafe at some point during their time in custody.

Figure 36: Young women who had felt unsafe in the establishment



Those who had felt unsafe were asked where they experienced this feeling. The results are shown in Figure 37.

Figure 37: In which areas of this establishment do you/have you ever felt unsafe?

Young women were most likely to feel unsafe in their rooms, followed by association areas and education areas. By contrast, young men were most likely to feel unsafe in communal areas. No young women reported feeling unsafe in other locations, such as healthcare, the visits area or the showers.

6.11.1 Do people shout through the windows here?

Across the young women's estate, 22% said that they had been shouted at through the windows by others when they first arrived, and, of those, 14% found it threatening. At the Josephine Butler Unit, 7% of young women reported being shouted at on arrival, and all said that they felt threatened by it; yet at the Rivendell Unit, 40% of young women said that they had been shouted at, but none felt threatened by it.

When asked if they continued to be shouted at through the windows, 16% of young women said that they were, but none said that they found it threatening. Young women at the Rivendell Unit were most likely to experience this behaviour: 39% said that they were still shouted at. Across the estate, 17% of young women admitted that they shouted through windows at others.

6.12 Have you been victimised in this unit?

6.12.1 Have you been victimised by other young people?

Overall, 19% of young women felt that they had been victimised (defined as 'being insulted or assaulted') by other young women while in their current establishment. This was highest at the Mary Carpenter Unit, at 36% (n=4), and lowest at the Rivendell Unit, at 5% (n=1).

The surveys also asked respondents to specify the type of victimisation or incidents that they had experienced. The responses are shown in Table 6.

TABLE 6

TYPE OF VICTIMISATION BY OTHER YOUNG PEOPLE	OVERALL % OF YOUNG WOMEN WHO HAD EXPERIENCED THIS
Insulting remarks	10 (n=4)
Physical abuse	4 (n=2)
Victimised for being new	4 (n=2)
Racial abuse	1 (n=1)
Having property taken	1 (n=1)
Being from a different part of the country	0
Victimised because of drugs	0
Sexual abuse	0

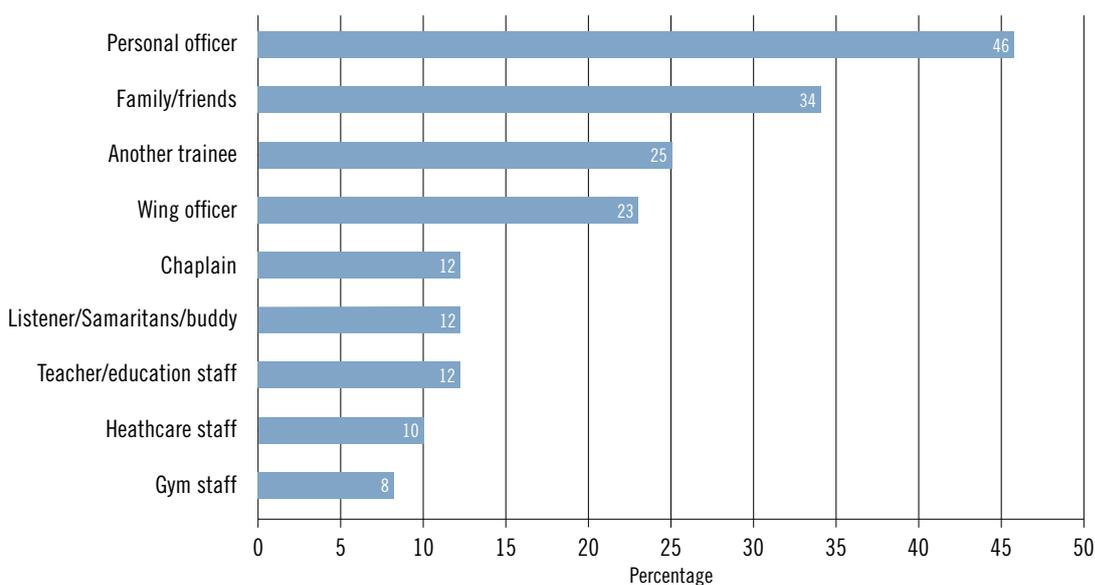
6.12.2 Have you been victimised by staff?

Nine young women (12%) said that they had been victimised by members of staff while in their current establishment. This was highest at the Josephine Butler Unit (27%, n=4), and lowest at the Toscana Unit, where none of those who answered the survey reported it. The most common form of victimisation by staff was insulting remarks, which was reported by four young women (6%, a significant improvement on the 19% in the last report). This was followed by physical abuse (3%), which was reported by one girl at the Josephine Butler Unit and one young woman at Sir Evelyn House. Another young woman reported sexual abuse⁸ and one reported victimisation because of drugs.

6.12.3 Who would you tell if you were being victimised?

Three-quarters of young women said that they would tell someone if they were being victimised. This was highest at the Rivendell Unit and Sir Evelyn House, where 88% of young women said that they would tell someone. The responses were then broken down into categories to show who young women would confide in.

Figure 38: If you were victimised, who would you tell?



⁸ Any comments of physical or sexual abuse by staff are passed on to the establishment and the local authority child protection services.

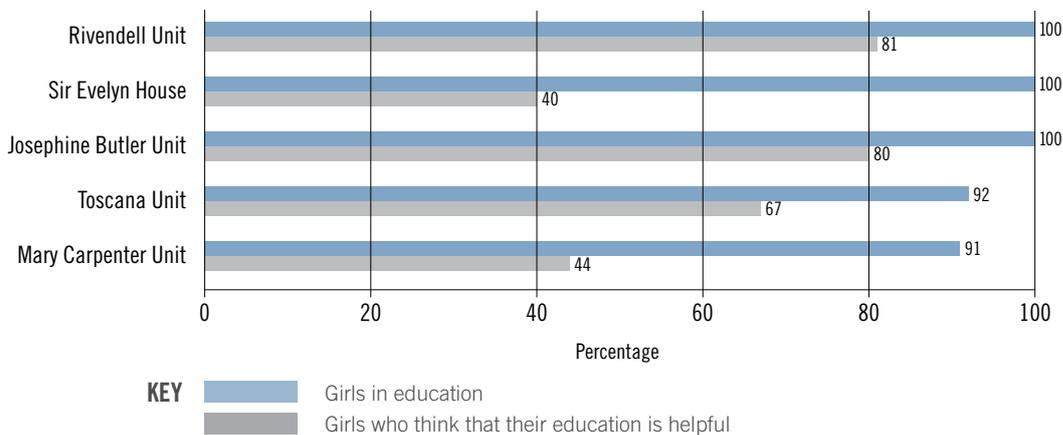
Most young women chose personal officers as the people that they would confide in if they were being victimised. Forty-six per cent said that they would tell their personal officer, compared with only 31% of young men. More young women than young men (61% compared with 40%) believed that staff would take them seriously if they said that they were being victimised. The Toscana Unit, which had the highest proportion of young women who thought that they would be taken seriously, also had the highest proportion of young women who would tell someone that they were being victimised.

6.13 How do you spend your time on the unit?

6.13.1 Are you in education here?

Across the estate, almost all young women (97%) said that they were doing some form of education while in custody, and this figure was 100% in most cases. Of those in education, 65% felt that it was helping them.

Figure 39: Is education here helping you?



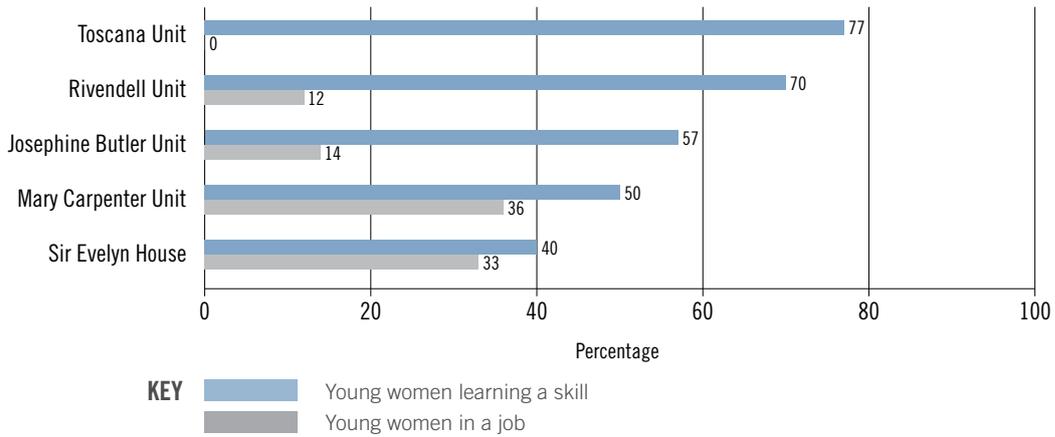
Although a high number of young women (15) at Sir Evelyn House were in education, a relatively small number (six) felt that they were benefiting from it, compared with the other units. The response from young women at Sir Evelyn House was similarly poor in the last report.

Young women were also asked whether they felt that they needed help with their reading, writing and maths: overall 36% felt that they did. This figure was similar across all the units, although the Rivendell Unit had the highest proportion (42%) of young women who needed educational help. Sixty-seven per cent of young women felt that their teachers were understanding when dealing with their school problems.

6.13.2 Do you have a job here?

Overall, 61% of young women were learning a skill while in custody, and 20% were employed (a significant improvement on the 7% reported in 2004–2006), although these figures varied widely across the units. The Toscana Unit had the highest proportion of young women learning a skill or trade (77%) but the lowest proportion in employment (none). Sir Evelyn House had the lowest proportion of young women learning a skill (40%), and this, coupled with the poor response on education, is not a positive result. Figure 40 illustrates the differences between units.

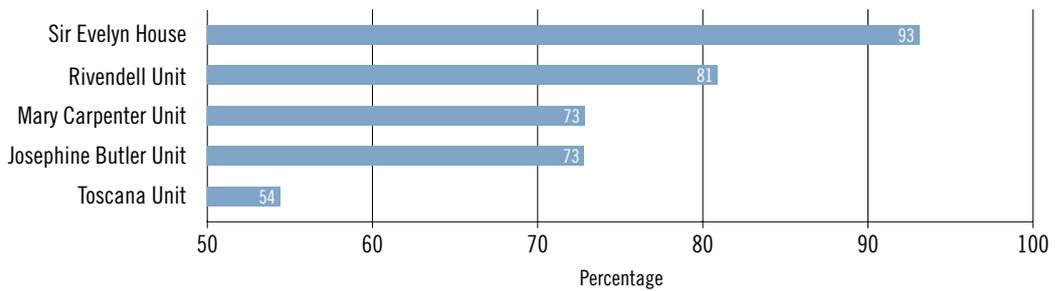
Figure 40: Are you learning a skill or trade or in a job here?



6.13.3 Can you go outside for exercise every day?

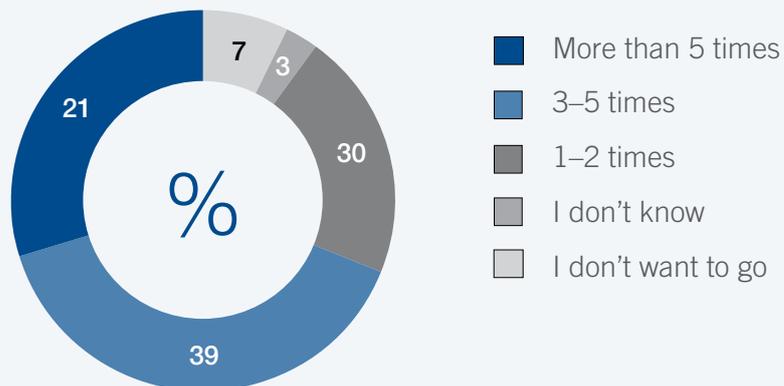
There was some variation in the amount of time young women said that they spent outside. Most responses had improved significantly since the last report: 75% of young women in custody now said that they could get daily exercise in the fresh air, compared with 52% in 2004–2006.

Figure 41: Young women who said that they could go outside for exercise every day



Young women were also asked how frequently they made use of the gym facilities in their establishments.

Figure 42: How many times do you use the gym a week?

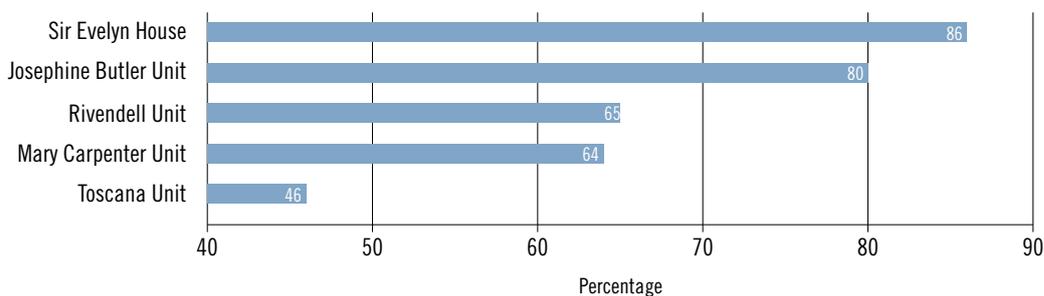


None of the young women at the Rivendell Unit said that they visited the gym more than five times a week, compared with 67% of those at the Josephine Butler Unit. Over half (55%) of the young women at Sir Evelyn House and the Mary Carpenter Unit said that they went to the gym between three and five times a week.

6.13.4 How often do you have association?

Overall, 69% of young women said that they had periods of free time more than five times a week. This ranged from 86% of young women at Sir Evelyn House to 46% at the Toscana Unit. However, young women were out of their rooms for most of the time during the day, which they may not have recorded as formal association time.

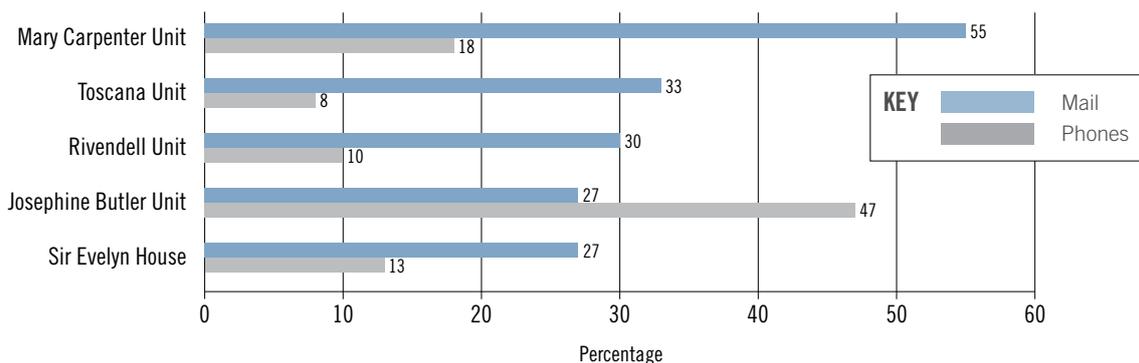
Figure 43: Young women who said that they had association more than five times a week



6.14 How easy is it to keep in touch with your family and friends?

Overall, 77% of young women said that they were able to use the telephone every day to speak to their families. However, they also said that they sometimes had problems accessing a phone, and 33% said that they had had problems with sending or receiving mail. This is reflected in Figure 44, below.

Figure 44: Have you had problems getting access to the telephones or sending or receiving letters?

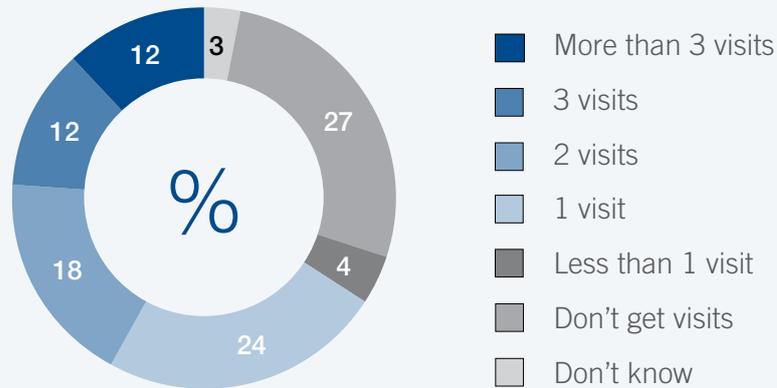


Young women in the Josephine Butler Unit reported more problems with accessing phones in this period than they did in 2004–2006.

6.14.1 Is it easy for you to get visits here?

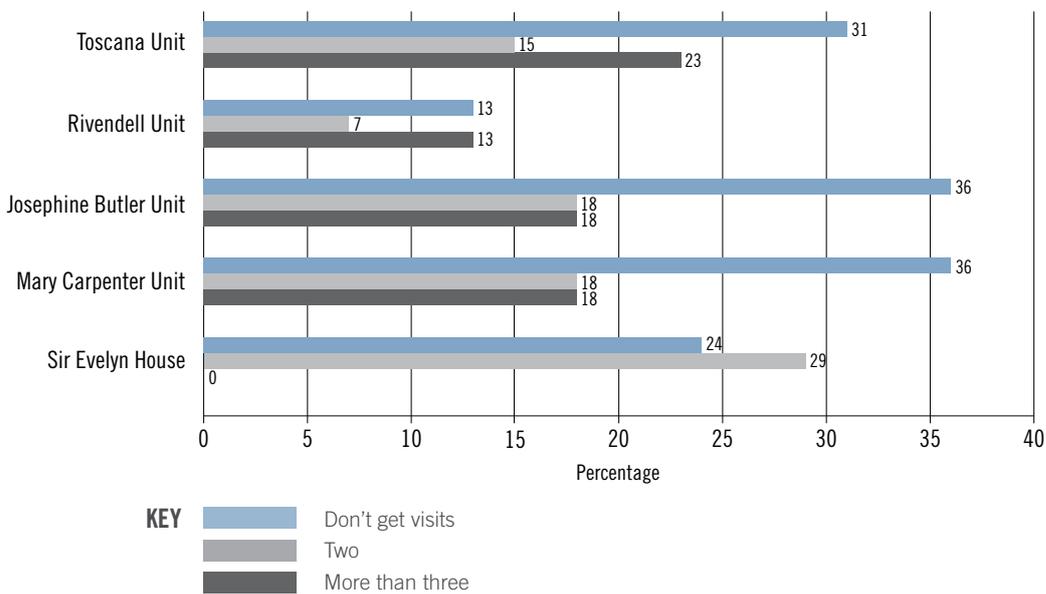
Overall, 33% of young women felt that it was easy for their family and friends to visit them. This reached 64% at the Toscana Unit, but fell to 13% at the Josephine Butler Unit. We also asked about the frequency of domestic visits, and the results are shown in Figure 45.

Figure 45: How many visits have you had in the last month?



A high proportion of young women said that they had no visits at all – 27% compared with 16% of young men. In three of the units, over 30% of young women claimed that they did not get any visits at all: the Toscana Unit (31%), Sir Evelyn House (36%) and the Mary Carpenter Unit (36%).

Figure 46: How many visits have you had in the last month? (Per unit)



Just over half (53%) of young women said that they arrived on time for their visits and only 57% felt that they and their visitors were treated well or very well by the visits staff. At the Rivendell Unit, only 40% of young women said that they went to their visits on time, and at Sir Evelyn House only 40% of those who had visits felt that they and their families were treated well or very well by the visits staff.

6.15 How are you being prepared for release?

6.15.1 Do you have a sentence plan or a training plan?

Seventy per cent of young women in custody had a training or sentence plan. Of those with a plan, 90% said that they knew what their targets were, and 78% believed that they were able to see their plan. These figures were better than those for young men in custody, but still show that young women are unable to fully monitor their own progress against sentence plan targets.

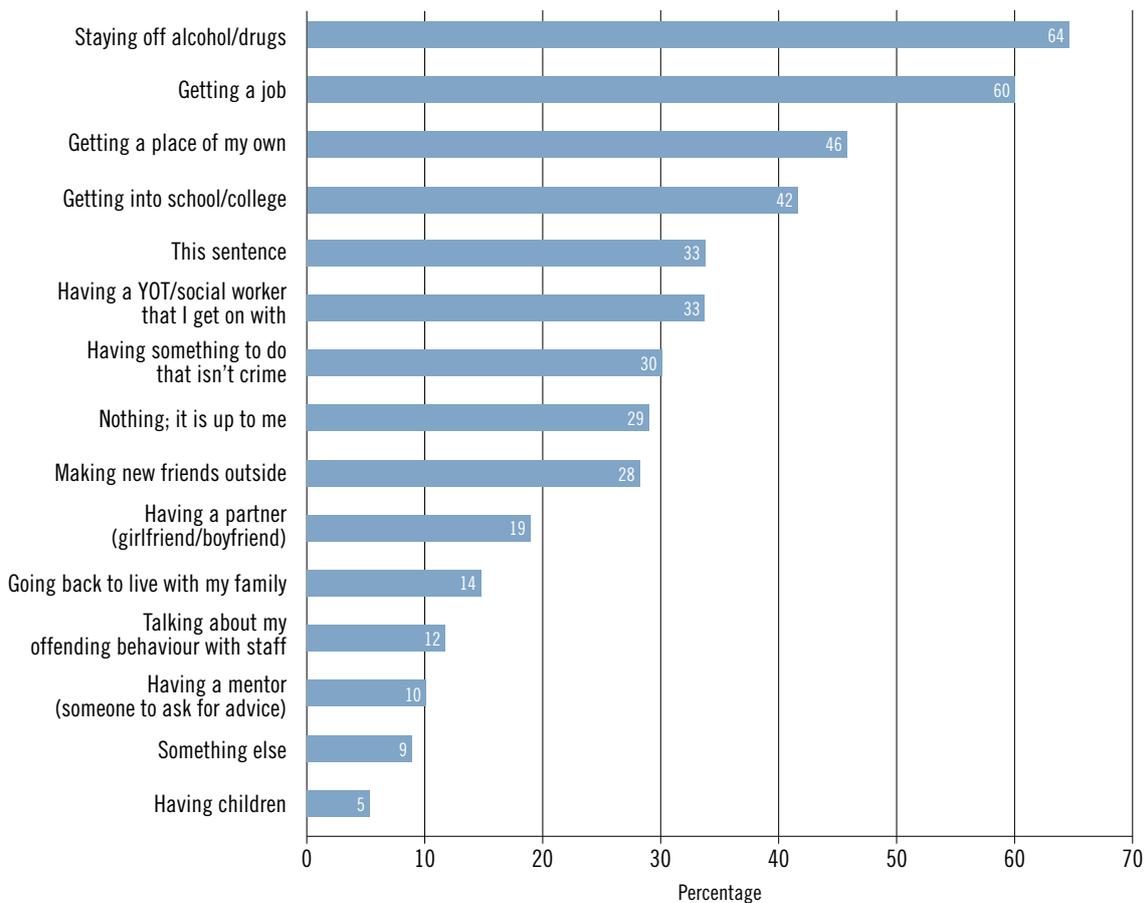
6.15.2 Have you had contact with your YOT worker, social worker or probation worker?

Across all units, 89% of young women said that a YOT, probation or social worker had been in touch with them since their arrival in prison, and 79% said that they knew how to get in touch with these workers if they wanted to.

6.15.3 Do you want to stop offending?

Of the young women who were sentenced, 93% said that they wanted to stop offending: higher than the 88% of sentenced young men. However, this ranged from 71% at the Mary Carpenter Unit, to 100% at the Toscana and the Josephine Butler units. Of those who were sentenced, 64% said that they were most likely to stop offending by staying off alcohol or drugs. Figure 47, below, shows the other factors that they felt would help them to stop offending.

Figure 47: What is most likely to stop you offending in the future?



Young women were asked if there was anything that they had done, or if anything had happened to them while in their current establishment, that would make them less likely to offend in the future. Of those who were sentenced, 38% answered yes. This is far lower than the figure for sentenced young men in custody (53%). At the Mary Carpenter Unit, only 14% of sentenced young women answered yes to this question. Sir Evelyn House and the Josephine Butler Unit had the highest percentage of young women who answered positively (50%), but this was still only half of the young women in either unit. In this respect, young women seem less positive than young men about their time in custody, even in units that, according to inspections, are performing much better overall than young men's establishments.

6.15.4 Have you been sufficiently prepared for release?

In response to questions about how prepared they felt for release:

- 44% of young women said that they had had a say in what would happen to them when released from custody
- 41% said that they were going to be living with a family member after release.
- 38% said that they had received help with finding accommodation
- 53% intended to go to school or college after release, and 52% said that they had spoken to someone about going back into education
- 16% said that they had a job to go to on release
- 54% believed that they had done something during their time in custody that would help them to get a job when they were released
- 25% said that they had spoken to someone about New Deal and getting employment after release
- 53% said that they had a Connexions personal advisor
- 33% said that there were things that they still needed help with before their release.

Section 7

Young women in custody – have things improved?

7.1 Background to the analysis

The young women's estate has changed significantly in the two years since the last report. All young women are now held in discrete purpose-built units, so there were no longer any young women at Holloway or Bullwood Hall. The significant changes have been commented on throughout the text and the comparator table in Appendix C shows the significant differences between the two periods. Green highlighting indicates that the survey results from the 2006–2008 period are significantly better than the results from 2004–2006. There are no significantly worse figures.

The same sets of questions were asked in the two survey periods. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance. Any missing data has been excluded for each question.

7.2 Summary of improvements

- Transfers and escort procedures showed signs of improvement. When asked about their most recent journey in an escort van, a larger proportion of young women reported being comfortable and safe, having the necessary comfort breaks and being treated well by escort staff. The response to health needs during journeys had improved significantly.
- Young women reported the most improvements in reception, first night and induction experiences. They said that they were better informed by staff when they first arrived, and almost all were seen by a health professional during reception. More young women said that they had access to a Listener or the Samaritans during their first 24 hours in custody. Experiences of induction had also improved significantly: 62% of young women felt that their induction covered everything they needed to know, compared with 42% in 2004–2006.
- Some aspects of daily life seemed to have improved. Young women were now more likely than in 2004–2006 to say that they had seen an advocate, and more likely to say that their cell call bells were answered within five minutes. All of the young women surveyed said that they had daily access to a shower.
- Fewer young women reported victimisation and a significantly greater proportion (61%) believed that staff would take them seriously if they reported victimisation.
- A significantly higher proportion of young women said that they were in employment than in the last reporting period, and more said that they had access to fresh air: 75% reported that they could go outside for exercise every day, compared with just over half in the last report.
- The proportion of young women who said that they experienced problems in contacting their families by phone had halved: only 20% reported problems, compared with 39% in the previous report.

- Experiences of the personal officer scheme had improved significantly. Sixty-four per cent of young women said that they were receiving help from their personal officer, compared with 46% in the last report. A significantly higher percentage reported meeting their personal officer within the first week of their arrival in custody: 60% compared with 44% in 2004–2006.
- Resettlement work had also improved. More young women said that they could see their training plans when they wanted to, and more said that they had been contacted by their YOT or social worker while in custody: 89% compared with 75% in the last report.

Section 8

The experiences of young women from black and minority ethnic backgrounds

8.1 Background to the analysis

Both the male and female estates are made up of predominantly white young people, as seen in the numbers of respondents in our sample. There were 18 young women from black and minority ethnic groups and 55 young women from white groups (see Figure 25 for a breakdown of ethnicity). In the 2004–2006 reporting period, young women from black and minority ethnic groups made up around 23% of those surveyed. In this report, covering the period 2006–2008, the percentage increased slightly to 25% of those surveyed.

Comparing the responses by ethnicity allowed figures to be tested for statistical significance, to highlight any significant differences in the perceptions and experiences of young women from different backgrounds. The questionnaire did not ask young people to comment on their experiences of racism, or to comment on the basis of being from black and minority ethnic groups; the data were analysed by comparing responses based on demographic information.

Appendix D highlights the areas which were significantly different between black and minority ethnic and white respondents. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance, or to the small numbers of respondents. Missing data has been excluded for each question.

8.2 Differences between respondents

Appendix D shows that the custodial experiences of young women from black and minority ethnic backgrounds are not dissimilar from those of their white counterparts. However, there were four questions that generated worse responses from young women from black and minority ethnic backgrounds when compared to those from white backgrounds.

- Only 7% of young women from black and minority ethnic groups said that they had access to a Listener or the Samaritans within 24 hours of their arrival in custody, compared with 38% of their white counterparts.
- Only 7% of young women from black and minority ethnic groups said that it was easy or very easy for their friends and family to visit them, compared with 40% of their white counterparts.
- A large proportion of young women from black and minority ethnic groups said that they needed help with their reading, writing and maths: 67%, compared with only 26% of their white counterparts. Surprisingly, in the last report, this figure was just 8% for black and minority ethnic young women, and was, at that time, significantly better than the response from young white women. This may relate to the fact that more black and minority ethnic young women said that they had tranted from school in this report than in the last (86% compared with 44%). Truancy is the only issue to have worsened for young women from black and minority ethnic groups since the last report.
- A significantly greater percentage of black and minority ethnic young women said that they needed further help before their release: 60% compared with 26% of their white counterparts.

There were no aspects of prison life in which young women from black and minority ethnic backgrounds had more positive experiences than their white counterparts.

8.2.1 Has this comparison changed since the last report?

In the 2004–2006 report, young women from black and ethnic backgrounds reported a significantly poorer experience of custody than their white counterparts in response to 13 questions. In 2006–2008, this was the case for only four questions.

- In 2004–2006, only 30% of black and minority ethnic young women felt that the different levels of the reward scheme made them change their behaviour, compared with a significantly higher number of white young women (54%). In this report, the perceptions of black and minority ethnic young women had improved to 44%, and there is now no significant difference between the two groups, as the figure for white young women remained at 54%.
- In the previous report, 44% of black and minority ethnic young women felt that they had been victimised by staff: significantly worse than the 14% of white young women. In this report, far fewer black and minority ethnic young women (13%) reported this, nearly identical to the 12% of young white women.

APPENDIX A: Experiences of young men in 2006–2008 compared with 2004–2006

KEY TO TABLES

	Significantly worse than the 2004–2006 figure		
	Significantly better than the 2004–2006 figure		
	A significant difference in the demographic		
	No significant difference		
		2006–2008 SURVEY PERIOD	2004–2006 SURVEY PERIOD
	Number of completed questionnaires returned	1,086	929
		%	%

SECTION 2: ABOUT YOUR SENTENCE

2.2	Are you sentenced?	80	83
2.3	Is your sentence 12 months or less?	39	43
2.4	Do you have less than six months to serve?	57	60
2.5	Have you been in this prison for less than a month?	20	19
2.6	Have you been to any other YOI during this sentence?	29	26
2.7	Is this the first time that you have been in a YOI, secure children's home or secure training centre before, either sentenced or on remand?	39	41

SECTION 3: COURTS, TRANSFERS AND ESCORTS

3.1	We want to know about the most recent journey you have made either to or from court or between establishments. Was the van clean?	42	31
3.2	We want to know about the most recent journey you have made either to or from court or between establishments. Was the van comfortable?	9	6
3.3	We want to know about the most recent journey you have made either to or from court or between establishments. Did you feel safe?	63	52
3.4	We want to know about the most recent journey you have made either to or from court or between establishments. Did you have enough comfort breaks?	12	14
3.5	We want to know about the most recent journey you have made either to or from court or between establishments. Were your health needs looked after?	49	42
3.6	Did you spend more than four hours in the van?	7	10
3.7	Were you treated well/very well by the escort staff?	64	63
3.8	Did you know where you were going when you left court or when transferred from another establishment?	81	82
3.9	Did you receive written information about what would happen to you before you arrived?	24	23

SECTION 4: YOUR FIRST FEW DAYS HERE

4.1	Did you have any problems when you first arrived?	70	68
4.2	When you first arrived here did your property arrive at the same time as you?	80	80
4.3	Were you told what you needed to know by the staff when you first arrived?	70	68
4.4	Were you in reception for less than two hours?	80	80
4.5	Were you seen by a member of healthcare staff in reception?	91	86
4.6	When you were searched was this carried out in an understanding way?	83	85
4.7	Were you treated well/very well in reception?	70	70
4.8	Were you able to make a telephone call to your family/friends on your first day here?	82	84
4.9a	Did you have access to a chaplain within the first 24 hours of arriving at this prison?	41	42
4.9b	Did you have access to someone from healthcare within the first 24 hours of arriving at this prison?	62	62
4.9c	Did you have access to a Listener/the Samaritans within the first 24 hours of arriving at this prison?	14	14
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of arriving at this prison?	19	17
4.10	Did you feel safe on your first night here?	80	76
4.11	Did you go on an induction course within your first week?	63	61
4.12	Did the induction course cover everything you needed to know about the prison?	52	52

SECTION 5: DAILY LIFE HERE		61	57
5.1	Is it easy/very easy for you to attend religious services?	53	50
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	46	45
5.3	Do you find the food here good/very good?	21	20
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	30	26
5.5	Are you normally able to shower every day if you want to?	53	57
5.6	Is your cell call bell normally answered within five minutes?	32	33
SECTION 6: HEALTHCARE			
6.1	Do you think the overall quality of the healthcare is good/very good?	56	56
6.2a	Is it easy for you to see the doctor?	51	51
6.2b	Is it easy for you to see the nurse?	70	66
6.2c	Is it easy for you to see the dentist?	26	25
6.2d	Is it easy for you to see the optician?	19	22
6.3	Have you had any problems getting your medication?	15	16
6.4	Have you received any help with any alcohol problems?	28	17
6.5	Have you received any help with any drugs problems?	37	27
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS			
7.1	Are you on the enhanced (top) level of the reward scheme?	26	29
7.2	Do the different levels make you change your behaviour?	60	59
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	53	58
7.4	Do you know how to make a complaint?	84	85
7.5	Is it easy to make a complaint?	43	45
7.6	Do you feel complaints are sorted out fairly?	17	17
7.7	Have you ever been made to or encouraged to withdraw a complaint?	9	11
SECTION 8: DISCIPLINE AND RESPECT			
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	56	57
8.2	Have you been physically restrained (C and R) since you have been here?	25	27
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	11	11
8.4	Do most staff treat you with respect?	76	76
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	29	32
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	25	31
9.4a	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: insulting remarks?	15	20
9.4b	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: physical abuse?	10	13
9.4c	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: sexual abuse?	1	2
9.4d	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: racial or ethnic abuse?	4	5
9.4e	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: drugs?	2	2
9.4f	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: having your canteen/property taken?	6	4
9.4g	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: because you were new here?	7	9

9.4h	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: being from a different part of the country than others?	7	8
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	19	22
9.7a	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: insulting remarks?	11	10
9.7b	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: physical abuse?	3	5
9.7c	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: sexual abuse?	1	1
9.7d	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: racial or ethnic abuse?	2	3
9.7e	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: drugs?	1	2
9.7f	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: having your canteen/property taken?	3	2
9.7g	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: because you were new here?	3	3
9.7h	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: being from a different part of the country than others?	2	3
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	63	66
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	40	40
9.11	When you first arrived here did other young people shout through the windows at you?	38	38
9.12	Did you find this shouting threatening?	14	14
9.13	Do other young people shout through the windows at you now?	26	26
9.14	Do you find this threatening now?	8	8
9.15	Do you shout through the windows at others?	25	23
9.16	Have staff checked on you personally in the last week to see how you are getting on?	33	34
SECTION 10: ACTIVITIES			
10.1	Were you under the age of 14 when you were last at school?	38	46
10.2a	Have you ever been excluded from school?	86	81
10.2b	Have you ever truanted from school?	75	77
10.3	Are you doing any education here?	81	79
10.4	Is education helping you?	55	55
10.5	Do you feel you need help with reading, writing or maths?	32	34
10.6	Were the teachers understanding with any school problems when you first arrived?	51	52
10.7a	Are you learning a skill or trade?	51	48
10.7b	Are you in a job here?	32	33
10.8	Do you go to the gym more than five times each week?	10	11
10.9	Do you go on association more than five times each week?	48	49
10.10	Can you go outside for exercise every day?	28	26
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone to speak to someone in your family every day?	50	51
11.2	Have you had any problems getting access to the telephones?	33	35
11.3	Have you had any problems with sending or receiving mail?	30	31
11.4	Is it easy/very easy for your family and friends to get here to visit you?	33	37
11.5	Do you get two or more visits each month?	46	51
11.6	Do you arrive on time for a visit?	67	61
11.7	Are you and your family/friends treated well/very well by visits staff?	61	57

SECTION 12: RESETTLEMENT			
12.1	Did you meet your personal officer within your first week here?	42	41
12.2	Do you feel helped by your personal officer?	48	48
12.3	Do you know what targets you have been set in your training/sentence plan?	63	64
12.4	If you want, can you see your training/sentence plan?	35	39
12.5	Has your YOT/social worker/probation officer been in touch since you arrived here?	79	82
12.6	Do you know how to get in touch with your YOT/social worker/probation officer?	57	57
12.7	Do you want to stop offending?	71	75
12.9	Have you had a say in what will happen to you when you are released?	42	43
12.10	When you are released will you be living with a family member?	67	68
12.11	Have you had help with finding accommodation?	25	23
12.12	Are you going to school or college on release?	36	32
12.13	Has anyone spoken to you about going to college on release?	34	30
12.14	Do you have a job to go to on release?	25	28
12.15	Have you done anything during your time here that you think will help you to get a job on release?	45	47
12.16	Has anyone from here spoken to you about getting a job on release or about New Deal?	24	25
12.17	Do you have a Connexions personal adviser?	35	37
12.18	Is there anything you would still like help with before you are released?	39	39
12.19	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	42	42

APPENDIX B: Survey responses from black and minority ethnic young men 2006–2008

KEY TO TABLES

	Significantly worse for black and minority ethnic young men		
	Significantly better for black and minority ethnic young men		
	A significant difference in the demographic		
	No significant difference		
	Number of completed questionnaires returned	299	781
		%	%

SECTION 2: ABOUT YOUR SENTENCE

2.2	Are you sentenced?	72	83
2.3	Is your sentence 12 months or less?	29	44
2.4	Do you have less than six months to serve?	48	60
2.5	Have you been in this prison for less than a month?	21	19
2.6	Have you been to any other YOI during this sentence?	31	28
2.7	Is this the first time that you have been in a YOI, secure children's home or secure training centre before, either sentenced or on remand?	48	36

SECTION 3: COURTS, TRANSFERS AND ESCORTS

3.1	We want to know about the most recent journey you have made either to or from court or between establishments. Was the van clean?	36	44
3.2	We want to know about the most recent journey you have made either to or from court or between establishments. Was the van comfortable?	7	10
3.3	We want to know about the most recent journey you have made either to or from court or between establishments. Did you feel safe?	55	66
3.4	We want to know about the most recent journey you have made either to or from court or between establishments. Did you have enough comfort breaks?	7	15
3.5	We want to know about the most recent journey you have made either to or from court or between establishments. Were your health needs looked after?	43	51
3.6	Did you spend more than four hours in the van?	9	7
3.7	Were you treated well/very well by the escort staff?	58	66
3.8	Did you know where you were going when you left court or when transferred from another establishment?	76	83
3.9	Did you receive written information about what would happen to you before you arrived?	26	23

SECTION 4: YOUR FIRST FEW DAYS HERE

4.1	Did you have any problems when you first arrived?	62	73
4.2	When you first arrived here did your property arrive at the same time as you?	80	81
4.3	Were you told what you needed to know by the staff when you first arrived?	64	72
4.4	Were you in reception for less than two hours?	80	80
4.5	Were you seen by a member of healthcare staff in reception?	86	92
4.6	When you were searched was this carried out in an understanding way?	74	87
4.7	Were you treated well/very well in reception?	65	72
4.8	Were you able to make a telephone call to your family/friends on your first day here?	78	84
4.9a	Did you have access to a chaplain within the first 24 hours of arriving at this prison?	37	43
4.9b	Did you have access to someone from healthcare within the first 24 hours of arriving at this prison?	56	64
4.9c	Did you have access to a Listener/the Samaritans within the first 24 hours of arriving at this prison?	10	16
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of arriving at this prison?	19	19
4.10	Did you feel safe on your first night here?	78	81
4.11	Did you go on an induction course within your first week?	63	63
4.12	Did the induction course cover everything you needed to know about the prison?	45	54

SECTION 5: DAILY LIFE HERE			
5.1	Is it easy/very easy for you to attend religious services?	65	49
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	35	50
5.3	Do you find the food here good/very good?	16	24
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	32	29
5.5	Are you normally able to shower every day if you want to?	47	55
5.6	Is your cell call bell normally answered within five minutes?	33	32
SECTION 6: HEALTHCARE			
6.1	Do you think the overall quality of the healthcare is good/very good?	44	60
6.2a	Is it easy for you to see the doctor?	40	55
6.2b	Is it easy for you to see the nurse?	64	73
6.2c	Is it easy for you to see the dentist?	18	30
6.2d	Is it easy for you to see the optician?	12	22
6.3	Have you had any problems getting your medication?	15	15
6.4	Have you received any help with any alcohol problems?	12	34
6.5	Have you received any help with any drugs problems?	26	41
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS			
7.1	Are you on the enhanced (top) level of the reward scheme?	27	26
7.2	Do the different levels make you change your behaviour?	55	63
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	40	59
7.4	Do you know how to make a complaint?	84	84
7.5	Is it easy to make a complaint?	41	44
7.6	Do you feel complaints are sorted out fairly?	12	19
7.7	Have you ever been made to or encouraged to withdraw a complaint?	13	8
SECTION 8: DISCIPLINE AND RESPECT			
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	53	57
8.2	Have you been physically restrained (C and R) since you have been here?	24	26
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	9	13
8.4	Do most staff treat you with respect?	66	80
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	27	30
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	20	28
9.4a	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: insulting remarks?	10	17
9.4b	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: physical abuse?	6	12
9.4c	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: sexual abuse?	1	1
9.4d	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: racial or ethnic abuse?	8	2
9.4e	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: drugs?	1	2
9.4f	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: having your canteen/property taken?	5	7
9.4g	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: because you were new here?	4	8

9.4h	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: being from a different part of the country than others?	7	7
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	23	18
9.7a	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: insulting remarks?	12	11
9.7b	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: physical abuse?	6	3
9.7c	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: sexual abuse?	1	1
9.7d	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: racial or ethnic abuse?	6	1
9.7e	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: drugs?	2	1
9.7f	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: having your canteen/property taken?	5	2
9.7g	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: because you were new here?	4	2
9.7h	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: being from a different part of the country than others?	3	2
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	66	62
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	25	46
9.11	When you first arrived here did other young people shout through the windows at you?	41	37
9.12	Did you find this shouting threatening?	12	14
9.13	Do other young people shout through the windows at you now?	34	23
9.14	Do you find this threatening now?	7	8
9.15	Do you shout through the windows at others?	29	23
9.16	Have staff checked on you personally in the last week to see how you are getting on?	31	33
SECTION 10: ACTIVITIES			
10.1	Were you under the age of 14 when you were last at school?	26	43
10.2a	Have you ever been excluded from school?	77	90
10.2b	Have you ever truanted from school?	63	79
10.3	Are you doing any education here?	83	81
10.4	Is education helping you?	53	55
10.5	Do you feel you need help with reading, writing or maths?	23	35
10.6	Were the teachers understanding with any school problems when you first arrived?	44	54
10.7a	Are you learning a skill or trade?	46	52
10.7b	Are you in a job here?	24	36
10.8	Do you go to the gym more than five times each week?	9	11
10.9	Do you go on association more than five times each week?	42	50
10.10	Can you go outside for exercise every day?	23	30
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone to speak to someone in your family every day?	42	53
11.2	Have you had any problems getting access to the telephones?	40	30
11.3	Have you had any problems with sending or receiving mail?	30	30
11.4	Is it easy/very easy for your family and friends to get here to visit you?	25	36
11.5	Do you get two or more visits each month?	36	50
11.6	Do you arrive on time for a visit?	63	69
11.7	Are you and your family/friends treated well/very well by visits staff?	49	65

SECTION 12: RESETTLEMENT			
12.1	Did you meet your personal officer within your first week here?	39	42
12.2	Do you feel helped by your personal officer?	36	52
12.3	Do you know what targets you have been set in your training/sentence plan?	58	64
12.4	If you want, can you see your training/sentence plan?	27	38
12.5	Has your YOT/social worker/probation officer been in touch since you arrived here?	74	81
12.6	Do you know how to get in touch with your YOT/social worker/probation officer?	53	59
12.7	Do you want to stop offending?	66	73
12.9	Have you had a say in what will happen to you when you are released?	34	44
12.10	When you are released will you be living with a family member?	68	67
12.11	Have you had help with finding accommodation?	20	26
12.12	Are you going to school or college on release?	53	29
12.13	Has anyone spoken to you about going to college on release?	34	34
12.14	Do you have a job to go to on release?	16	29
12.15	Have you done anything during your time here that you think will help you to get a job on release?	39	47
12.16	Has anyone from here spoken to you about getting a job on release or about New Deal?	18	27
12.17	Do you have a Connexions personal adviser?	29	38
12.18	Is there anything you would still like help with before you are released?	46	37
12.19	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	37	44

APPENDIX C: Experiences of young women in 2006–2008 compared with 2004–2006

KEY TO TABLES

Significantly worse than the 2004–2006 figure		
Significantly better than the 2004–2006 figure		
A significant difference in the demographic		
No significant difference		
	2006–2008 SURVEY PERIOD	2004–2006 SURVEY PERIOD
Number of completed questionnaires returned	73	104 ⁹
	%	%

SECTION 2: ABOUT YOUR SENTENCE

2.2	Are you sentenced?	83	75
2.3	Is your sentence 12 months or less?	46	43
2.4	Do you have less than six months to serve?	59	58
2.5	Have you been in this prison for less than a month?	21	41
2.6	Have you been to any other YOI during this sentence?	23	18
2.7	Is this the first time that you have been in a YOI, secure children's home or secure training centre before, either sentenced or on remand?	37	56

SECTION 3: COURTS, TRANSFERS AND ESCORTS

3.1	We want to know about the most recent journey you have made either to or from court or between establishments. Was the van clean?	55	56
3.2	We want to know about the most recent journey you have made either to or from court or between establishments. Was the van comfortable?	20	9
3.3	We want to know about the most recent journey you have made either to or from court or between establishments. Did you feel safe?	69	54
3.4	We want to know about the most recent journey you have made either to or from court or between establishments. Did you have enough comfort breaks?	22	14
3.5	We want to know about the most recent journey you have made either to or from court or between establishments. Were your health needs looked after?	67	47
3.6	Did you spend more than four hours in the van?	18	15
3.7	Were you treated well/very well by the escort staff?	86	76
3.8	Did you know where you were going when you left court or when transferred from another establishment?	75	72
3.9	Did you receive written information about what would happen to you before you arrived?	14	12

SECTION 4: YOUR FIRST FEW DAYS HERE

4.1	Did you have any problems when you first arrived?	81	80
4.2	When you first arrived here did your property arrive at the same time as you?	66	67
4.3	Were you told what you needed to know by the staff when you first arrived?	78	60
4.4	Were you in reception for less than two hours?	89	82
4.5	Were you seen by a member of healthcare staff in reception?	96	85
4.6	When you were searched was this carried out in an understanding way?	88	82
4.7	Were you treated well/very well in reception?	89	82
4.8	Were you able to make a telephone call to your family/friends on your first day here?	85	82
4.9a	Did you have access to a chaplain within the first 24 hours of arriving at this prison?	34	29
4.9b	Did you have access to someone from healthcare within the first 24 hours of arriving at this prison?	85	65
4.9c	Did you have access to a Listener/the Samaritans within the first 24 hours of arriving at this prison?	31	14
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of arriving at this prison?	19	15

⁹ In the last published report only 103 cases were analysed due to one missing case. For this report, the missing case has been included, and comparison figures may therefore vary slightly.

4.10	Did you feel safe on your first night here?	81	70
4.11	Did you go on an induction course within your first week?	69	56
4.12	Did the induction course cover everything you needed to know about the prison?	62	42
5.1	Is it easy/very easy for you to attend religious services?	61	59
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	51	61
5.3	Do you find the food here good/very good?	16	28
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	71	36
5.5	Are you normally able to shower every day if you want to?	100	90
5.6	Is your cell call bell normally answered within five minutes?	66	35
SECTION 6: HEALTHCARE			
6.1	Do you think the overall quality of the healthcare is good/very good?	72	64
6.2a	Is it easy for you to see the doctor?	60	59
6.2b	Is it easy for you to see the nurse?	84	79
6.2c	Is it easy for you to see the dentist?	16	14
6.2d	Is it easy for you to see the optician?	16	16
6.3	Have you had any problems getting your medication?	20	20
6.4	Have you received any help with any alcohol problems?	39	27
6.5	Have you received any help with any drugs problems?	40	29
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS			
7.1	Are you on the enhanced (top) level of the reward scheme?	32	23
7.2	Do the different levels make you change your behaviour?	52	48
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	64	59
7.4	Do you know how to make a complaint?	89	89
7.5	Is it easy to make a complaint?	54	56
7.6	Do you feel complaints are sorted out fairly?	28	24
7.7	Have you ever been made to or encouraged to withdraw a complaint?	9	12
SECTION 8: DISCIPLINE AND RESPECT			
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	43	40
8.2	Have you been physically restrained (C and R) since you have been here?	19	19
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	2	6
8.4	Do most staff treat you with respect?	82	75
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	22	30
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	19	33
9.4a	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: insulting remarks?	10	21
9.4b	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: physical abuse?	4	9
9.4c	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: sexual abuse?	0	0
9.4d	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: racial or ethnic abuse?	1	3
9.4e	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: drugs?	0	0
9.4f	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: having your canteen/property taken?	1	5

9.4g	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: because you were new here?	4	9
9.4h	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: being from a different part of the country than others?	0	1
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	12	21
9.7a	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: insulting remarks?	6	19
9.7b	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: physical abuse?	3	0
9.7c	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: sexual abuse?	1	0
9.7d	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: racial or ethnic abuse?	0	2
9.7e	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: drugs?	1	2
9.7f	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: having your canteen/property taken?	0	1
9.7g	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: because you were new here?	0	1
9.7h	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: being from a different part of the country than others?	3	1
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	75	72
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	61	41
9.11	When you first arrived here did other young people shout through the windows at you?	22	33
9.12	Did you find this shouting threatening?	4	10
9.13	Do other young people shout through the windows at you now?	16	28
9.14	Do you find this threatening now?	0	3
9.15	Do you shout through the windows at others?	17	28
9.16	Have staff checked on you personally in the last week to see how you are getting on?	53	40
SECTION 10: ACTIVITIES			
10.1	Were you under the age of 14 when you were last at school?	31	42
10.2a	Have you ever been excluded from school?	79	76
10.2b	Have you ever truanted from school?	88	73
10.3	Are you doing any education here?	97	89
10.4	Is education helping you?	64	68
10.5	Do you feel you need help with reading, writing or maths?	36	29
10.6	Were the teachers understanding with any school problems when you first arrived?	67	66
10.7a	Are you learning a skill or trade?	61	51
10.7b	Are you in a job here?	20	7
10.8	Do you go to the gym more than five times each week?	21	10
10.9	Do you go on association more than five times each week?	69	58
10.10	Can you go outside for exercise every day?	75	52
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone to speak to someone in your family every day?	77	76
11.2	Have you had any problems getting access to the telephones?	20	39
11.3	Have you had any problems with sending or receiving mail?	33	41
11.4	Is it easy/very easy for your family and friends to get here to visit you?	33	26
11.5	Do you get two or more visits each month?	42	34
11.6	Do you arrive on time for a visit?	53	50
11.7	Are you and your family/friends treated well/very well by visits staff?	57	60

SECTION 12: RESETTLEMENT			
12.1	Did you meet your personal officer within your first week here?	60	44
12.2	Do you feel helped by your personal officer?	64	46
12.3	Do you know what targets you have been set in your training/sentence plan?	71	61
12.4	If you want, can you see your training/sentence plan?	65	37
12.5	Has your YOT/social worker/probation officer been in touch since you arrived here?	89	75
12.6	Do you know how to get in touch with your YOT/social worker/probation officer?	79	68
12.7	Do you want to stop offending?	76	69
12.9	Have you had a say in what will happen to you when you are released?	44	41
12.10	When you are released will you be living with a family member?	41	46
12.11	Have you had help with finding accommodation?	38	30
12.12	Are you going to school or college on release?	53	51
12.13	Has anyone spoken to you about going to college on release?	52	44
12.14	Do you have a job to go to on release?	16	7
12.15	Have you done anything during your time here that you think will help you to get a job on release?	54	41
12.16	Has anyone from here spoken to you about getting a job on release or about New Deal?	25	26
12.17	Do you have a Connexions personal adviser?	53	57
12.18	Is there anything you would still like help with before you are released?	33	37
12.19	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	32	37

APPENDIX D: Survey responses from black and minority ethnic young women in 2006–2008

KEY TO TABLES

	BLACK AND MINORITY ETHNIC YOUNG WOMEN	WHITE YOUNG WOMEN
Significantly worse for black and minority ethnic young women		
Significantly better for black and minority ethnic young women		
A significant difference in the demographic		
No significant difference		
Number of completed questionnaires returned	18	55
	%	%

SECTION 2: ABOUT YOUR SENTENCE

2.2	Are you sentenced?	75	85
2.3	Is your sentence 12 months or less?	36	48
2.4	Do you have less than six months to serve?	53	60
2.5	Have you been in this prison for less than a month?	41	16
2.6	Have you been to any other YOI during this sentence?	19	24
2.7	Is this the first time that you have been in a YOI, secure children's home or secure training centre before, either sentenced or on remand?	61	30

SECTION 3: COURTS, TRANSFERS AND ESCORTS

3.1	We want to know about the most recent journey you have made either to or from court or between establishments. Was the van clean?	50	58
3.2	We want to know about the most recent journey you have made either to or from court or between establishments. Was the van comfortable?	13	21
3.3	We want to know about the most recent journey you have made either to or from court or between establishments. Did you feel safe?	60	72
3.4	We want to know about the most recent journey you have made either to or from court or between establishments. Did you have enough comfort breaks?	20	22
3.5	We want to know about the most recent journey you have made either to or from court or between establishments. Were your health needs looked after?	43	74
3.6	Did you spend more than four hours in the van?	13	20
3.7	Were you treated well/very well by the escort staff?	83	86
3.8	Did you know where you were going when you left court or when transferred from another establishment?	61	79
3.9	Did you receive written information about what would happen to you before you arrived?	19	13

SECTION 4: YOUR FIRST FEW DAYS HERE

4.1	Did you have any problems when you first arrived?	86	80
4.2	When you first arrived here did your property arrive at the same time as you?	60	68
4.3	Were you told what you needed to know by the staff when you first arrived?	69	81
4.4	Were you in reception for less than two hours?	100	86
4.5	Were you seen by a member of healthcare staff in reception?	94	96
4.6	When you were searched was this carried out in an understanding way?	86	89
4.7	Were you treated well/very well in reception?	94	88
4.8	Were you able to make a telephone call to your family/friends on your first day here?	89	84
4.9a	Did you have access to a chaplain within the first 24 hours of arriving at this prison?	40	33
4.9b	Did you have access to someone from healthcare within the first 24 hours of arriving at this prison?	100	81
4.9c	Did you have access to a Listener/the Samaritans within the first 24 hours of arriving at this prison?	7	38
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of arriving at this prison?	13	21
4.10	Did you feel safe on your first night here?	78	81
4.11	Did you go on an induction course within your first week?	75	67
4.12	Did the induction course cover everything you needed to know about the prison?	67	61

SECTION 5: DAILY LIFE HERE			
5.1	Is it easy/very easy for you to attend religious services?	67	60
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	36	54
5.3	Do you find the food here good/very good?	13	17
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	75	70
5.5	Are you normally able to shower every day if you want to?	100	100
5.6	Is your cell call bell normally answered within five minutes?	86	61
SECTION 6: HEALTHCARE			
6.1	Do you think the overall quality of the healthcare is good/very good?	80	70
6.2a	Is it easy for you to see the doctor?	75	55
6.2b	Is it easy for you to see the nurse?	88	83
6.2c	Is it easy for you to see the dentist?	13	16
6.2d	Is it easy for you to see the optician?	27	13
6.3	Have you had any problems getting your medication?	19	21
6.4	Have you received any help with any alcohol problems?	20	44
6.5	Have you received any help with any drugs problems?	31	42
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS			
7.1	Are you on the enhanced (top) level of the reward scheme?	25	35
7.2	Do the different levels make you change your behaviour?	44	54
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	62	65
7.4	Do you know how to make a complaint?	87	90
7.5	Is it easy to make a complaint?	56	53
7.6	Do you feel complaints are sorted out fairly?	31	26
7.7	Have you ever been made to or encouraged to withdraw a complaint?	6	9
SECTION 8: DISCIPLINE AND RESPECT			
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	40	44
8.2	Have you been physically restrained (C and R) since you have been here?	20	19
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	0	2
8.4	Do most staff treat you with respect?	69	86
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	39	18
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	7	23
9.4a	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: insulting remarks?	0	12
9.4b	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: physical abuse?	0	5
9.4c	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: sexual abuse?	0	0
9.4d	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: racial or ethnic abuse?	0	2
9.4e	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: drugs?	0	0
9.4f	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: having your canteen/property taken?	0	2
9.4g	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: because you were new here?	0	5

9.4h	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: being from a different part of the country than others?	0	0
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	13	12
9.7a	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: insulting remarks?	13	4
9.7b	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: physical abuse?	0	4
9.7c	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: sexual abuse?	6	0
9.7d	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: racial or ethnic abuse?	0	0
9.7e	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: drugs?	0	2
9.7f	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: having your canteen/property taken?	0	0
9.7g	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: because you were new here?	0	0
9.7h	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve: being from a different part of the country than others?	0	4
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	77	76
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	60	60
9.11	When you first arrived here did other young people shout through the windows at you?	29	21
9.12	Did you find this shouting threatening?	0	6
9.13	Do other young people shout through the windows at you now?	8	18
9.14	Do you find this threatening now?	0	0
9.15	Do you shout through the windows at others?	8	19
9.16	Have staff checked on you personally in the last week to see how you are getting on?	63	49
SECTION 10: ACTIVITIES			
10.1	Were you under the age of 14 when you were last at school?	25	33
10.2a	Have you ever been excluded from school?	85	77
10.2b	Have you ever truanted from school?	86	89
10.3	Are you doing any education here?	93	98
10.4	Is education helping you?	53	66
10.5	Do you feel you need help with reading, writing or maths?	67	26
10.6	Were the teachers understanding with any school problems when you first arrived?	67	67
10.7a	Are you learning a skill or trade?	53	63
10.7b	Are you in a job here?	13	22
10.8	Do you go to the gym more than five times each week?	33	17
10.9	Do you go on association more than five times each week?	86	64
10.10	Can you go outside for exercise every day?	79	75
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone to speak to someone in your family every day?	60	81
11.2	Have you had any problems getting access to the telephones?	36	17
11.3	Have you had any problems with sending or receiving mail?	36	32
11.4	Is it easy/very easy for your family and friends to get here to visit you?	7	40
11.5	Do you get two or more visits each month?	27	46
11.6	Do you arrive on time for a visit?	60	51
11.7	Are you and your family/friends treated well/very well by visits staff?	46	60

SECTION 12: RESETTLEMENT			
12.1	Did you meet your personal officer within your first week here?	57	60
12.2	Do you feel helped by your personal officer?	67	64
12.3	Do you know what targets you have been set in your training/sentence plan?	64	72
12.4	If you want, can you see your training/sentence plan?	69	63
12.5	Has your YOT/social worker/probation officer been in touch since you arrived here?	86	90
12.6	Do you know how to get in touch with your YOT/social worker/probation officer?	57	85
12.7	Do you want to stop offending?	64	79
12.9	Have you had a say in what will happen to you when you are released?	31	47
12.10	When you are released will you be living with a family member?	23	45
12.11	Have you had help with finding accommodation?	46	36
12.12	Are you going to school or college on release?	69	49
12.13	Has anyone spoken to you about going to college on release?	31	57
12.14	Do you have a job to go to on release?	8	16
12.15	Have you done anything during your time here that you think will help you to get a job on release?	50	54
12.16	Has anyone from here spoken to you about getting a job on release or about New Deal?	17	27
12.17	Do you have a Connexions personal adviser?	64	51
12.18	Is there anything you would still like help with before you are released?	60	26
12.19	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	31	31

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Section 1: About you

Q1 What is your age?

14 or under 15 16 17 18

Q2 Do you usually live in this country? (England, Ireland, Scotland or Wales)

Yes No

Q3 Is English your first language?

Yes No

Q4 What is your ethnic origin?

<input type="checkbox"/> White – British	<input type="checkbox"/> Asian or Asian British – Bangladeshi
<input type="checkbox"/> White – Irish	<input type="checkbox"/> Asian or Asian British – Other
<input type="checkbox"/> White – Other	<input type="checkbox"/> Mixed Race – White and Black Caribbean
<input type="checkbox"/> Black or Black British – Caribbean	<input type="checkbox"/> Mixed Race – White and Black African
<input type="checkbox"/> Black or Black British – African	<input type="checkbox"/> Mixed Race – White and Asian
<input type="checkbox"/> Black or Black British – Other	<input type="checkbox"/> Mixed Race – Other
<input type="checkbox"/> Asian or Asian British – Indian	<input type="checkbox"/> Chinese
<input type="checkbox"/> Asian or Asian British – Pakistani	<input type="checkbox"/> Other ethnic group

Q5 Do you have any children under the age of 18?

Yes No

Q6 Have you ever been in either foster care or a children's home?

Yes No

Q7 Are you on a care order now?

Yes No

Section 2: About your sentence

Q1 What wing or house block are you currently living on?

.....

Q2 Are you sentenced?

Yes No – awaiting trial
 No – awaiting sentence No – awaiting deportation

Q3 What is the length of your sentence?

Not sentenced Four months Six months Eight months
 12 months 18 months Two years Two to four years
 Four years or more

Q4 Approximately, how long do you have left to serve?*(If you are serving life, please use the date of your next parole board.)*

- Not sentenced Less than two months Two to six months
 Six months to one year One year or more

Q5 How long have you been in this establishment?

- Less than one month One to six months Six to 12 months
 One to two years Two years or more

Q6 Have you been to any other YOI during this sentence?

- None One Two Three More than three

Q7 How many times have you been in a YOI, secure children's home or secure training centre before, either sentenced or on remand?

- None Once Two to five More than five

Section 3: Courts, transfers and escorts

In questions 1 to 9, please refer to the most recent journey you have made, either from court or between establishments.

Q1 On your most recent journey, was the van clean?

- Yes No Don't remember Not applicable

Q2 On your most recent journey, was the van comfortable?

- Yes No Don't remember Not applicable

Q3 Did you feel safe on your most recent journey?

- Yes No Don't remember Not applicable

Q4 Did you have enough comfort breaks on your most recent journey?

- Yes No Don't remember Not applicable

Q5 Were your health needs looked after on your most recent journey, either from court or between establishments?

- Yes No Don't remember Not applicable

Q6 How long did you spend in the van?

- Less than one hour One to two hours Two to four hours
 More than four hours Don't remember

Q7 How did you feel you were treated by the escort staff?

- Very well Well Neither Badly
 Very badly Don't remember

Q8 Did you know where you were going before you got to this establishment?

- Yes No Don't remember

Q9 Before you arrived here did you receive any written information about what would happen to you?

- Yes No Don't remember

Q10 Do you have any comments you wish to make about any aspect of courts, transfers and escorts?**Section 4: Your first few days here****Q1 Did you have any of the following problems when you first arrived at this establishment?** *(Please tick all that apply to you.)*

- | | |
|--|--|
| <input type="checkbox"/> Not had any problems | <input type="checkbox"/> Needing protection from other prisoners |
| <input type="checkbox"/> Coming off drugs | <input type="checkbox"/> Letting family know where you are |
| <input type="checkbox"/> Alcohol problems | <input type="checkbox"/> Money worries |
| <input type="checkbox"/> Had no tobacco | <input type="checkbox"/> Loss of transferred property |
| <input type="checkbox"/> Feeling low/upset/needling someone to talk to | |
| <input type="checkbox"/> Getting your property | <input type="checkbox"/> Housing problems |
| <input type="checkbox"/> Health problems | <input type="checkbox"/> Other (please specify) |
-

Q2 When you first arrived at this establishment, did your property arrive at the same time as you?

- Yes No Don't remember

Q3 Were you told what you needed to know by the staff when you first arrived?

- Yes No Don't remember

Q4 How long were you in reception?

- Less than two hours Two hours or longer Don't remember

Q5 Were you seen by a member of healthcare staff in reception?

- Yes No Don't remember

Q6 When you were searched was this carried out in an understanding way?

- Yes No Don't remember

Q7 Overall, how well did you feel you were treated in reception?

- Very well Well Neither Badly
 Very badly Don't remember

Q8 Were you able to make a telephone call to your family/friends on your first day of arrival?

- Yes No Don't remember

Q9 Did you have access to the following people/services within the first 24 hours of you arriving at this establishment?

- A listener/the Samaritans Someone from healthcare Chaplain
 The prison shop/canteen Don't remember
 Did not have access to any of these services

Q10 Did you feel safe on your first night at this establishment?

- Yes No Don't remember

Q11 How soon after your arrival did you go on an induction course?

- Have not been on an induction course Within two days
 Within the first week More than a week Don't remember

Q12 Did the induction course cover everything you needed to know about the establishment?

- Have not been on an induction course Yes No Don't remember

Q13 Do you have any comments you wish to make about any aspect of your first few days here?**Section 5: Daily life here****Q1 How easy or difficult is it for you to attend religious services?**

- Do not want to attend Very easy Easy Neither
 Difficult Very difficult Don't know

Q2 Does the shop/canteen sell a wide enough variety of products?

- Have not bought anything yet Yes No

Q3 What is the food like at this establishment?

- Very good Good Neither Bad Very bad

Q4 Have you talked to an advocate since you have been at this establishment (an outside person to help you with the authorities)?

- Yes No Don't know what an advocate is

Q5 Are you normally able to have a shower every day if you want?

- Yes No Don't know

Q6 Is your cell call bell normally answered within five minutes?

- Yes No Don't know

Q7 Do you have any comments you wish to make about daily life here?**Section 6: Healthcare****Q1 What do you think of the overall quality of the healthcare?**

- Have not been to healthcare Very good Good
 Neither Bad Very bad

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

	Yes	No	Don't know
The doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The dentist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The optician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Have you had any problems getting your medication?

- Not taking any medication Yes No

Q4 Have you received any help with any alcohol problems?

- Not had any alcohol problems Yes No

Q5 Have you received any help with any drug problems?

- Not had any drug problems Yes No

Q6 Do you have any comments you wish to make about healthcare?

Section 7: Rewards, sanctions and complaints

Q1 What level of the reward scheme are you now on?

- Don't know what the reward scheme is Enhanced (top)
 Standard (middle) Basic (bottom) Don't know

Q2 Do the different levels of the reward scheme make you change your behavior?

- Don't know what the reward scheme is Yes No

Q3 Do you feel you have been treated fairly in your experience of the reward scheme?

- Don't know what the reward scheme is Yes No

Q4 Do you know how to make a complaint?

- Yes No

Q5 Is it easy to make a complaint?

- Not made a complaint Yes No

Q6 Do you feel complaints are sorted out fairly?

- Not made a complaint Yes No

Q7 Have you ever been encouraged to withdraw a complaint?

- Not made a complaint Yes No

Q8 Do you have any comments you wish to make about rewards and complaints?

Section 8: Discipline and respect

Q1 Have you had a 'nicking' (adjudication or minor report) since you have been in this establishment?

- Yes No Don't know

Q2 If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?

- Not been restrained Once Twice
 Three times More than three times

Q3 If you have spent a night in the segregation/care and separation unit, how were you treated by staff?

- Not been to the segregation unit Very well Well
 Neither Badly very badly

Q4 Do most staff treat you with respect? Yes No**Q5 Do you have any comments you wish to make about the discipline and respect?****Section 9: Safety**

Q1 Have you ever felt unsafe in this establishment? Yes No**Q2 If you have ever felt unsafe, in which areas of this establishment do you/have you ever felt unsafe? (Please tick all that apply to you.)**

- | | | |
|--|---|--|
| <input type="checkbox"/> Never felt unsafe | <input type="checkbox"/> At meal times | <input type="checkbox"/> Everywhere |
| <input type="checkbox"/> At healthcare | <input type="checkbox"/> Segregation unit | <input type="checkbox"/> Visit's area |
| <input type="checkbox"/> Association areas | <input type="checkbox"/> In wing showers | <input type="checkbox"/> Reception area |
| <input type="checkbox"/> In gym showers | <input type="checkbox"/> At the gym | <input type="checkbox"/> In corridors/stairwells |
| <input type="checkbox"/> In an exercise yard | <input type="checkbox"/> On your landing/wing | <input type="checkbox"/> At work |
| <input type="checkbox"/> In your cell | <input type="checkbox"/> At education | <input type="checkbox"/> Other (please specify) |
-

Q3 Has another trainee or group of trainees victimised (insulted or assaulted) you in this establishment? Yes No (If no, go to question 6)**Q4 If you have felt victimised by a trainee/group of trainees, what did the incident(s) involve? (Please tick all that apply to you.)**

- Insulting remarks (about you or your family or friends)
- Drugs
- Physical abuse (being hit, kicked or assaulted)
- Having your canteen/property taken
- Sexual abuse
- Because you were new here
- Your race or ethnic origin
- Being from a different part of the country than others

Q5 If you have ticked any of the boxes in Q4, please give details:

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

Yes No (If no, go to question 9)

Q7 If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve? (Please tick all that apply to you)

- Insulting remarks (about you or your family or friends)
- Drugs
- Physical abuse (being hit, kicked or assaulted)
- Having your canteen/property taken
- Sexual abuse
- Because you were new here
- Your race or ethnic origin
- Being from a different part of the country than others

Q8 If you have ticked any of the boxes in Q7, please give details:

Q9 If you were ever victimised in future who would you tell?

- | | | |
|---|--|---|
| <input type="checkbox"/> No-one | <input type="checkbox"/> Teacher/education staff | <input type="checkbox"/> Personal officer |
| <input type="checkbox"/> Gym staff | <input type="checkbox"/> Wing officer | <input type="checkbox"/> Listener/Samaritan/Buddy |
| <input type="checkbox"/> Chaplain | <input type="checkbox"/> Another trainee | <input type="checkbox"/> Healthcare staff |
| <input type="checkbox"/> Family/friends | <input type="checkbox"/> Other (please specify) | |

.....

Q10 Do you think staff would take it seriously if you did tell them that you had been victimised?

Yes No Don't know

Q11 When you first arrived here did other young people shout through the windows at you?

Yes No Not been shouted at

Q12 Did you find this shouting threatening?

Yes No Not been shouted at

Q13 Do other young people shout through the windows at you now?

Yes No Not been shouted at

Q14 Do you find this threatening?

Yes No Not been shouted at

Q15 Do you shout through the windows at others?

Yes No

Q16 Have staff checked on you personally in the last week to see how you are getting on?

Yes No

Q17 Do you have any comments you wish to make about any aspect of safety?

Section 10: Activities

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

14 or under Over 14

Q2 Please answer the following questions about school:

	Yes	No	Not applicable
Have you ever been excluded from school?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you used to truant from school?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Are you doing education in this establishment?

Yes No Not applicable

Q4 Is education helping you?

Yes No Not applicable

Q5 Do you feel you need help with reading, writing or maths?

Yes No Not applicable

Q6 Were teachers understanding with any school problems you had when you first arrived?

Yes No Not applicable

Q7 Please answer the following questions about work or training:

	Yes	No	Not applicable
Are you learning a skill or trade?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you in a job here?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 On average how many times do you go to the gym each week (Monday to Sunday)?

Don't want to go None One to two times
 Three to five times More than five times Don't know

Q9 On average, how many times do you go on association or free time each week (Monday to Sunday)?

Don't want to go None One to two times
 Three to five times More than five times Don't know

Q10 Can you go outside for exercise every day?

Don't want to go Yes No Don't know

Q11 Do you have any other comments you wish to make about any aspects of purposeful activity?**Section 11: Keeping in touch with family and friends****Q1 Are you able to use the telephone to speak to someone in your family every day?**

Yes No Don't know

Q2 Have you had any problems getting access to the telephones?

Yes No Don't know

Q3 Have you had any problems with sending or receiving letters?

Yes No Don't know

Q4 How easy or difficult is it for your family and friends to get to this establishment to visit you?

Very easy Easy Neither Difficult Very difficult Don't know

Q5 How many times have you been visited by family or friends in the last month?

Don't get visits Less than one One Two
 Three More than three Don't know

Q6 Do you arrive on time for a visit?

Don't get visits Yes No

Q7 How are you and your family/friends treated by visits staff?

Don't get visits Very well Well Neither Badly Very badly

Q8 Do you have any other comments you wish to make about any aspects of keeping in touch with family and friends?

Section 12: Resettlement

Q1 When did you first meet your personal officer?

Still have not met him/her In first week
 More than a week Don't remember

Q2 Do you feel helped by your personal officer?

Still have not met him/her Yes No

Q3 Do you know what targets you have been set in your training/sentence plan?

Yes No Don't know Have not got a plan

Q4 If you want can you see your plan?

Yes No Don't know Have not got a plan

Q5 Has your YOT/social worker/probation officer been in touch since you arrived at this establishment?

Yes No

Q6 Do you know how to get in touch with your YOT/social worker/probation officer?

Yes No

Q7 Do you want to stop offending?

Yes No Don't know Not sentenced

Q8 What is most likely to stop you offending in the future?*(Please tick all that apply to you.)*

- Not sentenced
- Having a mentor (someone I can ask for advice)
- Nothing, it is up to me
- Having a YOT/social worker that I get on with
- Making new friends outside
- Having children
- Going back to live with my family
- Having something to do that isn't crime
- Getting a place of my own
- This sentence
- Getting a job
- Getting into school/college
- Having a partner (girlfriend or boyfriend)
- Talking about my offending behaviour with staff
- Staying off alcohol/drugs
- Anything else

Q9 Have you had a say in what will happen to you when you are released?

- Yes No Don't know

Q10 When you are released will you be living with a family member?

- Yes No Don't know

Q11 Have you had any help with finding accommodation?

- Yes No Don't know Not needed any help

Q12 Are you going to school or college on release?

- Yes No Don't know

Q13 Has anyone from this establishment spoken to you about going to college on release?

- Yes No Don't know Not needed any help

Q14 Do you have a job to go to on release?

- Yes No Don't know

Q15 Have you done anything during your time in this establishment that you think will help you to get a job on release?

- Yes No Don't know

Q16 Has anyone here spoken to you about getting a job on release or about New Deal?

- Yes No Don't know Not needed any help

Q17 Do you have a Connexions personal advisor?

- Yes No Don't know

Q18 Is there anything you would still like help with before you are released?

- Yes No Don't know

Q19 Have you done anything, or has anything happened to you in this establishment that you think will make you less likely to offend in the future?

Not sentenced Yes No

Q20 Do you have any comments about any aspect of resettlement?

Section 13: Overall impressions

Q1 What would you say are the best things for you in this establishment?

Q2 What would you most like to see changed in this establishment?



