

HM Inspectorate of Prisons
Youth Justice Board

Children and Young People in Custody 2009–10

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

Hayley Cripps

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Foreword

This report sets out how young people aged 15 to 18 described their own experience of imprisonment in 2009–10. It is based on the experience of 1,115 young men in all 15 establishments and 47 young women in all four establishments in which they were held. These represent 47% and 90% respectively of the total population of young men and women in prison at the time these surveys took place.

The report is the sixth we have published jointly with the Youth Justice Board. The report was written and the fieldwork was carried out during the tenure of my predecessor, Dame Anne Owers.

Reading the report it is clear some welcome progress has been made. However, much remains depressingly familiar and in some areas treatment and conditions appear to have deteriorated.

The number of children and young people in custody fell during 2009–10 from 2,126 to 1,724. This may mean both that the treatment directed to the young people who remain can be more effectively and individually targeted, but also that imprisonment is now increasingly focused on the most troubled, and troublesome, young people. The survey results should be interpreted accordingly.

The demographic and other self reported data paint their own picture. Almost 90% of the young men and all but one of the young women said they were 17 years of age or under – children. Just over two-thirds were white. Just under two-thirds had been in custody before: 7% of the young men had been in custody more than five times before. Forty per cent of the young men and 53% of the young women were aged 14 or less when they were last in school. A large majority had truanted and been excluded at some point. Sixteen per cent of the young men and 23% of the young women reported problems with alcohol and 34% of the young men and 39% of the young women reported problems with drugs when they first arrived at their establishment. Twenty-three per cent of the young men and 38% of the young women reported emotional or mental health problems. Thirty-one per cent of the young men (35% of those who were in custody for the first time) and 22% of the young women said they had not felt safe in the establishment. Thirty per cent of the young men and 47% of the young women said they had had no visits in the last month or never had visits. The questions on keeping in touch with family and friends produced significantly worse results for young men from black and minority ethnic backgrounds.

Young people's aspirations on release were relatively modest. About two-thirds said they would go to school or college, which may cautiously be regarded as a positive finding in the light of their previous high levels of truancy and exclusions. Twenty-two per cent of the young men but only 6% of the young women said they had a job to go to. Almost all of those who were sentenced said they wanted to stop offending on release and getting a job was what they believed – probably correctly – was both most likely to be a problem and most likely to help them achieve that.

So how far, in their own perception, did the experience of these young people in prison keep them safe, deal with any alcohol, drug or mental health problems, provide them with the education and training they needed to get a job, keep them in contact with their families and help stop them reoffending on release?

Young men's reported experience of their transfer to prison and the critical reception facilities had improved. They reported being in better spirits on arrival than in previous years, and more young men and women said they had been offered someone to talk to

about their fears and concerns when they first arrived. Access to health services had improved. More young men felt that staff would take them seriously if they reported bullying. It was easier for them to use the telephone or arrange visits to maintain contact with their families.

Despite this, fewer young men said they had received help for alcohol or drug problems and more reported feeling unsafe or frightened at some time, with more reporting physical abuse or victimisation by other young people or staff.

While the large majority of young people said they were involved in some kind of purposeful activity, a significant minority – 11% of young men and 10% of young women – reported that they did not have a job nor were they taking part in education, vocational training or offending behaviour programmes.

Furthermore, when asked if they had done anything or anything had happened to them that would make them less likely to offend in future, it was disappointing that just half of all sentenced young people answered positively, despite 91% of young men and 97% of young women indicating they would like to stop offending.

The young people were right to say that getting a job was likely to be essential to keeping them out of further trouble and right to recognise how difficult that would be. Add to this level of insight the stated intention of two-thirds of the young people that they planned to go to college or school on release and there may be cause for cautious optimism.

Prisons can offer a short window of opportunity for the majority of young people who end up in custody. This report indicates that there is a foundation to build on in young people's own realisation of the challenges they face and commitment, at least while they are in custody, to change. That is an opportunity that must not be wasted.

Nick Hardwick
HM Chief Inspector of Prisons

Summary of findings

Only differences that are statistically significant are referred to below.

Demographic findings

- Across the estate, 33% of young men and 32% of young women reported that they were from black and minority ethnic backgrounds.
- 61% of young men and 65% of young women said that they had been in custody more than once, with 7% of young men reporting having been in custody more than five times.
- While no young women reported having children, 13% of young men said they did.
- 90% of young men and 75% of young women said they had been excluded from school.
- 40% of young men and 53% of young women said they were under 14 when they last attended school.

Main analysis

Arrival and first days in custody

- 4% of young men and 8% of young women said that they spent more than four hours in the escort van during their most recent journey. Three-quarters of both young men and women said they felt safe during the journey. Very few young men (16%) or women (15%) reported being offered a toilet break or felt that the van was comfortable. 78% of young men and 85% of young women said they were told where they were going when they left court, though only 5% of both young men and women received written information. 64% of young women and 56% of young men (a reduction from 62% in 2008–09) said that they were treated well or very well by escort staff.
- Most young women reported that they spent less than two hours in reception and were seen by a member of health services (90% for both), whereas for young men the figures were 77% and 84%. 85% of young women and 72% of young men felt that they were treated well or very well in reception.
- Nearly all young women (96%) and three-quarters (75%) of young men reported that they had problems when they first arrived at the establishment. Not being able to smoke was the problem experienced by most young men and women. This had been the main problem for young people in 2008–09, although the percentage experiencing the problem had grown from 42% to 51% of young men and from 55% to 81% of young women.
- The majority of young men and women said they were offered something to eat and drink and a free telephone call when they arrived at their establishment and 72% of young women said they were offered a shower, though only 35% of young men reported the same.
- In 2009–10, more young men (50% compared with 36%) and young women (50% compared with 25%) than in 2008–09 reported access to the chaplain or religious leader during their first 24 hours and 23% of young men (compared with 13%) and 33% of young women (compared with 12%) said they had access to a peer mentor, Listener or the Samaritans.
- 82% of young men and 75% of young women said they felt safe during their first night in custody.

Conditions in establishments

- Nearly all young women said they were able to shower every day, though the proportion of young men reporting the same was still low at 64%, despite an increase from 55% since the last reporting period.
- 43% of young men and 56% of young women felt that the shop sold a wide enough range of products. As in previous years, few young men (21%) or young women (37%) said that the food was good or very good.
- 59% of young men (an increase from 54% in 2008–09) and 69% of young women said they found it easy or very easy to attend religious services.
- 70% of young men and 77% of young women said that they had a member of staff to turn to if they had a problem. 67% of young women, but only 39% of young men, reported that they had been checked on personally by staff in the previous week. 59% of young men and 75% of young women who said they had a personal officer felt helped by them. 69% of young men and 81% of young women said that staff treated them with respect.
- Overall, 79% of young women rated the quality of the health services as good or very good, while the response of young men had fallen to 57% from 60% in 2008–09.
- 20% of young men and 12% of young women reported that it was easy or very easy to obtain drugs in their establishment, though this was as high as 36% at Castington.
- Of those who said they had emotional or mental health problems, 43% of young men and 21% of young women said that they were not receiving any help for them.
- 90% of young men and 81% of young women knew how to make an application and 85% of young men and 89% of young women knew how to make a complaint. More young men and young women felt that their complaints were dealt with fairly during this reporting period than during the last.
- Just over half (53%) of young men felt that they had been treated fairly by the rewards scheme; 65% of young women felt the same.
- 30% of young women and 58% of young men reported that they had had an adjudication. 25% of young women and 31% of young men said that they had been physically restrained; the difference between the young male specialist units was stark – 7% at the Carlford Unit, the lowest of any young male establishment, compared with 44% at the Oswald Unit, the highest of any young male establishment, said they had been restrained.

Safety

- 31% of young men (an increase from 27% in 2008–09) and 22% of young women said that they had felt unsafe at some point during their time in their establishment.
- 24% of young men and 18% of young women reported that they had been victimised by other young people since being in the establishment. The most common form of victimisation was insulting remarks (reported by 13% of young men and 10% of young women). The proportion of young men reporting victimisation from staff had increased to 23% from 20% during 2008–09; 20% of young women reported the same. Again, the most common form of victimisation by staff for both young men and women was insulting remarks.
- 40% of young men (an increase from 37% in 2008–09) and 60% of young women felt that staff would take it seriously if they reported that they were being victimised.

Activities

- Around three-quarters of young men (73%) reported that they were in education and slightly more (86%) young women said they were. Only 23% of young men and 24% of young women said they were taking part in vocational or skills training.
- Just under a third of young men and young women (32% and 31% respectively) said that they had a job in their establishment.
- 19% of young men and 49% of young women reported that they were taking part in offending behaviour programmes.
- 59% of young men and 92% of young women reported that they usually had association every day. Few young men and women said they visited the gym more than five times a week, though 77% of young men and 89% of young women said that they went at least once a week. 68% of young women, but only 31% of young men, reported that they were usually able to go outside for exercise every day.

Resettlement

- The number of young people who were able to use the telephones daily had increased across the male and female estates, though more young men reported problems sending or receiving mail in 2009–10 compared with 2008–09 (39% compared with 32%).
- 30% of young men and 47% of young women said they had had no visits in the last month or never had visits.
- 57% of sentenced young men and 76% of sentenced young women said they had a training plan. The proportion of young men reporting that they could see their training plan when they wanted to had decreased from 41% in 2008–09 to 37% in 2009–10, while for young women this had increased from 34% to 63%.
- Of those who were sentenced, 91% of young men and 97% of young women said that they wanted to stop offending. 49% of sentenced young men and women said that they had done something or something had happened to them while they had been in custody to make them less likely to offend in the future. As found in 2008–09, both young men and young women felt that getting a job would be the most likely thing to stop them reoffending in the future.

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 people from white backgrounds and those from black and minority ethnic backgrounds. Only those that are statistically significant are reported below.

In many areas, there were more negative responses from black and minority ethnic young people, particularly young men.

- Fewer black and minority ethnic young men reported feeling safe during their most recent journey compared with white young men (68% compared with 78%). Fewer felt that they were treated well or very well by escort staff (51% compared with 58% of white young men) and, similarly, 66% of black and minority ethnic young men felt they were treated well or very well in reception compared with 74% of white young men.
- 59% of black and minority ethnic young men, compared with 66% of white young men, said they could shower every day if they wanted to. Fewer black and minority

ethnic men and women felt that the shop/canteen sold a wide enough variety of products to meet their needs.

- Only 57% of black and minority ethnic young men, compared with 76% of white young men, said that staff treated them with respect.
- Of those young men who said they had an emotional or mental health problem, 62% of black and minority ethnic young men and 37% of white young men said that they were not receiving any help.
- Only 75% of black and minority ethnic young women, compared with 97% of white young women, knew how to make a complaint. Only 29% of black and minority ethnic young men, compared with 45% of white young men, felt that their complaints were dealt with fairly.
- More black and minority ethnic young men reported victimisation by staff (26% compared with 21%) and fewer felt that staff would take it seriously if they reported it (34% compared with 44% of white young men).
- There were poorer responses from black and ethnic minority young men to all the questions on keeping in touch with family and friends. Only 49% said that they could use the telephone daily compared with 60% of white young men.

Young people from black and minority ethnic backgrounds had more positive experiences than their white counterparts in a few aspects of prison life.

- Fewer black and minority ethnic young men reported having any problems when they first arrived at their establishment (68% compared with 78% of white young men). They had fewer problems with not being able to smoke, letting family know where they were, feeling low or upset and health issues.
- More black and minority ethnic young men reported finding it easy or very easy to attend religious services, feeling that their religious beliefs were respected and being able to speak to a religious leader in private if they wanted to.
- More young men from a black and minority ethnic background said they were in education (81%) compared with their white counterparts (69%).
- The only question that produced a significantly better response from black and minority ethnic young women was whether they had a job in their establishment – 53% said they did compared with only 22% of white young women.
- More black and minority ethnic young men reported that they were planning on returning to school or college once released (72% compared with 60% of white young men).

Responses from Muslim young men

There were also clear differences in the reported experiences of Muslim and non-Muslim young men. Only those that are statistically significant are reported below.

In many areas, there were more negative responses from Muslim young men.

- Fewer Muslim young men reported feeling safe on their most recent journey (68% compared with 76% of non-Muslims) and, similarly, fewer reported feeling safe on their first night (76% compared with 83%).
- Within 24 hours of arrival at their establishment, fewer Muslim young men reported

that they were offered a shower (29% compared with 36% of non-Muslim young men), information about the PIN telephone system (57% compared with 67%) or information about feeling low or upset (32% compared with 40%).

- Only 59% of Muslim young men reported that had a member of staff to turn to, compared with 72% of non-Muslim young men, and 57% compared with 71% felt that staff treated them with respect.
- Muslim young men were less likely to report that it was easy to access health services than non-Muslim young men.
- 31% of Muslim young men compared with 56% of non-Muslim young men felt that they had been treated fairly by the rewards scheme.
- More Muslim young men said they had been victimised by other young people and staff because of their religious beliefs and ethnicity than non-Muslim young men.
- Fewer Muslim young men said they had association every day, were able to exercise outside every day or had a job.
- Fewer Muslim young men said they were able to use the telephone every day (49% compared with 58% of non-Muslim young men), while more reported problems with sending or receiving mail (46% compared with 39% of non-Muslim young men).

Muslim young men had more positive experiences than non-Muslims in a few areas.

- 69% of Muslim young men, compared with 76% of non-Muslims, reported that they had problems when they first arrived at the establishment.
- More Muslim young men than non-Muslims reported that they were able to attend religious services easily and also that they believed their religious beliefs were respected (73% compared with 51%).
- Fewer Muslim young men said they had been excluded or had truanted from school and more reported that they were taking part in education in their establishment (83% compared with 71% of non-Muslim young men). Similarly, 74% of Muslim young men reported that they were going to school or college on release compared with 63% of non-Muslim young men.

Dedicated establishments and split sites

Young men in dedicated sites reported more positively than those in split sites on some issues. Only statistically significant differences are referred to below.

- More young men at dedicated establishments said they saw a member of health care staff while in reception (89% compared with 73% at split sites) and, overall, they reported that their treatment in reception was better – 74% compared with 66% at split sites said they were treated well or very well.
- 70% of young men at dedicated sites felt that staff treated them with respect compared with 65% at split sites.
- Young men in dedicated sites reported better experiences of health services than young men in split sites.
- Young men in dedicated sites reported better experiences with the application and complaints processes: more knew how to make an application and more felt that both applications and complaints were dealt with fairly and promptly.
- More young men at dedicated sites had a job (36% compared with 20%) and were in

vocational or skills training (26% compared with 14%).

Young men in split sites also reported better experiences than those in dedicated sites in a range of areas.

- Only 2% at split sites, compared with 4% at dedicated sites, reported that they had spent more than four hours in the van.
- 55%, compared with 47% in dedicated sites, said they had access to a chaplain or religious leader within their first 24 hours.
- Young men at split sites reported being more able to shower every day (76% compared with 56% at dedicated sites), attend religious services (67% compared with 56%) and speak to a religious leader in private (71% compared with 66%).
- More young men in split sites (42%) said they had been checked on by staff in the previous week than young men in dedicated sites (37%).
- More young men in split sites said they were in education (78% compared with 69%).

Section 1 Introduction

1.1 Background to the report

Since September 2001, in collaboration with the Youth Justice Board (YJB), a team of researchers from HM Inspectorate of Prisons has conducted surveys of children and young people (aged 15 to 18) held in prison custody. Each establishment holding children and young people is now surveyed on an annual basis. This report sets out the survey responses between 1 April 2009 and 31 March 2010.¹ 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. In some instances, as well as being published in this report, the data collected are used in inspections, where they are triangulated with inspectors' observations, discussions with young people and staff and documentation held in the establishment.

This is the sixth report to be published. The evidence has been collected from 19 establishments and 1,162 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 day-to-day life and 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 highlights the diversity of experiences within the estate.

In addition to the main analysis, both groups are analysed to examine whether conditions have improved across the two estates between this reporting period (1 April 2009 to 31 March 2010) and the last (1 April 2008 to 31 March 2009). Changes were made to the survey in March 2009; as a result, some of the questions asked during the 2009–10 reporting period differ from those asked during 2008–09 and, therefore, there is no comparator data for 2008–09. Differences that are statistically significant are mentioned 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 and they have been analysed separately for young men and women. The findings are discussed in sections 4 and 9.

Although there were not enough numbers in the female estate, a comparison between Muslim and non-Muslim young men is analysed in section 5.

In addition, section 6 compares the responses from young men in dedicated establishments to those in mixed or split site establishments.

¹ NB: the surveys at Wetherby and the Keppel Unit for this 2009–10 reporting period were conducted at the end of March 2009 as the Keppel survey findings were used for an announced post-opening inspection of the unit in April 2009.

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 in order to explain the purpose and confidentiality of the survey and to make participants aware of the independence of the Inspectorate. Interviews were conducted with those who said they would have problems completing the survey due to literacy or language difficulties. All completed questionnaires were placed in sealed envelopes and collected by members of the Inspectorate. To ensure child protection issues could be followed up, each questionnaire was numbered. Respondents were made aware of what would happen to the information they were providing.

Selecting the sample

At each establishment visited, a statistical formula² was used to calculate the baseline sample size needed to ensure that the survey was representative of the population held. The sample selected was greater than the baseline sample size to ensure the baseline was met. The percentage of each population included in the sample is outlined in Tables 1 and 5: this ranged from 27% to 100% across the whole estate. The samples were designed to be a general reflection of 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. All the figures in the comparator tables are weighted data.

The exceptions to this are the demographic details included in sections 2.3.1 to 2.3.5 in the young men's section, and 7.3.1 to 7.3.5 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.

Missing data, where respondents have not answered a question, have been excluded from the analysis.

The majority of figures quoted in this report have been rounded.

Some figures quoted in this report may not match those previously published in inspection reports as they have been analysed differently for the purposes of this report.

² 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 year. 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 1,115 young men took part in the survey. Survey information from each establishment is shown in Table 1.

TABLE 1 – Samples from the male estate

ESTABLISHMENT	DATE OF SURVEY	POPULATION AT TIME OF SURVEY	SAMPLE SIZE	% OF POPULATION SAMPLED
Wetherby	24 March 2009	339	106	31%
Keppel Unit	24 March 2009	46	42	91%
Ashfield	18 May 2009	383	104	27%
Parc	18 May 2009	55	53	96%
Werrington	28 May 2009	146	75	51%
Cookham Wood	16 July 2009	75	63	84%
Warren Hill	17 August 2009	159	104	65%
Carlford Unit	17 August 2009	29	27	93%
Hindley	21 September 2009	332	97	29%
Brinsford	19 October 2009	101	72	71%
Huntercombe	23 November 2009	252	91	36%
Feltham	14 December 2009	216	90	42%
Castington	16 February 2010	67	61	91%
Oswald Unit	16 February 2010	35	33	94%
Stoke Heath	22 February 2010	118	97	82%
Total		2,353	1,115	47%

2.2 The male estate

During the 12-month 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 and/or those who are considered to be vulnerable.

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 was the largest site for young men during this period.

Brinsford – split site

Brinsford opened in 1991 and is located in Wolverhampton. During this review period it held sentenced and unsentenced young people and young adults but in 2010 changed to hold only 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 2000.³ It also holds those serving sentences for public protection under sections 226 and 228 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. During this review period the establishment held sentenced and unsentenced young people and young adults but has since changed to hold only young adults.

Cookham Wood – dedicated site

Cookham Wood, in Rochester, Kent, was built in the 1970s and was re-roled from a women's establishment to accommodate young men in July 2007.

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. Feltham also houses the Heron Unit, a 30-bed enhanced resettlement unit which opened in November 2009.

Hindley – dedicated site

Hindley opened in 1961. It is situated near Wigan. Previously a split site, it became a dedicated site for unsentenced and sentenced children and young people in April 2009 and is now the largest establishment in the country holding 15–18 year olds. Hindley has a complex needs unit for young people requiring more intensive interventions.

Huntercombe – dedicated site

Huntercombe, in Oxfordshire, opened in 1946 and began holding young offenders in 1961. From April 2000 it held only sentenced young people but since the survey period it has re-roled as a category C establishment.

Keppel Unit – specialist unit

The Keppel Unit at HMYOI Wetherby opened in 2008 and is a national resource for very vulnerable young people and those who find it difficult to engage in the regime in larger establishments.

³ 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.

The Oswald Unit – specialist unit

The Oswald Unit opened in 2000 as a self-contained unit within HMYOI Castington. During this review period it held young men from across England and Wales subject to the same sentences as those held in the Carlford Unit; the unit closed in 2010 as Castington changed to hold only young adults.

Parc – mixed site

Parc is the only male establishment to hold young people, young adults and adults on the same site. The only private prison in Wales, it opened in 1997 and is run by Group 4 Securicor (G4S). The young people's 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.

Warren Hill – dedicated site

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

Werrington – dedicated site

Werrington, near Stoke-on-Trent, opened in 1895 and has held young people since 1988. It is one of the oldest establishments for young people and holds 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 for sentenced and unsentenced young people.

2.2.1 Changes in the male estate

The profile of the male estate during this reporting period was similar to that of 2008–09. The total population of the estate at the time of the surveys was 2,357 in 2008–09 and 2,353 in 2009–10. Populations at each of the establishments were generally similar, although Stoke Heath saw a reduction from 189 at the time of the 2008–09 survey to 118 at the time of the 2009–10 survey and Huntercombe saw a reduction from 325 to 252.

Lancaster Farms was no longer part of the secure estate for children and young people, having been re-roled in March 2009 to hold only young adults, while Keppel Unit and Hindley are additional surveys conducted for this reporting period.

During the period that this report covers, the number of young men held in custody decreased from 2,078 in April 2009 to 1,680 in March 2010.⁴

⁴ <http://www.justice.gov.uk/publications/populationincustody.htm>

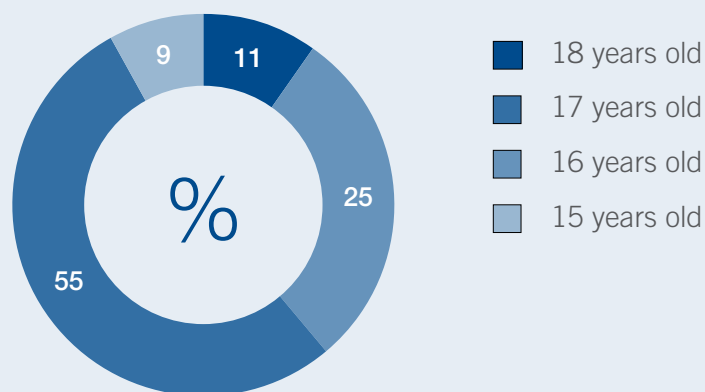
2.3 Profile of young men surveyed

All the young men surveyed were asked to give some basic background and demographic information.

2.3.1 Age

Just over half (55%) of young men surveyed were aged 17, 25% were 16, 11% were 18 and 9% were aged 15 (see Figure 1).

Figure 1: Age of young men sampled

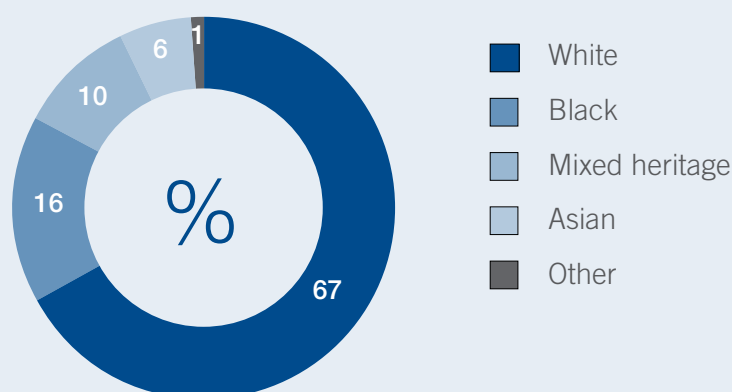


2.3.2 Nationality and language

Overall, 96% of young men surveyed reported that they were British. This was highest at Wetherby and the Carlford Unit, where all young men said they were British, and lowest at Brinsford (86%). Ninety-two per cent of young men reported that English was their first language. This was lowest at Brinsford, where 79% said that English was their first language and highest at the Oswald Unit, where all young men said that English was their first language, followed by 98% at Wetherby.

2.3.3 Ethnicity

Of the young men surveyed, 33% were from black and minority ethnic backgrounds. The percentage of young men in each ethnic group is shown in Figure 2.

Figure 2: Ethnicity of young men sampled

The breakdown within these ethnic groups is as follows.

- white: 63.7% white British, 1.6% white Irish, 2.1% white other
- black: 9.5% Caribbean, 5.6% African, 0.5% Black other
- Asian: 2.9% Pakistani, 0.6% Indian, 1.1% Bangladeshi, 1.3% Asian other
- mixed heritage: 7.5% white and Caribbean, 0.5% white and African, 0.9% white and Asian, 1.2% other mixed heritage group
- other: 0.9% other ethnic group.

As in the 2008–09 report, Feltham had the largest proportion of young men who said that they were from a black and minority ethnic background (67%), followed by 59% at both Brinsford and Huntercombe; Castington had the smallest (7%).

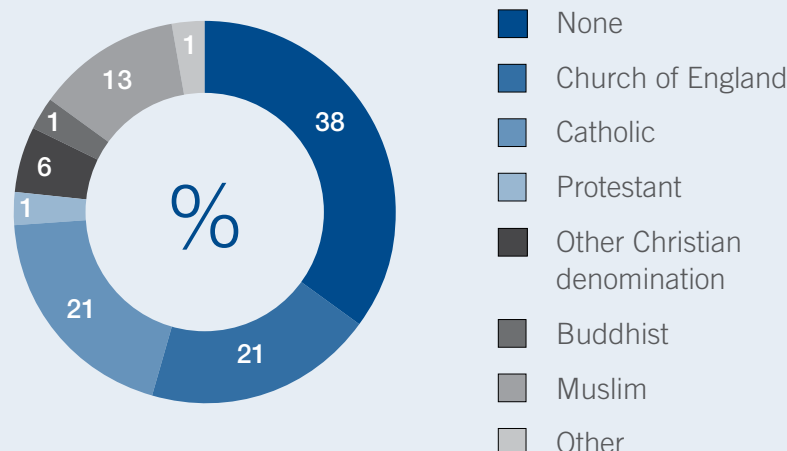
2.3.4 Gypsy, Romany or Traveller

Six per cent of young men reported that they were a Gypsy, Romany or Traveller. This was highest in the Oswald Unit (10%), followed by Huntercombe and Warren Hill (8% each), and lowest at Castington, where 2% reported being a Gypsy, Romany or Traveller, and the Carlford Unit, where no one reported this.⁵

2.3.5 Religion

Of the young men sampled, 62% stated that they had a religion. Twenty-one per cent reported their religion as Church of England and the same percentage as Catholic, while 6% said they belonged to another Christian denomination. Thirteen per cent of the young men sampled said they were Muslim. Figure 3 shows the percentage breakdown for all religions. Due to only small numbers stating that they were Hindu (0.2%), Jewish (0.1%) or Sikh (0.4%), they are jointly represented as 'other' in Figure 3.

⁵ This question was only added to the survey part way through the reporting period so was not asked in establishments surveyed before August 2009.

Figure 3: Religious beliefs of young men sampled**2.3.6 Are you sentenced?**

Across the estate, 77% of young men reported that they were sentenced. Huntercombe, Werrington and the two specialist units, Carlford and Oswald, only held sentenced young men. Aside from these the highest proportion was at Wetherby (85%), while at Feltham only 38% reported being sentenced, the lowest proportion in all the male establishments (though much higher than the 6% during 2008–09).

Of those who were sentenced, 48% said they were serving sentences of 12 months or less and 68% said they had six months or less of their sentence left to serve.

2.3.7 Have you been in custody before?

Thirty-nine per cent of young men said that they had not been in a young offender institution, secure children's home or secure training centre before. Twenty-one per cent said they had been in custody once before, 33% two to five times before and 7% that they had been in more than five times before.

Twenty-two per cent of young men said they had been in their establishment for less than one month, 52% for one to six months and 26% for more than six months. Twenty-seven per cent reported having been to at least one other prison establishment during their current sentence.

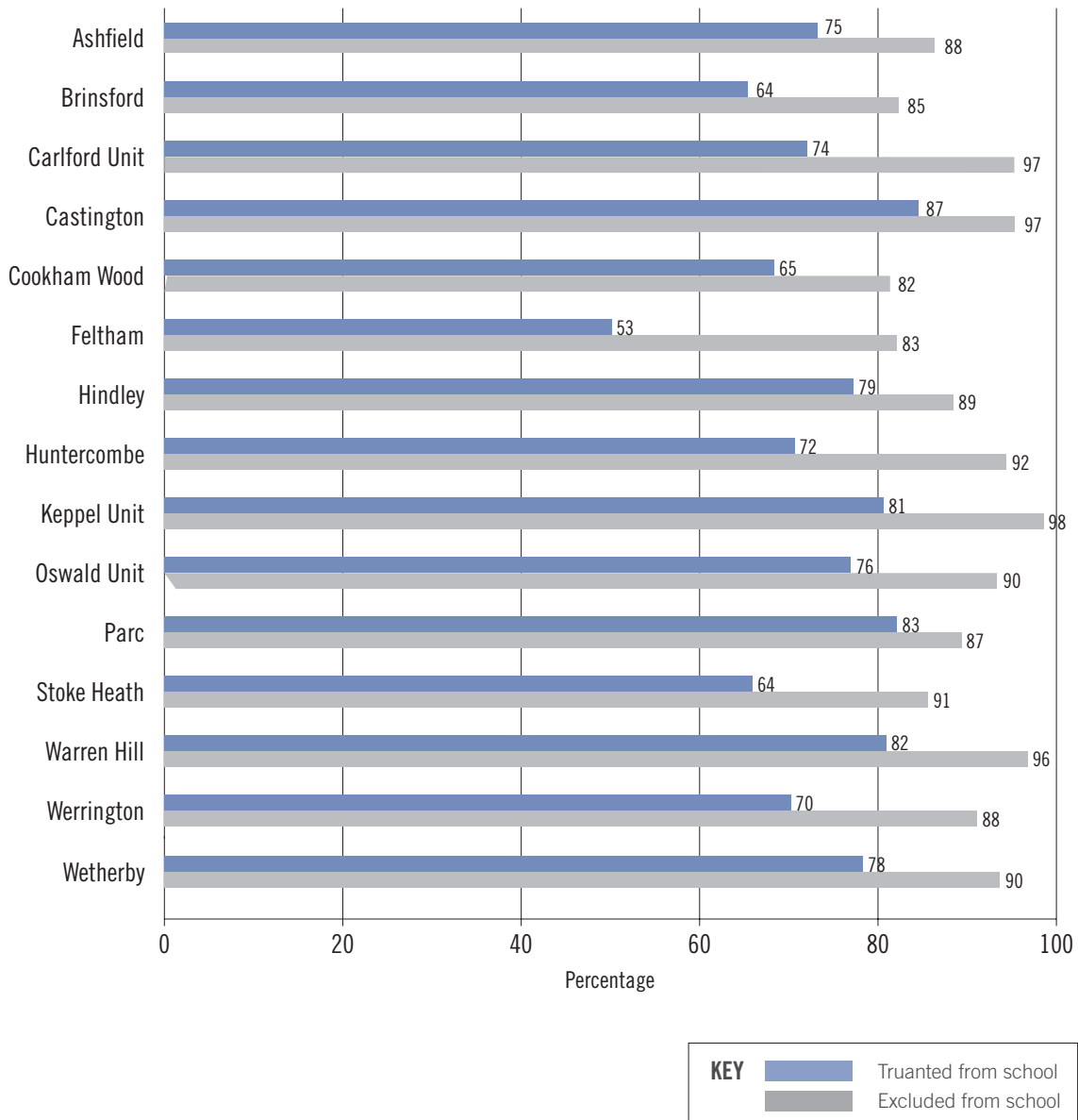
2.3.8 Do you have any children?

Thirteen per cent of young men said they had children. This was highest at Cookham Wood, Werrington and Stoke Heath, where a fifth of young men reported having children, and lowest at Feltham (7%).

2.3.9 Educational background

Forty per cent of young men said they were 14 or younger when they were last at school. At Parc this figure rose to 60%, the highest in any of the male establishments, and it was lowest at Brinsford (31%). Seventy-three per cent of young men reported truanting from school at some point and 90% that they had been excluded from school (see Figure 4).

Figure 4: Experience of school



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

2.4.1 What was your most recent transfer like?

When they left court, 78% of young men said they were told which establishment they were going to, though only 5% said they had received written information. This was highest at Huntercombe, where 12% said they had received written information, while at Parc, Cookham Wood and the Carlford and Oswald units, no young men said they had received any written information. Although both are very low figures, more sentenced than unsentenced young men reported receiving written information (5% compared with 2%).

Those surveyed were asked questions about their most recent journey, either to or from court or between prisons. Overall, 46% of young men said that the van they travelled in was clean and 75% reported feeling safe during the journey but only 11% said that the van was comfortable. At Feltham, the highest percentage of young men – 55% – said that the van was clean, though the lowest percentage of any establishment – 3% – felt that the van was comfortable. Young men travelling to/from the Carlford Unit felt safest, with 93% answering

positively to the question (followed by 83% at Parc and 82% at Warren Hill). This was in contrast to the 64% at the Oswald Unit and the 67% at both Brinsford and Feltham who said they felt safe during their most recent journey. Thirty-one per cent of young men reported that they had made their journey with adults (over 18s) or females of any age in the van. This ranged from a high of 38% at Hindley to a low of 16% at Castington.

Young men were also asked about how long they had spent in the van on their most recent journey. At the Keppel and Oswald units, 15% and 11% respectively said they had spent more than four hours in the van. These percentages were the highest of all the establishments and are perhaps unsurprising, as the young men may have come from anywhere in England or Wales. The highest percentage for a non-specialist unit was at Huntercombe, where 8% of young men said they travelled for more than four hours, and the lowest at Cookham Wood and Feltham, where no one reported travelling for more than four hours. Overall, 4% said they spent more than four hours in the van, which was an improvement on the 8% reported in 2008–09.

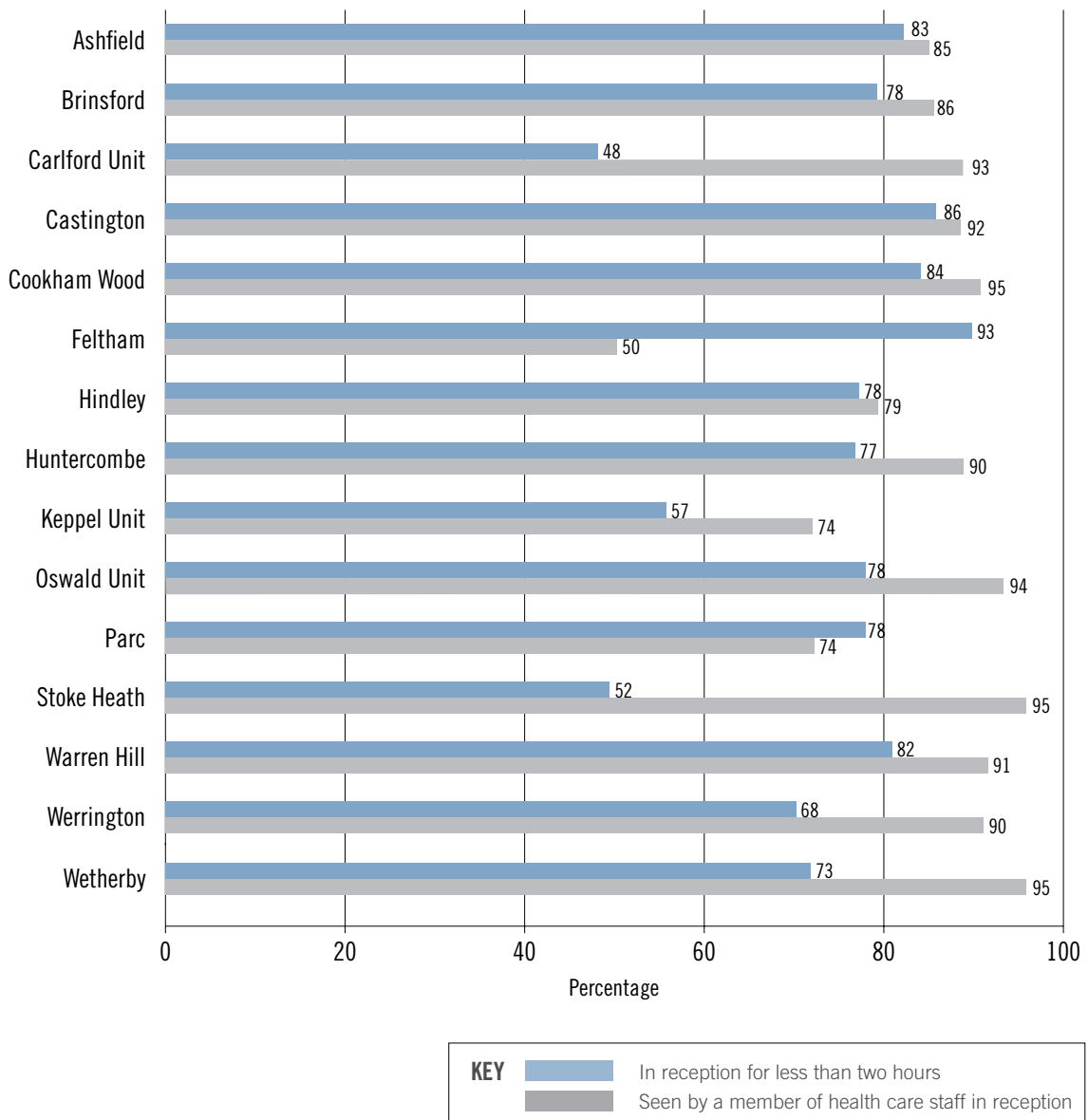
Those who travelled for more than two hours were also asked whether they were offered a toilet break and anything to eat or drink. Of these young men, only 16% said they were offered a toilet break, although this was considerably higher at Parc where 38% said they were. The percentages of young men who said they were offered something to eat or drink ranged from 3% at Stoke Heath to 70% at the Carlford Unit, followed by 63% at the Oswald Unit and 54% at Warren Hill. Overall, 32% reported being offered some refreshment during their journey.

Across all establishments, 56% of young men said that they were treated well or very well by escort staff, lower than in 2008–09 when the response was 62%. The most positive responses came from those at the Keppel Unit (70%) and Parc (66%), while the least positive response, 47%, came from young men at Huntercombe.

2.5 What were your first few days here like?

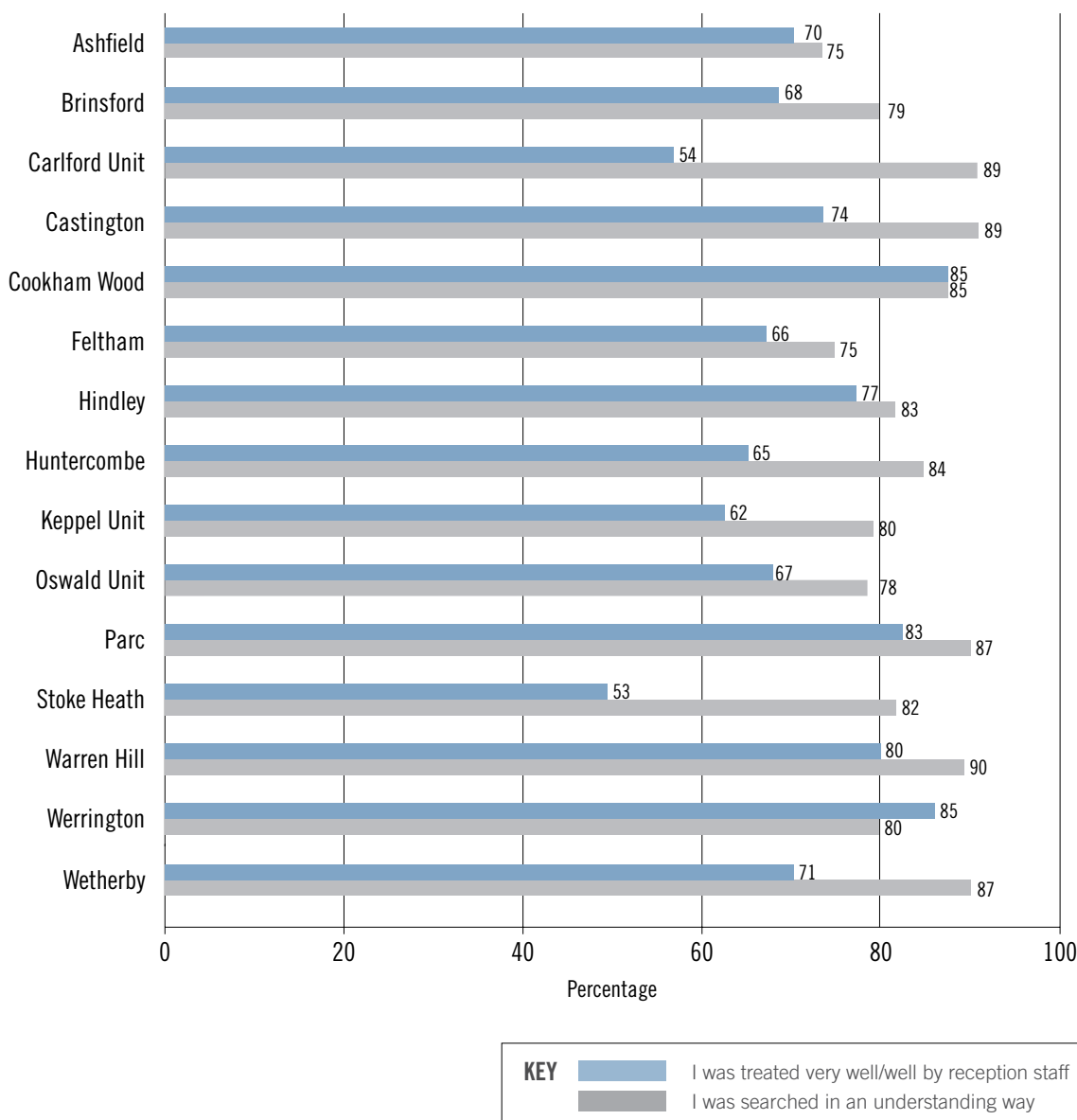
2.5.1 What was your experience of reception?

The young men surveyed were asked how long they had spent in reception when they first arrived at the establishment: 77% reported that they spent less than two hours in reception. This varied from 48% at the Carlford Unit and 52% at Stoke Heath to 93% at Feltham. Eighty-four per cent said they had been seen by a member of health services while in reception. This was lowest, 50%, at Feltham which, because the initial health care screening took place on the first night wing rather than in reception, may explain why so many young men reported spending less than two hours in reception. At Cookham Wood, Stoke Heath and Wetherby, 95% said they had been seen by a member of health services in reception.

Figure 5: How long was spent in reception and whether seen by a member of health services

Eighty-three per cent of young men said that they were searched in an understanding way, which was an improvement on the 79% response in 2008–09. Overall, 72% reported that they were treated well or very well in reception, which again was better than the 66% in 2008–09. Those at Werrington and Cookham Wood were most satisfied with their treatment in reception (85%), while those at Stoke Heath were the least satisfied (53%).

Figure 6: What was it like in reception?



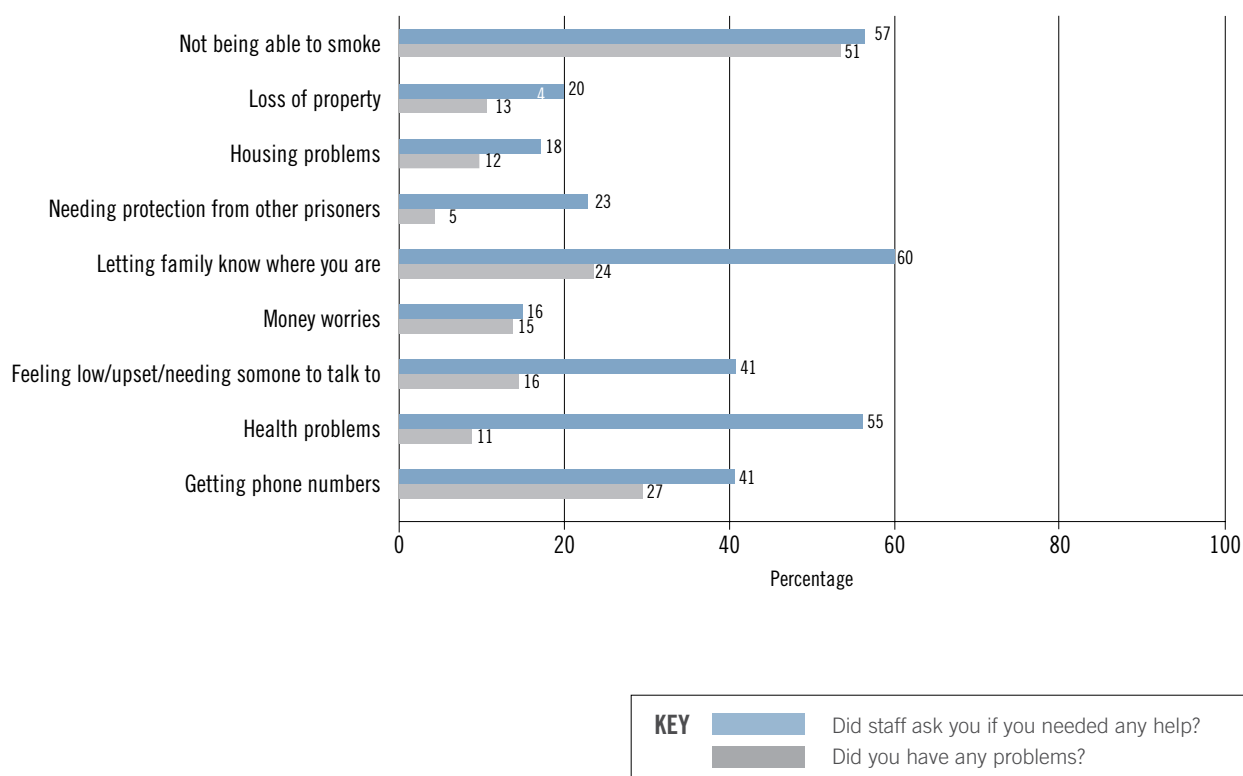
2.5.2 Did you have any problems when you first arrived?

When first arriving in their establishments, 75% of all young men said that they had problems. The Carlford Unit, as in 2008–09, and the Oswald Unit had the lowest proportion of young men arriving with problems (57%), while the Keppel Unit had the most (91%). Given that the latter unit is designed to look after some of the most difficult and vulnerable young men in the system, it is not surprising that most young people reported having problems on arrival. Of the non-specialist establishments, Ashfield and Cookham Wood had the highest proportion (84%) reporting having problems on arrival. The problem most reported by young men was not being able to smoke (51% compared with 42% in 2008–09 – itself a rise from 35% in the previous reporting period), followed by problems accessing telephone numbers (27%) and letting family know where they were (24%).

In 2009–10, the survey also asked whether staff in reception had asked the young person if he needed any help or support with such problems. It appears that staff were more likely to ask about the more common problems. For example, 60% of young men said they were

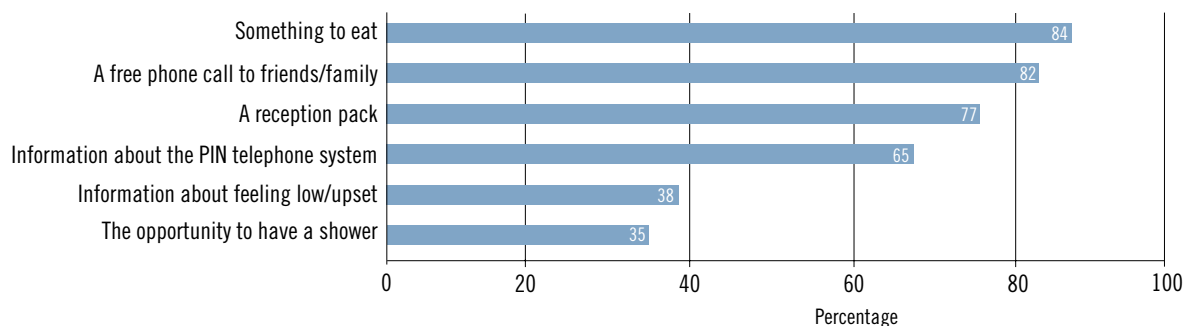
asked whether they had problems with letting family know where they were and 57% if they had problems with not being able to smoke, whereas only 18% reported being asked if they had housing problems. Only 41% of young men were asked whether they needed any help or support because they were feeling low or upset or needed someone to talk to. Figure 7 shows the results for these two questions.

Figure 7: Problems and help on arrival



2.5.3 Were you offered anything on arrival?

Those surveyed were asked what they were offered on arrival at the establishment. As can be seen in Figure 8, a large majority of young men said they were offered food and a free telephone call (84% and 82% respectively) and 77% a reception pack, while only about one-third (35%) said they were offered a shower. There were large variations between establishments – for example, the smallest proportion of young men reporting that they were given a reception pack was 40% at the Oswald Unit, followed by 59% at Hindley, compared with 91% at Huntercombe and Stoke Heath.

Figure 8: Facilities offered on arrival

2.6 Adapting to the environment – the first week

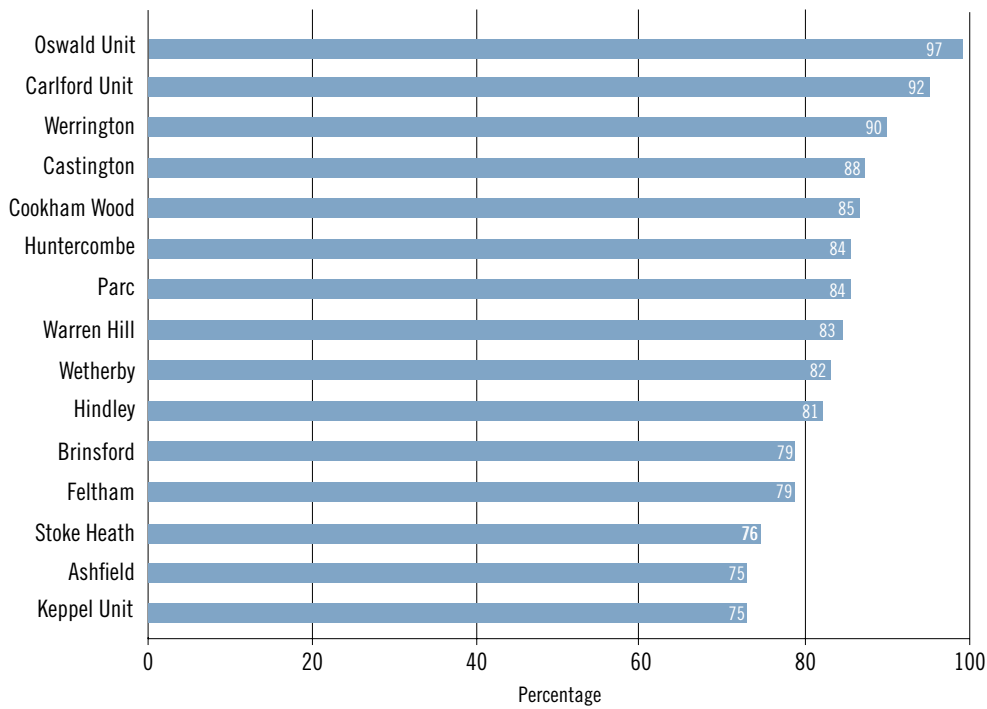
Young men were asked about what services they had access to within the first 24 hours.

- 67% (compared with 49% in 2008–09) said that they had access to someone from health services
- 50% (compared with 36% in 2008–09) said they had access to a chaplain/religious leader
- 23% (compared with 13% in 2008–09) said they had access to a Listener or the Samaritans
- 15% (similar to the 14% in 2008–09) said they had access to the prison shop

2.6.1 Early perceptions of safety

Eighty-two per cent of young men stated that they felt safe on the first night at their establishment, a similar proportion to that in the 2008–09 report. As in the previous reporting period, the largest proportion (97%) of young men who felt safe on their first night was at the Oswald Unit. This was followed by the Carlford Unit (92%) and Werrington (90%), and was lowest at Ashfield and the Keppel Unit (both 75%).

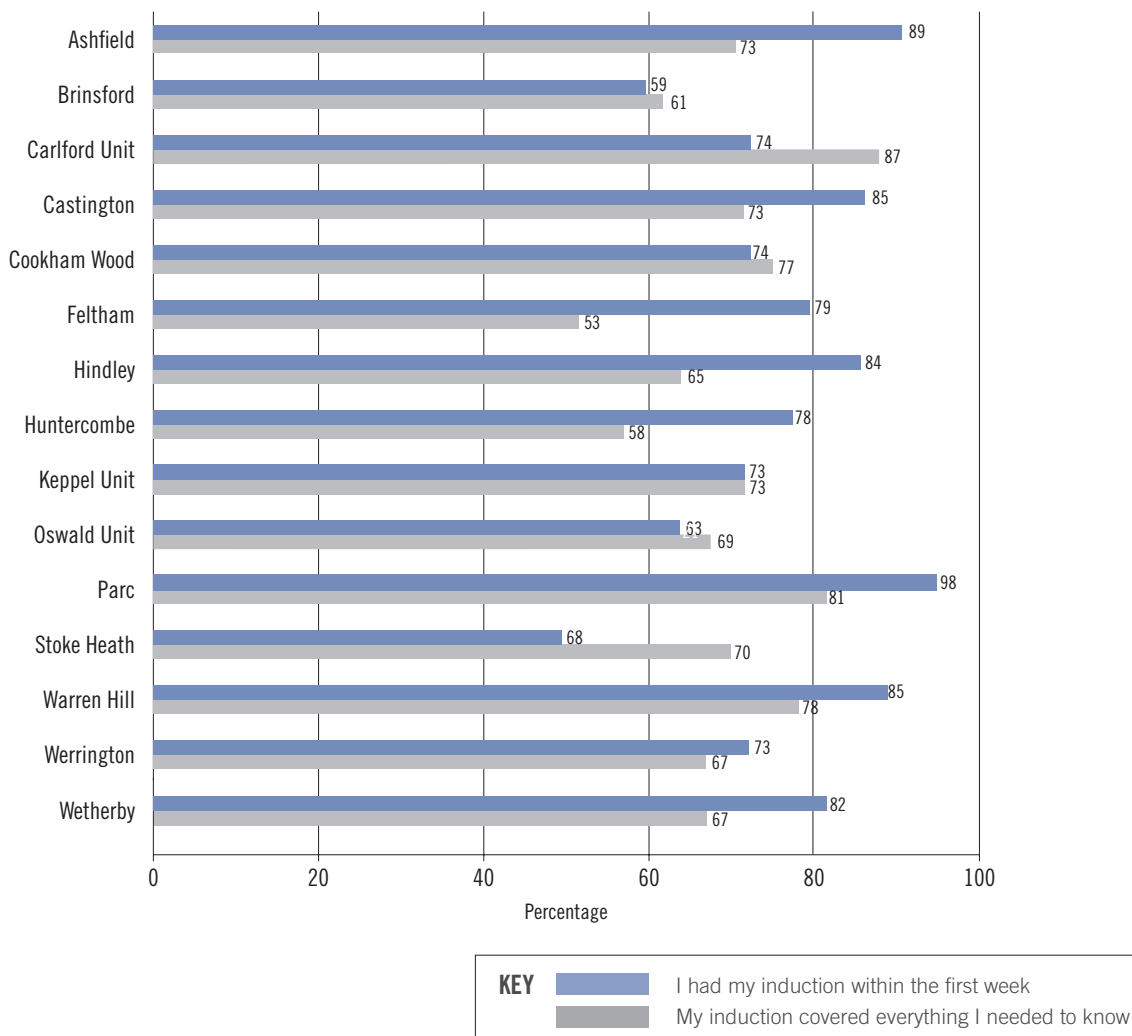
As in 2008–09, fewer unsentenced than sentenced young men reported feeling safe on their first night (79% against 83%) and fewer young men in a YOI for the first time (78%) felt safe on their first night compared with those who had been in a YOI before (85%).

Figure 9: Young men who said that they felt safe on their first night

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

Twelve per cent of young men said they had not been on an induction since arriving at the establishment. Of those who said they had been on an induction course, 79% said they attended it within a week of their arrival at the establishment (ranging from 98% at Parc to 59% at Brinsford), and 66% said that it covered everything they needed to know (highest at the Carlford Unit with 87%, followed by 81% at Parc and lowest at Feltham with 53%). The breakdown of results by establishment is shown in Figure 10.

Figure 10: Feedback on induction



2.7 What is daily life like?

The next set of questions in the survey asked about day-to-day life in the establishments.

Sixty-four per cent of young men said they were able to shower every day if they wanted to. While this was higher than the 55% reported in 2008–09, there was still considerable variation between the establishments. All those surveyed at the Carlford Unit, and 98% at the Keppel Unit and Parc, said they were able to shower every day, whereas, once again, Wetherby had the lowest proportion, with only 14% reporting being able to shower daily.

Only 29% of young men overall said that their cell call bell was normally answered within five minutes, although this reached a high of 64% at Parc and 61% at the Carlford Unit. The response dropped to a low of 19% at Wetherby.

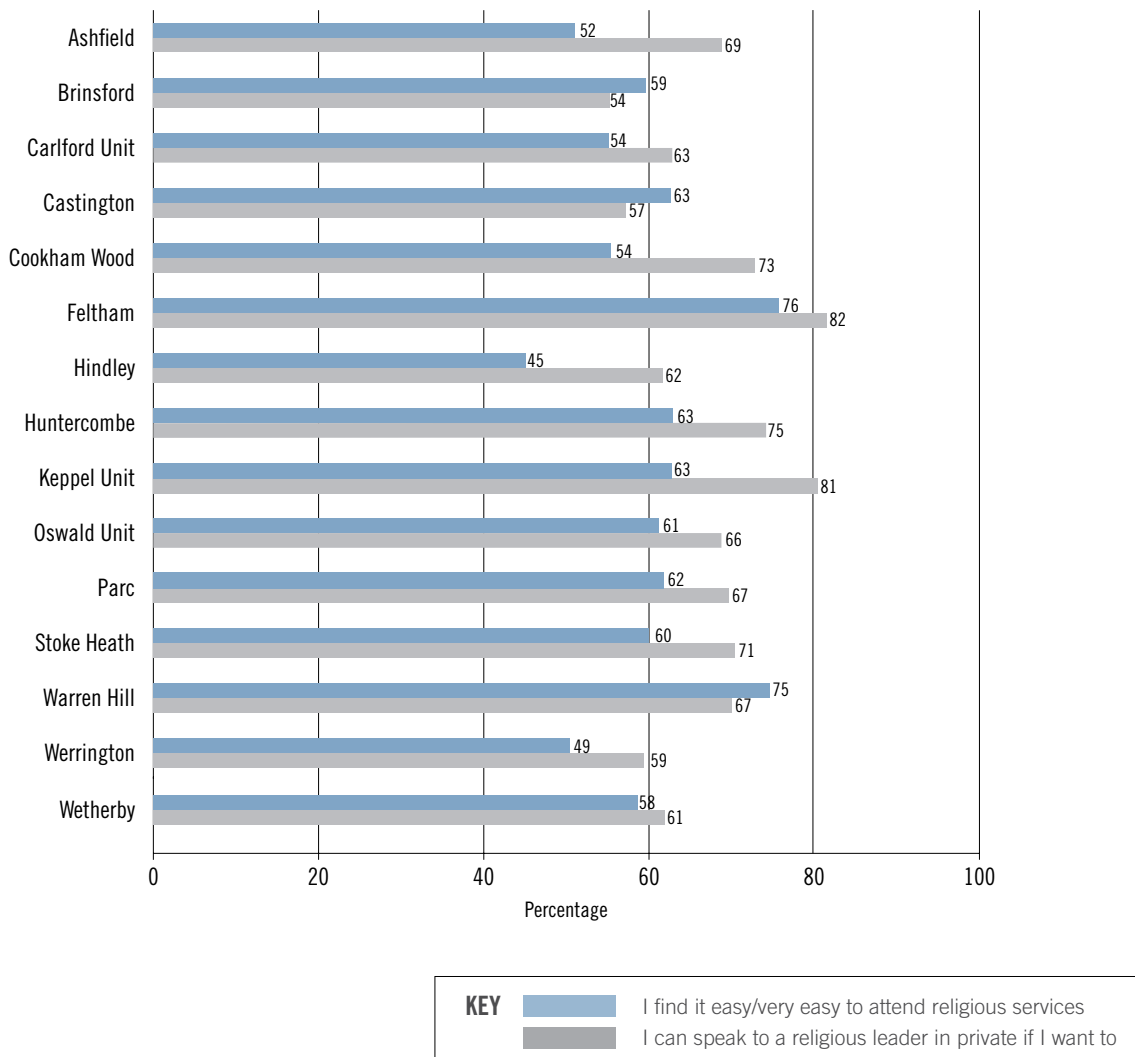
Overall, only 21% of young men rated the food in their establishment as good or very good. As in 2008–09, young men at the Oswald Unit (64%) and Ashfield (41%) were happiest with their food, whereas at Stoke Heath only 11%, the lowest proportion, rated the food as good or very good (despite improving to 20% in 2008–09, the latest response from Stoke Heath was more similar to the 9% reported in 2006–08).

Forty-three per cent said that the shop/canteen sold a wide enough variety of products, ranging from a high of 67% at Parc and Castington to a low of 9% at Wetherby.

2.7.1 Respect for religious beliefs

Fifty-four per cent of young men said that their religious beliefs were respected. This was highest at Feltham (76%) and lowest at Hindley (45%). Fifty-nine per cent found it easy or very easy to attend religious services (an increase from 54% in 2008–09) and 67% said they were able to talk to a religious leader in private if they wanted to. The breakdown for each establishment is in Figure 11.

Figure 11: Access to religious services

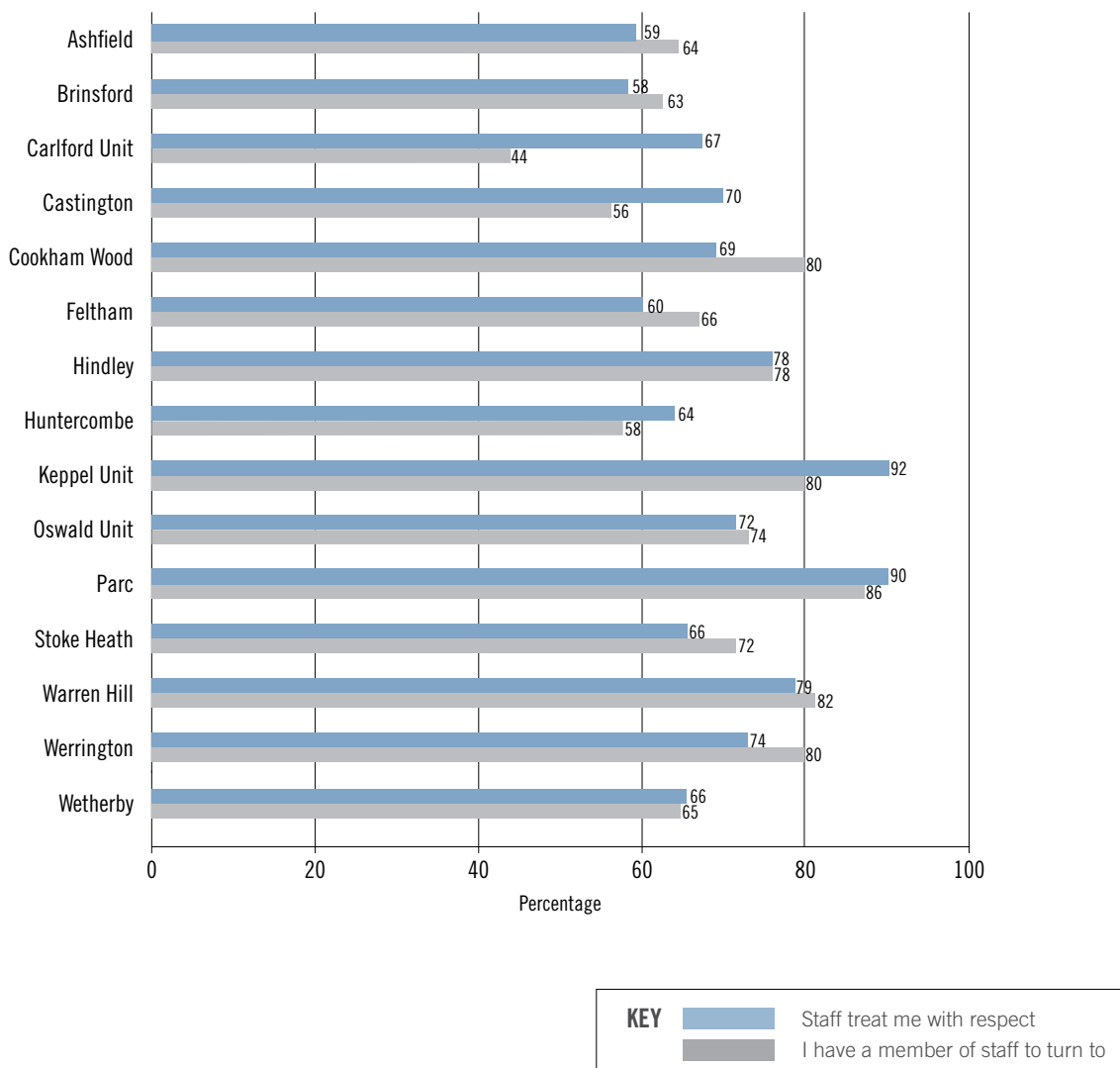


2.7.2 Contact with staff

When asked whether they had a member of staff to turn to if they had a problem, 70% of young men said they had. This was lowest at the Carlford Unit (44%) followed by Castington (56%), and was highest at Parc (86%).

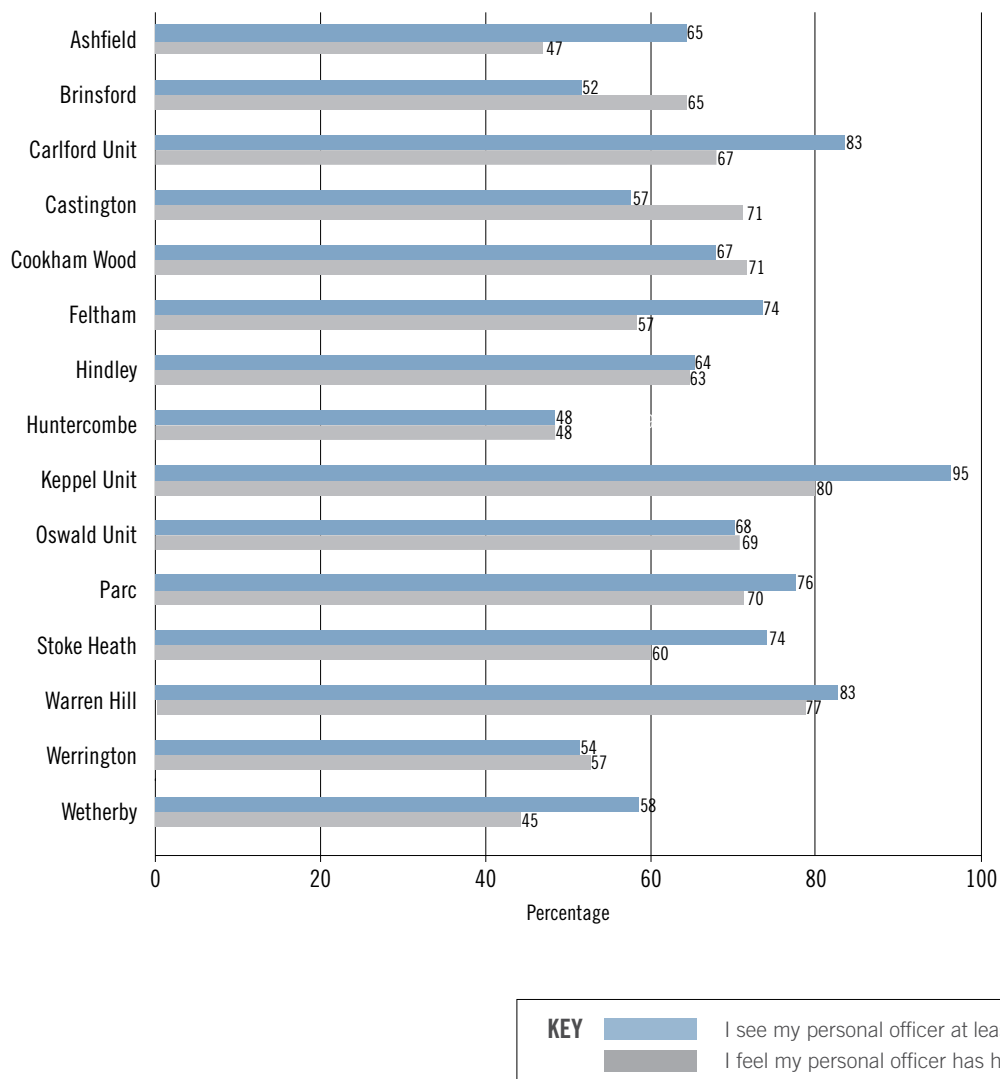
The overall proportion of young men reporting that most members of staff treated them with respect was 69%. This was not significantly different to the 72% reported in the 2008–09 report but was a drop from the 76% reported in 2006–08. In 2009–10, the response ranged from a high of 92% at the Keppel Unit and 90% at Parc to a low of 58% at Brinsford.

Figure 12: Relationships with staff



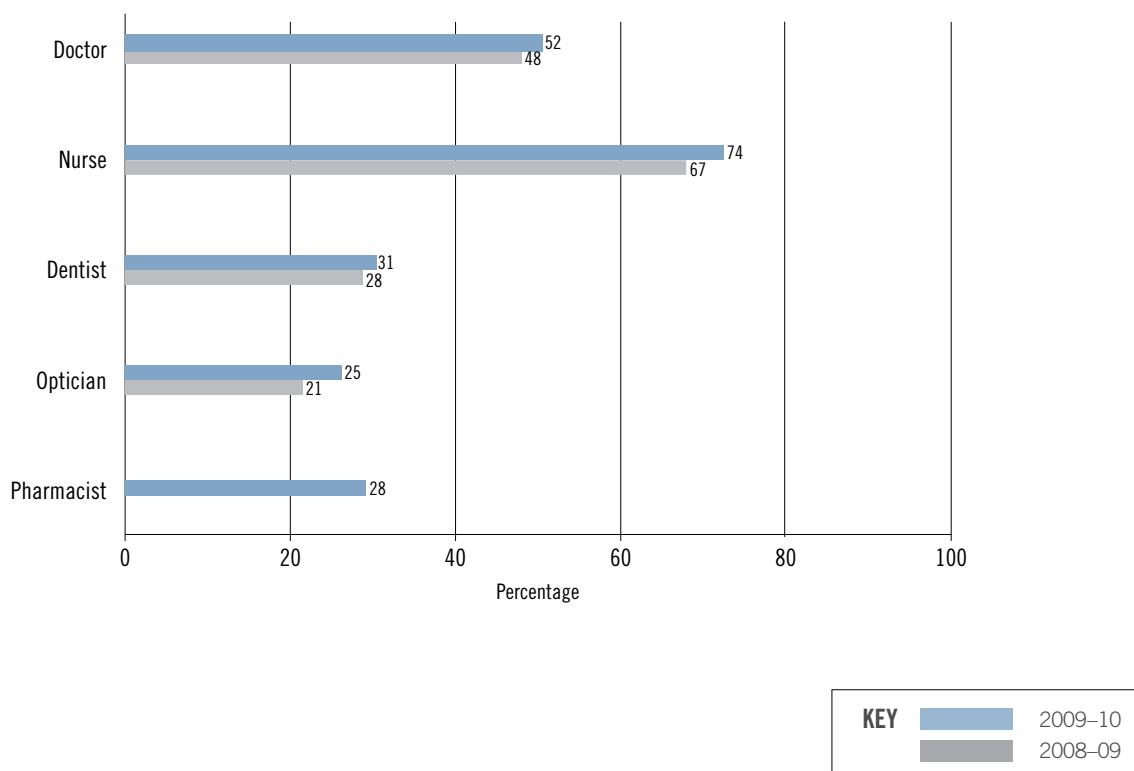
Overall, only 39% of young men told us that staff had checked on them within the previous week to see how they were getting on. At the Keppel Unit, 74% reported they had been checked on, at Parc 66% and at Cookham Wood 60%, whereas at Castington only 24% said they had been checked on by staff in the previous week.

At the time of the survey, 18% of young men said that they had not yet met their personal officer. Of those who had, 48% said they had met them within their first week at the establishment (a fall from 54% during the previous reporting period) and 65% said they saw them at least once a week. This was highest at the Keppel Unit, 95%, followed by Warren Hill and the Carlford Unit, both 83%, and lowest at Huntercombe, 48%. Figure 13 shows the percentage of young men, per establishment, reporting that they had a personal officer who they saw at least once a week, and who felt helped by them. Overall, 59% felt that had been helped by their personal officer, which was again a decrease from 63% in 2008–09.

Figure 13: Young men's contact with their personal officer

2.8 What are your experiences of health services in this establishment?

There was a fall to 57% from 60% in 2008–09 in the proportion of young men who felt that the overall quality of the health services in their establishment was good or very good. Mirroring the results in 2008–09, the response was best at Cookham Wood (85% in 2009–10, 76% in 2008–09) and worst at Brinsford (35% in 2009–10, 47% in 2008–09). Despite perceptions of quality decreasing, more young men said that it was easy to see the doctor, nurse, dentist or optician in 2009–10 than in 2008–09 (see Figure 14). Of those who said they were taking medication, 35% reported having problems getting it.

Figure 14: Young men who found it easy to see a health services professional

2.8.1 Alcohol and drug problems

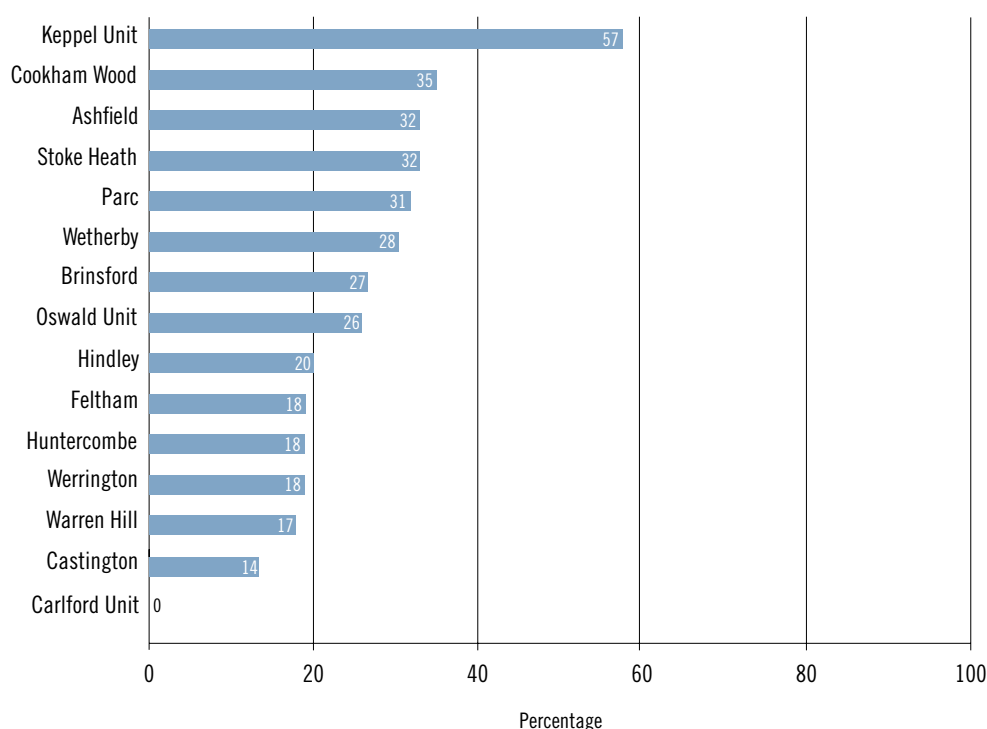
Overall, 16% of young men reported problems with alcohol on arrival at the establishment, ranging from 3% at the Carlford Unit and 7% at Feltham to 33% at Parc. Seventy per cent of young men who said they had an alcohol problem reported that they had received help for it.

Thirty-four per cent of young men reported having problems with drugs when they first arrived at their establishment (an increase from 22% in 2008–09). This ranged from 7% at the Carlford Unit and 25% at Feltham to 46% at Ashfield and Castington. Of those who reported a drug problem, 72% said that they had received help for it.

Twenty per cent of those surveyed said that it was easy or very easy to obtain illegal drugs in their establishment. This was highest at Castington (36%) and lowest at Feltham (8%).

2.8.2 Mental health problems

New questions were asked in the 2009–10 survey on emotional or mental health problems and whether any help was offered by establishments. Nearly a quarter (23%) of young men said that they had emotional or mental health problems.

Figure 15: Young men who reported having emotional or mental health problems

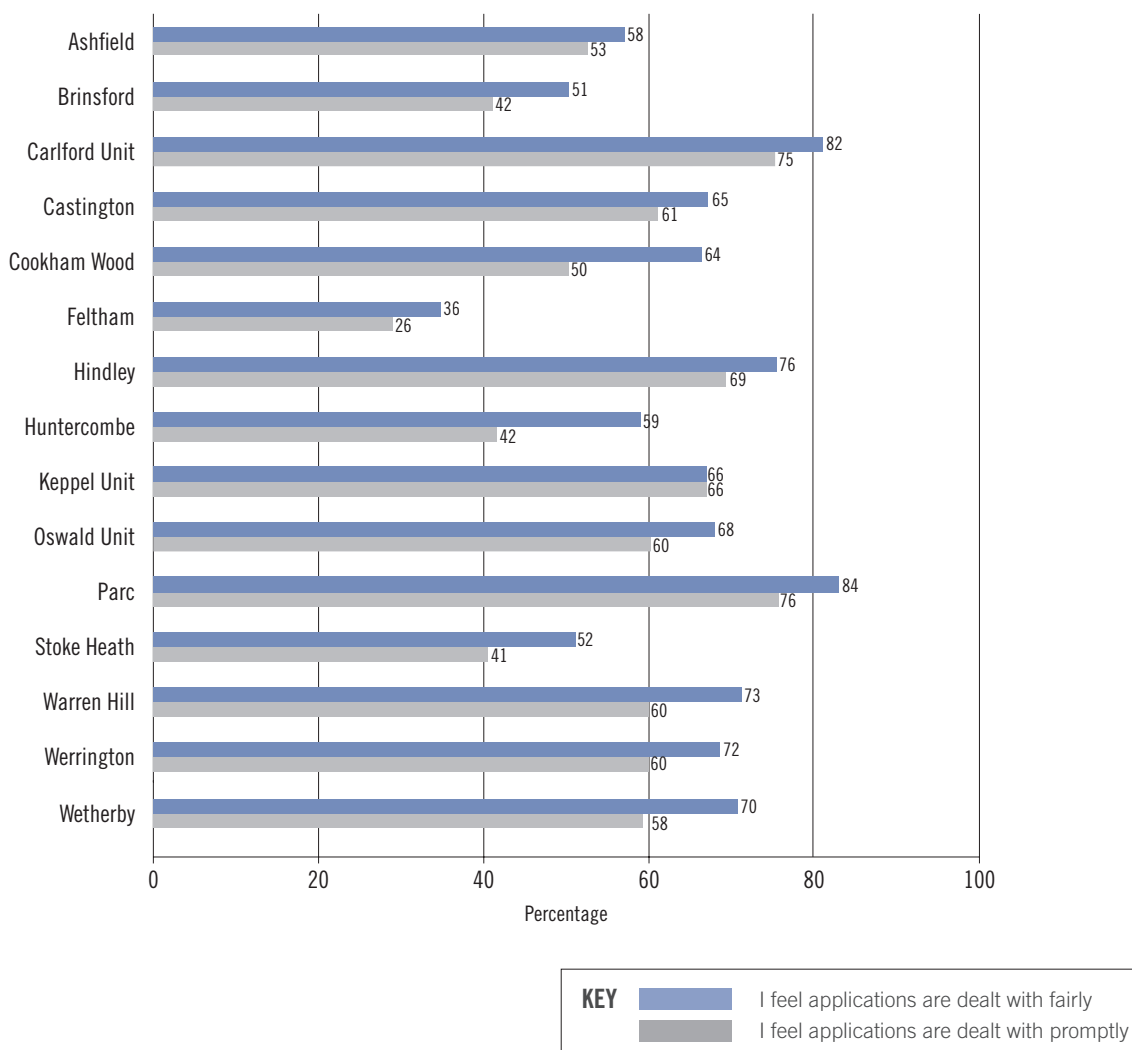
Of these young men, 43% said that they were not receiving any help for these problems. The Keppel Unit had the highest proportion (57%) of young men reporting emotional or mental health problems (perhaps unsurprisingly as this is a dedicated unit for vulnerable young men) but the lowest proportion of young men reporting that they were not getting any help (8%). The most common form of help received was from a psychiatrist or psychologist (28%), followed by a nurse (19%), doctor (18%), counsellor (16%), with 10% stating they were receiving help from someone else.

2.9 What are your experiences of the applications and complaints systems in this establishment?

2.9.1 Experience of the application system

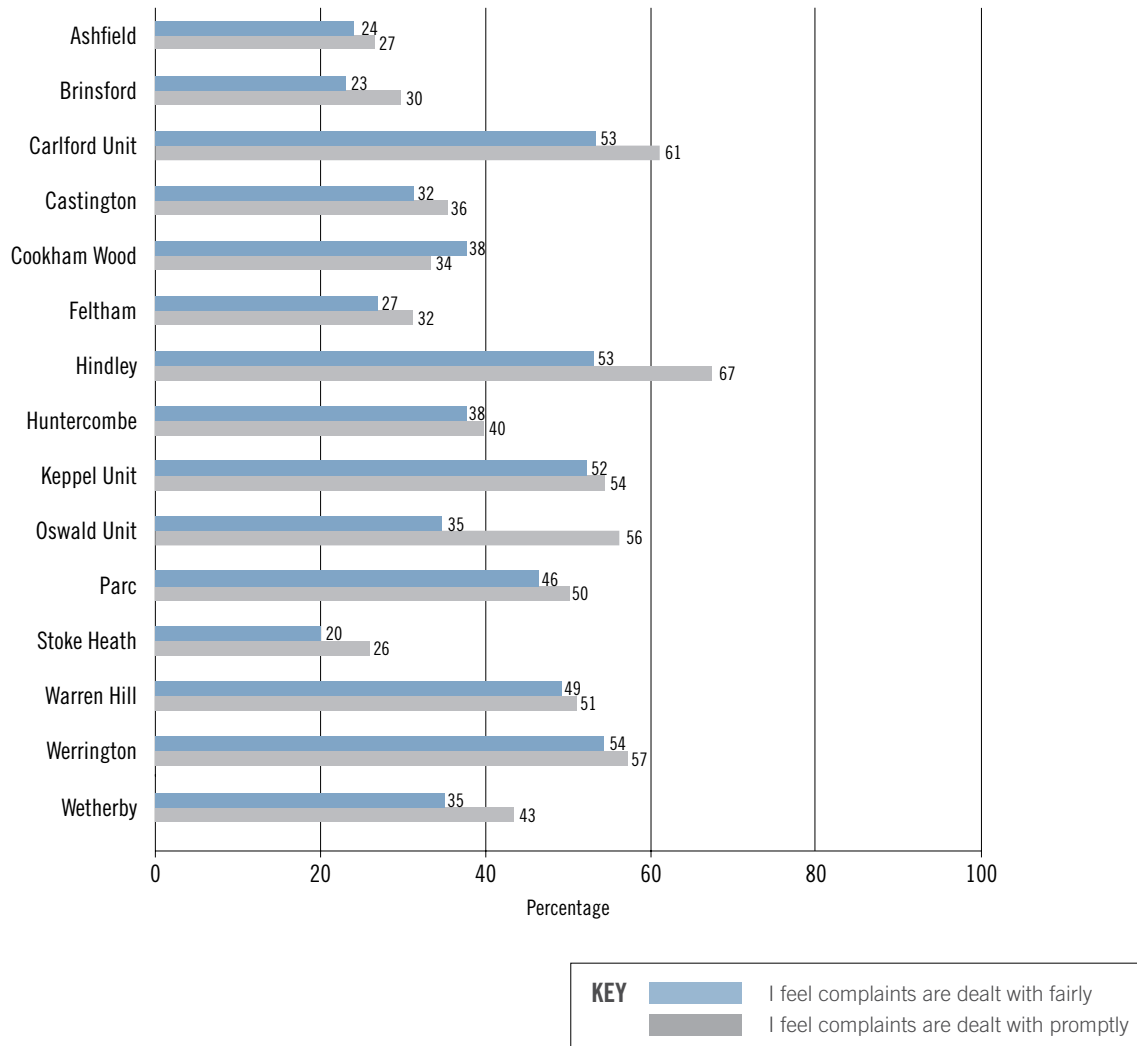
The 2009–10 survey included new questions regarding the application process in establishments. Ninety per cent of young men said they knew how to make an application (ranging from 80% at Parc to 97% at Ashfield and 100% at the Carlford Unit) and 82% said that it was easy to make an application. Of those who had made an application, 65% reported that it was dealt with fairly and 55% felt it was dealt with promptly (within seven

Figure 16: Young men who felt applications were dealt with fairly and promptly



2.9.2 Experience of the complaints system

After dropping significantly from 84% to 76% from the 2006–08 to the 2008–09 reporting period, the number of young men who said they knew how to make a complaint increased back to 85% in 2009–10. As with applications, at the Carlford Unit 100% of young men said they knew how to make a complaint, followed by 94% at the Oswald Unit and 93% at Warren Hill. This compared with 77% at Hindley and Castington. Sixty-nine per cent said that making a complaint was easy. Of those who had made a complaint, 39% said that they were sorted out fairly (a rise from 34% in 2008–09) and 44% said they were sorted out promptly (within seven days). The breakdown for each establishment can be seen below.

Figure 17: Young men who felt complaints were dealt with fairly and promptly

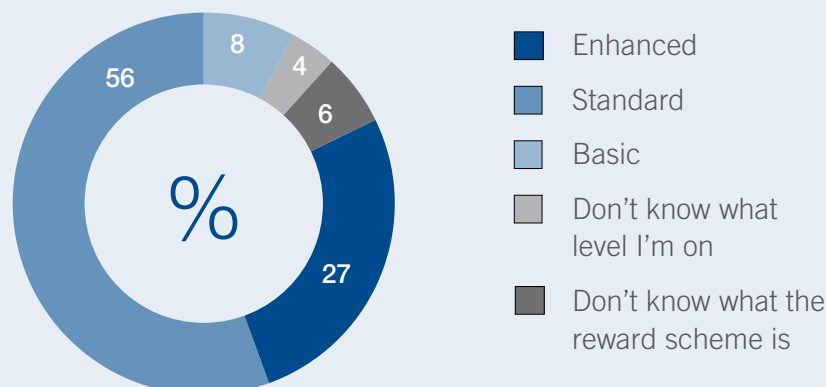
2.9.3 Access to other services

Those surveyed were asked who else they were able to speak to when they needed to:

- 39% said they were able to speak to an advocate
- 36% said they were able to speak to a peer mentor or a Listener
- 32% said they were able to speak to a member of the Independent Monitoring Board (IMB).

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

The proportion of young men who reported being on the enhanced level of the reward scheme rose to 27% in 2009–10 from 24% in 2008–09. There was, however, a clear difference between the establishments; at the Carlford Unit and the Oswald Unit 79% and 67% respectively said they were on the enhanced level, whereas the next highest proportion was at Parc, 38%. Huntercombe had the lowest figure with only 13% saying that they were on the enhanced level of the scheme.

Figure 18: Reward scheme levels

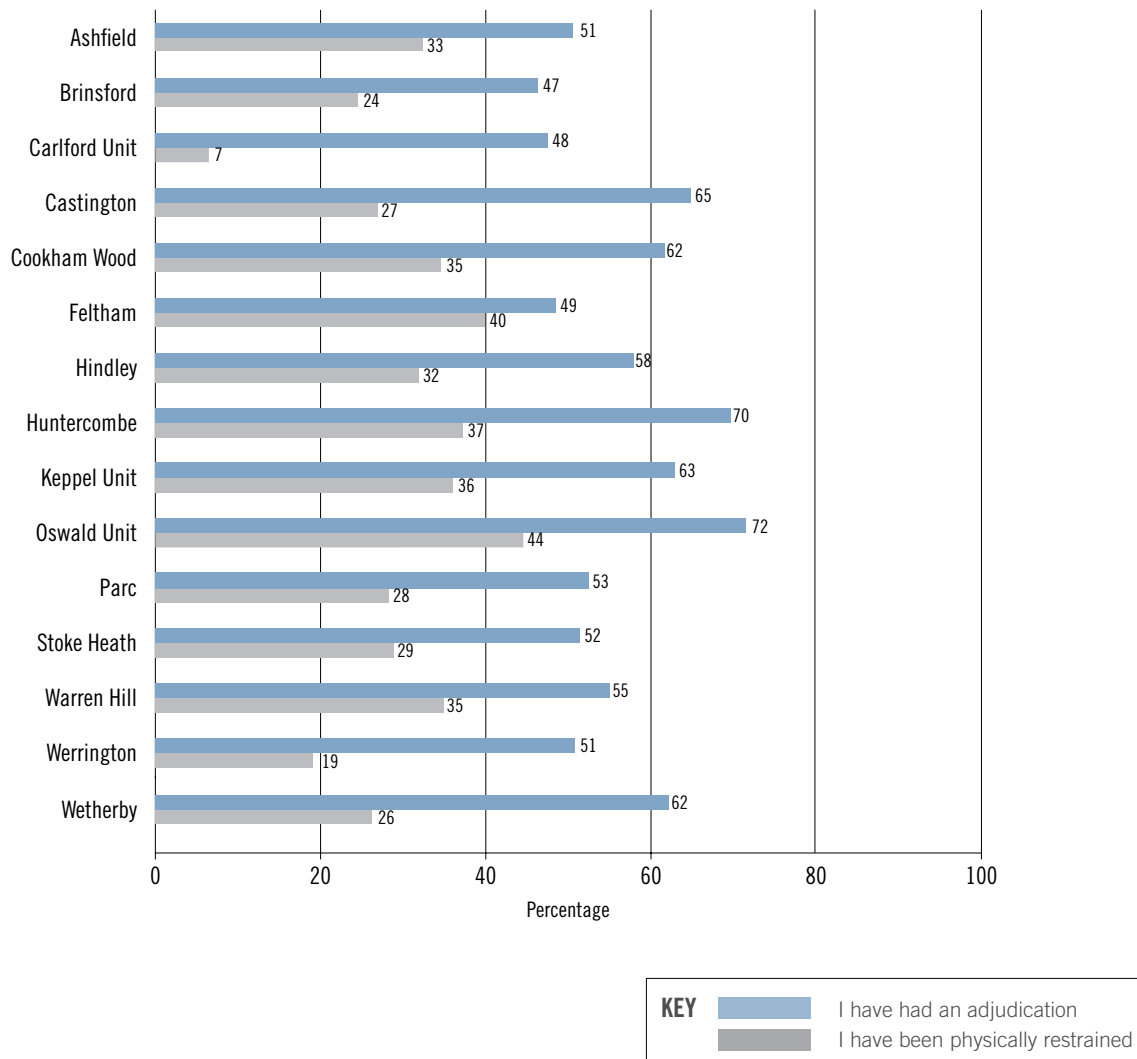
Just over half of all young men (53%) said that they had been treated fairly by the reward scheme. This was highest at the Carlford Unit where 83% reported being treated fairly, followed by 69% at Werrington, and lowest at Huntercombe (31%). Overall 58% told us that the different reward levels had made them change their behaviour. This was highest at Werrington (81%) and lowest at Huntercombe (40%).

2.11 Have you been disciplined in this establishment?

As can be seen in Figure 19, the Oswald Unit had the highest proportions of young men who said they had had an adjudication (72%) and who reported that they had been physically restrained (44%). The Carlford Unit had among the lowest proportion of young men reporting that they had had an adjudication (48% – only Brinsford was lower with 47%) and, following the same pattern as seen in the previous two reports, had the lowest proportion of young men reporting that they had been physically restrained (7%).

Within the non-specialist estate, the highest proportion of adjudications was at Huntercombe (70%) and the highest proportion of young men being physically restrained was at Feltham (40%). The lowest reported percentage of adjudications was at Brinsford (47%) and the lowest percentage of young men reporting that they had been restrained was 19% at Werrington.

Although the Oswald Unit continued to have the highest proportion of young men reporting that they had been physically restrained (this was also the case in the previous two reports), its parent establishment, Castington, had seen a drop from 40% of young men (the highest across the non-specialist establishments) reporting that they had been restrained in 2008–09 to 27% in 2009–10.

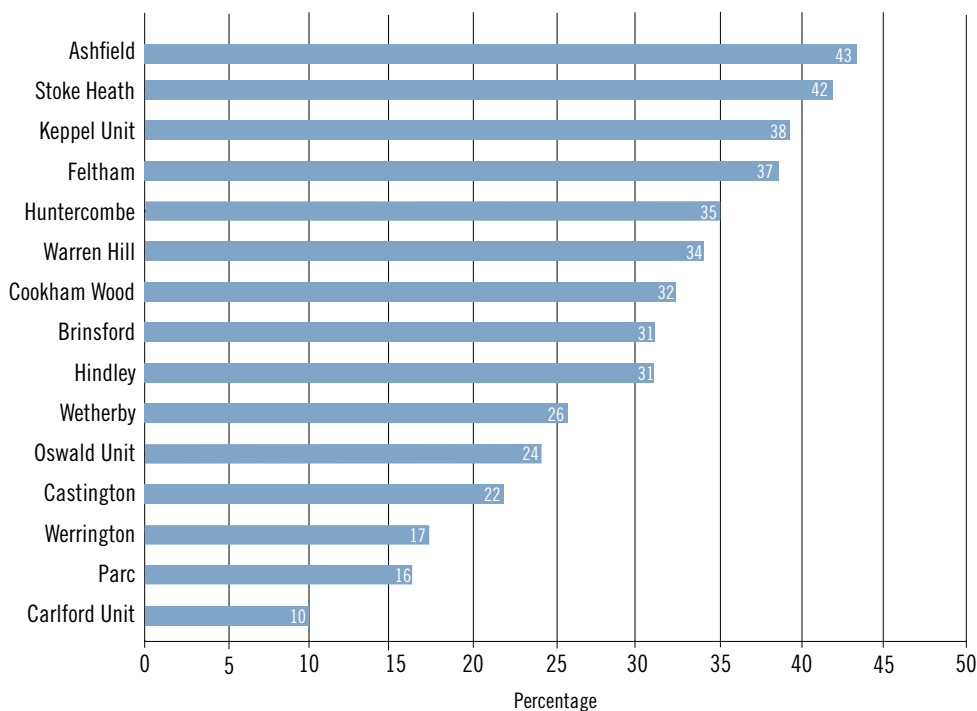
Figure 19: Have you ever been disciplined in this establishment?

Of those who said they had had an adjudication, 88% said that the process had been clearly explained to them.

Of the young men who had spent a night in the segregation unit, 41% felt that they had been treated well or very well by the staff there. Among establishments, this ranged from 100% at Parc to 25% in the Keppel Unit and 26% at Warren Hill and Stoke Heath.

2.12 How safe do you feel here?

Young men were asked if they had ever felt unsafe in their establishment – 31% reported that they had (an increase from 27% in the last report).

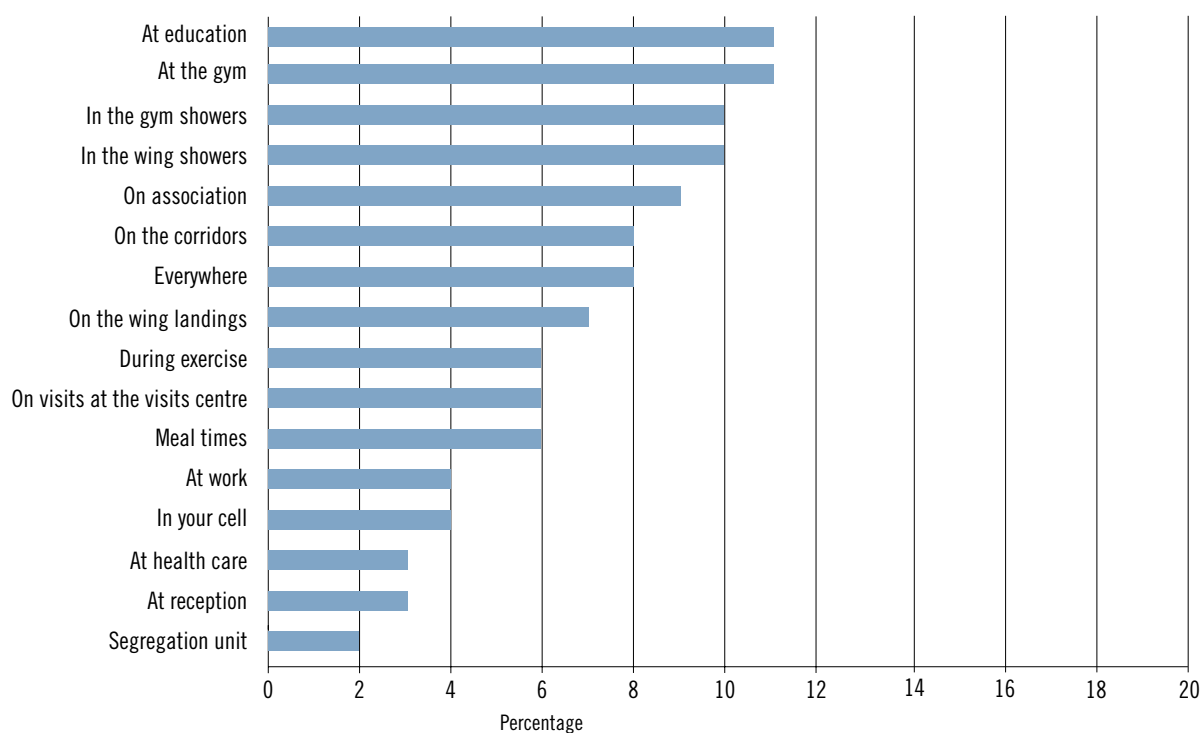
Figure 20: Have you ever felt unsafe in this establishment?

Those in custody for the first time (35% compared with 29% who had been in before) and unsentenced young men (36% compared with 30% of sentenced young men) were more likely to report feeling unsafe.

Of the non-specialist establishments, Ashfield had the highest proportion of young men who had felt unsafe at some point (43%)⁶ and Parc had the lowest (16%). Of the specialist units, Keppel had the highest proportion, with 38% reporting having felt unsafe, and the Carlford Unit had the lowest (10%).

Figure 21 shows the areas in which young men said they had felt unsafe. Young men reported feeling most unsafe at education and at the gym (11% felt unsafe at each of these locations), followed by both the wing and gym showers (10% each).

⁶ A more recent survey carried out at Ashfield in May 2010 (which will fall into the 2010–11 reporting period) shows a significant reduction to 21% of young men reporting feeling unsafe.

Figure 21: In which areas do you/have you ever felt unsafe?

2.13 Have you been victimised in this establishment?

2.13.1 Have you been victimised by other young people?

Twenty-four per cent of young men reported that they had been victimised by a young person or group of young people while at their establishment. Table 2 details the types of victimisation experienced and by what proportion of young men.

Table 2 – Types of victimisation by other young people

	Overall percentage of young men who reported experiencing this
Insulting remarks	13%
Physical abuse	11%
For being new	9%
Gang related issues	6%
For being from a different part of the country	5%
Having canteen/property taken	4%
Because of their crime	3%
Racial or ethnic abuse	2%
Because of drugs	2%
Because of their disability	2%
Because of religious beliefs	2%
Sexual abuse	1%

Clear differences were apparent between the specialist units. With the exception of 4% who said they had been victimised because of their crime, at the Carlford Unit, there were no other reports of victimisation. The Keppel Unit, however, had the highest level of reported victimisation by other young people, for example: 32% said they had experienced insulting remarks from other young men; 21% said they had suffered victimisation because of gang related issues and also because they were from a different part of the country; and 18% said they had suffered physical abuse.

The most common form of victimisation reported by other young people was insulting remarks, experienced by 13% of the entire estate. This figure rose to 32% at the Keppel Unit and 18% at Ashfield, Cookham Wood and Hindley, and dropped to 3% at Castington and none at the Carlford Unit. Eleven per cent of young men said they had experienced physical abuse, again highest at the Keppel Unit (18%), followed by Ashfield and Brinsford (17% at each) and lowest at Parc (4%) and the Carlford Unit (0%).

For other types of victimisation, the highest and lowest reported percentages were:

- racial or ethnic abuse – 6% at Cookham Wood and no young men at Parc, Werrington, the Carlford and Oswald units
- because of religious beliefs – 11% at the Keppel Unit and 7% at Castington and no young men at Brinsford, Huntercombe, Parc, Stoke Heath, Werrington and the Carlford Unit
- because of their disability – highest at Cookham Wood with 6% and no young men at Wetherby, the Carlford and Oswald units
- because of drugs – 11% at the Keppel Unit and 5% at Werrington and no young men at Huntercombe, Parc, Stoke Heath, the Carlford and Oswald units
- having canteen/property taken – 10% at Warren Hill and no young men at Parc, Wetherby, the Carlford and Oswald units
- being new – 21% of young men at Cookham Wood and 2% at Parc and no young men at the Carlford and Oswald units
- for being from a different part of the country – 21% at the Keppel Unit and 10% at Hindley and 2% at Cookham Wood and no young men at the Carlford Unit
- gang related issues – 21% of young men at the Keppel Unit and 12% at Cookham Wood and 2% at Castington and no young men at the Carlford Unit
- because of their crime – 14% at the Oswald Unit, 8% at the Keppel Unit and 7% at Castington and no young men at Stoke Heath and Werrington

2.13.2 Have you been victimised by staff?

More young men reported that they had been victimised by a member of staff or group of staff during this reporting year compared with the last (23% compared with 20%). This was highest at Ashfield (34%), followed by Feltham (30%) and Stoke Heath (28%) and lowest at the Carlford Unit (7%) and Parc (10%). Table 3 details the types of victimisation experienced and by what proportion of young men.

Table 3 – Types of victimisation by staff

	Overall percentage of young men who reported experiencing this
Insulting remarks	14%
Physical abuse	5%
For being new	4%
Racial or ethnic abuse	3%
Gang related issues	3%
Because of their crime	3%
Having property taken	2%
Because of drugs	1%
Because of religious beliefs	1%
Because of their disability	1%
For being from a different part of the country	1%
Sexual abuse	1%

Insulting remarks were the only form of victimisation that was reported by young men at all establishments. Figures were highest at Ashfield, where 21% reported that they had experienced insulting remarks, and lowest at Parc and the Carlford Unit, where 4% at each said they had. Physical abuse was reported by 8% of young men at Cookham Wood, Feltham and the Keppel Unit and by no one at Parc and the Carlford Unit. The range of results across establishments for the other forms of victimisation asked about generally ranged from 0% to under 10%.

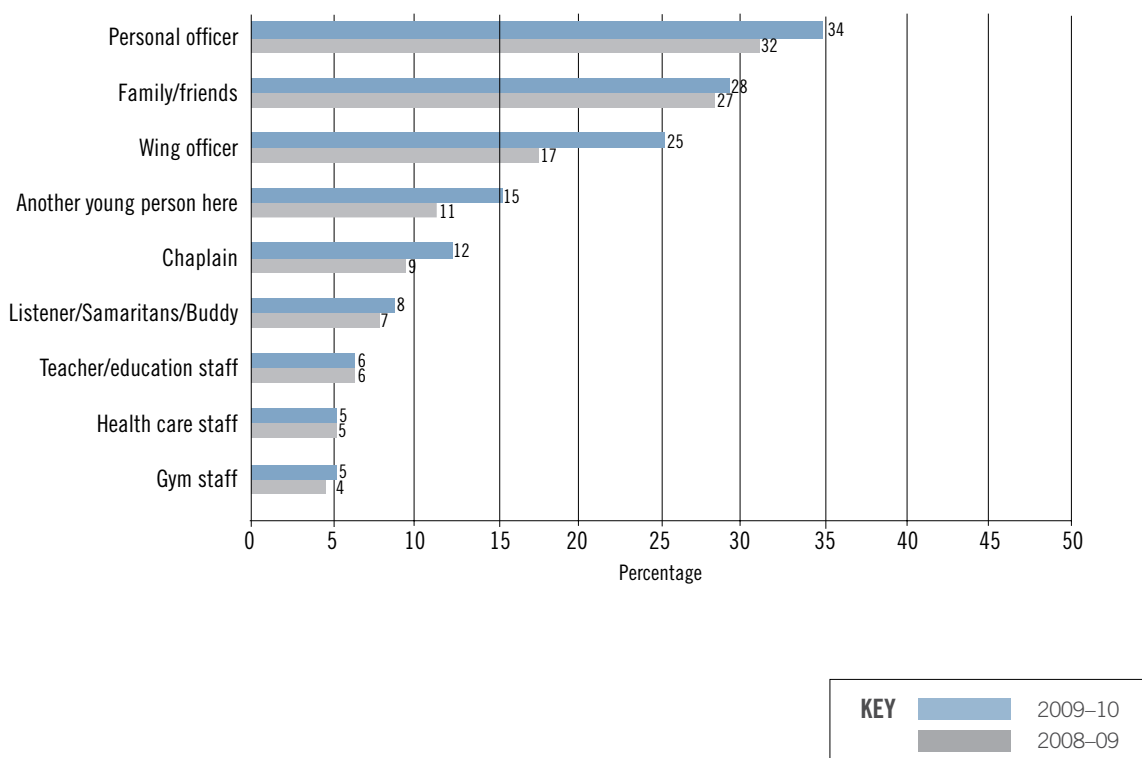
For other types of victimisation, the highest and lowest percentages were:

- racial or ethnic abuse – 8% at Cookham Wood and no young men at Parc, Wetherby and the Carlford and Oswald units and 1% at Feltham
- because of religious beliefs – 4% at Stoke Heath and the Oswald Unit and no young men at Brinsford, Hindley, Parc, Werrington and the Carlford Unit
- because of their disability – 3% at Ashfield and no young men at Brinsford, Huntercombe, Parc, Wetherby and the Keppel, Carlford and Oswald units
- because of drugs – 4% at Ashfield and the Carlford and Oswald units and no young men at Brinsford, Feltham, Parc and Wetherby
- having canteen/property taken – 8% at Stoke Heath and no young men at Huntercombe, Parc, Werrington and the Carlford and Oswald units
- being new – 6% at Stoke Heath and no young men at Parc
- for being from a different part of the country – 6% at Ashfield and no young men at Cookham Wood, Huntercombe and Wetherby
- gang related issues – 8% at Ashfield and no young men at Werrington, the Keppel and Oswald units
- because of their crime – 11% at the Oswald Unit and 8% at Cookham Wood and no young men at Werrington and the Carlford Unit.

2.13.3 Who would you tell if you were being victimised?

Young men were then asked if they would feel able to tell anyone if they were being victimised – 62% felt that they would. At Parc and Hindley, 76% of young men said that they would tell someone whereas at the Oswald Unit only 46% did, followed by 50% at the Carlford Unit and 51% at Castington and Huntercombe. As can be seen in Figure 22, while the results retain essentially the same pattern as in 2008–09, in 2009–10 more young men said they would tell wing officers if they were being victimised (25% compared with 17%).

Figure 22: If you were being victimised, who would you tell?



Forty per cent of young men said they thought staff would take them seriously if they reported they were being victimised. Although worryingly low, this was an improvement from 37% in 2008–09. This was lowest at Ashfield (32%) and highest at Cookham Wood (61%).

2.13.4 Is shouting through the windows a problem?

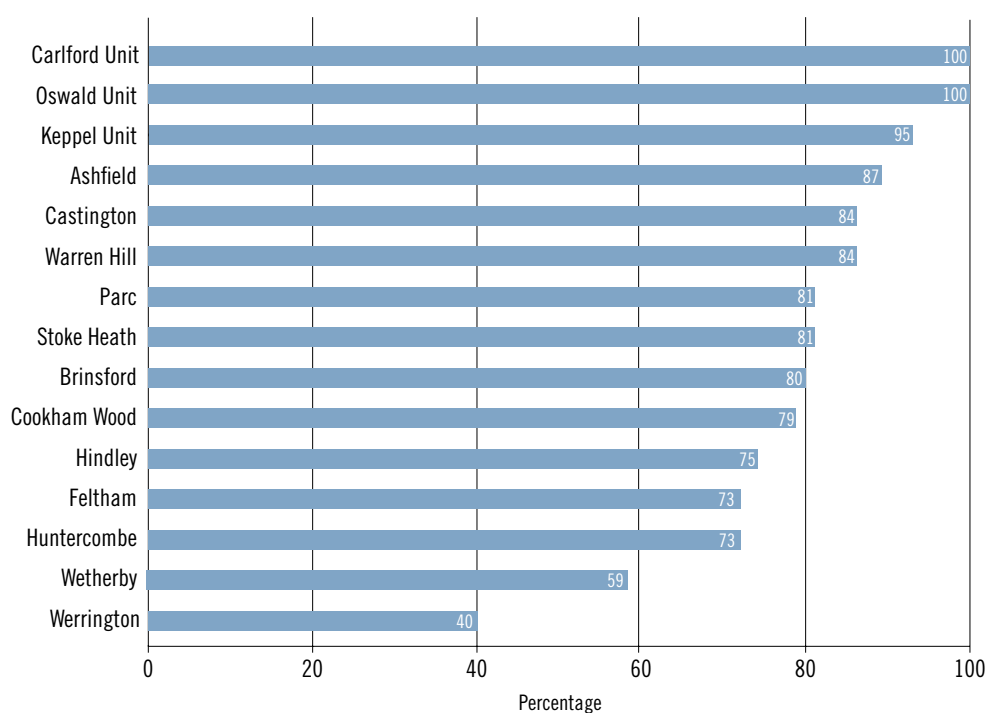
Overall, 41% reported that shouting through the windows was a problem. This ranged from 3% at the Carlford Unit to 44% at the Keppel Unit and, for the non-specialist establishments, from 26% at Werrington to 54% at Hindley.

2.14 How do you spend your time at this establishment?

2.14.1 Are you taking part in education?

At the time of the surveys, 73% of young men said they were taking part in education though the numbers varied greatly between establishments (see Figure 23). While all young men in the Carlford and Oswald units, 95% at the Keppel Unit and 87% at Ashfield reported being in education, only 40% at Werrington reported that they were – a very low figure.

Figure 23: Young men involved in education

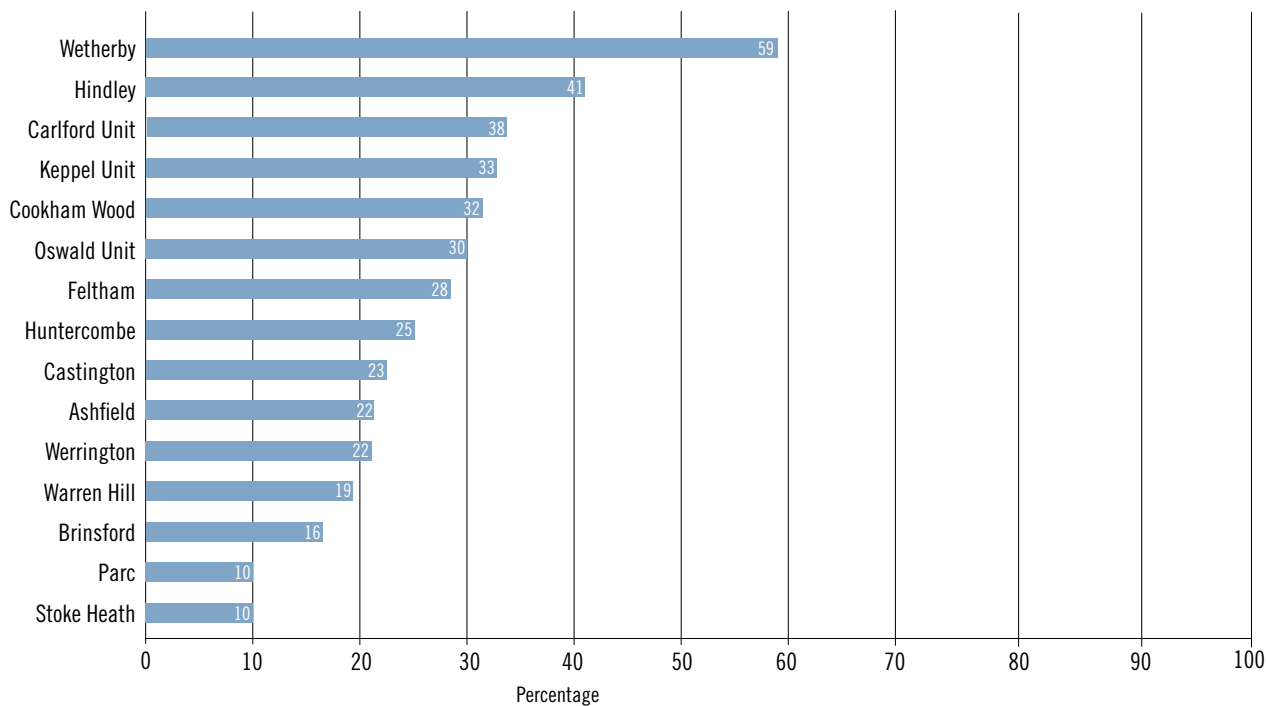


Young men who had been involved in education at some point during their stay in the establishment were asked whether they felt it would help them once they left custody. Sixty-nine per cent felt that it would, with the highest results at the Oswald Unit (93%) and Cookham Wood (88%) and the lowest at Feltham (58%) and Huntercombe (55%).

2.14.2 Do you have a job here?

As with education, the numbers who said they were working varied considerably between establishments. Overall, 32% reported having a job. At Parc and Stoke Heath only 10% of young men said they had a job at the time of the survey, whereas 59% did at Wetherby.

Figure 24: Young men who reported having a job

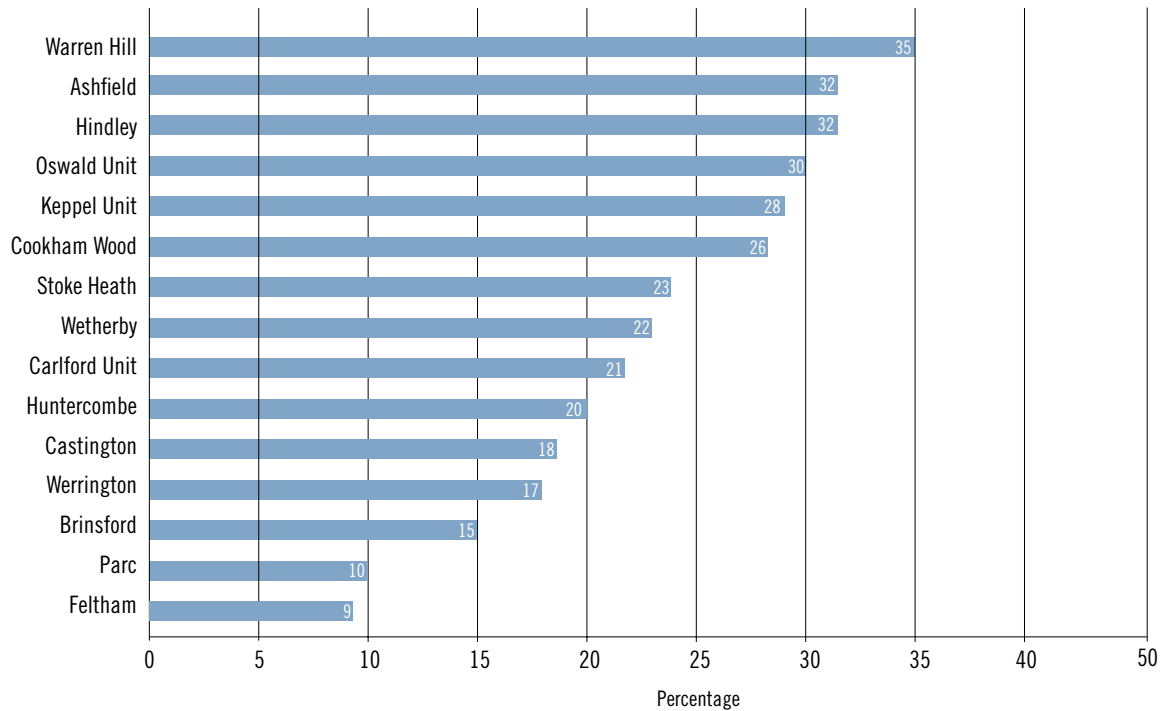


Sentenced young men were more likely to have a job than unsentenced young men (35% compared with 21%). Of all young men who reported that they had had a job at some point during their time in the establishment, 59% felt that it would help them once they left prison, ranging from 92% at the Keppel Unit and 80% at Werrington to 43% at Parc.

2.14.3 Are you taking part in vocational or skills training?

Overall, 23% of young men reported that they were taking part in vocational training, with the highest at Warren Hill (35%) and lowest at Feltham (9%).

Figure 25: Young men involved in vocational or skills training



Of those young men who said they had taken part in vocational or skills training, 58% thought that it would help them once they were released, varying from a low of 32% at Feltham to a high of 90% at the Keppel Unit and 86% at the Oswald Unit. The highest percentages in the non-specialist establishments were at Cookham Wood and Wetherby, both 79%.

2.14.4 Are you taking part in offending behaviour programmes?

Overall, 19% of young men said they were taking part in offending behaviour programmes. The largest proportion was at the Carlford Unit (55%), followed by 48% at the Keppel Unit and 42% at Parc. Only 8% at Feltham and 10% at Huntercombe said they were taking part in any. Forty-nine per cent of young men who had taken part in offending behaviour programmes said that they would find them helpful on release. This ranged from 88% at the Keppel Unit, 75% at the Oswald Unit and 72% at Wetherby to 22% at Feltham.

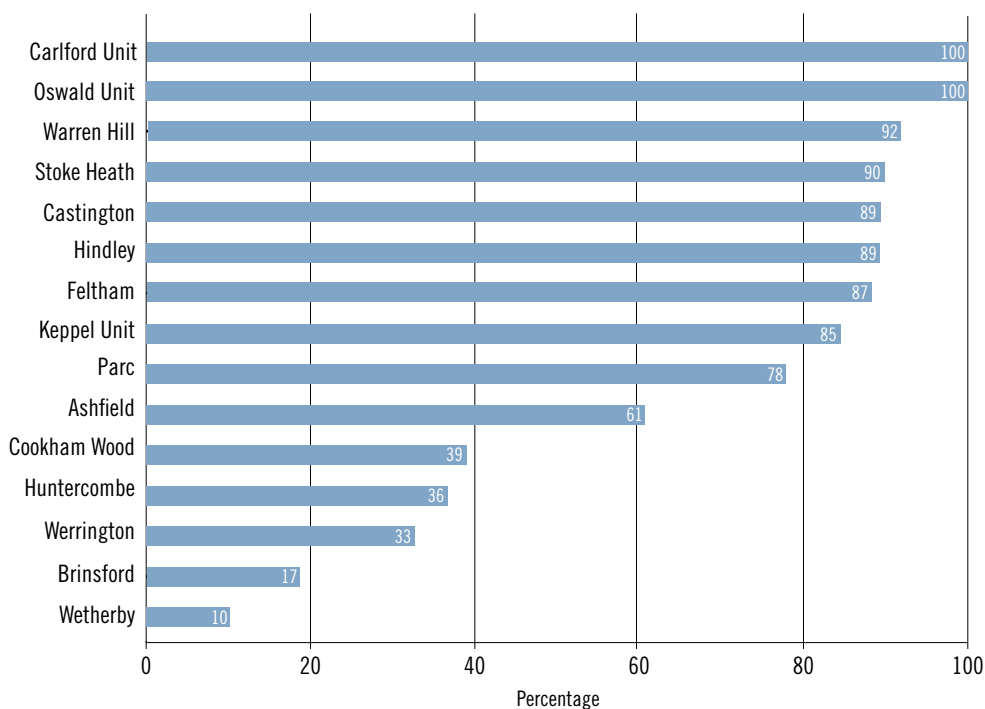
2.14.5 Are you taking part in any activity?

Eleven per cent of young men reported that they did not have a job nor were they taking part in education, vocational training or offending behaviour programmes. Six per cent of young men said that they had a job but were not taking part in anything else.

2.14.6 How often do you have association?

Across all establishments, 59% of young men said that they usually had association every day. All at the Carlford and Oswald units reported this, as did 92% at Warren Hill. Only 10% at Wetherby and 17% at Brinsford, however, reported having association every day. Overall, there were five establishments where fewer than 40% of young men reported having association every day.

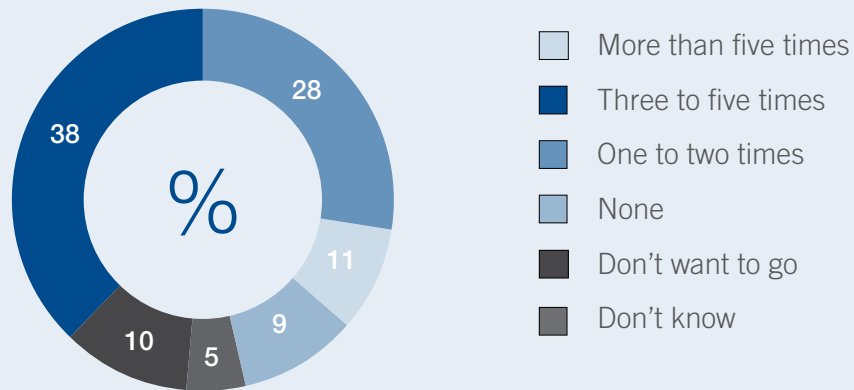
Figure 26: Young men who said that they usually had association every day



2.14.7 How often do you go to the gym?

Eleven per cent of young men said that they were able to go to the gym more than five times each week, an increase from 7% in the 2008–09 report. This was reported by only 3% of young men at Cookham Wood and the Carlford Unit, while 23% at the Oswald Unit and 17% at Brinsford and Huntercombe said they went to the gym more than five times each week.

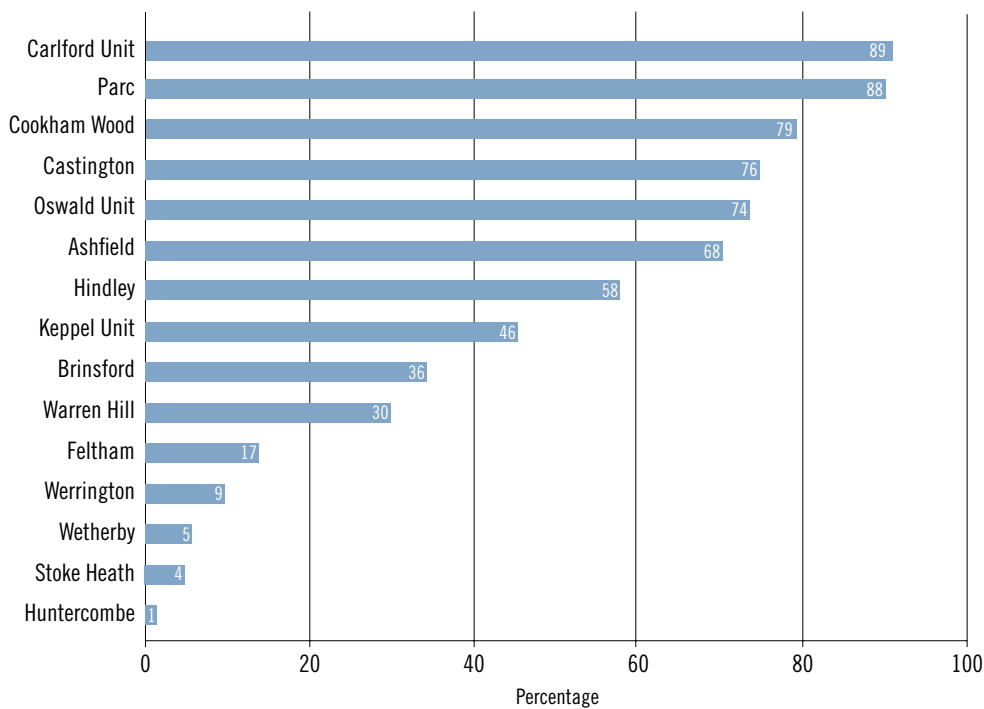
Figure 27: How many times do you go to the gym each week?



2.14.8 Can you go outside for exercise daily?

Overall, 31% of young men reported that they were usually able to exercise outside daily, an increase from 28% in 2008–09. As can be seen in Figure 28, the response across the establishments varied greatly from 89% at the Carlford Unit and 88% at Parc to 1% at Huntercombe (a reduction again from 4% in the 2008–09 report and 35% in the 2006–08 report). Overall, there were five establishments where fewer than 20% of young men reported that they had exercise daily.

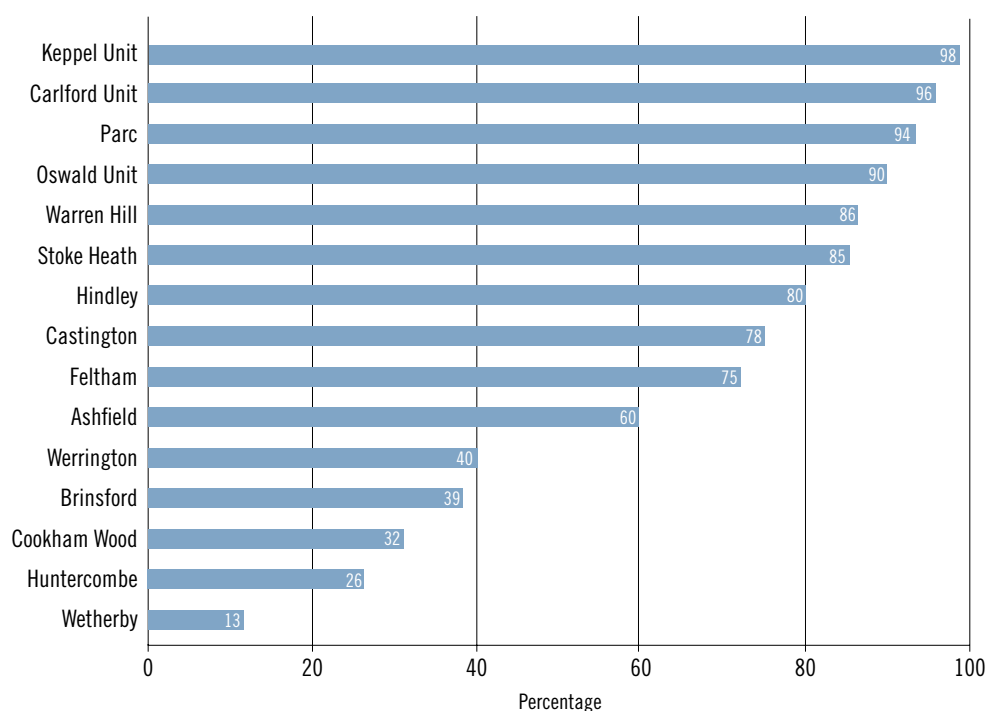
Figure 28: Young men who said that they could go outside for exercise every day



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

Fifty-six per cent of young men said they were able to use the telephone every day if they wanted to, which was an increase from 50% in 2008–09. The specialist units had some of the highest proportions reporting access to telephones: 98% at the Keppel Unit, 96% at the Carlford Unit and 90% at the Oswald Unit. Parc was the only non-specialist unit where over 90% reported daily access (94%). Those at Wetherby reported the worst experience with only 13% saying that they could use the telephone every day.

Figure 29: Young men who said they could access the telephones every day



The survey asked young men whether they had ever had any problems with sending or receiving mail – 39% reported that they had, which had deteriorated from 32% in 2008–09. The response was highest at the Oswald Unit (57%), followed by Brinsford (56%) and lowest at Castington (23%) and the Carlford Unit (19%).

2.15.1 Is it easy for you to get visits here?

Just under half of young men in custody (49%) said that it was easy or very easy for their family and friends to visit them, an improvement from 35% in 2008–09. This varied from 67% at Parc to 35% at Huntercombe and 26% at the Oswald Unit.

Figure 30 shows the frequency of visits young men said they received from family or friends. Despite more young men reporting that it was easy or very easy for their family and friends to visit them, the number of young men in 2009–10 who reported that they had not had a visit in the last month had doubled to 18% from 9% in 2008–09. An additional 12% reported that they never received visits. This was highest at the Keppel Unit (29%) and Ashfield (18%) and lowest at Brinsford (4%) and the Carlford Unit, where no one reported that they never received visits.

Figure 30: How many visits have you had in the last month?

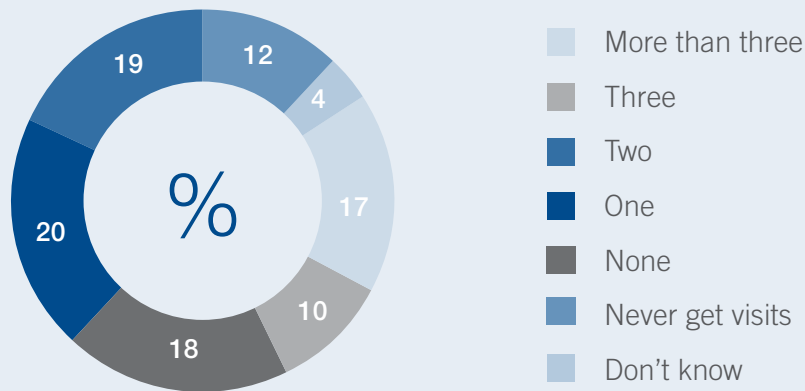
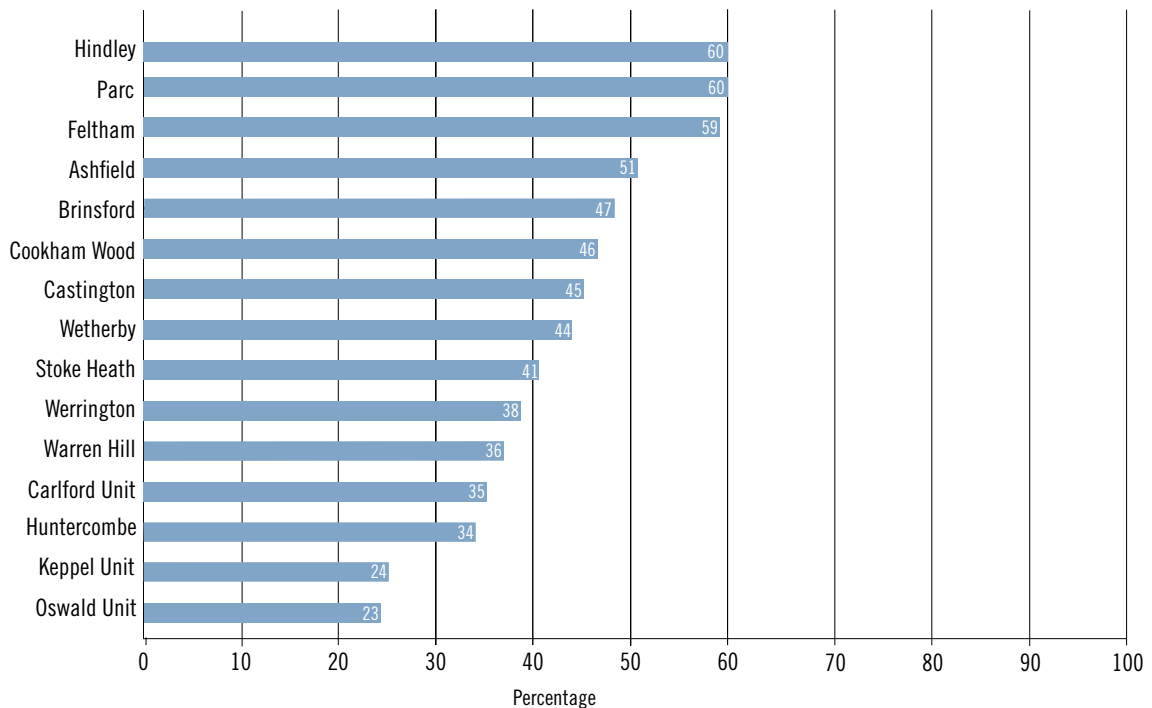


Figure 31 details how many young men in each establishment had received two or more visits in the month before the survey – overall, 46% reported that they had.

Figure 31: Have you had two or more visits in the last month?



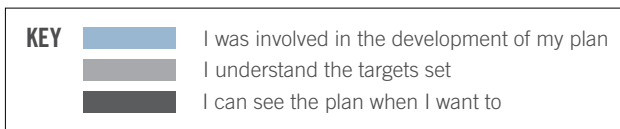
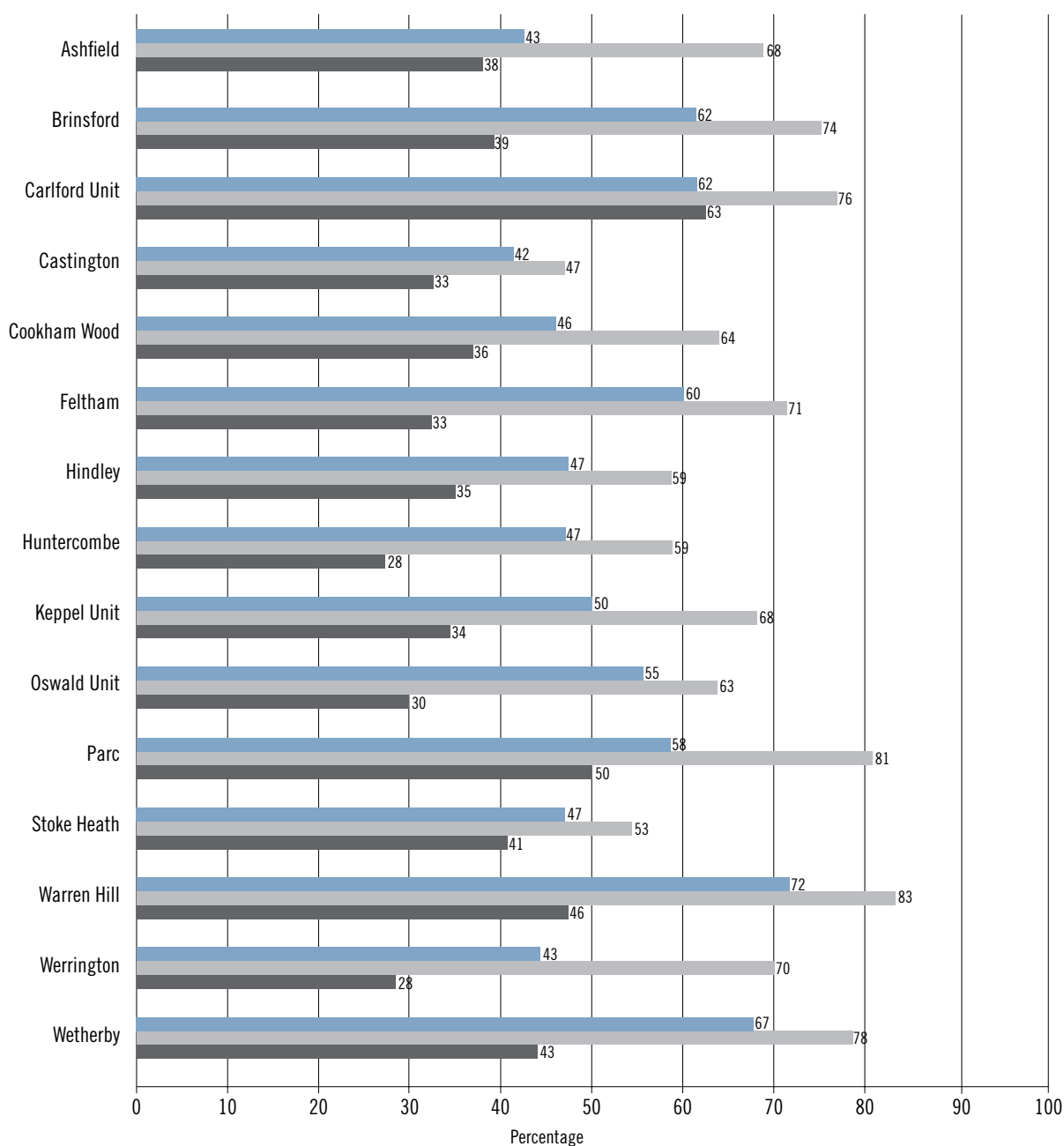
Forty-seven per cent reported that their visits usually started on time, ranging from 78% at the Carlford Unit and 68% at Hindley to 26% at Feltham and 28% at the Keppel Unit. The Carlford Unit also had the highest proportion (69%) reporting that their family and friends were treated well or very well by visits staff, followed by 61% at Parc through to 42% at Cookham Wood, 37% at the Oswald Unit and 33% at the Keppel Unit. Overall, 51% of young men reported that they and their visitors were treated well or very well by visits staff, which was worse than the 56% response in 2008–09.

2.16 How are you being prepared for release?

2.16.1 Use of training plans

Overall, 57% of sentenced young men said they had a training plan. This ranged from 83% at the Carlford Unit and 78% at Warren Hill to 44% at Werrington. Fifty-four per cent of those with a plan said that they had been involved in its development, 68% that they understood the targets set in the plan and 37% said they could see the plan whenever they wanted to, a decrease from 41% in 2008–09. Figure 32 shows the breakdown of these results for each establishment – percentages are of those who reported having a training plan.

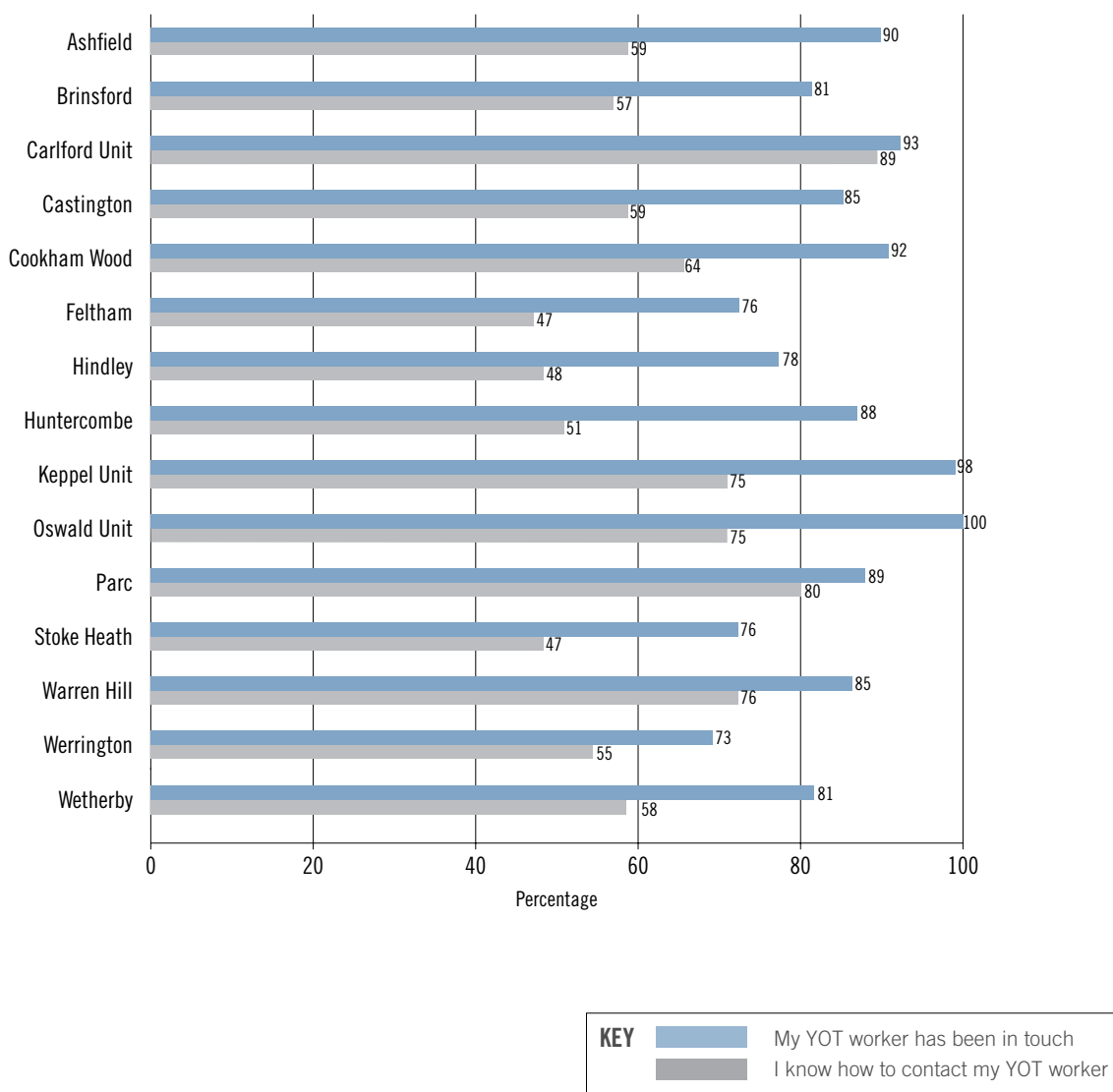
Figure 32: How involved are young men in their training plans?



2.16.2 Contact with youth offending team workers

Overall, 82% of young men said that their youth offending team (YOT) worker had been in touch with them since they had arrived in their current establishment. However, only 57% said they knew how to get in touch with their YOT worker themselves. The breakdown per establishment can be seen in Figure 33.

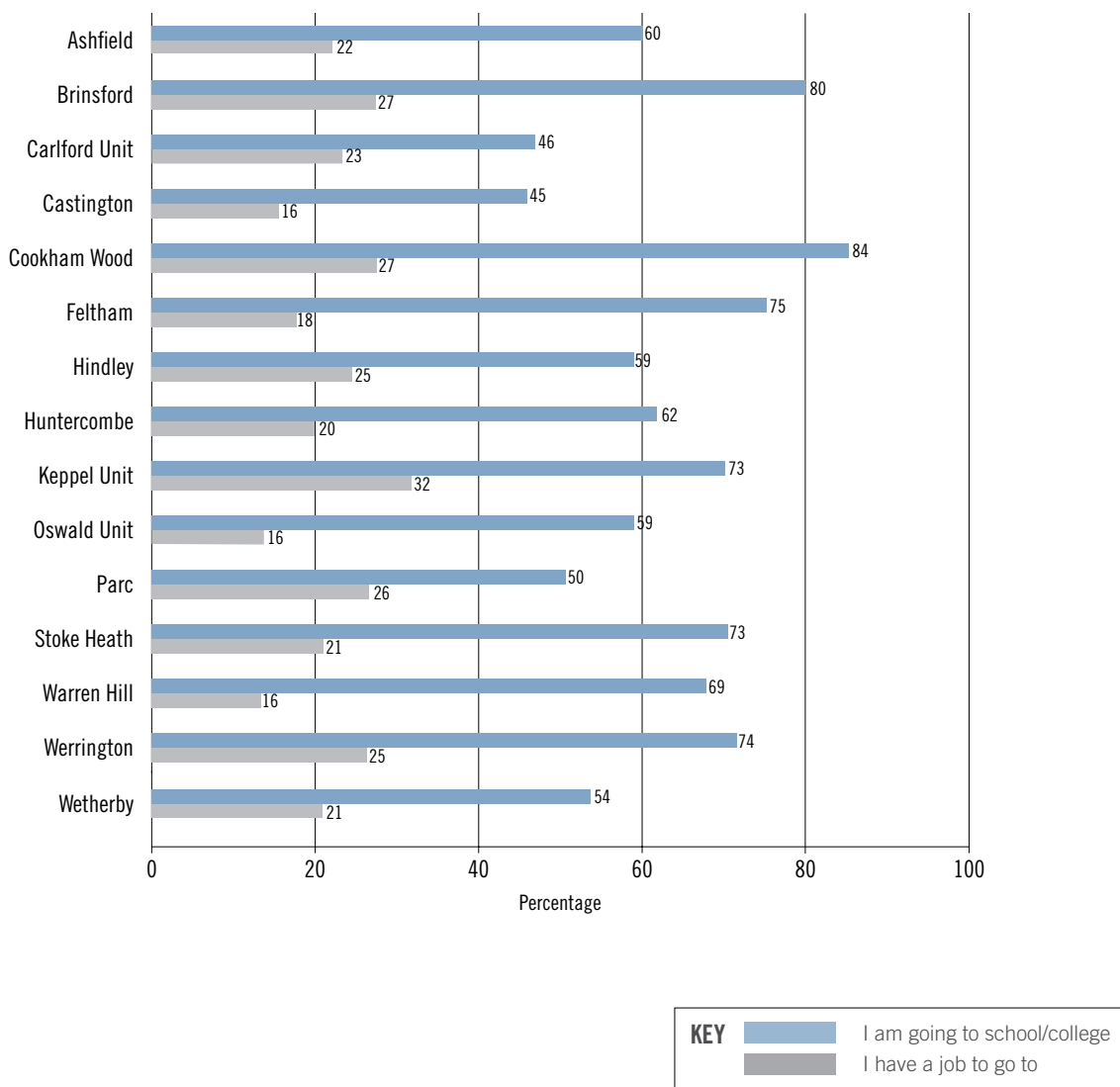
Figure 33: Contact with your YOT worker



2.16.3 Plans for release

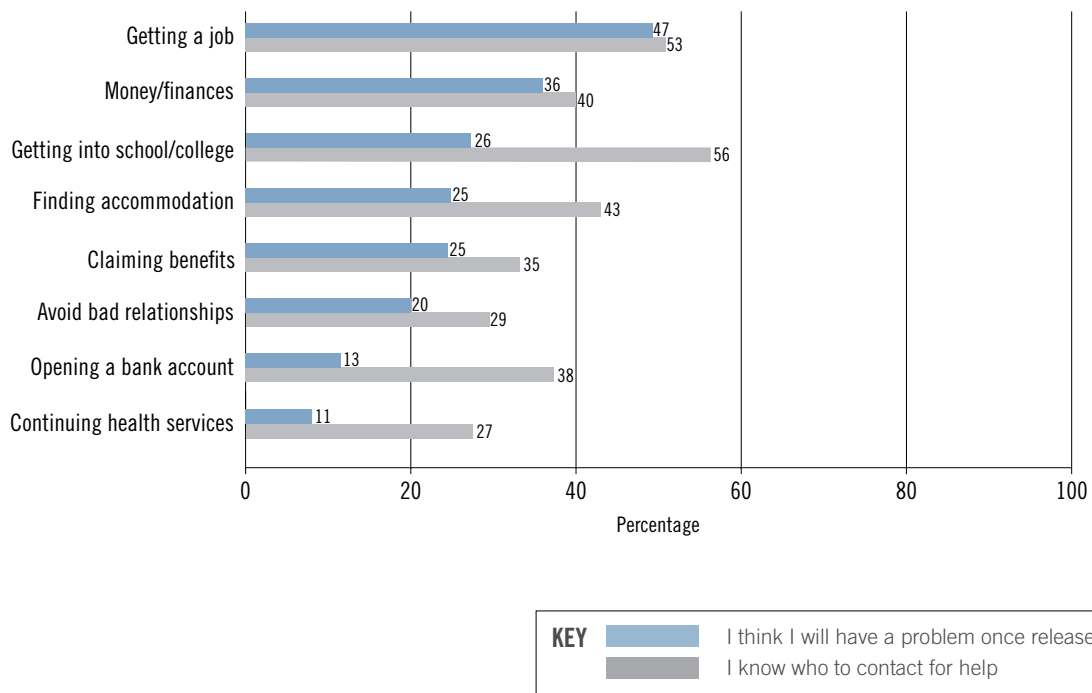
When asked if they had had a say in what would happen to them once released, 41% of young men said that they had. This was highest at Parc (56%) and lowest at Feltham (31%). Young men were asked whether they were going to school or college upon release or had a job to go to. Overall, 64% said they were going to school or college, an increase from 42% in 2008–09, and 22% said they had a job to go to. Figure 34 shows that the lowest proportions of young men who reported going to school or college or having a job to go to on release were at Castington for the former (45%) and Castington, Warren Hill and the Oswald Unit for the latter (16%).

Figure 34: What will you do once released?



Young men were asked whether they thought that they would have any problems once released. The results can be seen in Figure 35. They were also asked whether they knew who to contact for help with particular issues before their release. Over half said they knew who to go to for help with getting into school or college and getting a job (56% and 53% respectively), 43% knew who to go to for help with accommodation needs and 38% for help with opening a bank account, whereas less than a third knew who to go to for help with continuing health services and avoiding bad relationships (27% and 29% respectively). Overall, 36% said that there were still things that they needed help with before they were released, ranging from 61% at the Keppel Unit, 52% at the Oswald Unit and 47% at Stoke Heath to 27% at the Carlford Unit and 24% at Castington.

Figure 35: Do you think you will have any problems once released and do you know who to contact for help?

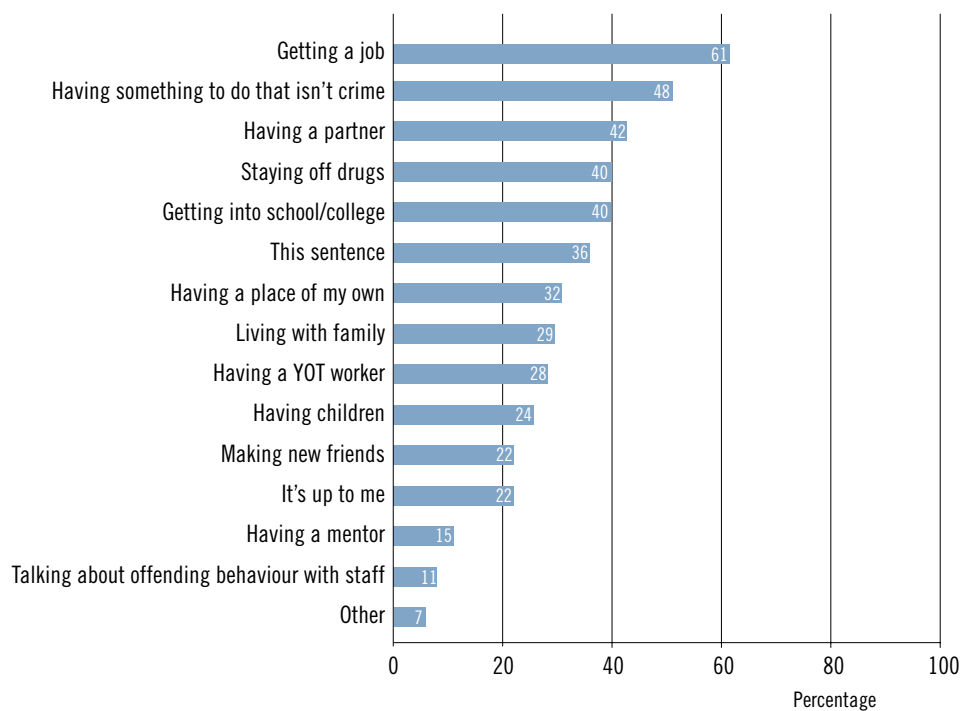


2.16.4 Do you want to stop offending?

Of the young men who said they were sentenced, 91% said that they wanted to stop offending. At the specialist units the figures were 100% at the Carlford Unit and 94% at both the Keppel and Oswald units. Of the non-specialist units, the figures ranged from 98% at Feltham to 83% at Parc.

In terms of what sentenced young men felt was most likely to stop them offending in the future, getting a job was felt by the majority (61%) to be of most benefit (though 47% said that they thought they would have a problem actually getting one), followed by having something to do that was not crime (48%) and having a partner (42%).

Figure 36: What is most likely to stop you offending in the future?



Finally, young men were asked whether they had done anything or whether anything had happened to them in their current establishment that would make them less likely to offend in the future. Forty-nine per cent of sentenced young men answered yes to this question. The highest proportion was 72% at the Oswald Unit followed by 69% at the Keppel Unit, and 66% at Cookham Wood. The lowest figure was at Castington where only 38% answered positively. Fifty-seven per cent of those in custody for the first time, compared with 44% of those who had been in before, said that they had done something or something had happened to them to make them less likely to reoffend.

Section 3

Young men in custody – have things improved?

3.1 Background to the analysis

Only significant changes in survey results have been highlighted in the previous section and the comparator in Appendix B shows all responses that are statistically different between the survey results from the 2008–09 and 2009–10 periods. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance.

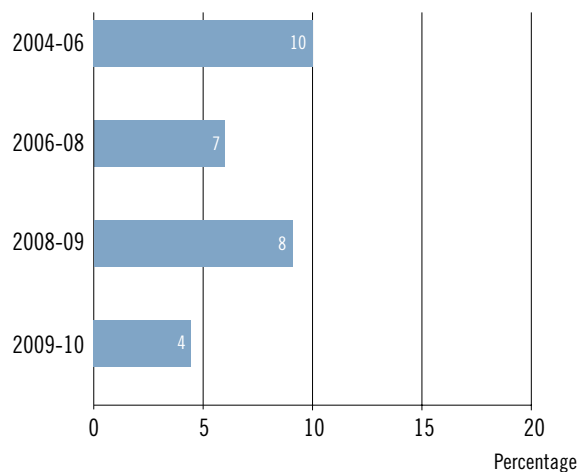
The survey was updated for the 2009–10 period. Out of the 96 questions which can be compared with 2008–09 data, 24 (25%) were significantly better and 24 (25%) were significantly worse.

3.2 Summary of changes

3.2.1 Improvements

- Fewer young men (4%) reported spending four or more hours in the van, an improvement from 8% in 2008–09. This was the only aspect of courts, transfers and escorts that was significantly better. As can be seen in Figure 37, there has been a reduction over the past four reporting periods.

Figure 37: Did you spend four or more hours travelling to the establishment?

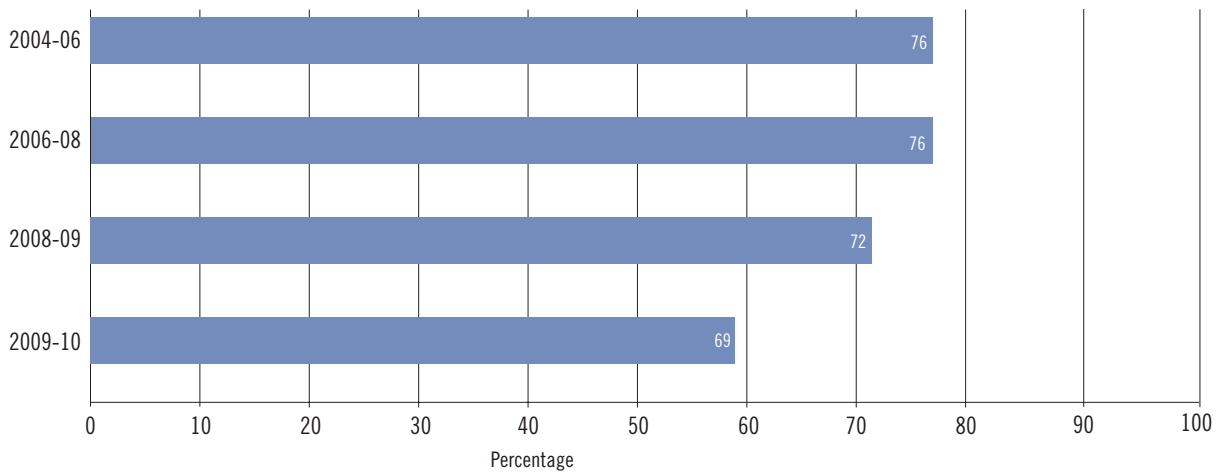


- Experiences in reception had improved – more young men said that they were searched in an understanding way and overall 72%, compared with 66% in 2008–09, said that they were treated well or very well in reception, which reflected findings from earlier reporting periods. In both 2006–08 and 2004–06, 70% of young men reported that they had been treated well or very well in reception.

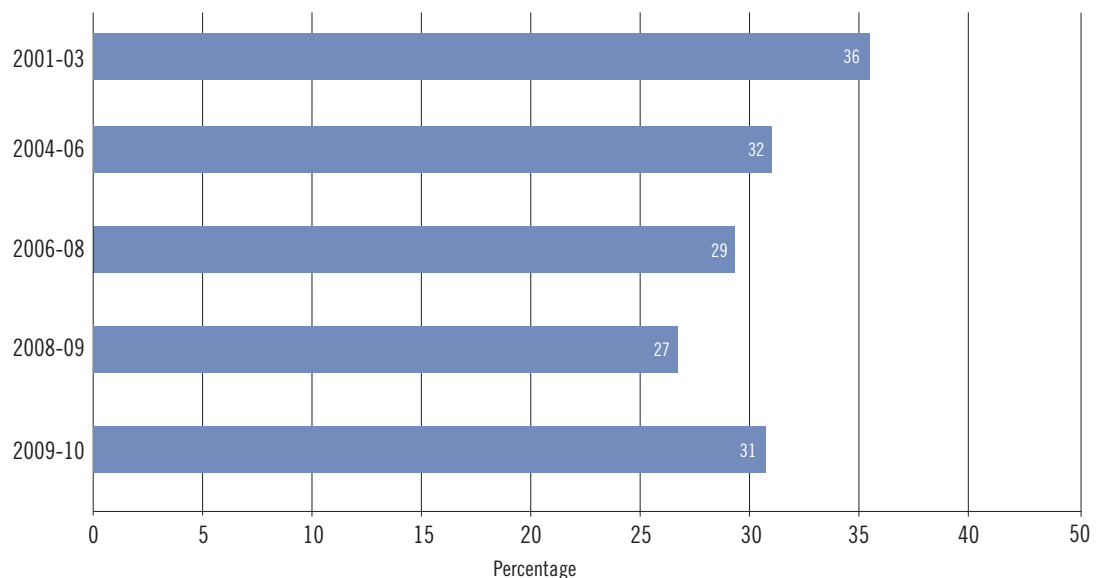
- Fewer young men reported having problems with feeling low or needing someone to talk to on arrival (16% compared with 20% in 2008–09) and more reported being offered access to the chaplain or other religious leader (50% compared with 36% in 2008–09), someone from health services (67% compared with 49%) or a peer mentor, Listener or the Samaritans (23% compared with 13%) within their first 24 hours. These improvements have not, however, made a significant difference in the number of young men who reported feeling safe on their first night in their establishment – 84% in 2008–09 compared with 82% in 2009–10 said that they felt safe.
- Sixty-four per cent compared with 55% in 2008–09 said they could shower every day, and more young men said it was easy or very easy to attend religious services.
- Access to all health service professionals (doctors, nurses, dentists and opticians) had improved with more young men reporting that it was easy to see them.
- More young men said they knew how to make a complaint (85% compared with 76% in 2008–09) and felt that complaints were handled fairly.
- There was an increase from 24% in 2008–09 to 27% in 2009–10 in the proportion of young men who said they were on the enhanced level of the rewards scheme.
- The proportion of young men who said they thought staff would take them seriously if they reported being victimised had improved from 37% to 40%. More young men said that staff had checked on them in the week before the survey than during the previous reporting period.
- In 2009–10, more young men said they went to the gym more than five times a week (11% compared with 7% in 2008–09) and went outside for exercise every day (31% compared with 28%).
- A higher percentage of young men said that they were able to use the telephone every day (56% compared with 50% in 2008–09) and 49% said it was easy or very easy for family and friends to visit them, compared with 35% in 2008–09.
- While 42% said they were going to school or college upon release in 2008–09, this figure had increased to 64% in this reporting period.

3.2.2 Deteriorations

- More young men in 2009–10 compared with 2008–09 said they had truanted from school at some point (73% and 69% respectively).
- Fewer young men said that they were treated well or very well by the escort staff (56% compared with 62% in 2009–10).
- On arrival at the establishment, more young men reported problems with contacting family to let them know where they were, not being able to smoke and loss of property.
- Although not a significant decrease since 2008–09, it is interesting to note that the number of young men who reported that most staff treat them with respect has fallen over the last four reporting periods (see Figure 38).

Figure 38: Do most staff treat you with respect?

- Fewer young men reported that the overall quality of health services was good or very good, falling from 60% in 2008–09 to 57% in 2009–10.
- More young men had arrived into the establishment with drug problems (34% in 2009–10 compared with 22% in 2008–09) and fewer said they had received help for alcohol or drug problems.
- More young men said they had felt unsafe at some point during their time in custody (31% compared with 27% in 2008–09), which is a reversal of the falling trend seen over the last four reporting periods (see Figure 39). A higher proportion reported physical abuse from other young people (11% compared with 8%) and more said they had been victimised by other young people because they were new (9% compared with 6%) or because of drugs (2% compared with 1%).

Figure 39: Have you ever felt unsafe in this establishment?

- The percentage of young men who said they had been victimised by staff rose from 20% to 23%. Reported physical abuse by staff also rose from 3% in 2008–09 to 5% in 2009–10, as did reported victimisation by staff because of being new at the establishment (2% in 2008–09 compared with 4% in 2009–10).
- While 32% reported problems sending or receiving mail in 2008–09, this rose to 39% in 2009–10. Fewer young men said that they and their visitors were treated well or very well by visits staff and the numbers who reported having had no visits in the month before the survey increased from 9% in 2008–09 to 18% in 2009–10.
- Of those young men who reported having a personal officer, fewer said they had met them in the first week, 48% compared with 54%, and fewer felt helped by them, 59% compared with 63%.
- Compared with 2008–09, fewer young men reported being able to see their training plan when they wanted to (37% compared with 41%).

Section 4

The experiences of young men from black and minority ethnic backgrounds

4.1 Background to the analysis

The male estate is predominantly made up of white young men and this was represented in the sample: there were 358 young men from black and minority ethnic groups compared with 742 young men from white ethnic groups (see Figure 2, page 21, for a breakdown of ethnicity).

The proportion of young men from black and minority ethnic backgrounds was 33%, which remains similar to the 35% in 2008–09. Comparisons of the responses of black and minority ethnic young men and white young men, when tested for statistical significance, illustrated 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: data were analysed by comparing responses based on demographic information.

Appendix C 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. Missing data have been excluded for each question.

4.2 Differences between respondents

As can be seen in Appendix C, the reported custodial experience of young men from black and minority ethnic backgrounds was generally worse than the experience of their white counterparts. Of the 177 questions tested for significance, 86 (49%) were more negative for black and minority ethnic young men while 27 (15%) were more positive. The differences could be seen in responses to all sections of the survey; some of the findings are highlighted below.

Courts, transfers and escorts

For four out of the 10 questions in this section, responses from black and minority ethnic young men were significantly worse. On their way to the establishment, black and minority ethnic young men reported feeling less safe than white young men (68% compared with 78%) and fewer reported being treated well or very well by escort staff (51% compared with 58% of white young men) or being told where they were going when they left court. More black and minority ethnic young men reported spending more than four hours in the van (5% compared with 3%).

Reception and first few days

In this section, 16 out of the 36 questions produced more negative responses from black and minority ethnic young men (which were generally concerning whether help or services were offered by staff) and six had more positive responses (generally concerning whether the young men had any problems when they first entered the establishment). A third (66%) said that they were treated well in reception, compared with 74% of white young men, and fewer black and minority ethnic young men reported seeing a member of health services in reception or being searched in an understanding way. Fewer reported being asked if they needed help with particular issues when they first arrived. For example, only 45% said they were asked if they needed help with not smoking compared with 63% of white young men, and only 36% of black and minority ethnic young men said they were asked if they needed help with feeling upset or low, compared with 44% of white young men.

Only 76% of black and minority ethnic young men reported feeling safe on their first night in their establishment, compared with 86% of white young men. Of those who had been on an induction course, fewer black and minority ethnic young men said they had been on this within their first week (75% compared with 82%) or felt that it covered everything they needed to know (59% compared with 70%).

Fewer young men from a black and minority ethnic background reported having any problems when they first arrived at the establishment (68% compared with 78% of white young men). In particular, fewer reported problems with not being able to smoke, letting family know where they are, feeling low or having health problems on arrival.

Daily life

Out of the nine questions in this section, five produced more negative responses and three more positive responses from black or ethnic minority young men. The quality of food was the only question in the daily life section that was not significantly different. Fewer black and minority ethnic young men said they could shower every day (59% compared with 66%) and fewer felt that the shop sold a wide enough variety of products (38% compared with 45% of white young men). When asked if they had a member of staff to turn to if they had a problem or whether they were treated with respect, the responses from black and minority ethnic young men were 61% and 57% respectively compared with 75% and 76% of white young men.

Young men from a black and minority ethnic background reported better access to religious services (64% compared with 57%), and more said that their religious beliefs were respected than white young men (66% compared with 47%) and that they could speak to a religious leader in private if they wanted to (71% compared with 65%).

Health services

Twelve out of 21 questions in this area had poorer responses from black and minority ethnic young men and six questions had better responses. Black and minority ethnic young men reported that their access to health service professionals was significantly worse than their white counterparts. Whereas 61% of white young men reported that overall the quality of health services was good or very good, just under half (49%) of black and minority ethnic young men said this. Although fewer black and minority ethnic young men reported emotional or mental health problems than white young men, of those who did report problems more said that they were not receiving any help: 62% compared with 37%. Fewer black and minority ethnic young men reported drug or alcohol problems on arrival.

Applications and complaints

Seven out of the 12 questions in this area produced worse responses for black and ethnic minority young men. Fewer reported that they knew how to make an application or that it was easy to do so. Of those who had made applications and/or complaints, fewer young men from black and minority ethnic backgrounds felt that they were sorted out fairly and promptly.

Rewards scheme

Of the seven questions in this section, four had poorer responses for black and ethnic minority young men than white young men. Thirty per cent of white young men said they were on the top (enhanced) level of the rewards scheme, while only 21% of black and minority ethnic young men did. Possibly related to this, fewer black and minority ethnic young men said that they had been treated fairly by the scheme (39% compared with 60%) or that the different levels made them change their behaviour.

Safety

There were 31 questions in this section. Five produced better and 10 produced worse responses from black and minority ethnic young men (though it should be noted that positive responses from black and minority ethnic young men were mostly in relation to questions about victimisation from other young people and the negative responses about victimisation from staff). Black and minority ethnic young men reported less victimisation from other young people in the form of verbal insults (9% compared with 15%), because of drugs (1% compared with 3%), because they were new in the establishment (6% compared with 10%) and because they were from a different part of the country (3% compared with 6%). Fewer reported that shouting through the windows was a problem (33% compared with 45% of white young men).

More young men from a black and minority ethnic background reported being victimised by staff (26% compared with 21% of white young men). When asked what the incident had involved, more black and minority ethnic young men reported racial or ethnic abuse, having their canteen or property taken, being victimised because of their religious beliefs, because they were new or because of gang related issues than white young men. Fewer black and minority ethnic young men said they would tell anyone about it if they were being victimised (58% compared with 64% of white young men). This may be because only 34% (compared with 44% of white young men) believed that staff would take it seriously.

Activities

Out of 14 questions, four produced better and nine produced worse responses from black and minority ethnic young men. Fewer black and minority ethnic young men said they had a job (23% compared with 36%), were doing vocational or skills training (18% compared with 25%) or were on offending behaviour programmes (13% compared with 23%), though more said they were in education (81% compared with 69% of white young men). When asked whether they would find activities they were taking part in helpful once released, fewer black and minority ethnic young men than white young men felt that they would be: for example, only 29% felt that offending behaviour programmes would be helpful compared with 60% of white young men.

More white than black and minority ethnic young men reported getting association every day (62% compared with 56%) and getting outside for exercise every day (35% compared with 24%).

Keeping in touch with family and friends

The results for all six questions in this section were worse for black and minority ethnic young men than white young men. Fewer said they were able to use the telephones every day (49% compared with 60%), more said they had had problems sending or receiving mail (43% compared with 37%) and fewer reported that it was easy for friends/family to visit, that they had received two or more visits in the last month, that their visits started on time (38% compared with 51%) or that they or their visitors were treated well by visits staff.

Resettlement

Black and minority ethnic young men produced worse responses for 13 of the 21 questions in this area and better responses for only three. Of those who had met their personal officer, 63% of white young men reported that they had been helped by them whereas just over half (51%) of black and minority ethnic young men felt that they had been. Forty-four per cent of white young men, compared with only 36% of black and minority ethnic young men, said that they had had a say in what would happen to them once they were released. When asked if they knew who to contact for help with certain issues before release, the responses from black and minority ethnic young men were consistently worse than those

from white young men: for example, only 32% said they knew who to contact for help with money or finances (compared with 44% of white young men), 36% (compared with 45%) said they knew who to contact for help with finding accommodation and 46% (compared with 56%) knew who to contact for help with getting a job.

Seventy-two per cent of black and minority ethnic young men compared with 60% of white young men said that they were going to school or college once they were released.

4.2.1 Has this comparison changed since the last report?

In most areas, the survey comparison for 2009–10 is very similar to that in the 2008–09 report. Some of the differences are that:

- In 2008–09 there was no significant difference reported in the way black and minority ethnic and white young men were treated by escort staff (60% and 63% respectively said that they were treated well or very well). In 2009–10, fewer black and minority ethnic young men reported that they were treated well or very well compared with white young men (51% and 58% respectively).
- The proportions of black and minority ethnic young men and white young men saying they were on the enhanced level of the reward scheme were similar in 2008–09 (23% and 25% respectively) but the gap had widened this year to 21% and 30%.
- In 2008–09, more black and minority ethnic young men reported being physically restrained than their white counterparts (34% compared with 25%). As it had done during the 2006–08 reporting period, the gap closed once again during 2009–10. This was due to an increase in the number of white young men reporting that they had been physically restrained (34% of black and minority ethnic young men and 30% of white young men said that they had been restrained).
- All six questions in the ‘keeping in touch with family and friends’ section produced significantly worse results for black and minority ethnic young men in 2009–10, compared with only two in 2008–09. For example, in 2008–09, 44% of black and minority ethnic young men and 49% of white young men said they had had two or more visits in the month before the survey, whereas in 2009–10 the results were 40% compared with 49%.
- While the gap between the groups had closed in 2008–09 in terms of whether they had a say in what would happen to them before they were released, it had widened again in 2009–10. In 2008–09, 45% of black and minority ethnic young men and 43% of white young men reported having a say, whereas in 2009–10, only 36% of black and minority ethnic young men compared with 44% of white young men said they had had a say in what would happen to them once released.

Section 5: The experiences of Muslim young men

5.1 Background to the analysis

In 2009–10, for the first time young men were asked whether they had a religion and, if so, what it was. As can be seen in Figure 3 (page 22), 13% of young men surveyed said they were Muslim. Comparisons of the responses of Muslim and non-Muslim young men, when tested for statistical significance, illustrated differences in their perceptions and experiences.

Appendix D highlights the areas that were significantly different between Muslim and non-Muslim respondents. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance, and any missing data have been excluded for each question.

5.2 Differences between respondents

As can be seen in Appendix D, the custodial experience for Muslim young men was generally worse than that of their non-Muslim counterparts. Of the 177 questions tested for significance, 56 (32%) were more negative for Muslim young men while 18 (10%) were more positive. The differences could be seen in responses to all sections of the survey; below we highlight some of the findings.

Courts, transfers and escorts

Four out of the 10 questions asked in this section produced worse responses from Muslims than non-Muslims. Fewer Muslim young men reported feeling safe on their most recent journey (68% compared with 76% of non-Muslim young men), being offered anything to eat or drink (20% compared with 33%) or being told where they were going.

Reception and first few days

Out of the 36 questions asked in this area, 10 had poorer responses and three had better responses for Muslim young men. When they first arrived, fewer Muslim young men reported having any problems: 69% compared with 76% of non-Muslim young men. Fewer reported problems not being able to smoke (40% compared with 53%) or health problems (7% compared with 11%), which might explain why fewer Muslim young men said they were offered help or support in these two areas when they first arrived.

Only 29% of Muslim young men said they were offered a shower on arrival compared with 36% of non-Muslim young men and, similarly, fewer said they were offered information about the PIN telephone system (57% compared with 67%) or access to a peer mentor, Listener or the Samaritans (15% compared with 25%). Of those who had been on induction, fewer said that this was within the first week (73% compared with 80%). While 83% of non-Muslim young men said they felt safe on their first night, only 76% of Muslim young men did.

Daily life

In this section of nine questions, there were three better and three worse responses from Muslim young men compared with non-Muslim young men. Only 29% of Muslim young men said that the shop sold a wide enough variety of products, compared with 45% of non-Muslim young men. More Muslim than non-Muslim young men said that their religious beliefs were respected (73% compared with 51%) and that they could attend religious services easily (72% compared with 58%). Fewer reported that most staff treated them with respect – 57% of Muslims compared with 71% of non-Muslims – or that they had a member of staff to turn to if they had a problem – 59% compared with 72%.

Health services

Out of 21 questions, responses from Muslims were significantly worse for nine questions and better for two. Muslims were less likely to say that it was easy to access health services than non-Muslims. For example, 40% of Muslims said it was easy to see the doctor compared with 54% of non-Muslims. Of those Muslims who reported having emotional or mental health problems, 13% said they received help from a psychiatrist or psychologist and none said they were receiving help from a counsellor, while the figures for non-Muslim young men were 30% and 18% respectively.

Applications and complaints

Responses to four out of the 12 questions in this area were worse for Muslims than non-Muslims. While there were no significant differences between their responses on their knowledge and experience of the complaints process, Muslim young men reported a poorer experience with the application process. Fewer Muslims said they knew how to make an application (84% compared with 91%) or that they were handled fairly, and only 37% compared with 57% of non-Muslims felt that they were sorted out promptly.

Rewards and sanctions, and discipline

Four of the seven questions in this area produced worse responses from Muslim young men. While similar proportions of Muslim and non-Muslim young men said they were on the enhanced level of the rewards scheme, fewer Muslims felt that they had been treated fairly in the scheme (31% compared with 56%).

Thirty-seven per cent of Muslim young men said they had been physically restrained compared with 30% of non-Muslims.

Safety

There were better responses from Muslim young men in three of the 31 questions in this area and worse responses to four questions. More Muslim young men said that they had been victimised by other young people and staff because of their religious beliefs and ethnicity than non-Muslim young people. Six per cent of Muslim young men compared with 2% of non-Muslims said they had been victimised by other young men because of their race or ethnicity and 4%, compared with 1%, said they had been victimised by other young people because of their religion. Six per cent of Muslim young men said they had been victimised by staff because of their race or ethnicity compared with 3% of non-Muslim young men, and 4% compared with 1% reported being victimised by staff because of their religious beliefs.

Fewer Muslim young men reported victimisation from other young people in the form of verbal insults (7% compared with 14% of non-Muslim young men), physical abuse (7% compared with 11% of non-Muslim young men) or felt that shouting through the windows was a problem.

Activities

Of the 14 questions in this area, four produced better responses and seven produced worse responses for Muslim than non-Muslim young men. Fewer Muslim young men had ever been excluded (81% compared with 91% of non-Muslims) or truanted from school (65% compared with 74%) and more reported taking part in education in their establishment (83% compared with 71%). Fewer Muslim young men said they had association every day (51% compared with 61%), being able to exercise outside every day (21% compared with 33%) and having a job (25% compared with 33%). Muslim young men who had been involved in education, work, skills training or offending behaviour programmes were less likely to report that these would help them on release than non-Muslim young men.

Keeping in touch with family and friends

Three of the six questions in this section produced worse responses from Muslim young men. Fifty-eight per cent of non-Muslims said they were able to use the telephone every day compared with 49% of Muslim young men, and 46% of Muslims compared with 39% of non-Muslims said they had problems with sending or receiving mail.

Resettlement

Out of 31 questions in this area, three produced better responses from Muslim than non-Muslim young men and eight produced worse responses. More Muslim young men said they were planning to go to school or college on release (74% compared with 63% of non-Muslims), although significantly more Muslims felt that they would have a problem getting into school or college (35% compared with 24%). Muslim young men were less likely than non-Muslims to report knowing who to contact in the establishment for help in preparation for release.

Section 6

How do dedicated establishments compare to split sites?

6.1 Background to the analysis

There were seven dedicated sites and five split or mixed sites in the young men's estate at the time of the survey (see Table 4). Responses from young men in dedicated establishments were compared with the responses from those in split or mixed sites to assess their different experiences of custody. For the purposes of this analysis, responses from the Carlford, Oswald and Keppel units have not been included due to their specialist nature. The comparator table in Appendix E 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 4 – Dedicated sites and split sites

Dedicated sites	Split or mixed sites ⁷
Ashfield	Brinsford
Cookham Wood	Castington
Hindley	Feltham
Huntercombe	Parc
Warren Hill	Stoke Heath
Werrington	
Wetherby	

6.2 Differences in responses

Young men in dedicated sites had more positive experiences than young men in split sites in a number of areas. Responses to 42 of the 177 questions (24%) were better for those in dedicated establishments than split sites and worse for 22 of the 177 questions (12%).

The areas where young men in dedicated sites reported a more positive experience are detailed below.

- More young men travelling to dedicated sites said they felt safe during the journey (77% compared with 70% in split sites) and 33% (compared with 13%) said that they were offered something to eat or drink.
- More young men in dedicated sites said they were seen by a member of health services in reception (89% compared with 73%) and that they were searched in an understanding way (84% compared with 80%). Overall, the percentage of young men reporting that they had been treated well or very well in reception was higher in dedicated sites (74%) than in split sites (66%).
- More young men in dedicated sites said they were asked whether they needed any help with not being able to smoke (60% compared with 51%), loss of property (21% compared with 17%), letting family know where they were (62% compared with 56%) and money worries (17% compared with 12%). When they first arrived, fewer young

⁷ At the time the surveys were carried out, Brinsford and Castington were split sites holding both children and young people and young adults (18–21 years); in 2010 both establishments were re-roled and now hold only young adults.

men at dedicated sites reported problems with loss of property (12% against 16% in split sites) or money (14% compared with 18%) and more said they were offered a free telephone call (84% compared with 77%).

- A higher proportion of young men who said they had an induction in dedicated sites said that this was within their first week (81% compared with 76%).
- Seventy per cent of those in dedicated sites said that staff treated them with respect compared with 65% in split sites.
- Overall, reported experiences of health services were better for young men in dedicated sites than for those in split sites. Sixty-one per cent of young men in dedicated sites reported that the quality of health services was good or very good compared with only 45% in split sites. Young men in dedicated sites also said they found it easier to see the doctor (56% compared with 38%), nurse (75% compared with 67%), dentist (34% compared with 22%), optician (28% compared with 15%) and pharmacist (31% compared with 17%). Fewer young men who said that they were on medication reported problems getting it (30% compared with 52% in split sites) and more said they had received help for drug problems (28% compared with 23%).
- Young men in dedicated sites reported a better experience with the application process: 91% said they knew how to make an application (compared with 86% in split sites), 84% said it was easy to do so (compared with 75%), 69% of those who had made an application said it was handled fairly (compared with 51%) and 58% felt it was sorted out promptly (compared with 42%). While 42% of young men in dedicated sites said complaints were handled fairly and 48% felt they were sorted out promptly, only 27% and 32% respectively felt so in split sites.
- More young men in dedicated sites said they could speak to a peer mentor or Listener when they wanted to (37% compared with 31%), a member of the Independent Monitoring Board (IMB) (35% compared with 24%) or an advocate (42% compared with 30%).
- Thirty-six per cent of young men in dedicated establishments said they had a job and 26% that they were taking part in vocational or skills training compared with 20% and 14% respectively in split sites. More young men in dedicated sites who said they were involved in work, vocational or skills training or offending behaviour programmes felt they would be helpful to them on release.
- Just under half (49%) of young men in dedicated establishments reported that their visits started on time compared with 40% in split sites.
- More young men in dedicated establishments said they knew who to contact for help with finding accommodation (44% compared with 38% in split sites), continuing health services (28% compared with 21%) and opening a bank account (41% compared with 31%) on release.

There were also some areas where young men in split sites reported a more positive experience.

- Young men in split sites said they spent less time in the van on the way to the establishment. Two per cent reported spending more than four hours in the van compared with 4% of those in dedicated establishments.
- More young men in dedicated establishments reported problems with letting family know where they were (25% compared with 19% in split sites).

- More young men in split sites said they had access to a chaplain or religious leader within their first 24 hours (55% compared with 47%).
- Responses to questions about daily life in the establishment were generally more positive from young men in split sites. More said they could shower every day (76% compared with 56% in dedicated sites), 38%, compared with 24%, said that their cell call bell was answered in five minutes and 52%, compared with 40%, said that the shop sold a wide enough range of products. More young men in split sites said that it was easy to attend religious services (67% compared with 56%), that they could speak to a religious leader in private (71% compared with 66%) and 65% felt that their religious beliefs were respected compared with only 48% in dedicated sites.
- Fifteen per cent in split sites said that it was easy or very easy to obtain illegal drugs, whereas a higher proportion (22%) reported this in dedicated sites.
- More young men in dedicated sites said they had had an adjudication (60% compared with 52% in split sites).
- Shouting through the windows was reported as a problem by more young men in dedicated sites than in split sites (43% compared with 38%) and 10% of young men in dedicated sites reported victimisation by other young people due to being new compared with 7% at split sites.
- More young men in split sites said they had been checked on by staff in the previous week (42% compared with 37% in dedicated sites).
- A higher proportion of young men in split sites reported being in education (78% compared with 69%) and more reported having association every day (76% compared with 51%).
- More young men in split site establishments said they could use the telephone every day (73% compared with 47% in dedicated sites) and more reported having had two or more visits in the month before the survey (52% compared with 45%).
- Of those young men who said they had a personal officer, more in split sites reported having met them during their first week in the establishment and seeing them at least once a week (52% and 69% respectively compared with 44% and 62% in dedicated establishments).
- Seventy per cent of young men in split sites said that they were planning to go to school or college on release compared with 62% in dedicated establishments.

Section 7

Young women in custody – main analysis

7.1 Introduction

This section examines the experience of custody from a young woman's point of view. Figures were analysed for the 47 young women surveyed during the one-year reporting period (from 1 April 2009 to 31 March 2010). They were asked identical questions to young men, about escorts and reception through to preparation for release, along with background and demographic information. Table 5 shows information about the survey carried out in each establishment.

It should be noted that the number of young women at each of these units was very small (even though responses were received from nearly all respondents at each one) and the percentages quoted may represent a small number of young women or a small number of respondents for that question. For this reason, the actual numbers have been included alongside percentages in certain parts of the text. Only statistically significant differences between the 2009–10 and 2008–09 figures are reported.

Table 5: Samples from the young women's units

Establishment	Date of survey	Population at time of survey	Sample size	% of population sampled
Eastwood Park: Mary Carpenter Unit	29 April 2009	11	10	91%
New Hall: Rivendell Unit	15 June 2009	20	18	90%
Foston Hall: Toscana Unit	1 September 2009	10	8	80%
Downview: Josephine Butler Unit	21 December 2009	11	11	100%
Total		52	47	90%

7.2 The female estate

All young women are now held in one of four discrete specialist units.

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.

Mary Carpenter Unit

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

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.

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.

7.3 Profile of young women surveyed

All of the young women surveyed were asked to provide some basic background and demographic information, including age and ethnicity.

7.3.1 Age

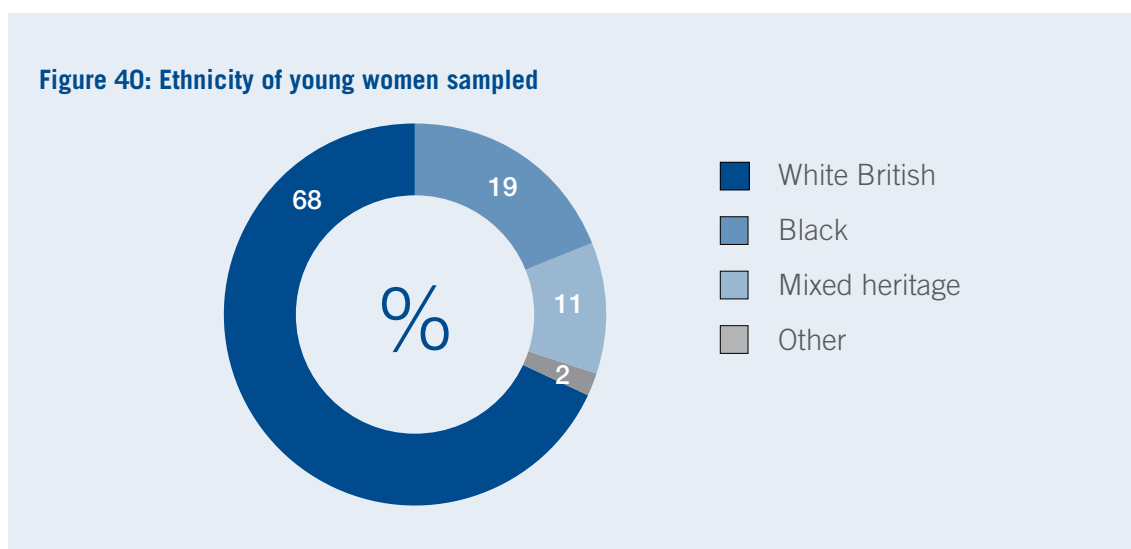
All of the young women surveyed were aged 17 apart from one in the Rivendell Unit who was 18.

7.3.2 Residency and language

Ninety-four per cent of young women said that they were British citizens and 84% (compared with 98% in 2008–09) that English was their first language (two young women did not answer this question).

7.3.3 Ethnicity

In our sample, 32% of the young women said they were from a black and minority ethnic background (see Figure 40).



The breakdown within these ethnic groups was as follows:

- white: 63.8% white British, 2.1% white Irish, 2.1% white other
- black: 6.4% Caribbean, 12.8% African
- mixed heritage: 6.4% white and Caribbean, 2.1% white and African, 2.1% other mixed heritage
- other: 2.1% Chinese.

As in 2008–09, no young women said they were from an Asian background. The largest proportion of young women who said they were from a black and minority ethnic background was 64% (n=7) at the Josephine Butler Unit while the smallest proportion were at the Toscana Unit and the Rivendell Unit (13%; n=1 and 11%; n=2 respectively).

7.3.4 Gypsy, Romany or Traveller

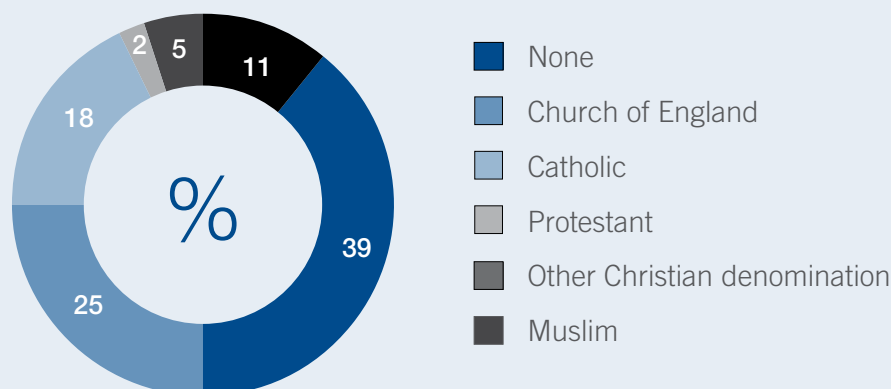
Two young women, one each in the Josephine Butler and the Toscana units, reported that they were a Gypsy, Romany or Traveller.⁸

⁸ This question was only added to the survey part way through the reporting period so was not asked in establishments surveyed before August 2009.

7.3.5 Religion

Sixty-one per cent (n=27) of the young women sampled stated that they had a religion. The majority (25%; n=11) said they were Church of England, while 18% (n=8) said that they were Catholic and 11% (n=5) that they were Muslim. The breakdown for all religions is in Figure 41.

Figure 41: Religious beliefs of young women sampled



7.3.6 Are you sentenced?

Across the whole estate, 81% of young women said they were sentenced. This was highest in the Rivendell Unit at 95% (n=17) and lowest in the Josephine Butler Unit at 55% (n=6). The Mary Carpenter Unit had the largest proportion of young women who said that they were serving sentences of 12 months or less (73%; n=7), while the Toscana Unit had the smallest (33%; n=2). Overall, 43% of young women said that their sentence was 12 months or less and also that they had less than six months left to serve of their sentence, while 27% said that they had been in their establishment for less than one month at the time of the survey.

7.3.7 Have you been in custody before?

When asked if they had previously been in a young offender institution (YOI), secure children's home or secure training centre, just over a third (35%) of young women reported that this was their first time in the secure estate – while this was true for 46% (n=5) in the Josephine Butler Unit, everyone in the Toscana Unit (n=7) said that they had been in the secure estate before (one woman did not answer this question). Twenty per cent of young women said they had spent time at another YOI during their current sentence.

7.3.8 Do you have any children?

None of the young women surveyed said they had a child.

7.3.9 Educational background

Just over half (53%) of young women across the establishments said they were aged 14 or under when they were last in school, ranging from 100% (n=6) in the Toscana Unit to 30% (n=3) in the Mary Carpenter Unit. Seventy-seven per cent of young women said they had truanted from school at some point and 75% that they had been excluded.

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

7.4.1 What was your most recent transfer like?

Young women were asked questions about their most recent transfer to their establishment.

Eighty-five per cent reported that they were told where they were going when they left court, although only 5% said they received written information. Overall, 40% of young women felt that the van they travelled in was clean and only 16% that it was comfortable. No one in the Toscana Unit said that the van was clean or comfortable while the best results were received from the Mary Carpenter Unit where 60% (n=5) and 30% (n=3) respectively reported that the van was clean and comfortable. Similarly, the lowest proportion of young women reporting feeling safe during the journey was at the Toscana Unit (67%, n=5) while the highest was at the Rivendell Unit where 80% (n=14) of young women said they felt safe. Overall, 75% of young women felt safe during their most recent journey. Half of those in the Josephine Butler Unit and the Rivendell Unit (n=5 and n=9) travelled with adults (over 18s) or, worryingly, with males in the van, while only one young woman on her way to the Mary Carpenter Unit said this. Overall, 41% of young women reported travelling with adults or males in the van.

Eight per cent of young women said that they spent more than four hours in the van. This was highest in the Mary Carpenter Unit (20%, n=2) and lowest in the Rivendell Unit where no one said that they had. Those who had spent more than two hours in the escort van were asked whether they had been offered a toilet break and anything to eat or drink. No one travelling to the Mary Carpenter Unit said they were offered a toilet break, whereas one (25%) young woman in the Toscana Unit, one (25%) in the Josephine Butler Unit and two (18%) in the Rivendell Unit said they were offered a toilet break on the way to their establishment. Overall, 42% of those travelling for two or more hours said that they had been offered something to eat or drink, ranging from 54% (n=6) in the Rivendell Unit to no one in the Toscana Unit. All young women were then asked how they felt they had been treated by the escort staff; 64% reported that they had been treated well or very well. There was little variation between the establishments; the highest proportion was in the Toscana Unit with 67% (n=5) while the lowest was in the Mary Carpenter Unit with 60% (n=5).

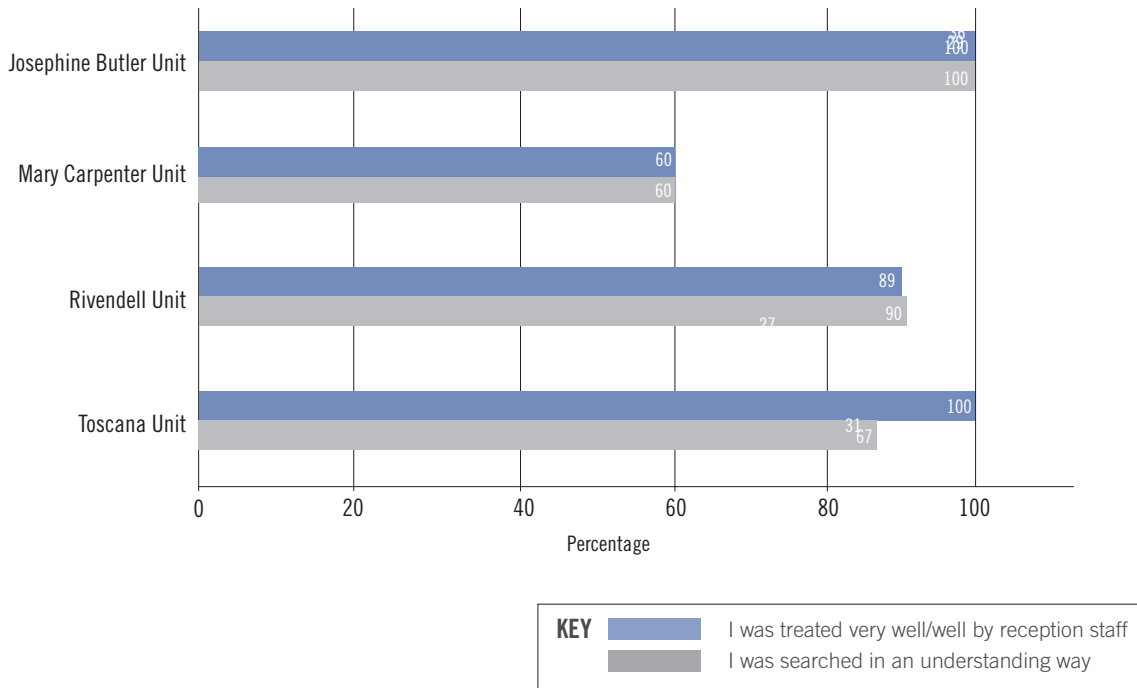
7.5 What were your first few days here like?

7.5.1 What was your experience of reception?

Ninety per cent of young women said that they were in reception for less than two hours and the same proportion reported being seen by a member of health services while there. All young women in the Toscana Unit said that they were in reception for less than two hours and saw a member of health services, whereas at the Mary Carpenter Unit 80% (n=7) said they spent less than two hours in reception (the lowest reported figure) and at the Rivendell Unit, 84% (n=14) of young women said they saw a member of health services while in reception (the lowest reported figure).

All of the young women in the Josephine Butler Unit said that they were searched in an understanding way whereas only 60% (n=5) in the Mary Carpenter Unit and 67% (n=5) in the Toscana Unit reported this. Overall, 81% of young women felt that they were searched in an understanding way and 85% that they were treated well or very well in reception (see Figure 42 for breakdown per establishment).

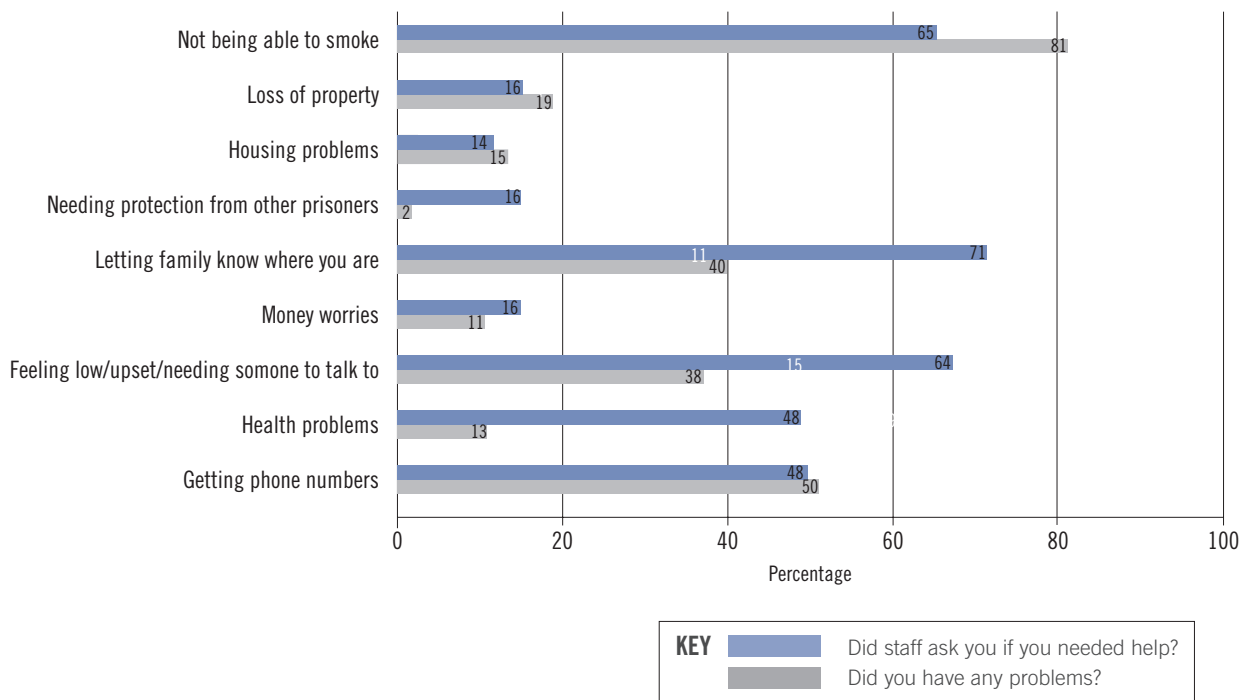
Figure 42: What was it like for young women in reception?



7.5.2 Did you have any problems when you first arrived?

Across all the female establishments, 96% of young women said that they had problems when they first arrived at their establishment. This was highest at the Mary Carpenter and Rivendell units, where all the young women reported having problems, and lowest at the Toscana Unit where 89% (n=6) said they had problems. Young women were also asked whether staff asked them when they first arrived whether they needed any help or support. Figure 43 shows the results of these two questions.

Figure 43: Problems and help for young women on arrival

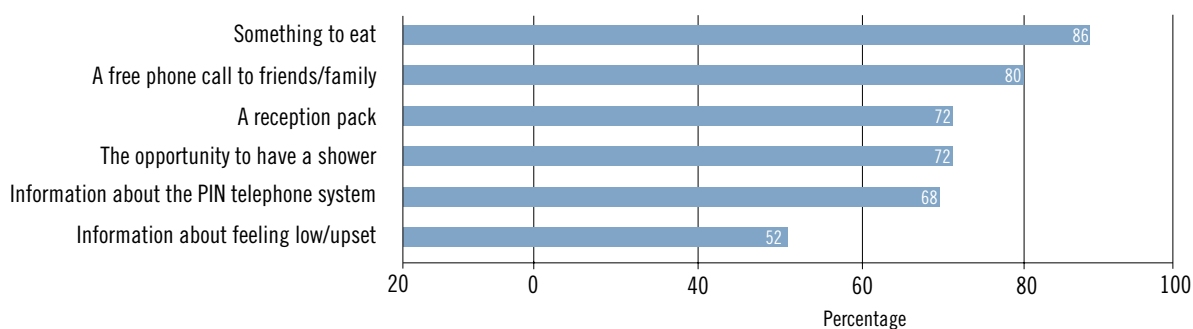


As can be seen above, most young women said they had problems with not being able to smoke – the 81% response was a significant increase from the 55% during the 2008–09 reporting period. The second biggest problem young women reported was getting telephone numbers (50%), followed by letting their families know where they were (40%) and feeling low/upset or needing someone to talk to (38%). To reflect this, staff most commonly asked whether help was needed with letting family know where they were (71%), not being able to smoke (65%), feeling low/upset or needing someone to talk to (64%) and getting telephone numbers (48%).

7.5.3 Were you offered anything upon arrival?

Overall, 86% of young women said they were offered something to eat when they first arrived. This was highest in the Toscana Unit (100%, n=7) and lowest at the Rivendell Unit (80%, n=14). Eighty per cent reported that they were offered a free telephone call to friends or family, ranging from 100% (n=11) in the Josephine Butler Unit to 64% (n=6) in the Mary Carpenter Unit. Seventy-two per cent were offered a reception pack, highest in the Toscana Unit (100%, n=7) and lowest in the Rivendell Unit (55%, n=10). Seventy-two per cent also said they had been offered the opportunity to have a shower, ranging from 91% (n=10) in the Josephine Butler Unit to 36% (n=4) in the Mary Carpenter Unit. Overall, 68% of young women said they were offered information about the PIN telephone system, ranging from 100% (n=7) at the Toscana Unit to 36% (n=4) in the Mary Carpenter Unit, and 52% said they were offered information about what to do if they were feeling low or upset, highest in the Josephine Butler Unit (73%, n=8) and lowest in the Mary Carpenter Unit (27%, n=3).

Figure 44: Facilities offered to young women on arrival



7.6 Adapting to the environment – the first week

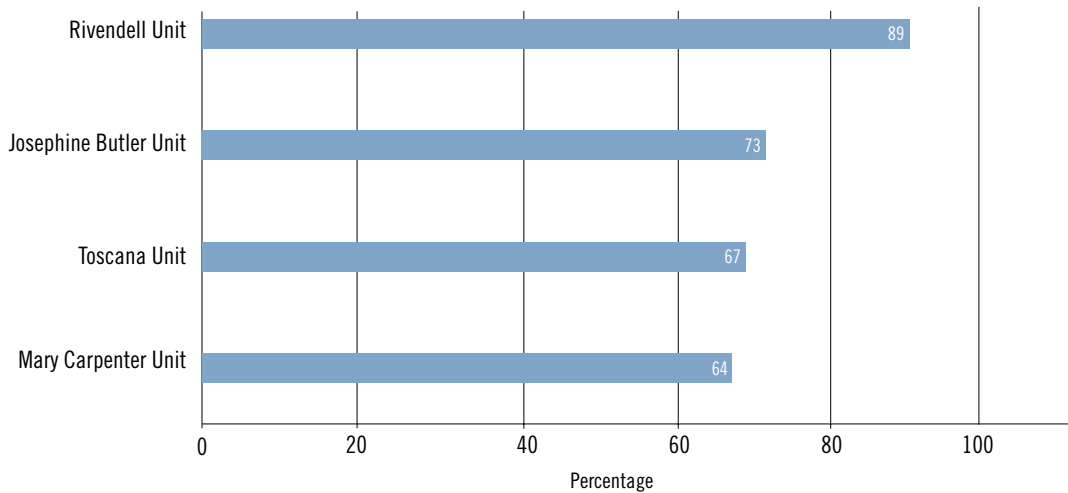
Young women were asked what people or services they had access to within the first 24 hours:

- 82% said they had access to someone from health services
- 50% said they had access to the chaplain or another religious leader
- 33% said they had access to a peer mentor, Listener or the Samaritans
- 18% said they had access to the prison shop or canteen.

While only half of the young women said they had access to a chaplain or religious leader, this was an improvement on the 25% response in 2008–09. Similarly, only 12% in 2008–09 reported access to a peer mentor, Listener or the Samaritans, which had improved to 33% in 2009–10.

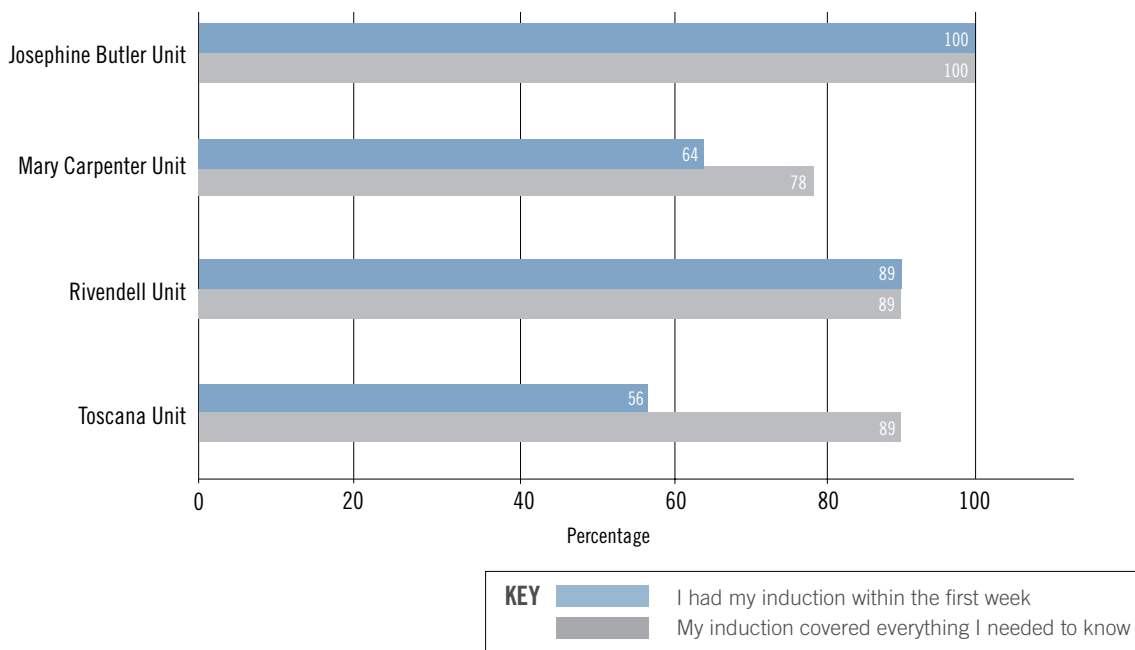
Overall, 75% of young women said that they felt safe during their first night in the establishment – this was highest in the Rivendell Unit where 89% (n=14) said they felt safe and lowest in the Mary Carpenter Unit where 64% (n=6) felt safe during their first night.

Figure 45: Young women who said that they felt safe on their first night



Six per cent (n=3) of young women said they had not been on an induction course since arriving at their establishment. Of those who said they had been on an induction course, 78% reported that they had received an induction within their first week at the establishment. While this was the response for all the young women at the Josephine Butler Unit, only 56% (n=4) at the Toscana Unit said they had attended within their first week. All the young women at the Josephine Butler Unit reported that their induction course had been useful, while only 78% (n=6) at the Mary Carpenter Unit said that it had. Overall, 86% of young women said that the induction course covered everything they needed to know.

Figure 46: Young women's feedback on induction



7.7 What is daily life like here?

Across the four female establishments, 96% of young women said they were able to shower daily – all those at the Toscana and Josephine Butler units said they could do so, 95% (n=16) at the Rivendell Unit and 91% (n=9) at the Mary Carpenter Unit.

Seventy-six per cent of young women said that their cell call bells were normally answered within five minutes, an increase from 45% in 2008–09. This was highest at the Toscana Unit, with all young women answering positively to this question, and lowest at the Rivendell Unit, where 68% (n=12) of young women reported that cell call bells were answered within five minutes.

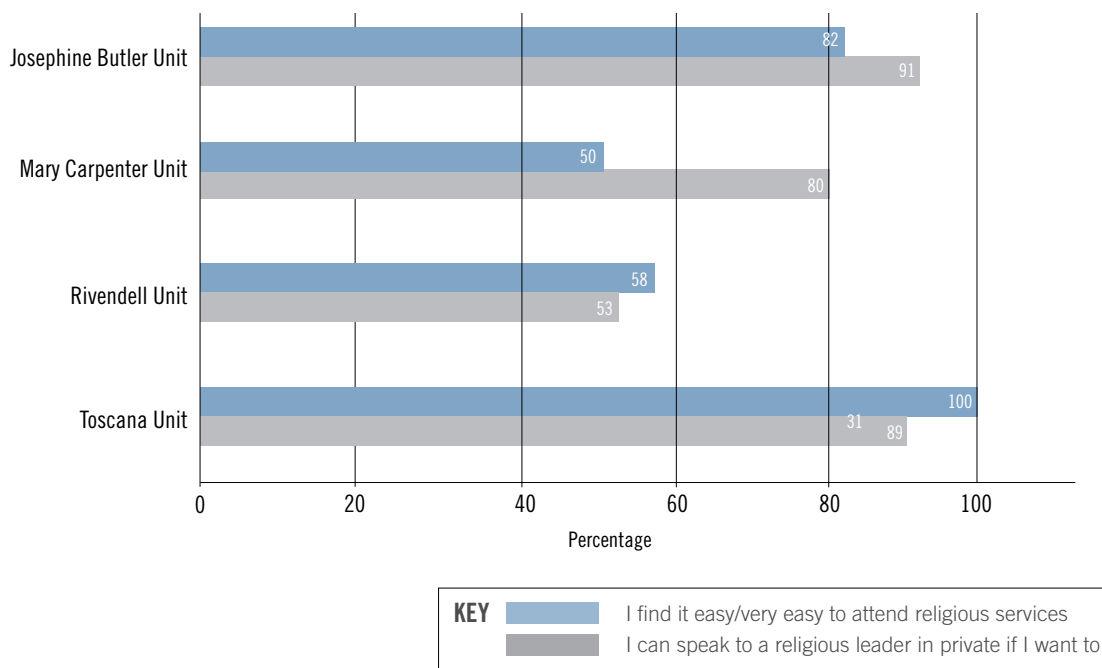
Overall, only 37% of young women felt that the food in their establishment was good or very good. The worst ratings were at the Mary Carpenter and Josephine Butler units where 27% (n=3) of young women said the food was good or very good, while the best was at the Toscana Unit where 56% of young women (n=4) said the food was good or very good.

The young women were also asked whether the shop/canteen sold a wide enough variety of products: results were similar for three of the establishments – 67% (n=5), 64% (n=7) and 60% (n=11) of young women at the Toscana, Josephine Butler and Rivendell units respectively reported that the canteen sold a wide enough variety of goods, whereas only 20% (n=2) of young women at the Mary Carpenter Unit were positive about the selection of products.

7.7.1 Respect for religious beliefs

Sixty-four per cent of young women felt that their religious beliefs were respected in their establishment – this was highest at the Josephine Butler Unit at 82% (n=9) and lowest at the Rivendell Unit at 53% (n=9). Figure 47 shows the breakdown of responses for the two questions; whether young women found it easy or very easy to attend religious services and whether they could speak to a religious leader in private if they wanted to. Overall, 69% said it was easy or very easy to attend religious services and 73% that they could speak to a religious leader in private if they wished to.

Figure 47: Young women’s access to religious services



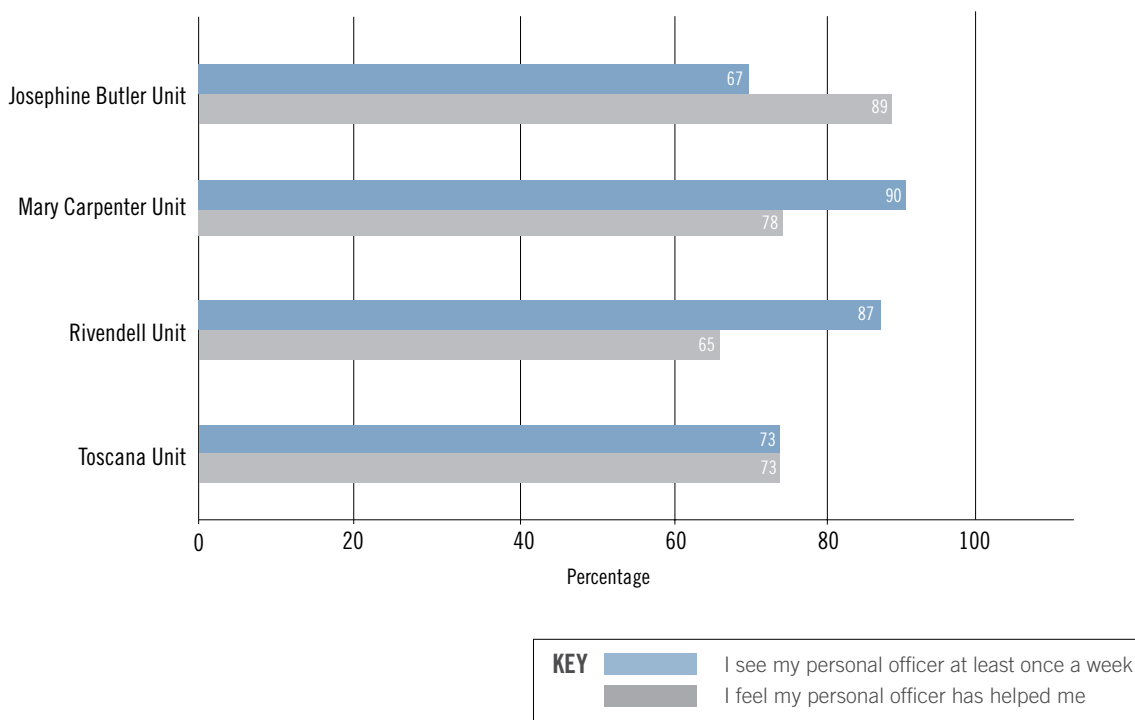
7.7.2 Contact with staff

Seventy-seven per cent of young women said that they had a member of staff to turn to if they had a problem. This was highest at the Josephine Butler Unit at 91% (n=10) and lowest at the Rivendell Unit at 65% (n=12). Results were also highest at the Josephine Butler Unit for the question 'do most staff treat you with respect?' with 90% (n=9) of the young women there responding that they did, while at the Mary Carpenter Unit 75% (n=5) said that staff treated them with respect, the lowest proportion across all the establishments. Eighty-nine per cent (n=6) of young women at the Toscana Unit and 80% (n=14) at the Rivendell Unit answered positively to this question. Overall, 81% of young women said that most staff treated them with respect.

Overall, 67% of young women said that staff had checked on them in the previous week. This was highest in the Josephine Butler Unit (82%, n=9) and lowest in the Rivendell Unit (56%, n=9).

Overall, 91% of young women said they had met their personal officer. Of these, 74% said they had met them within the first week of arriving at the establishment. This was the response for all the young women at the Toscana Unit but of only 59% (n=9) at the Rivendell Unit. Eighty per cent reported that they saw their personal officer at least once a week and 75% felt that they had been helped by their personal officer. Figure 48 shows the breakdown by establishment for these two questions.

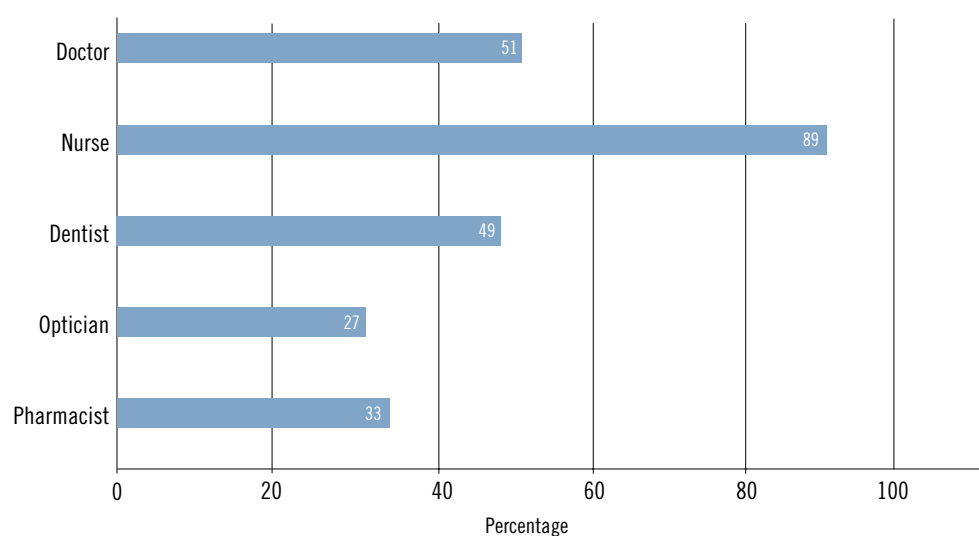
Figure 48: Young women's contact with their personal officer



7.8 What are your experiences of health services in this establishment?

In terms of the overall quality of the health services offered in their establishments, 79% of young women said that they were good or very good. At the Josephine Butler Unit, 91% (n=10), the highest proportion across the establishments, rated services as good or very good while at the Mary Carpenter Unit only 64% (n=6) did. Figure 49 shows the proportions of young women who said it was easy to see the different health service professionals. Although fewer than half (49%) of young women said it was easy to see a dentist, this was an increase from 26% in the previous reporting period.

Figure 49: Young women who found it easy to see a health services professional



Those who reported being on medication were asked whether they had had any problems getting access to it: overall 31% said that they had but results varied substantially between establishments. Only 11% (n=1) at the Josephine Butler Unit said they had problems compared with 67% (n=5) at the Mary Carpenter Unit.

7.8.1 Alcohol and drug problems

Twenty-three per cent of young women reported that they had had a problem with alcohol when they first arrived at their establishment. Of those young women who reported an alcohol problem, 54% said that they had received help for it.

When they arrived at the establishment, 39% of young women said that they had had a problem with drugs, of whom 77% said that they had received help for it.

7.8.2 Mental health problems

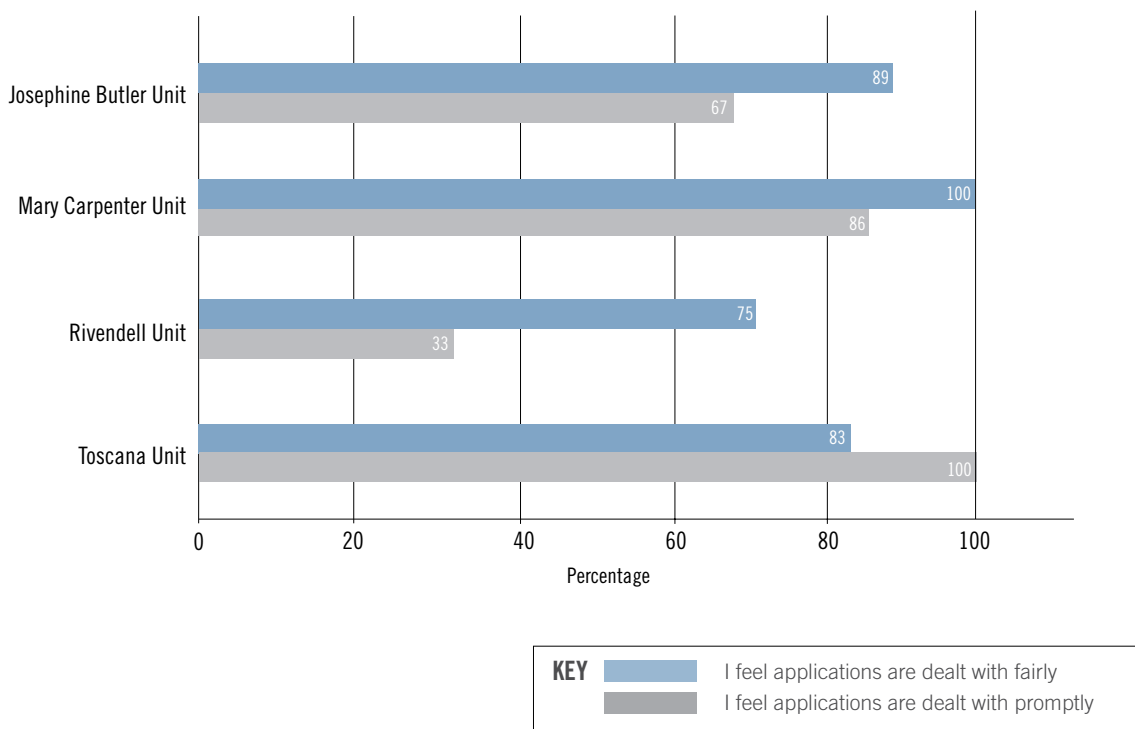
Thirty-eight per cent of young women said that they had emotional or mental health problems. Of these young women, 21% reported that they were not receiving any help, which was highest at the Josephine Butler Unit, where half (n=2) said they were not receiving help, and lowest at the Toscana Unit, where all young women with problems said they were receiving some form of help. The most common form of help they reported was from a psychiatrist/psychologist (53%), followed by a counsellor (37%), nurse (22%) and doctor (16%), and 5% said they were receiving help from some other source.

7.9 What are your experiences of the applications and complaints system in this establishment?

7.9.1 Experience of the application system

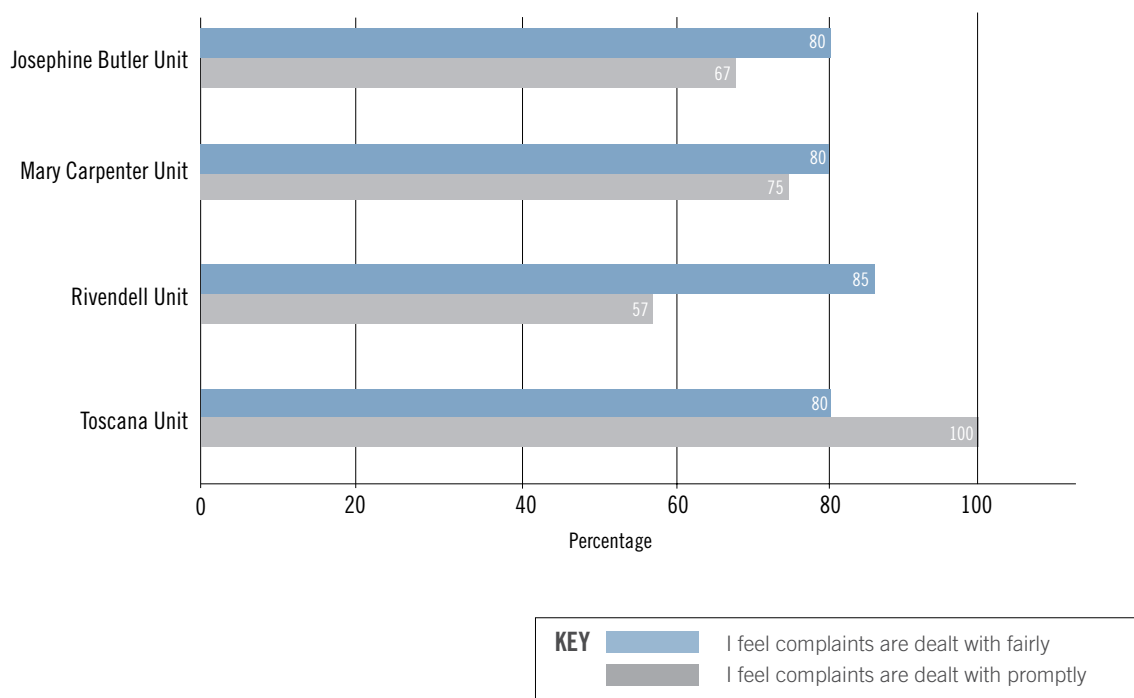
Across the female establishments, 81% said they knew how to make an application, ranging from 73% (n=7) at the Mary Carpenter Unit to 100% at the Toscana Unit. Seventy-three per cent of young women said that it was easy to make an application: again, the lowest proportion was at the Mary Carpenter Unit, at 64% (n=6), and the highest was 90% (n=7) at the Toscana Unit. Of those young women who had made an application, 82% said that it had been dealt with fairly and 64% that it had been handled promptly (within seven days). Figure 50 shows the breakdown for each establishment.

Figure 50: Young women who felt applications were dealt with fairly and promptly



7.9.2 Experience of the complaints system

Overall, 89% of young women reported knowing how to make a complaint, varying from 82% (n=8) in the Mary Carpenter Unit to 95% (n=17) in the Rivendell Unit. Sixty-nine per cent said that it was easy to make a complaint, ranging from 50% (n=4) at the Toscana Unit to 91% (n=10) at the Josephine Butler Unit. Of those who had made a complaint, 79% felt that it was dealt with fairly, which was an increase from 24% in 2008–09, and 69% felt they were handled promptly (within seven days). The breakdown for each establishment is in Figure 51.

Figure 51: Young women who felt complaints were dealt with fairly and promptly

7.9.3 Access to other services

Young women were then asked whether they were able to speak to certain people when they wanted to:

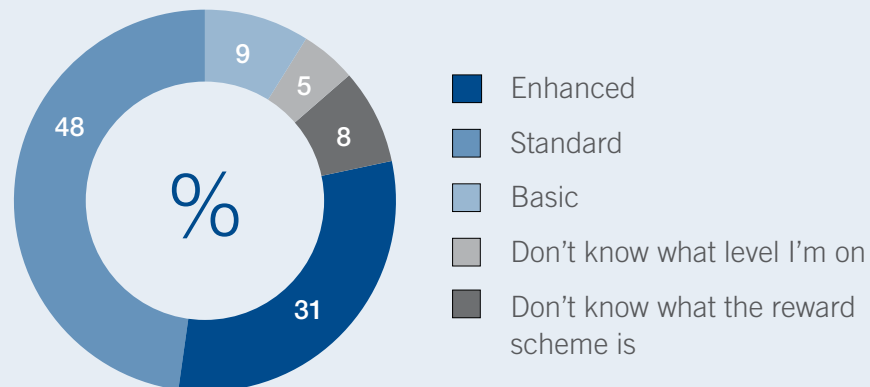
- 54% said they could speak to an advocate
- 52% said they could speak to a peer mentor, Listener or Samaritan
- 36% said they could speak to a member of the IMB.

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

Just under a third (31%) of young women said they were on the enhanced level of the reward scheme, varying from 46% (n=5) at the Josephine Butler Unit to just 10% (n=1) at the Toscana Unit. Interestingly, although only one young woman at the Toscana Unit was on the top level, 90% (n=7) of the young women there said that they had been treated fairly by the rewards scheme (the highest proportion across the establishments). Overall, 65% of young women said that they had been treated fairly by the scheme, although at the Mary Carpenter Unit only 36% (n=4) of young women felt they had been and only 40% (n=4) said that the different levels of the scheme encouraged them to change their behaviour, the lowest proportion of all establishments. The highest proportion was 64% (n=7) at the Josephine Butler Unit. Overall, 57% of young women said that the different levels of the scheme encouraged them to change their behaviour.

Figure 52 shows the proportion of young women on the different levels of the rewards scheme.

Figure 52: Young women's rewards scheme levels

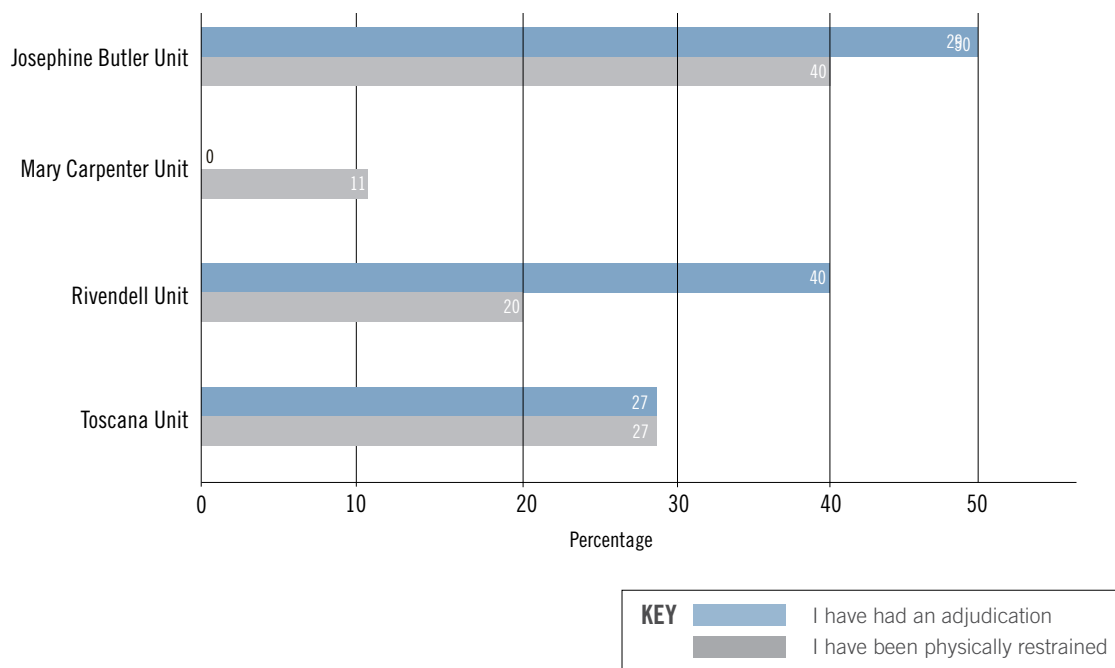


7.11 Have you been disciplined in this establishment?

Across the establishments, 30% of young women said they had had an adjudication at their unit. This was highest at the Josephine Butler Unit (50%, n=5) and lowest at the Mary Carpenter Unit (0%, n=0). Twenty-five per cent of young women said that they had been physically restrained, again highest at the Josephine Butler Unit (40%, n=4) and lowest at the Mary Carpenter Unit (11%, n=1) (see Figure 53). All the young women in the Toscana and Josephine Butler units reported that the adjudication process had been clearly explained to them, and three-quarters (n=5) at the Rivendell Unit said that it had been.

Although none of the establishments had segregation units, if this facility were needed young women were sent to the segregation unit in the adult prison. Seventy-five per cent of young women who had spent a night in a segregation unit said that they had been treated well or very well by staff. All three of the young women from the Josephine Butler Unit reported that they had been treated well. However, the one young woman at the Rivendell Unit who said she had been to the segregation unit said she was treated badly by staff. No young women at the Mary Carpenter and Toscana units said they had been to the segregation unit.

Figure 53: Have you been disciplined in this establishment?



7.12 How safe do you feel here?

Young women were asked whether they had ever felt unsafe in their establishment – 22% said they had. This ranged from 40% (n=3) at the Toscana Unit to none at the Josephine Butler Unit.

Figure 54: Have you ever felt unsafe in this establishment?

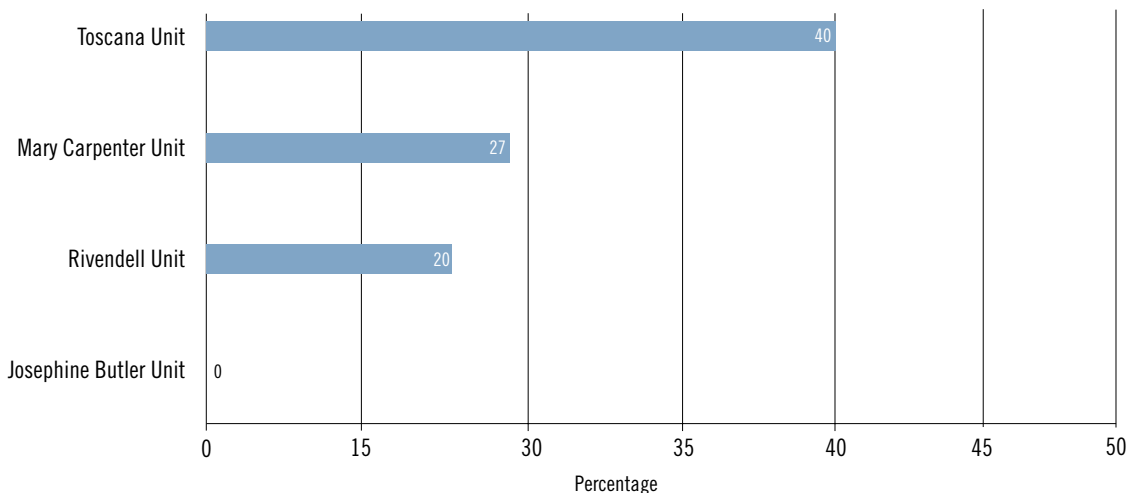
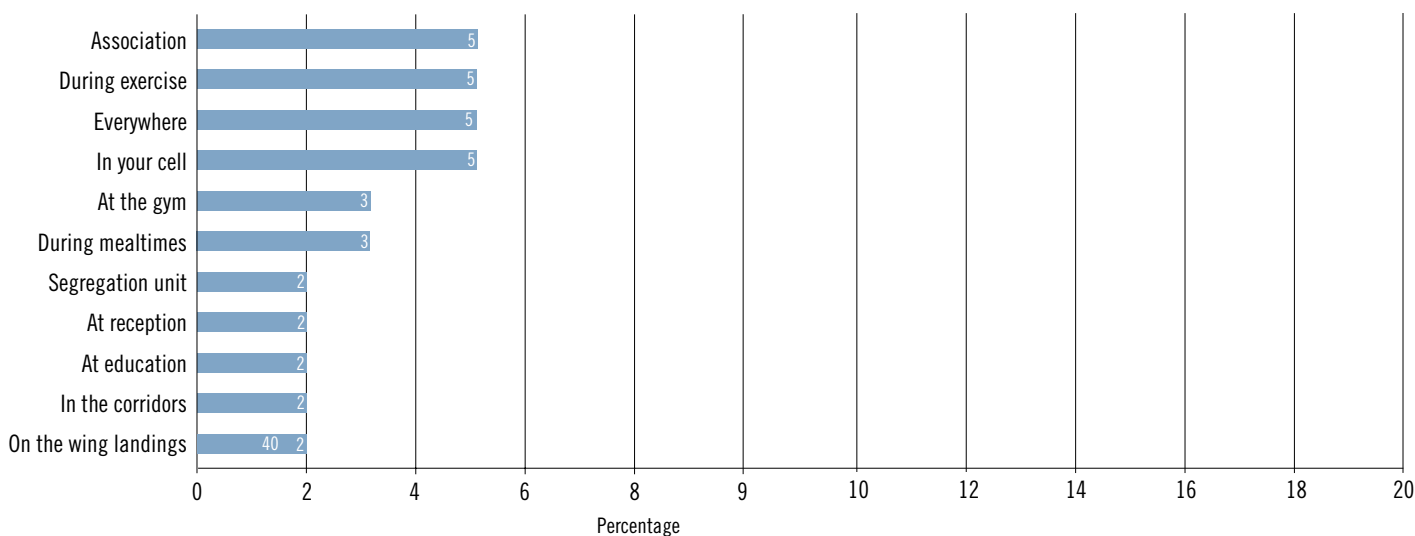


Figure 55 shows the areas in which young women reported feeling unsafe. No one specifically reported feeling unsafe at work, health care, the visits area, the wing showers or in the gym showers, though two young women (5%) said they felt unsafe ‘everywhere’.

Figure 55: In which areas do you/have you ever felt unsafe?



7.13 Have you been victimised in this establishment?

7.13.1 Have you been victimised by other young people?

Eighteen per cent of young women across the establishments said that they had been victimised by another young person or group of young people. This was lowest at the Toscana Unit, where only one (10%) young woman reported victimisation, and highest at the other three units (18% at each – two young women at both the Mary Carpenter and Josephine Butler units and three at Rivendell). The young women who said they had been victimised by other young people were then asked about what the incident involved: Table 6 shows the results. No one reported racial or ethnic abuse, victimisation because of religious beliefs, a disability, drugs, for being from a different part of the country, for gang related issues or having their canteen or property stolen.

Table 6 – Types of victimisation by other young people

	Overall % of young women who reported experiencing this
Insulting remarks	10% (n=5)
Sexual abuse	4% (n=2)
For being new	4% (n=2)
Physical abuse	2% (n=1)
Because of their crime	2% (n=1)

7.13.2 Have you been victimised by staff?

Overall, 20% of young women reported that they had been victimised by a member or group of staff. This was highest at the Mary Carpenter Unit (36%, n=4) and lowest at the Josephine Butler Unit, where no one reported any victimisation by staff. Table 7 details the types of victimisation reported. No one reported sexual abuse, victimisation because of religious beliefs, a disability or because they were new or that they had their canteen or property stolen.

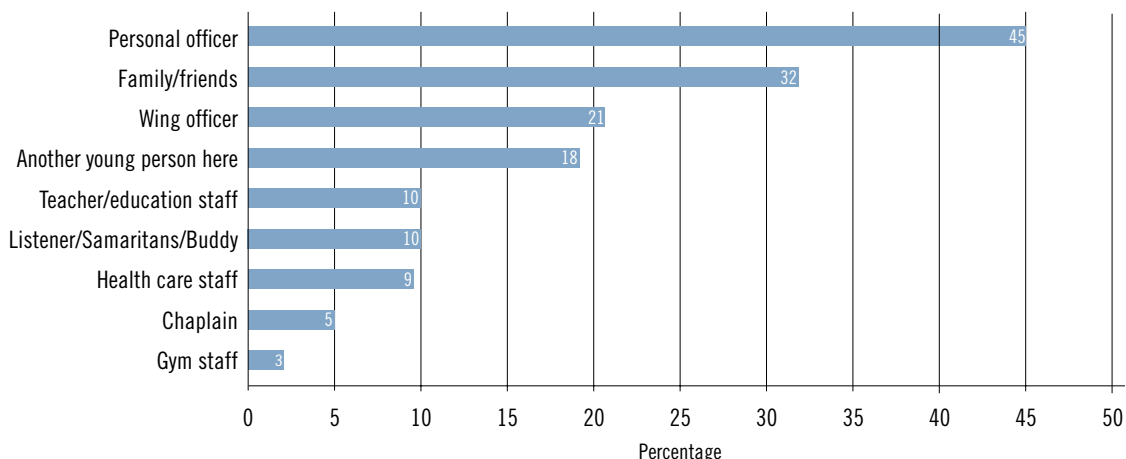
Table 7 – Types of victimisation by staff

	Overall % of young women who reported experiencing this
Insulting remarks	10% (n=4)
Racial or ethnic abuse	4% (n=2)
For being from a different part of the country	4% (n=2)
Because of their crime	4% (n=2)
Physical abuse	2% (n=1)
Because of drugs	2% (n=1)
Because of gang related issues	2% (n=1)

7.13.3 Who would you tell if you were being victimised?

Seventy-five per cent of young women felt that they would be able to tell someone if they were being victimised. This was highest at the Josephine Butler Unit (82%, n=9) and lowest at the Toscana Unit (60%, n=5).

Figure 56: If you were being victimised, who would you tell?



While 60% of young women overall said they thought staff would take it seriously if they told them they were being victimised, this varied from 82% (n=9) at the Josephine Butler Unit to 36% (n=4) at the Mary Carpenter Unit.

7.13.4 Is shouting through the windows a problem here?

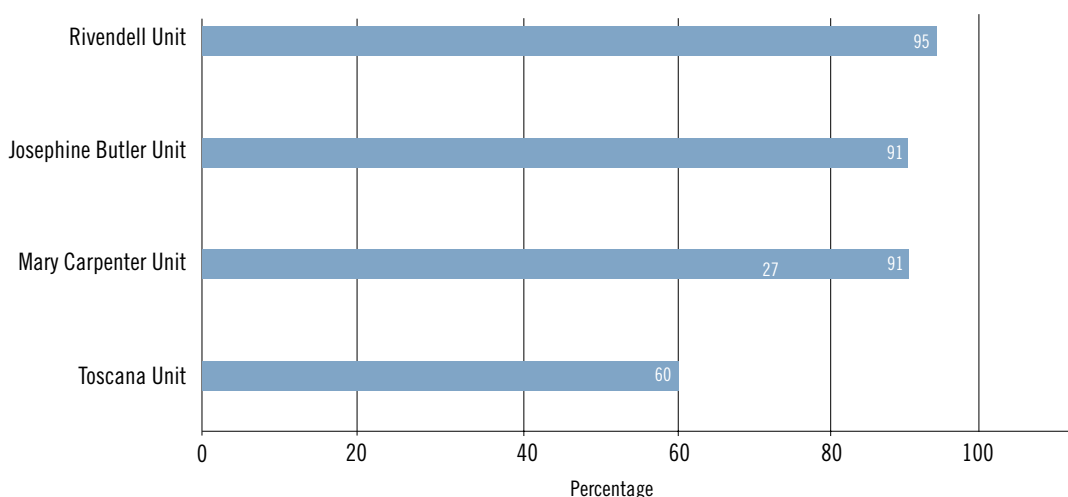
A fifth of young women reported that shouting through the windows was a problem. The highest proportion who considered it a problem was 24% (n=4) at the Rivendell Unit and the lowest proportion was 10% (n=1) at the Toscana Unit.

7.14 How do you spend your time at this establishment?

7.14.1 Are you taking part in education?

At the time of the surveys, 86% of young women said they were in education. Only 60% (n=5) of young women at the Toscana Unit said they were in education compared with 91% (n=9 and n=10) at the Mary Carpenter and Josephine Butler units and 95% (n=16) at the Rivendell Unit. Of those involved in education, 78% felt that it would be helpful to them once they left the establishment. Only 70% (n=7) of those in education at the Josephine Butler Unit felt that it would be helpful on release compared with 91% (n=9) at the Mary Carpenter Unit.

Figure 57: Young women involved in education



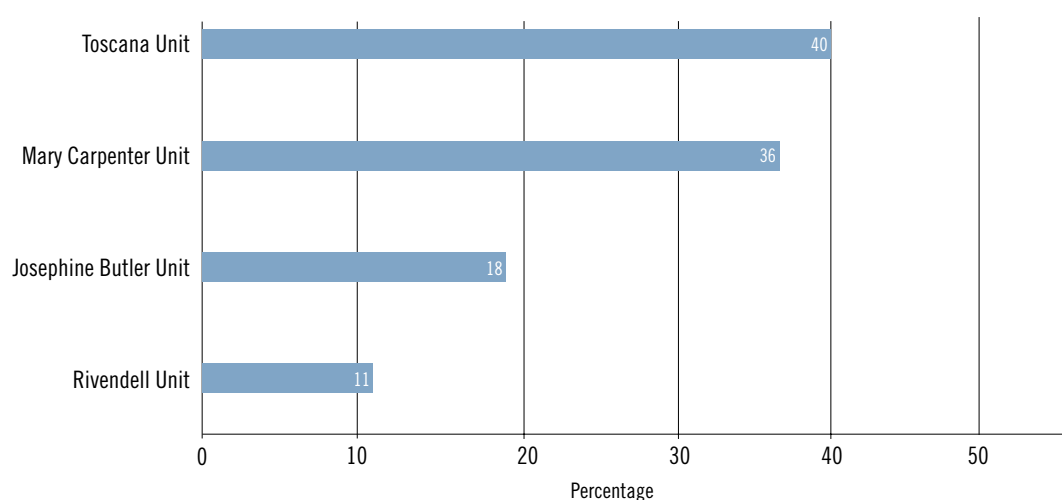
7.14.2 Do you have a job here?

Thirty-one per cent of young women said that they had a job. The number of young women who reported having a job varied from 64% (n=7) at the Josephine Butler Unit and 50% (n=5) at the Mary Carpenter Unit to two (11%) at the Rivendell Unit and just one (10%) young woman at the Toscana Unit. Of those who said they had a job, 58% felt that it would help them once they left prison, ranging from 100% (n=2) at the Rivendell Unit to 44% (n=4) at the Josephine Butler Unit.

7.14.3 Are you taking part in vocational or skills training?

The proportion of young women reporting that they were taking part in vocational skills training was 24%. Figure 58 shows the breakdown for each establishment. Sixty per cent of those involved felt that the training would be helpful on release, ranging from 100% (n=2) at the Rivendell Unit to 14% (n=1) at the Josephine Butler Unit.

Figure 58: Young women involved in vocational or skills training



7.14.4 Are you taking part in offending behaviour programmes?

Overall, 49% said that they were taking part in offending behaviour programmes. Nearly two-thirds of young women (64%, n=7) at the Josephine Butler Unit said they were taking part in offending behaviour programmes, 50% (n=4) at the Toscana Unit, 47% (n=8) at the Rivendell Unit, and 36% (n=4) at the Mary Carpenter Unit. Of these, 69% said that it would be helpful to them once they left the establishment. This was highest at the Mary Carpenter Unit at 78% (n=6) and lowest at the Toscana Unit (57%, n=3).

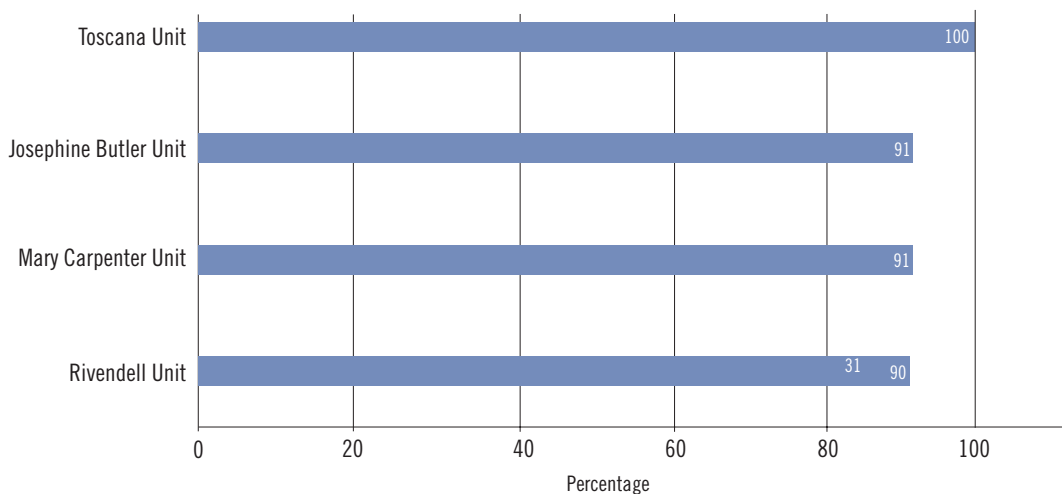
7.14.5 Do you take part in anything?

Worryingly, four young women (10%) reported that they were not taking part in any activity (education, a job, vocational training or offending behaviour programmes) and two (5%) said they had a job but did not do anything else.

7.14.6 How often do you have association?

Across the four units, 92% of young women said that they usually had association every day (see Figure 59 for breakdown).

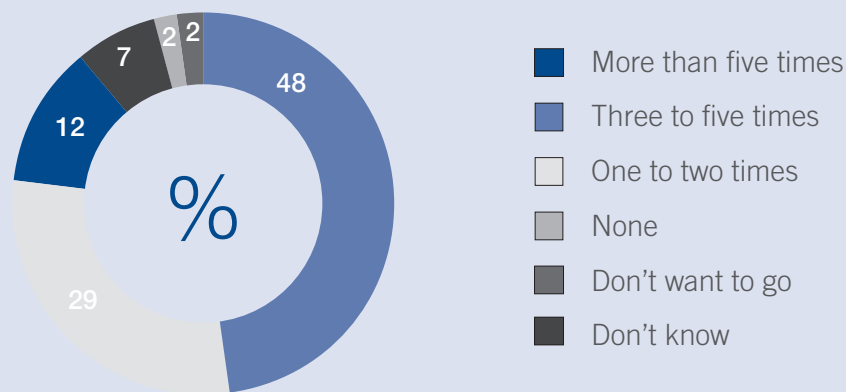
Figure 59: Young women who said they usually had association every day



7.14.7 How often do you go to the gym?

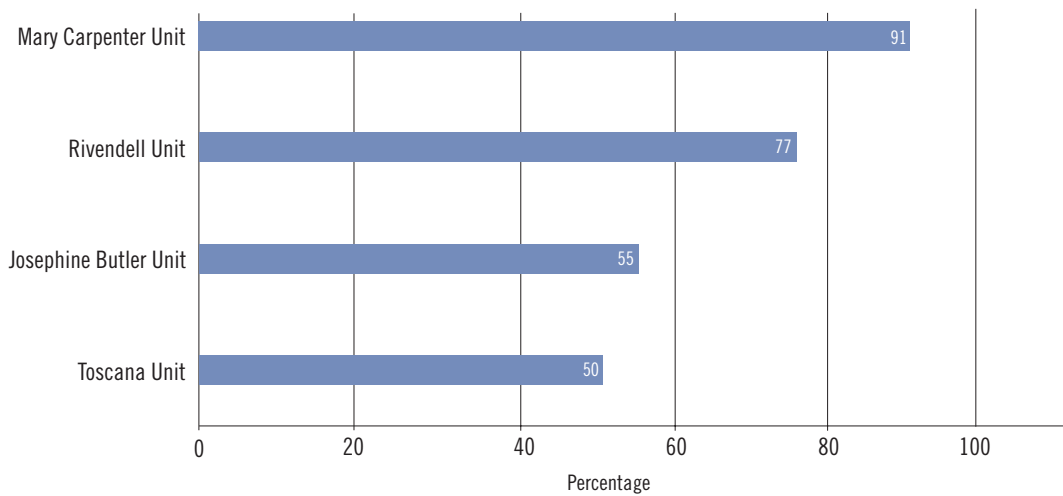
Only 12% of young women said that they went to the gym more than five times each week. This was highest at the Josephine Butler Unit, where 46% (n=5) said they went more than five times a week, and lowest at the Mary Carpenter and Toscana units, where no young women said they did.

Figure 60: How many times do you use the gym each week?



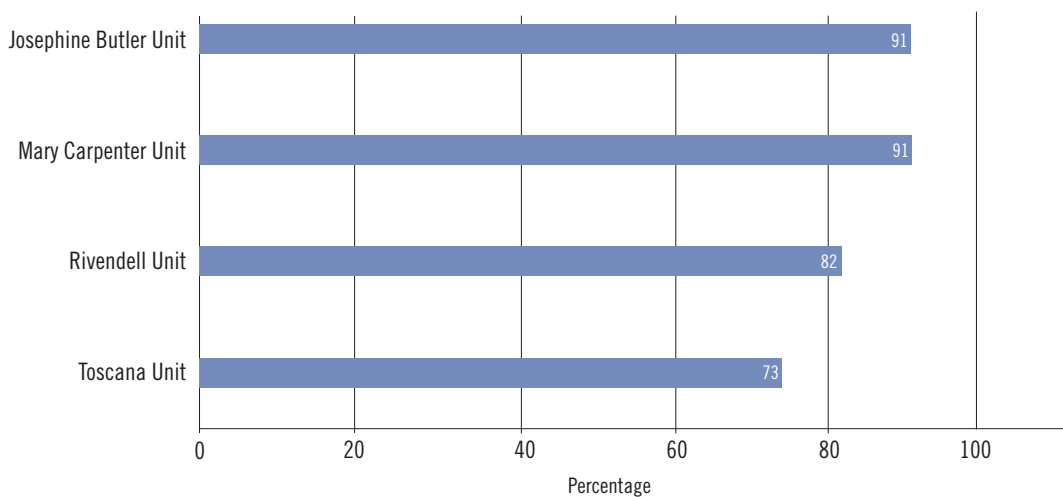
7.14.8 Can you go outside for exercise daily?

Overall, 68% of young women reported that they could usually go outside for exercise every day. This was highest at the Mary Carpenter Unit (91%, n=9) and lowest at the Toscana Unit (50%, n=4).

Figure 61: Young women who said that they could go outside for exercise every day

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

There was an increase in the proportion of young women who said they were able to use the telephone every day, from 57% in 2008–09 to 84% in 2009–10. Ninety-one per cent of the young women at both the Mary Carpenter Unit (n=9) and the Josephine Butler Unit (n=10) said they could use the telephone daily, while 73% (n=6) at the Toscana Unit said they were able to.

Figure 62: Young women who said they could access the telephones every day

Half of those in the Mary Carpenter (n=5) and Rivendell (n=8) units reported problems with sending or receiving mail, as did 46% (n=5) at the Josephine Butler Unit and 27% (n=2) at the Toscana Unit.

7.15.1 Is it easy for you to get visits here?

Forty-three per cent of young women said that it was easy or very easy for their family and friends to visit them at their establishment. This was highest at both the Rivendell and Toscana units (50% at each, n=8 and n=4) and lowest at the Mary Carpenter Unit (27%, n=3). Nearly a third (32%) of young women said that they never had visits and 15% said that they had not had one in the previous month.

Figure 63: How many visits have you had in the last month?

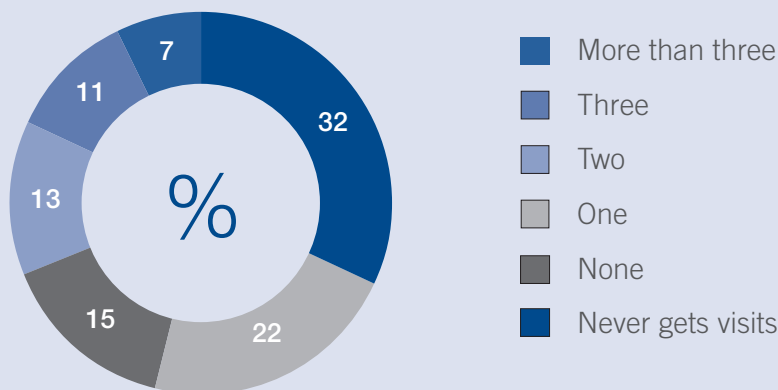
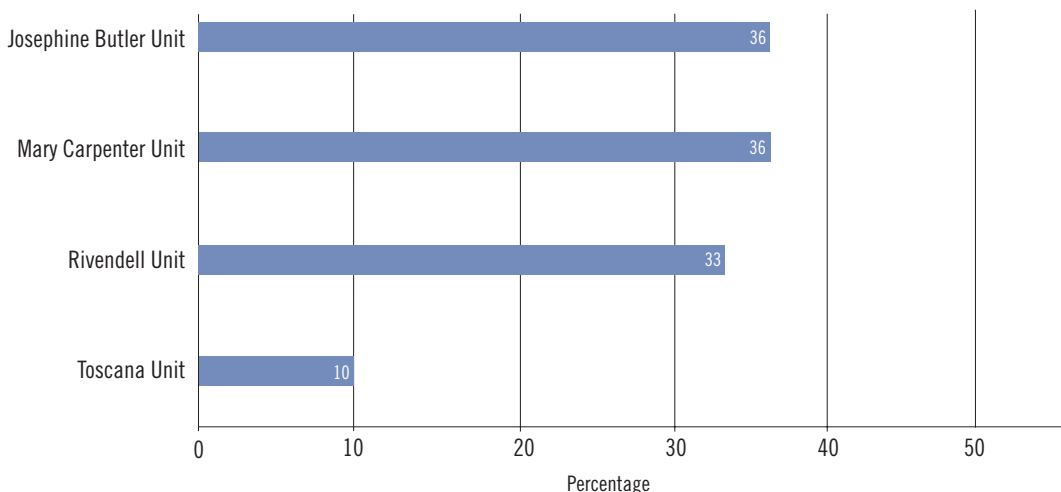


Figure 64 shows how many young women in each unit had had more than two visits in the previous month – overall, 30% of young women reported that they had, though this was as low as 10% in the Toscana Unit.

Figure 64: Have you had two or more visits in the last month?



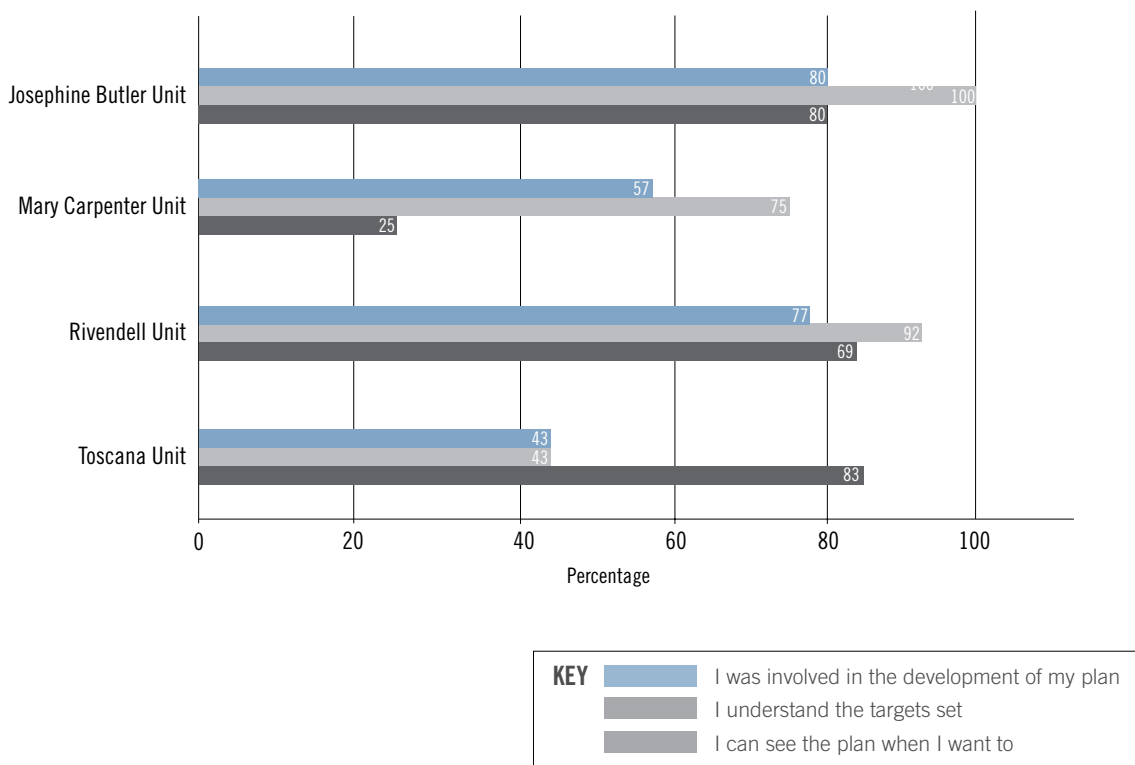
Overall, 42% of young women said that their visits normally started on time, ranging from 55% (n=6) at the Josephine Butler Unit to 27% (n=2) at the Toscana Unit. Just under half (49%) of young women said that they and their visitors were treated well or very well by visits staff, with a high of 64% (n=7) at the Josephine Butler Unit and a low of 27% (n=2) at the Toscana Unit.

7.16 How are you being prepared for release?

7.16.1 Use of training plans

Overall, 76% of sentenced young women said they had a training plan. This was highest in the Josephine Butler Unit (83%, n=5) and lowest in Toscana (63%, n=4). Of those who said they had a training plan, 66% reported that they had been involved in its development, 79% said they understood the targets set and 63% said they could see it when they wanted to (an increase from 34% in 2008–09). Figure 65 shows the breakdown for each establishment.

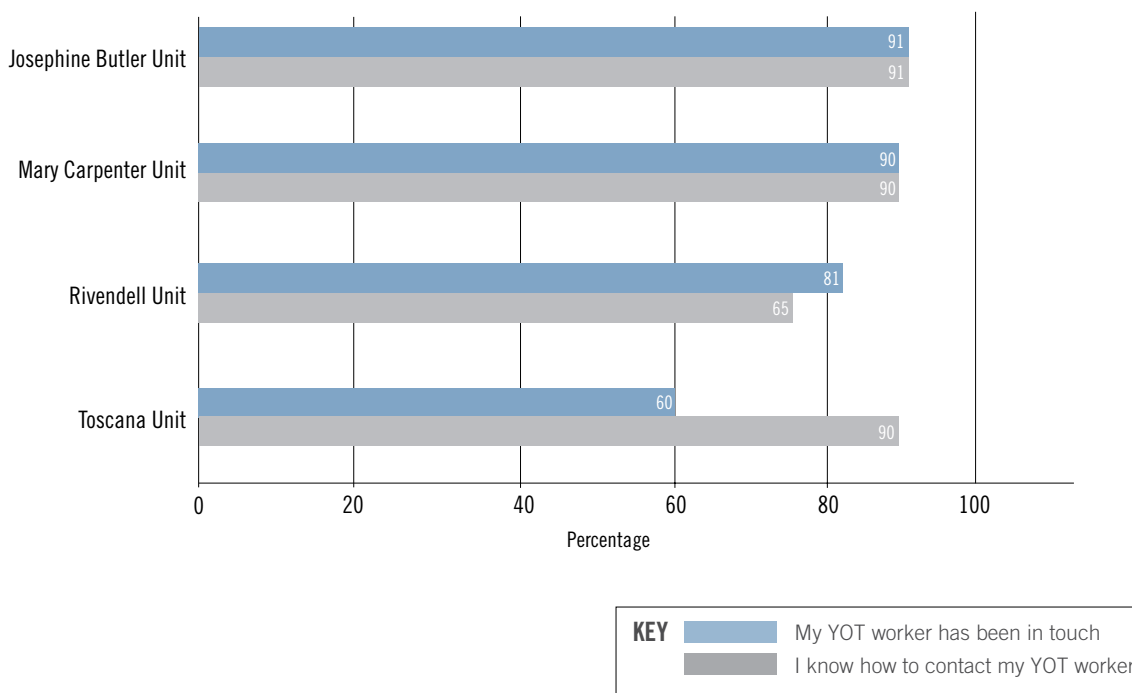
Figure 65: How involved are young women in their training plans?



7.16.2 Contact with YOT workers

Overall, 81% of young women said that their YOT worker had been in contact with them since they had arrived at their current establishment and 83% of young women reported knowing how to contact their YOT worker. The breakdown for each establishment is in Figure 66.

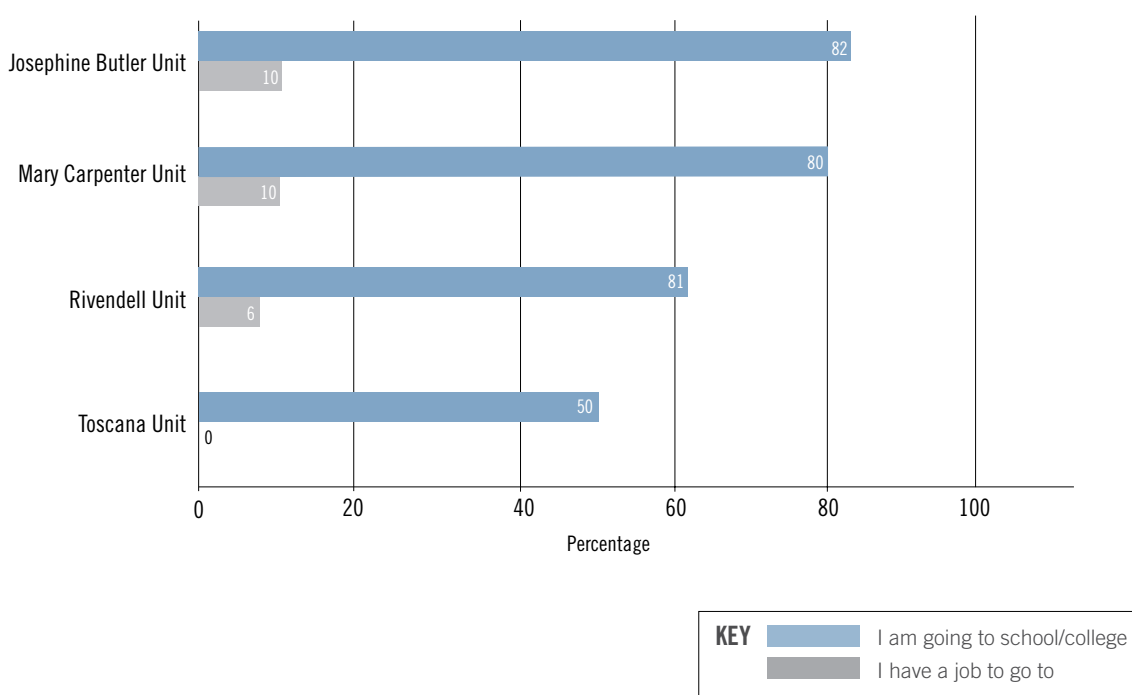
Figure 66: Contact with YOT workers



7.16.3 Plans for release

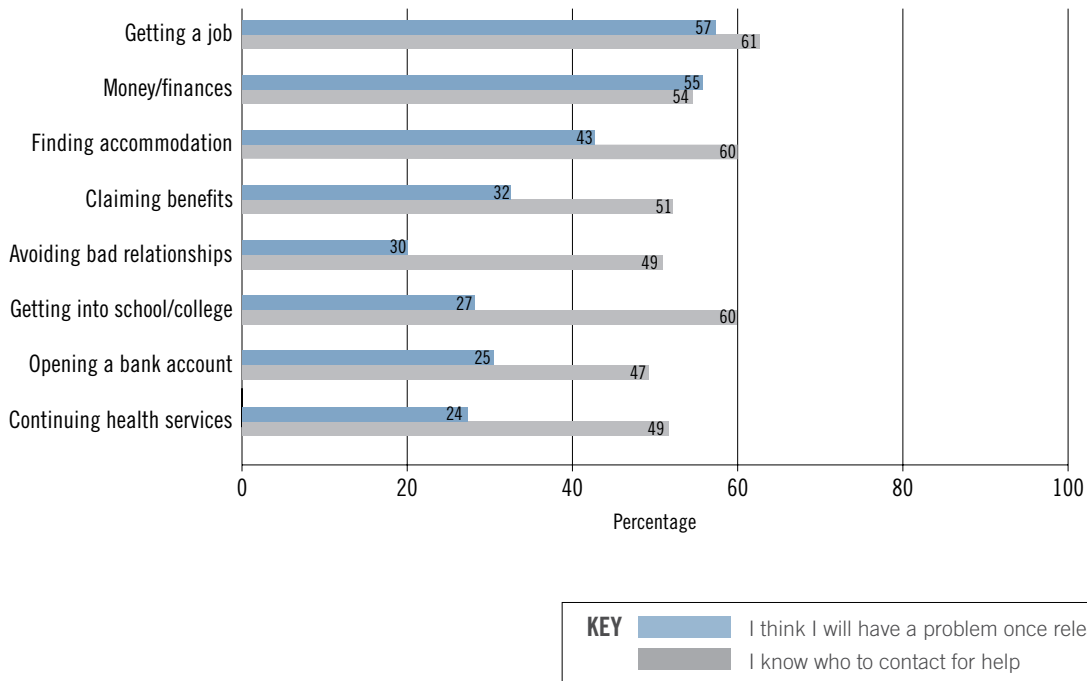
Young women were asked if they had had a say in what would happen to them once released – 49% said that they had, with the highest response at the Mary Carpenter Unit, at 60% (n=5), and the lowest at the Toscana Unit at 27% (n=2). As can be seen in Figure 67, very few women said they had a job to go to on release (6% overall) but more were planning to return to school or college (67% overall).

Figure 67: What will you do once released?



Young women were asked whether they thought that they would have any problems on release and also whether they knew who to contact for help with certain issues in preparation for their release. The results are shown in Figure 68. Overall, 42% reported that there were still areas that they would like help with before they were released. This ranged from 64% (n=7) at the Josephine Butler Unit to 24% (n=4) at the Rivendell Unit.

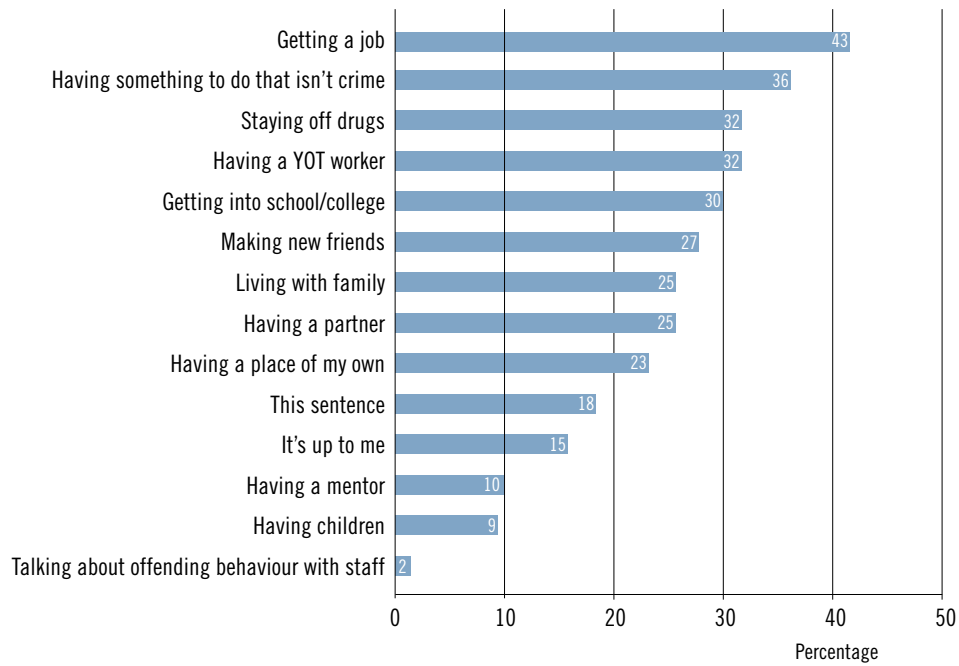
Figure 68: Do you think you will have any problems once released and do you know who to contact for help?



7.16.4 Do you want to stop offending?

Although 97% of sentenced young women said that they wanted to stop offending (one young woman at the Rivendell Unit said that she did not), only 49% said that they had done anything or that something had happened to them in their current establishment to make them less likely to offend in the future. At the Josephine Butler Unit, 67% (n=4) of sentenced young women said something had happened or they had done something to make them stop offending, compared with only 38% (n=2) at the Toscana Unit. Figure 69 shows the things that sentenced young women said would help them to stop offending in the future. Interestingly, while 'having a partner' was the third most popular answer from young men on what would stop them offending in the future, this was only the eighth most popular answer for young women.

Figure 69: What is most likely to stop you offending in the future?



Section 8

Young women in custody – have things improved?

8.1 Background to the analysis

Only significant changes in survey results have been referred to in the previous section. The comparator in Appendix G shows all responses that are statistically different between the survey results from the 2008–09 and 2009–10 periods. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance. Only statistically significant differences are referred to below. Missing data have been excluded for each question.

The survey was updated for the 2009–10 period. Of the 96 questions that can be compared with 2008–09 data, seven (7 %) were significantly better and one (1 %) was significantly worse.

8.2 Summary of changes

- The number of young women who reported having problems with not being able to smoke when they first arrived at the establishment had increased from 55% in 2008–09 to 81% in this reporting period.
- Within their first 24 hours, more young women said they had access to the chaplain or religious leader (50% compared with 25%) and to a peer mentor, Listener or the Samaritans (33% compared with 12%).
- The number of young women reporting that their cell call bell was answered within five minutes had increased from 45% to 76%.
- More young women in this reporting period said that it was easy to see a dentist (49% compared with 26%).
- Many more young women said that their complaints were being handled fairly – 79% compared with 24% in 2008–09.
- Eighty-four per cent of young women in 2009–10 said they were able to use the telephone every day compared with just 57% in 2008–09.
- Whereas in 2008–09 only 34% of young women said they could see their training plan whenever they wanted to, in 2009–10, 63% said they could.

Section 9

The experiences of young women from black and minority ethnic backgrounds

9.1 Background to the analysis

The female estate is made up predominantly of white young women, as seen in the numbers of respondents in our sample. There were 15 young women from black and minority ethnic groups and 32 young women from white ethnic groups (see Figure 40, page 72, for a breakdown of ethnicity). In the 2008–09 reporting period, young women from black and minority ethnic groups made up around 21% of those surveyed. In 2009–10, the proportion was 32%.

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 directly ask young people to comment on their experiences of racism or on the basis of being from black and minority ethnic groups; the data were analysed by comparing responses based on demographic information.

Appendix H highlights the areas that 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 number of respondents. Missing data have been excluded for each question.

9.2 Differences between respondents

Appendix H shows that the custodial experiences of young women from black and minority ethnic backgrounds were not dissimilar to those of their white counterparts. However, there were four questions that generated worse responses from young women from black and minority ethnic backgrounds than those from white backgrounds, and one that generated a better response.

- Fewer young women from a black and minority ethnic background said they were asked whether they needed help or support with not being able to smoke when they first arrived at their establishment (27% compared with 80% of white young women).
- Only 31% of black and minority ethnic young women said that the shop/canteen sold a wide enough variety of products compared with 67% of white young women.
- While nearly all (97%) white young women said they knew how to make a complaint, only three-quarters (75%) of black and minority ethnic young women said they did.
- More sentenced black and minority ethnic young women said that they would have problems getting a job once they were released – 86% compared with 45% of white young women.
- More black and minority ethnic young women reported that they had a job – 53% compared with 22% of white young women.

9.2.1 Has this comparison changed since the last report?

In the 2008–09 report, young women from black and minority ethnic backgrounds reported a poorer experience of custody than their white counterparts in response to two questions. In this report, there were four questions with a significantly worse response, and one with a significantly better response.

- No black and minority ethnic young women, compared with 33% of white young women in 2008–09, said they received help for alcohol problems. In 2009–10 the gap had reduced so that the difference was no longer statistically significant – 13% of black and minority ethnic young women and 26% of white young women reported receiving help for alcohol problems.
- During the previous reporting period there was no significant difference between the proportion of black and minority ethnic and white young women who knew how to make a complaint (92% compared with 100%). In 2009–10, only 75% of black and minority ethnic young women, compared with 97% of white young women, said they knew how to make one, which was significantly different.
- In 2009–10, there was no significant difference in the number reporting that they had tranted from school (86% of black and minority ethnic young women and 74% of white young women), whereas in 2008–09 there had been a significant difference (56% and 93%).
- In 2008–09, only 22% of black and minority ethnic young women and 10% of white young women said they had a job in the establishment, whereas in 2009–10 the proportions had increased to 53% of black and ethnic young women and 22% of white young women, which was significantly different.

APPENDIX A: ESTABLISHMENT ANALYSIS – YOUNG MEN

KEY TO TABLES	Asfield 2009										Overall					
	Brinsford 2009	Castington 2010	Cookham Wood 2009	Feltham 2009	Hindley 2009	Huntercombe 2009	Parc 2009	Stoke Heath 2010	Warren Hill 2009	Werrington 2009		Wetherby 2009	Keppel Unit 2009	Carlford Unit 2009	Oswald Unit 2010	
The best score across establishments	104	72	61	63	90	97	91	53	97	104	75	106	42	27	33	1,115
The worst score across establishments	104	72	61	63	90	97	91	53	97	104	75	106	42	27	33	1,115
Number of completed questionnaires returned	104	72	61	63	90	97	91	53	97	104	75	106	42	27	33	1,115
SECTION 1: ABOUT YOU																
1.1 Are you 18 years of age?	12%	10%	25%	9%	6%	10%	23%	2%	6%	11%	12%	10%	9%	0%	0%	11%
1.2 Are you a foreign national?	3%	14%	3%	7%	6%	1%	6%	6%	4%	5%	3%	0%	5%	0%	3%	4%
1.3 Is English your first language?	95%	79%	95%	95%	83%	97%	84%	92%	91%	93%	93%	98%	96%	96%	100%	92%
1.4 Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	29%	59%	6%	32%	67%	10%	59%	19%	40%	30%	28%	20%	9%	41%	14%	33%
1.5 Do you consider yourself to be Gypsy/Romany/Traveller?		6%	2%		7%	7%	8%		4%	8%				0%	9%	7%
1.6 Are you Muslim?	9%	27%	3%	11%	22%	5%	25%	13%	14%	10%	7%	9%	7%	16%	3%	13%
1.7 Do you have any children?	15%	14%	11%	21%	7%	11%	15%	15%	20%	8%	20%	14%	13%	15%	11%	13%
SECTION 2: ABOUT YOUR SENTENCE																
2.2 Are you sentenced?	80%	67%	70%	65%	38%	74%	100%	77%	50%	80%	100%	85%	83%	100%	100%	77%
2.3 Is your sentence 12 months or less?	32%	35%	42%	31%	22%	48%	40%	43%	20%	44%	56%	36%	24%	0%	3%	37%
2.4 Do you have less than six months to serve?	54%	47%	55%	49%	25%	54%	66%	52%	29%	56%	80%	53%	47%	22%	16%	51%
2.5 Have you been in this prison less than a month?	18%	26%	27%	25%	21%	25%	15%	31%	25%	19%	28%	24%	18%	11%	3%	22%
2.6 Is this the first time that you have been in a YOI, secure children's home or secure training centre?	44%	45%	33%	31%	43%	42%	31%	40%	43%	30%	46%	44%	29%	26%	36%	39%

KEY TO TABLES															Overall		
	The best score across establishments	Ashtfield 2009	Brinsford 2009	Castington 2010	Cookham Wood 2009	Feltham 2009	Hindley 2009	Huntercombe 2009	Parc 2009	Stoke Heath 2010	Warren Hill 2009	Werrington 2009	Wetherby 2009	Keppel Unit 2009	Carlford Unit 2009	Oswald Unit 2010	
2.7	Have you been to any other YOI during this sentence?	29%	24%	13%	27%	11%	13%	58%	21%	23%	22%	49%	20%	57%	32%	50%	27%
SECTION 3: COURTS, TRANSFERS AND ESCORTS																	
	For your most recent journey, either to or from court, or between prisons, we want to know:																
3.1	Was the van clean?	45%	35%	35%	51%	55%	49%	41%	53%	43%	53%	46%	43%	48%	54%	47%	46%
3.2	Was the van comfortable?	10%	10%	6%	7%	3%	13%	12%	23%	10%	9%	15%	9%	24%	26%	25%	11%
3.3	Did you feel safe?	73%	67%	71%	70%	67%	80%	72%	83%	69%	82%	69%	81%	73%	93%	64%	75%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	32%	32%	16%	29%	30%	38%	28%	24%	27%	25%	33%	33%	36%	26%	22%	31%
3.5	Did you spend more than four hours in the van?	3%	4%	2%	0%	0%	1%	8%	2%	3%	7%	4%	3%	15%	3%	11%	4%
	For those who spent two or more hours in the escort van:																
3.6	Were you offered a toilet break if you needed it?	14%	19%	13%	5%	12%	23%	7%	38%	24%	20%	10%	20%	12%	10%	23%	16%
3.7	Were you offered anything to eat or drink?	33%	29%	13%	17%	12%	31%	15%	29%	3%	54%	36%	35%	43%	70%	63%	32%
3.8	Were you treated well/very well by the escort staff?	55%	64%	50%	65%	49%	62%	47%	66%	54%	62%	51%	54%	70%	57%	58%	56%
3.9	Did someone tell you where you were going when you left court?	78%	75%	71%	91%	81%	78%	73%	84%	72%	82%	72%	82%	66%	86%	67%	78%
3.10	Did you receive written information about where you were going when you left court?	2%	4%	5%	0%	3%	3%	12%	0%	3%	3%	10%	3%	7%	0%	0%	5%

KEY TO TABLES		SECTION 4: YOUR FIRST FEW DAYS HERE														Overall	
	The best score across establishments	Asfield 2009	Brinsford 2009	Castington 2010	Cookham Wood 2009	Feltham 2009	Hindley 2009	Huntercombe 2009	Parc 2009	Stoke Heath 2010	Warren Hill 2009	Werrington 2009	Wetherby 2009	Keppel Unit 2009	Carlford Unit 2009	Oswald Unit 2010	
4.1	Were you in reception for less than two hours?	83%	78%	86%	84%	93%	78%	77%	78%	52%	82%	68%	73%	57%	48%	78%	77%
4.2	Were you seen by a member of health care staff in reception?	85%	86%	92%	95%	50%	79%	90%	74%	95%	91%	90%	95%	74%	93%	94%	84%
4.3	When you were searched was this carried out in an understanding way?	75%	79%	89%	85%	75%	83%	84%	87%	82%	90%	80%	87%	80%	89%	78%	83%
4.4	Were you treated well/very well in reception?	70%	68%	74%	85%	66%	77%	65%	83%	53%	80%	85%	71%	62%	54%	67%	72%
	When you first arrived, did staff ask if you needed help or support with any of the following:																
4.5a	Not being able to smoke?	58%	52%	58%	78%	54%	63%	48%	59%	36%	57%	40%	73%	69%	17%	44%	57%
4.5b	Loss of property?	21%	17%	15%	28%	15%	19%	14%	22%	18%	28%	27%	21%	20%	13%	27%	20%
4.5c	Housing problems?	17%	19%	9%	30%	18%	19%	17%	22%	15%	28%	23%	15%	13%	8%	21%	18%
4.5d	Needing protection from other young people?	28%	25%	7%	44%	35%	19%	20%	22%	17%	30%	13%	20%	20%	8%	15%	23%
4.5e	Letting family know where you were?	62%	54%	50%	55%	56%	71%	61%	70%	54%	64%	63%	53%	63%	71%	74%	60%
4.5f	Money worries?	18%	15%	9%	25%	9%	18%	13%	24%	12%	21%	14%	15%	20%	17%	15%	16%
4.5g	Feeling low/upset/needing someone to talk to?	40%	51%	44%	65%	39%	42%	31%	44%	40%	41%	43%	42%	42%	29%	38%	41%
4.5h	Health problems?	52%	59%	50%	67%	52%	57%	56%	57%	52%	56%	53%	51%	47%	56%	59%	55%
4.5i	Getting phone numbers?	39%	40%	48%	39%	30%	42%	42%	61%	32%	53%	33%	41%	53%	48%	52%	41%
4.6	Did you have any problems when you first arrived?	84%	74%	63%	84%	75%	78%	73%	83%	79%	68%	70%	74%	91%	57%	57%	75%

KEY TO TABLES	Overall															
	Ashtfield 2009	Brinsford 2009	Castington 2010	Cookham Wood 2009	Feltham 2009	Hindley 2009	Huntercombe 2009	Parc 2009	Stoke Heath 2010	Warren Hill 2009	Werrington 2009	Wetherby 2009	Keppel Unit 2009	Carlford Unit 2009	Oswald Unit 2010	
	The best score across establishments															
	The worst score across establishments															
	When you first arrived, did you have problems with any of the following:															
4.6a	64%	57%	51%	50%	41%	56%	48%	60%	59%	46%	49%	52%	70%	10%	32%	51%
4.6b	23%	7%	18%	19%	18%	9%	15%	12%	21%	7%	18%	7%	19%	10%	17%	13%
4.6c	12%	7%	3%	25%	15%	11%	19%	12%	10%	15%	16%	5%	16%	0%	3%	12%
4.6d	11%	8%	0%	8%	4%	5%	7%	5%	7%	4%	0%	1%	19%	0%	3%	5%
4.6e	27%	17%	15%	37%	21%	30%	25%	24%	19%	17%	17%	24%	40%	20%	23%	24%
4.6f	18%	17%	16%	25%	19%	16%	14%	21%	17%	8%	18%	9%	16%	15%	13%	15%
4.6g	26%	18%	13%	19%	12%	21%	8%	17%	16%	15%	7%	17%	44%	5%	7%	16%
4.6h	12%	10%	7%	12%	13%	12%	12%	19%	15%	10%	4%	7%	21%	5%	7%	11%
4.6i	31%	17%	21%	36%	30%	26%	35%	36%	29%	25%	10%	23%	47%	15%	17%	27%
	When you first arrived, were you given any of the following:															
4.7a	70%	71%	81%	67%	75%	59%	91%	76%	91%	84%	80%	88%	71%	68%	40%	77%
4.7b	18%	33%	55%	49%	19%	64%	33%	61%	43%	31%	33%	12%	44%	46%	46%	35%
4.7c	81%	82%	78%	92%	85%	84%	86%	85%	85%	92%	81%	81%	80%	78%	85%	84%
4.7d	78%	61%	80%	86%	82%	84%	97%	85%	78%	91%	87%	73%	76%	64%	74%	82%
4.7e	91%	71%	71%	77%	64%	77%	57%	57%	75%	60%	51%	54%	53%	54%	69%	65%
4.7f	25%	44%	41%	52%	27%	44%	37%	52%	47%	45%	33%	33%	53%	36%	43%	38%
	Within your first 24 hours, did you have access to the following people or services:															
4.8a	27%	60%	43%	43%	57%	47%	52%	61%	51%	55%	36%	51%	70%	68%	61%	50%

KEY TO TABLES		Ashtfield 2009	Brinsford 2009	Castington 2010	Cookham Wood 2009	Feltham 2009	Hindley 2009	Huntercombe 2009	Parc 2009	Stoke Heath 2010	Warren Hill 2009	Werrington 2009	Wetherby 2009	Keppel Unit 2009	Carlford Unit 2009	Oswald Unit 2010	Overall
	The best score across establishments																
	The worst score across establishments																
4.8b	Someone from health care?	45%	68%	59%	85%	62%	67%	70%	61%	68%	79%	72%	66%	61%	78%	75%	67%
4.8c	A peer mentor, Listener or the Samaritans?	10%	16%	15%	41%	24%	33%	25%	13%	21%	23%	17%	17%	49%	19%	19%	23%
4.8d	Did you have access to the prison shop/canteen?	17%	17%	16%	18%	11%	14%	18%	15%	15%	14%	12%	13%	30%	22%	28%	15%
4.9	Did you feel safe on your first night here?	75%	79%	88%	85%	79%	81%	84%	84%	76%	83%	90%	82%	75%	92%	97%	82%
	For those who held an induction:																
4.10	Did you go on an induction course within your first week?	89%	59%	85%	74%	79%	84%	78%	98%	68%	85%	73%	82%	73%	74%	63%	79%
4.11	Did the induction course cover everything you needed to know about the establishment?	73%	61%	73%	77%	53%	65%	58%	81%	70%	78%	67%	67%	73%	87%	69%	66%
SECTION 5: DAILY LIFE HERE																	
5.1	Can you normally have a shower every day if you want to?	71%	42%	79%	63%	82%	90%	40%	98%	81%	92%	50%	14%	98%	100%	92%	64%
5.2	Is your cell call bell normally answered within five minutes?	27%	34%	31%	40%	45%	28%	22%	64%	22%	20%	26%	19%	53%	61%	29%	29%
5.3	Do you find the food here good/very good?	41%	19%	35%	16%	18%	16%	19%	26%	11%	12%	38%	15%	32%	19%	64%	21%
5.4	Does the shop/canteen sell a wide enough variety of products?	55%	43%	67%	44%	50%	52%	40%	67%	50%	62%	45%	9%	20%	50%	44%	43%
5.5	Is it easy/very easy for you to attend religious services?	52%	59%	63%	54%	76%	45%	63%	62%	60%	75%	49%	58%	63%	54%	61%	59%
5.6a	Do you feel your religious beliefs are respected?	51%	62%	43%	57%	76%	40%	62%	57%	61%	54%	44%	44%	71%	43%	59%	54%
5.6b	Can you speak to a religious leader in private if you want to?	69%	54%	57%	73%	82%	62%	75%	67%	71%	67%	59%	61%	81%	63%	66%	67%

KEY TO TABLES	SECTION 6: HEALTH SERVICES											Overall			
	Ashtfield 2009	Brinsford 2009	Castington 2010	Cookham Wood 2009	Feltham 2009	Hindley 2009	Huntercombe 2009	Parc 2009	Stoke Heath 2010	Warren Hill 2009	Werrington 2009		Wetherby 2009	Keppel Unit 2009	Carlford Unit 2009
	The best score across establishments											70%			
	The worst score across establishments											69%			
5.7a	Is there a member of staff you can turn to with a problem?	64%	63%	56%	80%	66%	78%	58%	86%	72%	82%	80%	80%	44%	74%
5.7b	Do most staff treat you with respect?	59%	58%	70%	69%	60%	78%	64%	90%	66%	79%	66%	92%	67%	72%
SECTION 6: HEALTH SERVICES															
6.1	Do you think the overall quality of the health care is good/very good?	57%	35%	66%	85%	37%	65%	59%	52%	55%	60%	50%	64%	68%	58%
6.2a	Is it easy for you to see the doctor?	54%	30%	63%	65%	25%	62%	59%	52%	46%	52%	45%	77%	82%	58%
6.2b	Is it easy for you to see the nurse?	78%	47%	70%	85%	71%	79%	76%	77%	68%	73%	63%	83%	100%	66%
6.2c	Is it easy for you to see the dentist?	37%	10%	41%	47%	15%	49%	49%	35%	26%	19%	12%	14%	57%	33%
6.2d	Is it easy for you to see the optician?	19%	10%	29%	46%	9%	42%	33%	24%	20%	18%	17%	24%	50%	28%
6.2e	Is it easy for you to see the pharmacist?	23%	7%	31%	44%	9%	44%	29%	34%	28%	28%	24%	41%	56%	31%
6.3	For those on medication: have you had any problems getting your medication?	30%	76%	30%	13%	56%	33%	36%	46%	43%	20%	31%	18%	14%	21%
6.4a	Did you have any problems with alcohol when you first arrived?	23%	12%	26%	16%	7%	14%	9%	33%	22%	19%	20%	28%	3%	12%
6.4b	Do you have any problems with alcohol now?	4%	1%	7%	3%	1%	2%	3%	8%	4%	4%	6%	9%	0%	0%
6.4c	Have you received any help with any alcohol problems here?	15%	7%	19%	12%	7%	10%	7%	24%	14%	25%	17%	19%	7%	9%
6.5a	Did you have any problems with drugs when you first arrived?	46%	26%	46%	37%	25%	36%	27%	44%	38%	42%	34%	44%	7%	40%
6.5b	Do you have any problems with drugs now?	16%	9%	17%	6%	5%	4%	9%	10%	6%	6%	9%	16%	0%	3%
6.5c	Have you received any help with any drug problems here?	28%	23%	32%	34%	16%	23%	25%	38%	24%	41%	27%	46%	7%	36%

KEY TO TABLES		Asfield 2009	Brinsford 2009	Castington 2010	Cookham Wood 2009	Feltham 2009	Hindley 2009	Huntercombe 2009	Parc 2009	Stoke Heath 2010	Warren Hill 2009	Werrington 2009	Wetherby 2009	Keppel Unit 2009	Carlford Unit 2009	Oswald Unit 2010	Overall
	The best score across establishments																
	The worst score across establishments																
6.6	Is it easy/very easy to get illegal drugs here?	29%	20%	36%	12%	8%	18%	21%	19%	11%	15%	12%	33%	30%	10%	15%	20%
6.7	Do you feel you have any emotional or mental health problems?	32%	27%	14%	35%	18%	20%	18%	31%	32%	17%	18%	28%	57%	0%	26%	23%
	If you feel you have emotional or mental health problems, are you being helped by any of the following:																
6.8a	Not getting any help	49%	68%	43%	40%	44%	47%	60%	38%	49%	54%	36%	31%	8%	N/A	43%	43%
6.8b	Doctor?	17%	4%	29%	25%	18%	12%	14%	25%	6%	8%	10%	35%	27%	N/A	0%	18%
6.8c	Nurse?	20%	0%	13%	35%	26%	12%	7%	31%	3%	8%	55%	27%	23%	N/A	0%	19%
6.8d	Psychiatrist/psychologist?	29%	12%	13%	35%	26%	36%	20%	19%	33%	31%	36%	19%	60%	N/A	43%	28%
6.8e	Counsellor?	6%	0%	13%	19%	18%	24%	0%	13%	27%	31%	10%	19%	16%	N/A	13%	16%
6.8f	Other?	6%	16%	29%	10%	5%	17%	7%	6%	0%	12%	10%	7%	23%	N/A	0%	10%
SECTION 7: APPLICATIONS AND COMPLAINTS																	
7.1	Do you know how to make an application?	97%	88%	86%	92%	82%	94%	90%	80%	92%	94%	86%	86%	96%	100%	92%	90%
7.2	Is it easy to make an application?	85%	73%	84%	85%	68%	90%	80%	74%	83%	90%	87%	75%	91%	96%	88%	82%
	For those who have made an application:																
7.3a	Do you feel applications are sorted out fairly?	58%	51%	65%	64%	36%	76%	59%	84%	52%	73%	72%	70%	66%	82%	68%	65%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	53%	42%	61%	50%	26%	69%	42%	76%	41%	60%	60%	58%	66%	75%	60%	55%
7.4	Do you know how to make a complaint?	79%	81%	77%	91%	89%	77%	88%	78%	85%	93%	88%	87%	84%	100%	94%	85%
7.5	Is it easy to make a complaint?	56%	66%	60%	71%	67%	58%	70%	72%	70%	84%	76%	75%	71%	93%	77%	69%

KEY TO TABLES		Ashfield 2009	Brinsford 2009	Castington 2010	Cookham Wood 2009	Feltham 2009	Hindley 2009	Huntercombe 2009	Parc 2009	Stoke Heath 2010	Warren Hill 2009	Werrington 2009	Wetherby 2009	Keppel Unit 2009	Carlford Unit 2009	Oswald Unit 2010	Overall
	The best score across establishments																
	The worst score across establishments																
	For those who have made a complaint:																
7.6a	Do you feel complaints are sorted out fairly?	24%	23%	32%	38%	27%	53%	38%	46%	20%	49%	54%	35%	52%	53%	35%	39%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	27%	30%	36%	34%	32%	67%	40%	50%	26%	51%	57%	43%	54%	61%	56%	44%
7.6c	Have you ever been encouraged to withdraw a complaint?	40%	24%	21%	40%	23%	37%	20%	38%	27%	20%	15%	24%	46%	22%	25%	26%
	Can you speak to the following people when you need to:																
7.7a	A peer mentor or Listener?	35%	25%	31%	45%	29%	34%	39%	47%	30%	45%	41%	31%	52%	58%	33%	36%
7.7b	A member of the IMB (Independent Monitoring Board)?	23%	27%	20%	33%	20%	35%	42%	24%	28%	52%	29%	28%	49%	62%	32%	32%
7.7c	An advocate (an outside person to help you)?	46%	38%	24%	46%	20%	37%	42%	34%	42%	41%	41%	45%	63%	46%	50%	39%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE																	
8.1	Are you on the enhanced (top) level of the reward scheme?	19%	18%	37%	19%	22%	26%	13%	38%	26%	35%	32%	30%	33%	79%	67%	27%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	42%	42%	65%	66%	43%	55%	31%	64%	49%	63%	69%	61%	62%	83%	60%	53%
8.3	Do the different levels make you change your behaviour?	68%	58%	66%	74%	55%	59%	40%	62%	58%	58%	81%	51%	52%	66%	67%	58%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	51%	47%	65%	62%	49%	58%	70%	53%	52%	55%	51%	62%	63%	48%	72%	58%
8.5	Of those who have had an adjudication: Was the 'nicking' (adjudication) process explained clearly to you?	75%	84%	76%	91%	88%	87%	86%	96%	85%	94%	92%	91%	85%	90%	92%	88%

KEY TO TABLES		Overall
	The best score across establishments	Oswald Unit 2010
	The worst score across establishments	Carlford Unit 2009
8.6	Have you been physically restrained (C and R) since you have been here?	Keppel Unit 2009
8.7	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	Wetherby 2009
SECTION 9: SAFETY		
9.1	Have you ever felt unsafe in this prison?	Werrington 2009
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	Warren Hill 2009
	If you have felt victimised by another young person/group of young people, did the incident involve:	Stoke Heath 2010
9.4a	Insulting remarks?	Parc 2009
9.4b	Physical abuse?	Huntercombe 2009
9.4c	Sexual abuse?	Hindley 2009
9.4d	Racial or ethnic abuse?	Feltham 2009
9.4e	Your religious beliefs?	Cookham Wood 2009
9.4f	Your disability?	Castington 2010
9.4g	Drugs?	Brinsford 2009
9.4h	Having your canteen/property taken?	Asfield 2009
9.4i	Because you were new here?	
9.4j	Being from a different part of the country than others?	
9.4k	Gang related issues?	
9.4l	Your offence/crime?	

KEY TO TABLES	Asfield 2009										Overall			
	Brinsford 2009	Castington 2010	Cookham Wood 2009	Feltham 2009	Hindley 2009	Huntercombe 2009	Parc 2009	Stoke Heath 2010	Warren Hill 2009	Werrington 2009		Wetherby 2009	Keppel Unit 2009	Carlford Unit 2009
	The best score across establishments													
	The worst score across establishments													
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?										23%			
	If you have felt victimised by a member of staff/group of staff members, did the incident involve:													
9.7a	21%	12%	6%	16%	19%	16%	4%	16%	12%	6%	11%	4%	14%	14%
9.7b	6%	3%	8%	8%	7%	3%	0%	6%	4%	2%	2%	0%	7%	5%
9.7c	1%	2%	2%	2%	1%	0%	0%	2%	1%	0%	0%	4%	4%	1%
9.7d	7%	2%	8%	1%	3%	5%	0%	6%	2%	3%	0%	0%	0%	3%
9.7e	2%	2%	2%	2%	0%	1%	0%	4%	2%	0%	1%	0%	4%	1%
9.7f	3%	2%	2%	1%	1%	0%	0%	2%	1%	2%	0%	0%	0%	1%
9.7g	4%	2%	2%	0%	1%	1%	0%	1%	1%	2%	0%	4%	4%	1%
9.7h	6%	7%	6%	1%	1%	0%	0%	8%	4%	0%	1%	0%	0%	2%
9.7i	4%	2%	2%	5%	5%	5%	0%	6%	2%	2%	2%	4%	4%	4%
9.7j	6%	2%	0%	1%	1%	0%	4%	4%	1%	2%	0%	0%	4%	1%
9.7k	8%	5%	6%	3%	3%	3%	2%	5%	1%	0%	1%	4%	0%	3%
9.7l	3%	3%	8%	2%	5%	1%	4%	4%	2%	0%	2%	0%	11%	3%
9.9	56%	51%	71%	56%	76%	51%	76%	64%	60%	75%	60%	50%	46%	62%
9.10	32%	39%	61%	34%	42%	33%	57%	35%	46%	52%	37%	46%	39%	40%

KEY TO TABLES														Overall			
	The best score across establishments																
	The worst score across establishments																
9.11	Is shouting through the windows a problem here?	Ashtfield 2009	Brinsford 2009	Castington 2010	Cookham Wood 2009	Feltham 2009	Hindley 2009	Huntercombe 2009	Parc 2009	Stoke Heath 2010	Warren Hill 2009	Werrington 2009	Wetherby 2009	Keppel Unit 2009	Carlford Unit 2009	Oswald Unit 2010	41%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	46%	52%	36%	27%	31%	54%	39%	29%	45%	44%	26%	45%	44%	3%	17%	39%
SECTION 10: ACTIVITIES																	
10.1	Were you 14 or younger when you were last at school?	41%	31%	47%	35%	34%	37%	37%	60%	40%	50%	39%	44%	39%	59%	43%	40%
10.2a	Have you ever been excluded from school?	88%	85%	97%	82%	83%	89%	92%	87%	91%	96%	88%	90%	98%	97%	90%	90%
10.2b	Have you ever truanted from school?	75%	64%	87%	65%	53%	79%	72%	83%	64%	82%	70%	78%	81%	74%	76%	73%
	Do you currently take part in any of the following:																
10.3a	Education?	87%	80%	84%	79%	73%	75%	73%	81%	81%	84%	40%	59%	95%	100%	100%	73%
10.3b	A job in this establishment?	22%	16%	23%	32%	28%	41%	25%	10%	10%	19%	22%	59%	33%	38%	30%	32%
10.3c	Vocational or skills training?	32%	15%	18%	26%	9%	32%	20%	10%	23%	35%	17%	22%	28%	21%	30%	23%
10.3d	Offending behaviour programmes?	36%	15%	23%	22%	8%	13%	10%	42%	20%	18%	13%	24%	48%	55%	33%	19%
	For those who have taken part in the following activities, while in this prison: do you think that they will help you when you leave prison?																
10.4a	Education?	75%	71%	79%	88%	58%	66%	55%	67%	72%	78%	84%	67%	72%	76%	93%	69%
10.4b	A job in this establishment?	56%	44%	52%	78%	48%	61%	47%	43%	54%	56%	80%	68%	92%	53%	71%	59%
10.4c	Vocational or skills training?	65%	46%	54%	79%	32%	56%	48%	53%	56%	70%	62%	79%	90%	78%	86%	58%
10.4d	Offending behaviour programmes?	54%	49%	63%	71%	22%	47%	27%	54%	52%	54%	54%	72%	88%	63%	75%	49%
10.5	Do you usually have association every day?	61%	17%	89%	39%	87%	89%	36%	78%	90%	92%	33%	10%	85%	100%	100%	59%

KEY TO TABLES																Overall	
	The best score across establishments															Oswald Unit 2010	
	The worst score across establishments															Carlford Unit 2009	
10.6	Do you go to the gym more than five times each week?	Ashtfield 2009	Brinsford 2009	Castington 2010	Cookham Wood 2009	Feltham 2009	Hindley 2009	Huntercombe 2009	Parc 2009	Stoke Heath 2010	Warren Hill 2009	Werrington 2009	Wetherby 2009	Keppel Unit 2009	Carlford Unit 2009	Oswald Unit 2010	11%
10.7	Can you usually go outside for exercise every day?	4%	17%	13%	3%	7%	15%	17%	8%	4%	6%	9%	10%	5%	3%	23%	31%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS																	
11.1	Are you able to use the telephone every day?	60%	39%	78%	32%	75%	80%	26%	94%	85%	86%	40%	13%	98%	96%	90%	56%
11.2	Have you had any problems with sending or receiving letters or parcels?	39%	56%	23%	46%	40%	45%	40%	31%	49%	42%	27%	33%	46%	19%	57%	39%
11.3	Is it easy/very easy for your family and friends to visit you here?	41%	56%	54%	54%	51%	57%	35%	67%	36%	43%	64%	49%	38%	54%	26%	49%
11.4	Have you had two or more visits in the last month?	51%	47%	45%	46%	59%	60%	34%	60%	41%	36%	38%	44%	24%	35%	23%	46%
11.5	Do your visits start on time?	46%	54%	59%	30%	26%	68%	40%	54%	42%	38%	63%	41%	28%	78%	57%	47%
11.6	Are you and your visitors treated well/very well by visits staff?	44%	58%	45%	42%	50%	60%	44%	61%	46%	49%	56%	52%	33%	69%	37%	51%
SECTION 12: PREPARATION FOR RELEASE																	
	For those who have met their personal officer:																
12.1	Did you meet your personal officer within the first week?	48%	50%	61%	43%	41%	34%	41%	74%	61%	55%	35%	56%	78%	79%	66%	48%
12.2	Do you see your personal officer at least once a week?	65%	52%	57%	67%	74%	64%	48%	76%	74%	83%	54%	58%	95%	83%	68%	65%
12.3	Do you feel your personal officer has helped you?	47%	65%	71%	71%	57%	63%	48%	70%	60%	77%	57%	45%	80%	67%	69%	59%

KEY TO TABLES	Ashtfield 2009										Overall						
	Brinsford 2009	Castington 2010	Cookham Wood 2009	Feltham 2009	Hindley 2009	Huntercombe 2009	Parc 2009	Stoke Heath 2010	Warren Hill 2009	Werrington 2009		Wetherby 2009	Keppel Unit 2009	Carlford Unit 2009	Oswald Unit 2010		
	The best score across establishments																
	The worst score across establishments																
1	Getting a job?	53%	50%	47%	59%	43%	51%	51%	55%	64%	54%	62%	54%	36%	68%	57%	53%
1	Help with money/finances?	38%	28%	36%	51%	38%	35%	39%	41%	52%	38%	44%	40%	50%	73%	39%	40%
1	Help with claiming benefits?	34%	21%	27%	45%	30%	31%	32%	48%	43%	40%	39%	37%	39%	57%	39%	35%
1	Continuing health services?	32%	15%	20%	43%	20%	26%	22%	24%	31%	30%	29%	31%	33%	52%	28%	27%
1	Opening a bank account?	35%	21%	34%	43%	30%	35%	42%	36%	37%	46%	52%	38%	28%	73%	39%	38%
1	Avoiding bad relationships?	27%	21%	36%	45%	24%	30%	28%	29%	34%	29%	29%	29%	30%	44%	31%	29%
1	Finding accommodation?	39%	22%	19%	29%	34%	22%	27%	22%	29%	32%	16%	20%	24%	18%	24%	25%
1	Getting into school or college?	33%	34%	14%	24%	29%	23%	29%	22%	23%	27%	16%	26%	46%	14%	14%	26%
1	Getting a job?	55%	37%	39%	59%	45%	48%	48%	51%	46%	50%	40%	47%	51%	32%	54%	47%
1	Help with money/finances?	53%	27%	27%	43%	40%	38%	45%	39%	37%	32%	21%	28%	51%	27%	28%	36%
1	Help with claiming benefits?	42%	22%	18%	26%	19%	34%	24%	29%	26%	24%	18%	19%	33%	5%	11%	25%
1	Continuing health services?	21%	8%	9%	10%	12%	12%	12%	12%	13%	9%	6%	10%	16%	0%	4%	11%
1	Opening a bank account?	23%	16%	7%	21%	13%	13%	15%	17%	17%	5%	9%	12%	16%	5%	14%	13%
1	Avoiding bad relationships?	24%	13%	19%	21%	19%	19%	26%	15%	22%	22%	12%	19%	36%	0%	14%	20%
1	Is there anything you would still like help with before you are released?	34%	46%	24%	46%	30%	30%	40%	35%	47%	31%	37%	35%	61%	27%	52%	36%
1	Do you want to stop offending?	91%	94%	95%	97%	98%	93%	88%	83%	91%	88%	88%	91%	94%	100%	94%	91%
1	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	49%	57%	38%	66%	47%	40%	41%	49%	50%	54%	53%	50%	69%	64%	72%	49%

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2009–10 COMPARED WITH 2008–09

KEY TO TABLES		2009–10 SURVEY PERIOD	2008–09 SURVEY PERIOD
	Significantly better than the 2008–09 figure		
	Significantly worse than the 2008–09 figure		
	No significant difference		
Number of completed questionnaires returned		1,115	1,046
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	11%	9%
1.2	Are you a foreign national?	4%	
1.3	Is English your first language?	92%	92%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)? Appendix	33%	36%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	7%	
1.6	Are you Muslim?	13%	
1.7	Do you have any children?	13%	8%
SECTION 2: ABOUT YOUR SENTENCE			
2.2	Are you sentenced?	77%	79%
2.3	Is your sentence 12 months or less?	37%	40%
2.4	Do you have less than six months to serve?	51%	53%
2.5	Have you been in this prison less than a month?	22%	22%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	39%	44%
2.7	Have you been to any other YOI during this sentence?	27%	29%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court, or between prisons, we want to know:			
3.1	Was the van clean?	46%	47%
3.2	Was the van comfortable?	11%	11%
3.3	Did you feel safe?	75%	73%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	31%	
3.5	Did you spend more than four hours in the van?	4%	8%
For those who spent two or more hours in the escort van:			
3.6	Were you offered a toilet break if you needed it?	16%	
3.7	Were you offered anything to eat or drink?	32%	
3.8	Were you treated well/very well by the escort staff?	56%	62%
3.9	Did someone tell you where you were going when you left court?	78%	
3.10	Did you receive written information about where you were going when you left court?	5%	

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2009–10 COMPARED WITH 2008–09

SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than two hours?	77%	78%
4.2	Were you seen by a member of health care staff in reception?	84%	89%
4.3	When you were searched was this carried out in an understanding way?	83%	79%
4.4	Were you treated well/very well in reception?	72%	66%
	When you first arrived, did staff ask if you needed help or support with any of the following:		
4.5a	Not being able to smoke?	57%	
4.5b	Loss of property?	20%	
4.5c	Housing problems?	18%	
4.5d	Needing protection from other young people?	23%	
4.5e	Letting family know where you were?	60%	
4.5f	Money worries?	16%	
4.5g	Feeling low/upset/needing someone to talk to?	41%	
4.5h	Health problems?	55%	
4.5i	Getting phone numbers?	41%	
4.6	Did you have any problems when you first arrived?	75%	72%
	When you first arrived, did you have problems with any of the following:		
4.6a	Not being able to smoke?	51%	42%
4.6b	Loss of property?	13%	8%
4.6c	Housing problems?	12%	11%
4.6d	Needing protection from other young people?	5%	5%
4.6e	Letting family know where you were?	24%	15%
4.6f	Money worries?	15%	15%
4.6g	Feeling low/upset/needing someone to talk to?	16%	20%
4.6h	Health problems?	11%	10%
4.6i	Getting phone numbers?	27%	
	When you first arrived, were you given any of the following:		
4.7a	A reception pack?	77%	
4.7b	The opportunity to have a shower?	35%	
4.7c	Something to eat?	84%	
4.7d	A free phone call to friends/family?	82%	84%
4.7e	Information about the PIN telephone system?	65%	
4.7f	Information about feeling low/upset?	38%	
	Within your first 24 hours, did you have access to the following people or services:		
4.8a	The chaplain or religious leader?	50%	36%
4.8b	Someone from health care?	67%	49%

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2009–10 COMPARED WITH 2008–09

4.8c	A peer mentor, Listener or the Samaritans?	23%	13%
4.8d	Did you have access to the prison shop/canteen?	15%	14%
4.9	Did you feel safe on your first night here?	82%	84%
	For those who had an induction:		
4.10	Did you go on an induction course within your first week?	79%	78%
4.11	Did the induction course cover everything you needed to know about the establishment?	66%	69%
SECTION 5: DAILY LIFE HERE			
5.1	Can you normally have a shower every day if you want to?	64%	55%
5.2	Is your cell call bell normally answered within five minutes?	29%	30%
5.3	Do you find the food here good/very good?	21%	22%
5.4	Does the shop/canteen sell a wide enough variety of products?	43%	45%
5.5	Is it easy/very easy for you to attend religious services?	59%	54%
5.6a	Do you feel your religious beliefs are respected?	54%	
5.6b	Can you speak to a religious leader in private if you want to?	67%	
5.7a	Is there a member of staff you can turn to with a problem?	70%	
5.7b	Do most staff treat you with respect?	69%	72%
SECTION 6: HEALTH SERVICES			
6.1	Do you think the overall quality of the health care is good/very good?	57%	60%
6.2a	Is it easy for you to see the doctor?	52%	48%
6.2b	Is it easy for you to see the nurse?	74%	67%
6.2c	Is it easy for you to see the dentist?	31%	28%
6.2d	Is it easy for you to see the optician?	25%	21%
6.2e	Is it easy for you to see the pharmacist?	28%	
6.3	For those on medication: have you had any problems getting your medication?	35%	31%
6.4a	Did you have any problems with alcohol when you first arrived?	16%	14%
6.4b	Do you have any problems with alcohol now?	4%	
6.4c	Have you received any help with any alcohol problems here?	12%	22%
6.5a	Did you have any problems with drugs when you first arrived?	34%	22%
6.5b	Do you have any problems with drugs now?	8%	
6.5c	Have you received any help with any drug problems here?	27%	34%

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2009–10 COMPARED WITH 2008–09

6.6	Is it easy/very easy to get illegal drugs here?	20%	
6.7	Do you feel you have any emotional or mental health problems?	23%	
	If you feel you have emotional or mental health problems, are you being helped by any of the following:		
6.8a	Not getting any help	43%	
6.8b	Doctor?	18%	
6.8c	Nurse?	19%	
6.8d	Psychiatrist/psychologist?	28%	
6.8e	Counsellor?	16%	
6.8f	Other?	10%	
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	90%	
7.2	Is it easy to make an application?	82%	
	For those who have made an application:		
7.3a	Do you feel applications are sorted out fairly?	65%	
7.3b	Do you feel applications are sorted out promptly (within seven days)?	55%	
7.4	Do you know how to make a complaint?	85%	76%
7.5	Is it easy to make a complaint?	69%	
	For those who have made a complaint:		
7.6a	Do you feel complaints are sorted out fairly?	39%	34%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	44%	
7.6c	Have you ever been encouraged to withdraw a complaint?	26%	23%
	Can you speak to the following people when you need to:		
7.7a	A peer mentor or Listener?	36%	
7.7b	A member of the IMB (Independent Monitoring Board)?	32%	
7.7c	An advocate (an outside person to help you)?	39%	38%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	27%	24%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	53%	52%
8.3	Do the different levels make you change your behaviour?	58%	59%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	58%	59%
8.5	Of those who have had an adjudication: Was the 'nicking' (adjudication) process explained clearly to you?	88%	
8.6	Have you been physically restrained (C and R) since you have been here?	31%	29%
8.7	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	41%	46%

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2009–10 COMPARED WITH 2008–09

SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	31%	27%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	24%	23%
	If you have felt victimised by another young person/group of young people, did the incident involve:		
9.4a	Insulting remarks?	13%	12%
9.4b	Physical abuse?	11%	8%
9.4c	Sexual abuse?	1%	1%
9.4d	Racial or ethnic abuse?	2%	3%
9.4e	Your religious beliefs?	2%	
9.4f	Your disability?	2%	
9.4g	Drugs?	2%	1%
9.4h	Having your canteen/property taken?	4%	4%
9.4i	Because you were new here?	9%	6%
9.4j	Being from a different part of the country than others?	5%	5%
9.4k	Gang related issues?	6%	
9.4l	Your offence/crime?	3%	
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	23%	20%
	If you have felt victimised by a member of staff/group of staff members, did the incident involve:		
9.7a	Insulting remarks?	14%	12%
9.7b	Physical abuse?	5%	3%
9.7c	Sexual abuse?	1%	1%
9.7d	Racial or ethnic abuse?	3%	2%
9.7e	Your religious beliefs?	1%	
9.7f	Your disability?	1%	
9.7g	Drugs?	1%	1%
9.7h	Having your canteen/property taken?	2%	1%
9.7i	Because you were new here?	4%	2%
9.7j	Being from a different part of the country than others?	1%	2%
9.7k	Gang related issues?	3%	
9.7l	Your offence/crime?	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?	62%	60%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	40%	37%
9.11	Is shouting through the windows a problem here?	41%	
9.12	Have staff checked on you personally in the last week to see how you are getting on?	39%	36%

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2009–10 COMPARED WITH 2008–09

SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	40%	40%
10.2a	Have you ever been excluded from school?	90%	88%
10.2b	Have you ever truanted from school?	73%	69%
	Do you currently take part in any of the following:		
10.3a	Education?	73%	
10.3b	A job in this establishment?	32%	
10.3c	Vocational or skills training?	23%	
10.3d	Offending behaviour programmes?	19%	
	For those who have taken part in the following activities, while in this prison: do you think that they will help you when you leave prison?		
10.4a	Education?	69%	
10.4b	A job in this establishment?	59%	
10.4c	Vocational or skills training?	58%	
10.4d	Offending behaviour programmes?	49%	
10.5	Do you usually have association every day?	59%	
10.6	Do you go to the gym more than five times each week?	11%	7%
10.7	Can you usually go outside for exercise every day?	31%	28%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	56%	50%
11.2	Have you had any problems with sending or receiving letters or parcels?	39%	32%
11.3	Is it easy/very easy for your family and friends to visit you here?	49%	35%
11.4	Have you had two or more visits in the last month?	46%	47%
11.5	Do your visits start on time?	47%	
11.6	Are you and your visitors treated well/very well by visits staff?	51%	56%
SECTION 12: PREPARATION FOR RELEASE			
	For those who have met their personal officer:		
12.1	Did you meet your personal officer within the first week?	48%	54%
12.2	Do you see your personal officer at least once a week?	65%	
12.3	Do you feel your personal officer has helped you?	59%	63%
	For sentenced young men only:		
12.4	Do you have a training plan?	57%	
	For those with a training plan (sentenced only):		
12.5a	Were you involved in the development of your training plan?	54%	
12.5b	Do you understand the targets set in your training plan?	68%	
12.5c	Can you see your training plan when you want to?	37%	41%

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2009–10 COMPARED WITH 2008–09

12.6	Has your YOT worker been in touch since you arrived here?	82%	
12.7	Do you know how to get in touch with your YOT worker?	57%	
	Please answer the following questions about your preparation for release:		
12.8a	Have you had a say in what will happen to you when you are released?	41%	44%
12.8b	Are you going to school or college on release?	64%	42%
12.8c	Do you have a job to go to on release?	22%	23%
	Do you know who to contact for help with the following, in preparation for your release:		
12.9a	Finding accommodation?	43%	
12.9b	Getting into school or college?	56%	
12.9c	Getting a job?	53%	
12.9d	Help with money/finances?	40%	
12.9e	Help with claiming benefits?	35%	
12.9f	Continuing health services?	27%	
12.9g	Opening a bank account?	38%	
12.9h	Avoiding bad relationships?	29%	
	Do you think you will have a problem with the following, when you are released:		
12.10a	Finding accommodation?	25%	
12.10b	Getting into school or college?	26%	
12.10c	Getting a job?	47%	
12.10d	Help with money/finances?	36%	
12.10e	Help with claiming benefits?	25%	
12.10f	Continuing health services?	11%	
12.10g	Opening a bank account?	13%	
12.10h	Avoiding bad relationships?	20%	
12.11	Is there anything you would still like help with before you are released?	36%	37%
	For those who were sentenced:		
12.13	Do you want to stop offending?	91%	90%
12.14	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	49%	48%

APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2009–10

KEY TO TABLES		BLACK AND MINORITY ETHNIC YOUNG MEN	WHITE YOUNG MEN
	Significantly better for black and minority ethnic young men		
	Significantly worse for black and minority ethnic young men		
	A significant difference in background details		
	No significant difference		
	Number of completed questionnaires returned	358	742
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	9%	12%
1.2	Are you a foreign national?	7%	2%
1.3	Is English your first language?	81%	97%
1.5	Do you consider yourself to be Gypsy/Romany/ Traveller?	3%	9%
1.6	Are you Muslim?	35%	2%
1.7	Do you have any children?	9%	15%
SECTION 2: ABOUT YOUR SENTENCE			
2.2	Are you sentenced?	73%	79%
2.3	Is your sentence 12 months or less?	31%	40%
2.4	Do you have less than six months to serve?	41%	56%
2.5	Have you been in this prison less than a month?	22%	22%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	43%	38%
2.7	Have you been to any other YOI during this sentence?	33%	25%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
	For your most recent journey, either to or from court, or between prisons, we want to know:		
3.1	Was the van clean?	46%	46%
3.2	Was the van comfortable?	11%	11%
3.3	Did you feel safe?	68%	78%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	32%	30%
3.5	Did you spend more than four hours in the van?	5%	3%
	For those who spent two or more hours in the escort van:		
3.6	Were you offered a toilet break if you needed it?	14%	17%
3.7	Were you offered anything to eat or drink?	29%	33%
3.8	Were you treated well/very well by the escort staff?	51%	58%
3.9	Did someone tell you where you were going when you left court?	75%	80%
3.10	Did you receive written information about where you were going when you left court?	5%	4%

APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2009–10

SECTION 4: YOUR FIRST FEW DAYS HERE

4.1	Were you in reception for less than two hours?	76%	77%
4.2	Were you seen by a member of health care staff in reception?	80%	87%
4.3	When you were searched was this carried out in an understanding way?	80%	85%
4.4	Were you treated well/very well in reception?	66%	74%
	When you first arrived, did staff ask if you needed help or support with any of the following:		
4.5a	Not being able to smoke?	45%	63%
4.5b	Loss of property?	17%	22%
4.5c	Housing problems?	20%	18%
4.5d	Needing protection from other young people?	26%	21%
4.5e	Letting family know where you were?	57%	63%
4.5f	Money worries?	16%	15%
4.5g	Feeling low/upset/needing someone to talk to?	36%	44%
4.5h	Health problems?	51%	57%
4.5i	Getting phone numbers?	40%	42%
4.6	Did you have any problems when you first arrived?	68%	78%
	When you first arrived, did you have problems with any of the following:		
4.6a	Not being able to smoke?	35%	59%
4.6b	Loss of property?	16%	12%
4.6c	Housing problems?	11%	13%
4.6d	Needing protection from other young people?	5%	4%
4.6e	Letting family know where you were?	20%	26%
4.6f	Money worries?	17%	14%
4.6g	Feeling low/upset/needing someone to talk to?	11%	18%
4.6h	Health problems?	8%	12%
4.6i	Getting phone numbers?	29%	25%
	When you first arrived, were you given any of the following:		
4.7a	A reception pack?	76%	78%
4.7b	The opportunity to have a shower?	34%	36%
4.7c	Something to eat?	82%	85%
4.7d	A free phone call to friends/family?	80%	83%
4.7e	Information about the PIN telephone system?	62%	66%
4.7f	Information about feeling low/upset?	30%	42%
	Within your first 24 hours, did you have access to the following people or services:		
4.8a	The chaplain or religious leader?	46%	52%
4.8b	Someone from health care?	64%	70%

APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2009–10

4.8c	A peer mentor, Listener or the Samaritans?	19%	25%
4.8d	Did you have access to the prison shop/canteen?	15%	16%
4.9	Did you feel safe on your first night here?	76%	86%
	For those who had an induction:		
4.10	Did you go on an induction course within your first week?	75%	82%
4.11	Did the induction course cover everything you needed to know about the establishment?	59%	70%
SECTION 5: DAILY LIFE HERE			
5.1	Can you normally have a shower every day if you want to?	59%	66%
5.2	Is your cell call bell normally answered within five minutes?	26%	31%
5.3	Do you find the food here good/very good?	19%	22%
5.4	Does the shop/canteen sell a wide enough variety of products?	38%	45%
5.5	Is it easy/very easy for you to attend religious services?	64%	57%
5.6a	Do you feel your religious beliefs are respected?	66%	47%
5.6b	Can you speak to a religious leader in private if you want to?	71%	65%
5.7a	Is there a member of staff you can turn to with a problem?	61%	75%
5.7b	Do most staff treat you with respect?	57%	76%
SECTION 6: HEALTH SERVICES			
6.1	Do you think the overall quality of the health care is good/very good?	49%	61%
6.2a	Is it easy for you to see the doctor?	39%	58%
6.2b	Is it easy for you to see the nurse?	68%	77%
6.2c	Is it easy for you to see the dentist?	23%	35%
6.2d	Is it easy for you to see the optician?	17%	29%
6.2e	Is it easy for you to see the pharmacist?	18%	32%
6.3	For those on medication: have you had any problems getting your medication?	46%	30%
6.4a	Did you have any problems with alcohol when you first arrived?	5%	21%
6.4b	Do you have any problems with alcohol now?	2%	5%
6.4c	Have you received any help with any alcohol problems here?	5%	16%
6.5a	Did you have any problems with drugs when you first arrived?	19%	41%
6.5b	Do you have any problems with drugs now?	6%	9%
6.5c	Have you received any help with any drug problems here?	15%	32%
6.6	Is it easy/very easy to get illegal drugs here?	15%	22%
6.7	Do you feel you have any emotional or mental health problems?	18%	26%

APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2009–10

	If you feel you have emotional or mental health problems, are you being helped by any of the following:		
6.8a	Not getting any help	62%	37%
6.8b	Doctor?	14%	20%
6.8c	Nurse?	14%	20%
6.8d	Psychiatrist/psychologist?	14%	33%
6.8e	Counsellor?	8%	19%
6.8f	Other?	8%	11%
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	84%	92%
7.2	Is it easy to make an application?	75%	85%
	For those who have made an application:		
7.3a	Do you feel applications are sorted out fairly?	51%	72%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	41%	61%
7.4	Do you know how to make a complaint?	85%	86%
7.5	Is it easy to make a complaint?	68%	70%
	For those who have made a complaint:		
7.6a	Do you feel complaints are sorted out fairly?	29%	45%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	33%	51%
7.6c	Have you ever been encouraged to withdraw a complaint?	24%	27%
	Can you speak to the following people when you need to:		
7.7a	A peer mentor or Listener?	32%	38%
7.7b	A member of the IMB (Independent Monitoring Board)?	30%	34%
7.7c	An advocate (an outside person to help you)?	36%	41%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	21%	30%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	39%	60%
8.3	Do the different levels make you change your behaviour?	51%	61%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	59%	57%
8.5	Of those who have had an adjudication: Was the 'nicking' (adjudication) process explained clearly to you?	84%	90%
8.6	Have you been physically restrained (C and R) since you have been here?	34%	30%
8.7	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	39%	42%

APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2009–10

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?	21%	25%
	If you have felt victimised by another young person/group of young people, did the incident involve:		
9.4a	Insulting remarks?	9%	15%
9.4b	Physical abuse?	9%	11%
9.4c	Sexual abuse?	1%	1%
9.4d	Racial or ethnic abuse?	3%	2%
9.4e	Your religious beliefs?	3%	1%
9.4f	Your disability?	2%	1%
9.4g	Drugs?	1%	3%
9.4h	Having your canteen/property taken?	4%	4%
9.4i	Because you were new here?	6%	10%
9.4j	Being from a different part of the country than others?	3%	6%
9.4k	Gang related issues?	7%	5%
9.4l	Your offence/crime?	4%	2%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	26%	21%
	If you have felt victimised by a member of staff/group of staff members, did the incident involve:		
9.7a	Insulting remarks?	13%	14%
9.7b	Physical abuse?	5%	4%
9.7c	Sexual abuse?	1%	1%
9.7d	Racial or ethnic abuse?	6%	2%
9.7e	Your religious beliefs?	2%	1%
9.7f	Your disability?	1%	1%
9.7g	Drugs?	1%	1%
9.7h	Having your canteen/property taken?	3%	1%
9.7i	Because you were new here?	6%	2%
9.7j	Being from a different part of the country than others?	1%	1%
9.7k	Gang related issues?	4%	2%
9.7l	Your offence/crime?	3%	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?	58%	64%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	34%	44%
9.11	Is shouting through the windows a problem here?	33%	45%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	35%	41%

APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2009–10

SECTION 10: ACTIVITIES

10.1	Were you 14 or younger when you were last at school?	34%	44%
10.2a	Have you ever been excluded from school?	87%	91%
10.2b	Have you ever truanted from school?	58%	80%
	Do you currently take part in any of the following:		
10.3a	Education?	81%	69%
10.3b	A job in this establishment?	23%	36%
10.3c	Vocational or skills training?	18%	25%
10.3d	Offending behaviour programmes?	13%	23%
	For those who have taken part in the following activities, while in this prison: do you think that they will help you when you leave prison?		
10.4a	Education?	61%	73%
10.4b	A job in this establishment?	46%	65%
10.4c	Vocational or skills training?	45%	65%
10.4d	Offending behaviour programmes?	29%	60%
10.5	Do you usually have association every day?	56%	62%
10.6	Do you go to the gym more than five times each week?	12%	10%
10.7	Can you usually go outside for exercise every day?	24%	35%
	SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS		
11.1	Are you able to use the telephone every day?	49%	60%
11.2	Have you had any problems with sending or receiving letters or parcels?	43%	37%
11.3	Is it easy/very easy for your family and friends to visit you here?	42%	52%
11.4	Have you had two or more visits in the last month?	40%	49%
11.5	Do your visits start on time?	38%	51%
11.6	Are you and your visitors treated well/very well by visits staff?	46%	54%
	SECTION 12: PREPARATION FOR RELEASE		
	For those who have met their personal officer:		
12.1	Did you meet your personal officer within the first week?	42%	51%
12.2	Do you see your personal officer at least once a week?	63%	66%
12.3	Do you feel your personal officer has helped you?	51%	63%
	For sentenced young men only:		
12.4	Do you have a training plan?	57%	57%
	For those with a training plan (sentenced only):		
12.5a	Were you involved in the development of your training plan?	54%	53%
12.5b	Do you understand the targets set in your training plan?	71%	66%

APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2009–10

12.5c	Can you see your training plan when you want to?	33%	39%
12.6	Has your YOT worker been in touch since you arrived here?	80%	83%
12.7	Do you know how to get in touch with your YOT worker?	51%	60%
	Please answer the following questions about your preparation for release:		
12.8a	Have you had a say in what will happen to you when you are released?	36%	44%
12.8b	Are you going to school or college on release?	72%	60%
12.8c	Do you have a job to go to on release?	17%	24%
	Do you know who to contact for help with the following, in preparation for your release:		
12.9a	Finding accommodation?	36%	45%
12.9b	Getting into school or college?	59%	54%
12.9c	Getting a job?	46%	56%
12.9d	Help with money/finances?	32%	44%
12.9e	Help with claiming benefits?	26%	39%
12.9f	Continuing health services?	21%	30%
12.9g	Opening a bank account?	34%	40%
12.9h	Avoiding bad relationships?	23%	32%
	Do you think you will have a problem with the following, when you are released:		
12.10a	Finding accommodation?	27%	25%
12.10b	Getting into school or college?	31%	23%
12.10c	Getting a job?	45%	48%
12.10d	Help with money/finances?	38%	34%
12.10e	Help with claiming benefits?	21%	26%
12.10f	Continuing health services?	9%	12%
12.10g	Opening a bank account?	13%	13%
12.10h	Avoiding bad relationships?	15%	22%
12.11	Is there anything you would still like help with before you are released?	38%	35%
	For those who were sentenced:		
12.13	Do you want to stop offending?	90%	91%
12.14	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	47%	49%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2009–10

KEY TO TABLES		MUSLIM YOUNG MEN	NON-MUSLIM YOUNG MEN
	Significantly better for Muslim young men		
	Significantly worse for Muslim young men		
	A significant difference in the background details		
	No significant difference		
Number of completed questionnaires returned		135	945
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	6%	12%
1.2	Are you a foreign national?	10%	3%
1.3	Is English your first language?	65%	95%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	90%	24%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	2%	8%
1.6	Are you Muslim?		
1.7	Do you have any children?	9%	14%
SECTION 2: ABOUT YOUR SENTENCE			
2.2	Are you sentenced?	75%	77%
2.3	Is your sentence 12 months or less?	32%	38%
2.4	Do you have less than six months to serve?	42%	52%
2.5	Have you been in this prison less than a month?	18%	23%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	47%	39%
2.7	Have you been to any other YOI during this sentence?	34%	26%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court, or between prisons, we want to know:			
3.1	Was the van clean?	45%	47%
3.2	Was the van comfortable?	13%	11%
3.3	Did you feel safe?	68%	76%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	33%	31%
3.5	Did you spend more than four hours in the van?	9%	3%
For those who spent two or more hours in the escort van:			
3.6	Were you offered a toilet break if you needed it?	10%	17%
3.7	Were you offered anything to eat or drink?	20%	33%
3.8	Were you treated well/very well by the escort staff?	50%	57%
3.9	Did someone tell you where you were going when you left court?	69%	79%
3.10	Did you receive written information about where you were going when you left court?	4%	5%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2009–10

SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than two hours?	72%	78%
4.2	Were you seen by a member of health care staff in reception?	83%	85%
4.3	When you were searched was this carried out in an understanding way?	80%	84%
4.4	Were you treated well/very well in reception?	70%	72%
	When you first arrived, did staff ask if you needed help or support with any of the following:		
4.5a	Not being able to smoke?	42%	59%
4.5b	Loss of property?	19%	20%
4.5c	Housing problems?	16%	19%
4.5d	Needing protection from other young people?	24%	22%
4.5e	Letting family know where you are?	60%	60%
4.5f	Money worries?	16%	16%
4.5g	Feeling low/upset/needing someone to talk to?	35%	42%
4.5h	Health problems?	46%	56%
4.5i	Getting phone numbers?	34%	42%
4.6	Did you have any problems when you first arrived?	69%	76%
	When you first arrived, did you have problems with any of the following:		
4.6a	Not being able to smoke?	40%	53%
4.6b	Loss of property?	17%	13%
4.6c	Housing problems?	10%	12%
4.6d	Needing protection from other young people?	5%	5%
4.6e	Letting family know where you are?	25%	23%
4.6f	Money worries?	18%	15%
4.6g	Feeling low/upset/needing someone to talk to?	14%	16%
4.6h	Health problems?	7%	11%
4.6i	Getting phone numbers?	23%	27%
	When you first arrived, were you given any of the following:		
4.7a	A reception pack?	73%	79%
4.7b	The opportunity to have a shower?	29%	36%
4.7c	Something to eat?	85%	84%
4.7d	A free phone call to friends/family?	81%	82%
4.7e	Information about the PIN telephone system?	57%	67%
4.7f	Information about feeling low/upset?	32%	40%
	Within your first 24 hours, did you have access to the following people or services:		
4.8a	The chaplain or religious leader?	47%	51%
4.8b	Someone from health care?	65%	68%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2009–10

4.8c	A peer mentor, Listener or the Samaritans?	15%	25%
4.8d	Did you have access to the prison shop/canteen?	15%	16%
4.9	Did you feel safe on your first night here?	76%	83%
For those who had an induction:			
4.10	Did you go on an induction course within your first week?	73%	80%
4.11	Did the induction course cover everything you needed to know about the establishment?	57%	68%
SECTION 5: DAILY LIFE HERE			
5.1	Can you normally have a shower every day if you want to?	62%	64%
5.2	Is your cell call bell normally answered within five minutes?	30%	29%
5.3	Do you find the food here good/very good?	19%	21%
5.4	Does the shop/canteen sell a wide enough variety of products?	29%	45%
5.5	Is it easy/very easy for you to attend religious services?	72%	58%
5.6a	Do you feel your religious beliefs are respected?	73%	51%
5.6b	Can you speak to a religious leader in private if you want to?	77%	66%
5.7a	Is there a member of staff you can turn to with a problem?	59%	72%
5.7b	Do most staff treat you with respect?	57%	71%
SECTION 6: HEALTH SERVICES			
6.1	Do you think the overall quality of the health care is good/very good?	55%	57%
6.2a	Is it easy for you to see the doctor?	40%	54%
6.2b	Is it easy for you to see the nurse?	62%	75%
6.2c	Is it easy for you to see the dentist?	22%	32%
6.2d	Is it easy for you to see the optician?	18%	26%
6.2e	Is it easy for you to see the pharmacist?	18%	29%
6.3	For those on medication: have you had any problems getting your medication?	43%	33%
6.4a	Did you have any problems with alcohol when you first arrived?	5%	17%
6.4b	Do you have any problems with alcohol now?	2%	4%
6.4c	Have you received any help with any alcohol problems here?	4%	14%
6.5a	Did you have any problems with drugs when you first arrived?	18%	36%
6.5b	Do you have any problems with drugs now?	6%	8%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2009–10

6.5c	Have you received any help with any drug problems here?	12%	29%
6.6	Is it easy/very easy to get illegal drugs here?	19%	20%
6.7	Do you feel you have any emotional or mental health problems?	20%	24%
	If you feel you have emotional or mental health problems, are you being helped by any of the following:		
6.8a	Not getting any help	52%	41%
6.8b	Doctor?	19%	18%
6.8c	Nurse?	15%	19%
6.8d	Psychiatrist/psychologist?	13%	30%
6.8e	Counsellor?	0%	18%
6.8f	Other?	10%	10%
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	84%	91%
7.2	Is it easy to make an application?	72%	83%
	For those who have made an application:		
7.3a	Do you feel applications are sorted out fairly?	54%	66%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	37%	57%
7.4	Do you know how to make a complaint?	82%	86%
7.5	Is it easy to make a complaint?	64%	70%
	For those who have made a complaint:		
7.6a	Do you feel complaints are sorted out fairly?	43%	39%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	41%	45%
7.6c	Have you ever been encouraged to withdraw a complaint?	24%	26%
	Can you speak to the following people when you need to:		
7.7a	A peer mentor or Listener?	38%	36%
7.7b	A member of the IMB (Independent Monitoring Board)?	38%	32%
7.7c	An advocate (an outside person to help you)?	42%	40%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	24%	27%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	31%	56%
8.3	Do the different levels make you change your behaviour?	46%	60%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	58%	57%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2009–10

8.5	Of those who have had an adjudication: Was the 'nicking' (adjudication) process explained clearly to you?	77%	89%
8.6	Have you been physically restrained (C and R) since you have been here?	37%	30%
8.7	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	47%	41%
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	32%	31%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	20%	25%
If you have felt victimised by another young person/group of young people, did the incident involve:			
9.4a	Insulting remarks?	7%	14%
9.4b	Physical abuse?	7%	11%
9.4c	Sexual abuse?	1%	1%
9.4d	Racial or ethnic abuse?	6%	2%
9.4e	Your religious beliefs?	4%	1%
9.4f	Your disability?	2%	2%
9.4g	Drugs?	2%	2%
9.4h	Having your canteen/property taken?	3%	5%
9.4i	Because you were new here?	6%	9%
9.4j	Being from a different part of the country than others?	4%	6%
9.4k	Gang related issues?	7%	6%
9.4l	Your offence/crime?	5%	3%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	23%	23%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:			
9.7a	Insulting remarks?	12%	14%
9.7b	Physical abuse?	4%	5%
9.7c	Sexual abuse?	1%	1%
9.7d	Racial or ethnic abuse?	6%	3%
9.7e	Your religious beliefs?	4%	1%
9.7f	Your disability?	0%	1%
9.7g	Drugs?	1%	1%
9.7h	Having your canteen/property taken?	1%	2%
9.7i	Because you were new here?	5%	3%
9.7j	Being from a different part of the country than others?	3%	1%
9.7k	Gang related issues?	3%	3%
9.7l	Your offence/crime?	2%	3%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2009–10

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?	59%	63%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	36%	41%
9.11	Is shouting through the windows a problem here?	32%	42%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	40%	39%
SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	33%	41%
10.2a	Have you ever been excluded from school?	81%	91%
10.2b	Have you ever truanted from school?	65%	74%
Do you currently take part in any of the following:			
10.3a	Education?	83%	71%
10.3b	A job in this establishment?	25%	33%
10.3c	Vocational or skills training?	21%	23%
10.3d	Offending behaviour programmes?	14%	20%
For those who have taken part in the following activities, while in this prison: do you think that they will help you when you leave prison?			
10.4a	Education?	56%	71%
10.4b	A job in this establishment?	50%	60%
10.4c	Vocational or skills training?	39%	61%
10.4d	Offending behaviour programmes?	22%	53%
10.5	Do you usually have association every day?	51%	61%
10.6	Do you go to the gym more than five times each week?	11%	10%
10.7	Can you usually go outside for exercise every day?	21%	33%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	49%	58%
11.2	Have you had any problems with sending or receiving letters or parcels?	46%	39%
11.3	Is it easy/very easy for your family and friends to visit you here?	43%	50%
11.4	Have you had two or more visits in the last month?	47%	46%
11.5	Do your visits start on time?	39%	48%
11.6	Are you and your visitors treated well/very well by visits staff?	53%	51%
SECTION 12: PREPARATION FOR RELEASE			
For those who have met their personal officer:			
12.1	Did you meet your personal officer within the first week?	44%	49%
12.2	Do you see your personal officer at least once a week?	61%	66%
12.3	Do you feel your personal officer has helped you?	55%	60%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2009–10

	For sentenced young men only:		
12.4	Do you have a training plan?	59%	58%
	For those with a training plan (sentenced only):		
12.5a	Were you involved in the development of your training plan?	58%	53%
12.5b	Do you understand the targets set in your training plan?	69%	68%
12.5c	Can you see your training plan when you want to?	46%	36%
12.6	Has your YOT worker been in touch since you arrived here?	85%	82%
12.7	Do you know how to get in touch with your YOT worker?	52%	58%
	Please answer the following questions about your preparation for release:		
12.8a	Have you had a say in what will happen to you when you are released?	36%	43%
12.8b	Are you going to school or college on release?	74%	63%
12.8c	Do you have a job to go to on release?	21%	22%
	Do you know who to contact for help with the following, in preparation for your release:		
12.9a	Finding accommodation?	32%	45%
12.9b	Getting into school or college?	58%	56%
12.9c	Getting a job?	46%	54%
12.9d	Help with money/finances?	30%	41%
12.9e	Help with claiming benefits?	24%	37%
12.9f	Continuing health services?	20%	28%
12.9g	Opening a bank account?	30%	40%
12.9h	Avoiding bad relationships?	23%	31%
	Do you think you will have a problem with the following, when you are released:		
12.10a	Finding accommodation?	23%	26%
12.10b	Getting into school or college?	35%	24%
12.10c	Getting a job?	44%	47%
12.10d	Help with money/finances?	35%	36%
12.10e	Help with claiming benefits?	22%	25%
12.10f	Continuing health services?	12%	11%
12.10g	Opening a bank account?	11%	14%
12.10h	Avoiding bad relationships?	12%	21%
12.11	Is there anything you would still like help with before you are released?	41%	36%
	For those who were sentenced:		
12.13	Do you want to stop offending?	90%	91%
12.14	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	47%	49%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2009–10

KEY TO TABLES		DEDICATED SITES	SPLIT OR MIXED SITES
	Significantly better for young men in dedicated sites		
	Significantly worse for young men in dedicated sites		
	A significant difference in background details		
	No significant difference		
Number of completed questionnaires returned		640	373
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	13%	8%
1.2	Are you a foreign national?	3%	6%
1.3	Is English your first language?	94%	87%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	28%	48%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	8%	5%
1.6	Are you Muslim?	11%	18%
1.7	Do you have any children?	14%	12%
SECTION 2: ABOUT YOUR SENTENCE			
2.2	Are you sentenced?	85%	53%
2.3	Is your sentence 12 months or less?	42%	29%
2.4	Do you have less than six months to serve?	58%	36%
2.5	Have you been in this prison less than a month?	22%	25%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	39%	42%
2.7	Have you been to any other YOI during this sentence?	30%	17%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court, or between prisons, we want to know:			
3.1	Was the van clean?	46%	46%
3.2	Was the van comfortable?	11%	8%
3.3	Did you feel safe?	77%	70%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	32%	28%
3.5	Did you spend more than four hours in the van?	4%	2%
For those who spent two or more hours in the escort van:			
3.6	Were you offered a toilet break if you needed it?	15%	18%
3.7	Were you offered anything to eat or drink?	33%	13%
3.8	Were you treated well/very well by the escort staff?	56%	54%
3.9	Did someone tell you where you were going when you left court?	79%	77%
3.10	Did you receive written information about where you were going when you left court?	5%	3%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2009–10

SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than two hours?	77%	79%
4.2	Were you seen by a member of health care staff in reception?	89%	73%
4.3	When you were searched was this carried out in an understanding way?	84%	80%
4.4	Were you treated well/very well in reception?	74%	66%
	When you first arrived, did staff ask if you needed help or support with any of the following:		
4.5a	Not being able to smoke?	60%	51%
4.5b	Loss of property?	21%	17%
4.5c	Housing problems?	19%	17%
4.5d	Needing protection from other young people?	22%	25%
4.5e	Letting family know where you were?	62%	56%
4.5f	Money worries?	17%	12%
4.5g	Feeling low/upset/needing someone to talk to?	41%	42%
4.5h	Health problems?	55%	53%
4.5i	Getting phone numbers?	42%	37%
4.6	Did you have any problems when you first arrived?	75%	75%
	When you first arrived, did you have problems with any of the following:		
4.6a	Not being able to smoke?	52%	50%
4.6b	Loss of property?	12%	16%
4.6c	Housing problems?	13%	11%
4.6d	Needing protection from other young people?	4%	5%
4.6e	Letting family know where you were?	25%	19%
4.6f	Money worries?	14%	18%
4.6g	Feeling low/upset/needing someone to talk to?	16%	14%
4.6h	Health problems?	10%	13%
4.6i	Getting phone numbers?	26%	27%
	When you first arrived, were you given any of the following:		
4.7a	A reception pack?	78%	79%
4.7b	The opportunity to have a shower?	35%	35%
4.7c	Something to eat?	84%	84%
4.7d	A free phone call to friends/family?	84%	77%
4.7e	Information about the PIN telephone system?	64%	68%
4.7f	Information about feeling low/upset?	38%	38%
	Within your first 24 hours, did you have access to the following people or services:		
4.8a	The chaplain or religious leader?	47%	55%
4.8b	Someone from health care?	69%	64%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2009–10

4.8c	A peer mentor, Listener or the Samaritans?	24%	20%
4.8d	Did you have access to the prison shop/canteen?	15%	14%
4.9	Did you feel safe on your first night here?	83%	80%
For those who had an induction:			
4.10	Did you go on an induction course within your first week?	81%	76%
4.11	Did the induction course cover everything you needed to know about the establishment?	67%	63%
SECTION 5: DAILY LIFE HERE			
5.1	Can you normally have a shower every day if you want to?	56%	76%
5.2	Is your cell call bell normally answered within five minutes?	24%	38%
5.3	Do you find the food here good/very good?	20%	19%
5.4	Does the shop/canteen sell a wide enough variety of products?	40%	52%
5.5	Is it easy/very easy for you to attend religious services?	56%	67%
5.6a	Do you feel your religious beliefs are respected?	48%	65%
5.6b	Can you speak to a religious leader in private if you want to?	66%	71%
5.7a	Is there a member of staff you can turn to with a problem?	71%	68%
5.7b	Do most staff treat you with respect?	70%	65%
SECTION 6: HEALTH SERVICES			
6.1	Do you think the overall quality of the health care is good/very good?	61%	45%
6.2a	Is it easy for you to see the doctor?	56%	38%
6.2b	Is it easy for you to see the nurse?	75%	67%
6.2c	Is it easy for you to see the dentist?	34%	22%
6.2d	Is it easy for you to see the optician?	28%	15%
6.2e	Is it easy for you to see the pharmacist?	31%	17%
6.3	For those on medication: have you had any problems getting your medication?	30%	52%
6.4a	Did you have any problems with alcohol when you first arrived?	16%	16%
6.4b	Do you have any problems with alcohol now?	4%	3%
6.4c	Have you received any help with any alcohol problems here?	13%	11%
6.5a	Did you have any problems with drugs when you first arrived?	35%	32%
6.5b	Do you have any problems with drugs now?	8%	8%
6.5c	Have you received any help with any drug problems here?	28%	23%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2009–10

6.6	Is it easy/very easy to get illegal drugs here?	22%	15%
6.7	Do you feel you have any emotional or mental health problems?	23%	23%
	If you feel you have emotional or mental health problems, are you being helped by any of the following:		
6.8a	Not getting any help	44%	49%
6.8b	Doctor?	19%	14%
6.8c	Nurse?	21%	14%
6.8d	Psychiatrist/psychologist?	27%	23%
6.8e	Counsellor?	16%	16%
6.8f	Other?	10%	8%
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	91%	86%
7.2	Is it easy to make an application?	84%	75%
	For those who have made an application:		
7.3a	Do you feel applications are sorted out fairly?	69%	51%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	58%	42%
7.4	Do you know how to make a complaint?	85%	84%
7.5	Is it easy to make a complaint?	69%	67%
	For those who have made a complaint:		
7.6a	Do you feel complaints are sorted out fairly?	42%	27%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	48%	32%
7.6c	Have you ever been encouraged to withdraw a complaint?	26%	25%
	Can you speak to the following people when you need to:		
7.7a	A peer mentor or Listener?	37%	31%
7.7b	A member of the IMB (Independent Monitoring Board)?	35%	24%
7.7c	An advocate (an outside person to help you)?	42%	30%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	25%	25%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	54%	49%
8.3	Do the different levels make you change your behaviour?	57%	58%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	60%	52%
8.5	Of those who have had an adjudication: Was the 'nicking' (adjudication) process explained clearly to you?	88%	86%
8.6	Have you been physically restrained (C and R) since you have been here?	31%	32%
8.7	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	41%	42%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2009–10

SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	31%	33%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	24%	25%
	If you have felt victimised by another young person/group of young people, did the incident involve:		
9.4a	Insulting remarks?	14%	11%
9.4b	Physical abuse?	11%	10%
9.4c	Sexual abuse?	1%	1%
9.4d	Racial or ethnic abuse?	2%	3%
9.4e	Your religious beliefs?	1%	2%
9.4f	Your disability?	1%	2%
9.4g	Drugs?	2%	2%
9.4h	Having your canteen/property taken?	4%	4%
9.4i	Because you were new here?	10%	7%
9.4j	Being from a different part of the country than others?	5%	5%
9.4k	Gang related issues?	6%	6%
9.4l	Your offence/crime?	3%	3%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	22%	26%
	If you have felt victimised by a member of staff/group of staff members, did the incident involve:		
9.7a	Insulting remarks?	14%	14%
9.7b	Physical abuse?	4%	6%
9.7c	Sexual abuse?	1%	2%
9.7d	Racial or ethnic abuse?	3%	3%
9.7e	Your religious beliefs?	1%	2%
9.7f	Your disability?	1%	1%
9.7g	Drugs?	1%	0%
9.7h	Having your canteen/property taken?	2%	3%
9.7i	Because you were new here?	3%	4%
9.7j	Being from a different part of the country than others?	1%	2%
9.7k	Gang related issues?	3%	4%
9.7l	Your offence/crime?	3%	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%	61%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	41%	38%
9.11	Is shouting through the windows a problem here?	43%	38%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	37%	42%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2009–10

SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	40%	38%
10.2a	Have you ever been excluded from school?	90%	87%
10.2b	Have you ever truanted from school?	76%	64%
	Do you currently take part in any of the following:		
10.3a	Education?	69%	78%
10.3b	A job in this establishment?	36%	20%
10.3c	Vocational or skills training?	26%	14%
10.3d	Offending behaviour programmes?	18%	17%
	For those who have taken part in the following activities, while in this prison: do you think that they will help you when you leave prison?		
10.4a	Education?	69%	66%
10.4b	A job in this establishment?	62%	49%
10.4c	Vocational or skills training?	61%	44%
10.4d	Offending behaviour programmes?	50%	41%
10.5	Do you usually have association every day?	51%	76%
10.6	Do you go to the gym more than five times each week?	11%	9%
10.7	Can you usually go outside for exercise every day?	29%	31%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	47%	73%
11.2	Have you had any problems with sending or receiving letters or parcels?	38%	42%
11.3	Is it easy/very easy for your family and friends to visit you here?	49%	50%
11.4	Have you had two or more visits in the last month?	45%	52%
11.5	Do your visits start on time?	49%	40%
11.6	Are you and your visitors treated well/very well by visits staff?	51%	51%
SECTION 12: PREPARATION FOR RELEASE			
	For those who have met their personal officer:		
12.1	Did you meet your personal officer within the first week?	44%	52%
12.2	Do you see your personal officer at least once a week?	62%	69%
12.3	Do you feel your personal officer has helped you?	57%	61%
	For sentenced young men only:		
12.4	Do you have a training plan?	56%	56%
	For those with a training plan (sentenced only):		
12.5a	Were you involved in the development of your training plan?	56%	56%
12.5b	Do you understand the targets set in your training plan?	68%	64%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2009–10

12.5c	Can you see your training plan when you want to?	36%	38%
12.6	Has your YOT worker been in touch since you arrived here?	82%	79%
12.7	Do you know how to get in touch with your YOT worker?	56%	53%
	Please answer the following questions about your preparation for release:		
12.8a	Have you had a say in what will happen to you when you are released?	42%	38%
12.8b	Are you going to school or college on release?	62%	70%
12.8c	Do you have a job to go to on release?	22%	21%
	Do you know who to contact for help with the following, in preparation for your release:		
12.9a	Finding accommodation?	44%	38%
12.9b	Getting into school or college?	56%	56%
12.9c	Getting a job?	54%	50%
12.9d	Help with money/finances?	39%	39%
12.9e	Help with claiming benefits?	36%	32%
12.9f	Continuing health services?	28%	21%
12.9g	Opening a bank account?	41%	31%
12.9h	Avoiding bad relationships?	30%	27%
	Do you think you will have a problem with the following, when you are released:		
12.10a	Finding accommodation?	25%	28%
12.10b	Getting into school or college?	25%	26%
12.10c	Getting a job?	48%	44%
12.10d	Help with money/finances?	36%	35%
12.10e	Help with claiming benefits?	26%	22%
12.10f	Continuing health services?	11%	12%
12.10g	Opening a bank account?	13%	14%
12.10h	Avoiding bad relationships?	20%	18%
12.11	Is there anything you would still like help with before you are released?	35%	36%
	For those who were sentenced:		
12.13	Do you want to stop offending?	90%	93%
12.14	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	47%	49%

APPENDIX F: ESTABLISHMENT ANALYSIS: YOUNG WOMEN

KEY TO TABLES		Josephine Butler Unit – Downview	Mary Carpenter Unit – Eastwood Park	Rivendell Unit – New Hall	Toscana Unit – Foston Hall	Overall
	The best score across establishments					
	The worst score across establishments					
	Number of completed questionnaires returned	11	10	18	8	47
SECTION 1: ABOUT YOU						
1.1	Are you 18 years of age?	0%	0%	5%	0%	2%
1.2	Are you a foreign national?	9%	0%	10%	0%	6%
1.3	Is English your first language?	73%	82%	90%	100%	86%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	64%	50%	10%	10%	31%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	10%			14%	12%
1.6	Are you Muslim?	18%	20%	5%	0%	10%
1.7	Do you have any children?	0%	0%	0%	0%	0%
SECTION 2: ABOUT YOUR SENTENCE						
2.2	Are you sentenced?	55%	91%	95%	73%	81%
2.3	Is your sentence 12 months or less?	36%	73%	40%	33%	43%
2.4	Do you have less than six months to serve?	30%	73%	47%	11%	43%
2.5	Have you been in this prison less than a month?	46%	22%	10%	44%	27%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	46%	40%	42%	0%	35%
2.7	Have you been to any other YOI during this sentence?	18%	40%	11%	11%	20%
SECTION 3: COURTS, TRANSFERS AND ESCORTS						
	For your most recent journey, either to or from court, or between prisons, we want to know:					
3.1	Was the van clean?	36%	60%	53%	0%	40%
3.2	Was the van comfortable?	18%	30%	11%	0%	16%
3.3	Did you feel safe?	73%	78%	80%	67%	75%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	50%	10%	50%	44%	41%
3.5	Did you spend more than four hours in the van?	9%	20%	0%	11%	8%
	For those who spent two or more hours in the escort van:					
3.6	Were you offered a toilet break if you needed it?	25%	0%	18%	25%	15%

APPENDIX F: ESTABLISHMENT ANALYSIS: YOUNG WOMEN

3.7	Were you offered anything to eat or drink?	25%	43%	54%	0%	42%
3.8	Were you treated well/very well by the escort staff?	64%	60%	65%	67%	64%
3.9	Did someone tell you where you were going when you left court?	82%			89%	85%
3.10	Did you receive written information about where you were going when you left court?	9%			0%	5%
SECTION 4: YOUR FIRST FEW DAYS HERE						
4.1	Were you in reception for less than two hours?	91%	80%	90%	100%	90%
4.2	Were you seen by a member of health care staff in reception?	91%	90%	84%	100%	90%
4.3	When you were searched was this carried out in an understanding way?	100%	60%	90%	67%	81%
4.4	Were you treated well/very well in reception?	100%	60%	89%	100%	85%
	When you first arrived, did staff ask if you needed help or support with any of the following:					
4.5a	Not being able to smoke?	55%	27%	78%	100%	65%
4.5b	Loss of property?	18%	9%	11%	33%	16%
4.5c	Housing problems?	27%	0%	22%	0%	14%
4.5d	Needing protection from other young people?	18%	0%	22%	11%	16%
4.5e	Letting family know where you were?	91%	64%	58%	89%	71%
4.5f	Money worries?	18%	9%	22%	0%	16%
4.5g	Feeling low/upset/needing someone to talk to?	82%	36%	63%	67%	64%
4.5h	Health problems?	73%	18%	53%	44%	48%
4.5i	Getting phone numbers?	73%	36%	47%	33%	48%
4.6	Did you have any problems when you first arrived?	90%	100%	100%	89%	96%
	When you first arrived, did you have problems with any of the following:					
4.6a	Not being able to smoke?	90%	91%	77%	67%	81%
4.6b	Loss of property?	20%	18%	18%	11%	19%
4.6c	Housing problems?	30%	27%	6%	0%	15%
4.6d	Needing protection from other young people?	0%	9%	0%	0%	2%
4.6e	Letting family know where you were?	40%	36%	33%	56%	40%
4.6f	Money worries?	20%	9%	11%	0%	11%
4.6g	Feeling low/upset/needing someone to talk to?	60%	18%	33%	44%	38%
4.6h	Health problems?	10%	18%	0%	33%	13%
4.6i	Getting phone numbers?	70%	64%	44%	33%	50%
	When you first arrived, were you given any of the following:					
4.7a	A reception pack?	91%	64%	55%	100%	72%
4.7b	The opportunity to have a shower?	91%	36%	70%	89%	72%
4.7c	Something to eat?	91%	91%	80%	100%	86%

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4.7d	A free phone call to friends/family?	100%	64%	80%	89%	80%
4.7e	Information about the PIN telephone system?	82%	36%	60%	100%	68%
4.7f	Information about feeling low/upset?	73%	27%	45%	67%	52%
	Within your first 24 hours, did you have access to the following people or services:					
4.8a	The chaplain or religious leader?	54%	36%	63%	33%	50%
4.8b	Someone from health care?	100%	82%	63%	100%	82%
4.8c	A peer mentor, Listener or the Samaritans?	64%	27%	11%	44%	33%
4.8d	Did you have access to the prison shop/canteen?	36%	9%	11%	11%	18%
4.9	Did you feel safe on your first night here?	73%	64%	89%	67%	75%
	For those who had an induction:					
4.10	Did you go on an induction course within your first week?	100%	64%	89%	56%	78%
4.11	Did the induction course cover everything you needed to know about the establishment?	100%	78%	89%	89%	86%
SECTION 5: DAILY LIFE HERE						
5.1	Can you normally have a shower every day if you want to?	100%	91%	95%	100%	96%
5.2	Is your cell call bell normally answered within five minutes?	73%	70%	68%	100%	76%
5.3	Do you find the food here good/very good?	27%	27%	40%	56%	37%
5.4	Does the shop/canteen sell a wide enough variety of products?	64%	20%	60%	67%	56%
5.5	Is it easy/very easy for you to attend religious services?	82%	50%	58%	100%	69%
5.6a	Do you feel your religious beliefs are respected?	82%	64%	53%	67%	64%
5.6b	Can you speak to a religious leader in private if you want to?	91%	80%	53%	89%	73%
5.7a	Is there a member of staff you can turn to with a problem?	91%	73%	65%	89%	77%
5.7b	Do most staff treat you with respect?	90%	75%	80%	89%	81%
SECTION 6: HEALTH SERVICES						
6.1	Do you think the overall quality of the health care is good/very good?	91%	64%	80%	90%	79%
6.2a	Is it easy for you to see the doctor?	46%	50%	56%	50%	51%
6.2b	Is it easy for you to see the nurse?	100%	70%	90%	100%	89%
6.2c	Is it easy for you to see the dentist?	40%	64%	37%	67%	49%
6.2d	Is it easy for you to see the optician?	30%	30%	22%	27%	27%
6.2e	Is it easy for you to see the pharmacist?	30%	30%	32%	44%	33%
6.3	For those on medication: have you had any problems getting your medication?	11%	67%	18%	38%	31%

APPENDIX F: ESTABLISHMENT ANALYSIS: YOUNG WOMEN

6.4a	Did you have any problems with alcohol when you first arrived?	27%	18%	20%	27%	23%
6.4b	Do you have any problems with alcohol now?	0%	0%	15%	10%	10%
6.4c	Have you received any help with any alcohol problems here?	18%	9%	32%	27%	22%
6.5a	Did you have any problems with drugs when you first arrived?	46%	36%	40%	27%	39%
6.5b	Do you have any problems with drugs now?	20%	9%	20%	0%	16%
6.5c	Have you received any help with any drug problems here?	36%	27%	32%	27%	29%
6.6	Is it easy/very easy to get illegal drugs here?	0%	18%	11%	10%	12%
6.7	Do you feel you have any emotional or mental health problems?	36%	27%	39%	50%	38%
	If you feel you have emotional or mental health problems, are you being helped by any of the following:					
6.8a	Not getting any help	50%	33%	14%	0%	21%
6.8b	Doctor?	0%	33%	33%	0%	16%
6.8c	Nurse?	25%	0%	33%	20%	22%
6.8d	Psychiatrist/psychologist?	25%	33%	67%	80%	53%
6.8e	Counsellor?	50%	0%	33%	50%	37%
6.8f	Other?	0%	0%	0%	20%	5%
SECTION 7: APPLICATIONS AND COMPLAINTS						
7.1	Do you know how to make an application?	82%	73%	80%	100%	81%
7.2	Is it easy to make an application?	82%	64%	65%	90%	73%
	For those who have made an application:					
7.3a	Do you feel applications are sorted out fairly?	89%	100%	75%	83%	82%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	67%	86%	33%	100%	64%
7.4	Do you know how to make a complaint?	91%	82%	95%	90%	89%
7.5	Is it easy to make a complaint?	91%	64%	70%	50%	69%
	For those who have made a complaint:					
7.6a	Do you feel complaints are sorted out fairly?	80%	80%	85%	80%	79%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	67%	75%	57%	100%	69%
7.6c	Have you ever been encouraged to withdraw a complaint?	10%	20%	31%	20%	24%
	Can you speak to the following people when you need to:					
7.7a	A peer mentor or Listener?	55%	64%	40%	60%	52%
7.7b	A member of the IMB (Independent Monitoring Board)?	46%	33%	15%	60%	36%
7.7c	An advocate (an outside person to help you)?	46%	33%	50%	90%	54%

APPENDIX F: ESTABLISHMENT ANALYSIS: YOUNG WOMEN

SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE

8.1	Are you on the enhanced (top) level of the reward scheme?	46%	18%	40%	10%	31%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	73%	36%	65%	90%	65%
8.3	Do the different levels make you change your behaviour?	64%	40%	55%	60%	57%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	50%	0%	40%	27%	30%
8.5	Of those who have had an adjudication: Was the 'nicking' (adjudication) process explained clearly to you?	100%	N/A	75%	100%	87%
8.6	Have you been physically restrained (C and R) since you have been here?	40%	11%	20%	27%	25%
8.7	If you have spent a night in the segregation/ care and separation unit, did the staff treat you well/very well?	100%	N/A	0%	N/A	75%

SECTION 9: SAFETY

9.1	Have you ever felt unsafe in this prison?	0%	27%	20%	40%	22%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	18%	18%	18%	10%	18%
	If you have felt victimised by another young person/group of young people, did the incident involve:					
9.4a	Insulting remarks?	18%	9%	6%	10%	10%
9.4b	Physical abuse?	0%	9%	0%	0%	2%
9.4c	Sexual abuse?	0%	9%	6%	0%	4%
9.4d	Racial or ethnic abuse?	0%	0%	0%	0%	0%
9.4e	Your religious beliefs?	0%	0%	0%	0%	0%
9.4f	Your disability?	0%	0%	0%	0%	0%
9.4g	Drugs?	0%	0%	0%	0%	0%
9.4h	Having your canteen/property taken?	0%	0%	0%	0%	0%
9.4i	Because you were new here?	9%	9%	0%	0%	4%
9.4j	Being from a different part of the country than others?	0%	0%	0%	0%	0%
9.4k	Gang related issues?	0%	0%	0%	0%	0%
9.4l	Your offence/crime?	0%	0%	6%	0%	2%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	0%	36%	22%	10%	20%
	If you have felt victimised by a member of staff/group of staff members, did the incident involve:					
9.7a	Insulting remarks?	0%	9%	11%	10%	10%
9.7b	Physical abuse?	0%	0%	5%	0%	2%

APPENDIX F: ESTABLISHMENT ANALYSIS: YOUNG WOMEN

9.7c	Sexual abuse?	0%	0%	0%	0%	0%
9.7d	Racial or ethnic abuse?	0%	9%	5%	0%	4%
9.7e	Your religious beliefs?	0%	0%	0%	0%	0%
9.7f	Your disability?	0%	0%	0%	0%	0%
9.7g	Drugs?	0%	0%	5%	0%	2%
9.7h	Having your canteen/property taken?	0%	0%	0%	0%	0%
9.7i	Because you were new here?	0%	0%	0%	0%	0%
9.7j	Being from a different part of the country than others?	0%	0%	11%	0%	4%
9.7k	Gang related issues?	0%	0%	5%	0%	2%
9.7l	Your offence/crime?	0%	9%	5%	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?	82%	70%	81%	60%	75%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	82%	36%	50%	73%	60%
9.11	Is shouting through the windows a problem here?	18%	18%	24%	10%	20%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	82%	70%	56%	73%	67%
SECTION 10: ACTIVITIES						
10.1	Were you 14 or younger when you were last at school?	55%	30%	44%	100%	53%
10.2a	Have you ever been excluded from school?	82%	91%	67%	56%	75%
10.2b	Have you ever truanted from school?	82%	91%	82%	44%	77%
	Do you currently take part in any of the following:					
10.3a	Education?	91%	91%	95%	60%	86%
10.3b	A job in this establishment?	64%	50%	11%	10%	31%
10.3c	Vocational or skills training?	18%	36%	11%	40%	24%
10.3d	Offending behaviour programmes?	64%	36%	47%	50%	49%
	For those who have taken part in the following activities, while in this prison: do you think that they will help you when you leave prison?					
10.4a	Education?	70%	91%	75%	86%	78%
10.4b	A job in this establishment?	44%	75%	100%	50%	58%
10.4c	Vocational or skills training?	14%	88%	100%	63%	60%
10.4d	Offending behaviour programmes?	67%	78%	75%	57%	69%
10.5	Do you usually have association every day?	91%	91%	90%	100%	92%
10.6	Do you go to the gym more than five times each week?	46%	0%	6%	0%	12%
10.7	Can you usually go outside for exercise every day?	55%	91%	77%	50%	68%

APPENDIX F: ESTABLISHMENT ANALYSIS: YOUNG WOMEN

SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS

11.1	Are you able to use the telephone every day?	91%	91%	82%	73%	84%
11.2	Have you had any problems with sending or receiving letters or parcels?	46%	50%	50%	27%	44%
11.3	Is it easy/very easy for your family and friends to visit you here?	40%	27%	50%	50%	43%
11.4	Have you had two or more visits in the last month?	36%	36%	33%	10%	30%
11.5	Do your visits start on time?	55%	36%	44%	27%	42%
11.6	Are you and your visitors treated well/very well by visits staff?	64%	50%	53%	27%	49%

SECTION 12: PREPARATION FOR RELEASE

For those who have met their personal officer:						
12.1	Did you meet your personal officer within the first week?	67%	80%	59%	100%	74%
12.2	Do you see your personal officer at least once a week?	67%	90%	87%	73%	80%
12.3	Do you feel your personal officer has helped you?	89%	78%	65%	73%	75%
For sentenced young women only:						
12.4	Do you have a training plan?	83%	80%	77%	63%	76%
For those with a training plan (sentenced only):						
12.5a	Were you involved in the development of your training plan?	80%	57%	77%	43%	66%
12.5b	Do you understand the targets set in your training plan?	100%	75%	92%	43%	79%
12.5c	Can you see your training plan when you want to?	80%	25%	69%	83%	63%
12.6	Has your YOT worker been in touch since you arrived here?	91%	90%	81%	60%	81%
12.7	Do you know how to get in touch with your YOT worker?	91%	90%	75%	90%	83%
Please answer the following questions about your preparation for release:						
12.8a	Have you had a say in what will happen to you when you are released?	55%	60%	56%	27%	49%
12.8b	Are you going to school or college on release?	82%	80%	61%	50%	67%
12.8c	Do you have a job to go to on release?	10%	10%	6%	0%	6%
Do you know who to contact for help with the following, in preparation for your release:						
12.9a	Finding accommodation?	46%	78%	53%	67%	60%
12.9b	Getting into school or college?	46%	67%	59%	67%	60%
12.9c	Getting a job?	46%	89%	65%	44%	61%

APPENDIX F: ESTABLISHMENT ANALYSIS: YOUNG WOMEN

12.9d	Help with money/finances?	46%	67%	47%	67%	54%
12.9e	Help with claiming benefits?	46%	67%	53%	44%	51%
12.9f	Continuing health services?	36%	67%	47%	56%	49%
12.9g	Opening a bank account?	36%	50%	47%	56%	47%
12.9h	Avoiding bad relationships?	55%	50%	53%	33%	49%
	Do you think you will have a problem with the following, when you are released:					
12.10a	Finding accommodation?	40%	30%	40%	60%	43%
12.10b	Getting into school or college?	40%	20%	21%	27%	27%
12.10c	Getting a job?	80%	40%	47%	60%	57%
12.10d	Help with money/finances?	50%	70%	53%	50%	55%
12.10e	Help with claiming benefits?	10%	30%	21%	60%	32%
12.10f	Continuing health services?	0%	20%	21%	50%	24%
12.10g	Opening a bank account?	30%	20%	14%	40%	25%
12.10h	Avoiding bad relationships?	30%	20%	29%	40%	30%
12.11	Is there anything you would still like help with before you are released?	64%	33%	24%	50%	42%
	For those who were sentenced:					
12.13	Do you want to stop offending?	100%	100%	94%	100%	97%
12.14	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	67%	43%	50%	38%	49%

APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2009–10 COMPARED WITH 2008–09

KEY TO TABLES		YOUNG WOMEN 2009–10	YOUNG WOMEN 2008–09
	Significantly better than the 2008–09 figure		
	Significantly worse than the 2008–09 figure		
	A significant difference in background details		
	No significant difference		
Number of completed questionnaires returned		47	54
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	2%	4%
1.2	Are you a foreign national?	6%	
1.3	Is English your first language?	86%	98%
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	31%	21%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	12%	
1.6	Are you Muslim?	10%	
1.7	Do you have any children?	0%	2%
SECTION 2: ABOUT YOUR SENTENCE			
2.2	Are you sentenced?	81%	73%
2.3	Is your sentence 12 months or less?	43%	37%
2.4	Do you have less than six months to serve?	43%	44%
2.5	Have you been in this prison less than a month?	27%	30%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	35%	39%
2.7	Have you been to any other YOI during this sentence?	20%	23%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court, or between prisons, we want to know:			
3.1	Was the van clean?	40%	47%
3.2	Was the van comfortable?	16%	14%
3.3	Did you feel safe?	75%	66%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	41%	
3.5	Did you spend more than four hours in the van?	8%	7%
For those who spent two or more hours in the escort van:			
3.6	Were you offered a toilet break if you needed it?	15%	
3.7	Were you offered anything to eat or drink?	42%	
3.8	Were you treated well/very well by the escort staff?	64%	61%
3.9	Did someone tell you where you were going when you left court?	85%	
3.10	Did you receive written information about where you were going when you left court?	5%	

APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2009–10 COMPARED WITH 2008–09

SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than two hours?	90%	77%
4.2	Were you seen by a member of health care staff in reception?	90%	98%
4.3	When you were searched was this carried out in an understanding way?	81%	89%
4.4	Were you treated well/very well in reception?	85%	83%
	When you first arrived, did staff ask if you needed help or support with any of the following:		
4.5a	Not being able to smoke?	65%	
4.5b	Loss of property?	16%	
4.5c	Housing problems?	14%	
4.5d	Needing protection from other young people?	16%	
4.5e	Letting family know where you were?	71%	
4.5f	Money worries?	16%	
4.5g	Feeling low/upset/needing someone to talk to?	64%	
4.5h	Health problems?	48%	
4.5i	Getting phone numbers?	48%	
4.6	Did you have any problems when you first arrived?	96%	89%
	When you first arrived, did you have problems with any of the following:		
4.6a	Not being able to smoke?	81%	55%
4.6b	Loss of property?	19%	10%
4.6c	Housing problems?	15%	29%
4.6d	Needing protection from other young people?	2%	2%
4.6e	Letting family know where you were?	40%	33%
4.6f	Money worries?	11%	14%
4.6g	Feeling low/upset/needing someone to talk to?	38%	50%
4.6h	Health problems?	13%	16%
4.6i	Getting phone numbers?	50%	
	When you first arrived, were you given any of the following:		
4.7a	A reception pack?	72%	
4.7b	The opportunity to have a shower?	72%	
4.7c	Something to eat?	86%	
4.7d	A free phone call to friends/family?	80%	74%
4.7e	Information about the PIN telephone system?	68%	
4.7f	Information about feeling low/upset?	52%	
	Within your first 24 hours, did you have access to the following people or services:		
4.8a	The chaplain or religious leader?	50%	25%
4.8b	Someone from health care?	82%	68%

APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2009–10 COMPARED WITH 2008–09

4.8c	A peer mentor, Listener or the Samaritans?	33%	12%
4.8d	Did you have access to the prison shop/canteen?	18%	9%
4.9	Did you feel safe on your first night here?	75%	79%
	For those who had an induction:		
4.10	Did you go on an induction course within your first week?	78%	82%
4.11	Did the induction course cover everything you needed to know about the establishment?	86%	75%
SECTION 5: DAILY LIFE HERE			
5.1	Can you normally have a shower every day if you want to?	96%	98%
5.2	Is your cell call bell normally answered within five minutes?	76%	45%
5.3	Do you find the food here good/very good?	37%	32%
5.4	Does the shop/canteen sell a wide enough variety of products?	56%	53%
5.5	Is it easy/very easy for you to attend religious services?	69%	63%
5.6a	Do you feel your religious beliefs are respected?	64%	
5.6b	Can you speak to a religious leader in private if you want to?	73%	
5.7a	Is there a member of staff you can turn to with a problem?	77%	
5.7b	Do most staff treat you with respect?	81%	71%
SECTION 6: HEALTH SERVICES			
6.1	Do you think the overall quality of the health care is good/very good?	79%	63%
6.2a	Is it easy for you to see the doctor?	51%	42%
6.2b	Is it easy for you to see the nurse?	88%	75%
6.2c	Is it easy for you to see the dentist?	49%	26%
6.2d	Is it easy for you to see the optician?	27%	25%
6.2e	Is it easy for you to see the pharmacist?	33%	
6.3	For those on medication: have you had any problems getting your medication?	31%	49%
6.4a	Did you have any problems with alcohol when you first arrived?	23%	18%
6.4b	Do you have any problems with alcohol now?	10%	
6.4c	Have you received any help with any alcohol problems here?	22%	25%
6.5a	Did you have any problems with drugs when you first arrived?	39%	22%
6.5b	Do you have any problems with drugs now?	16%	
6.5c	Have you received any help with any drug problems here?	29%	30%
6.6	Is it easy/very easy to get illegal drugs here?	12%	

APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2009–10 COMPARED WITH 2008–09

6.7	Do you feel you have any emotional or mental health problems?	38%	
	If you feel you have emotional or mental health problems, are you being helped by any of the following:		
6.8a	Not getting any help	21%	
6.8b	Doctor?	16%	
6.8c	Nurse?	22%	
6.8d	Psychiatrist/psychologist?	53%	
6.8e	Counsellor?	37%	
6.8f	Other?	5%	
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	81%	
7.2	Is it easy to make an application?	73%	
	For those who have made an application:		
7.3a	Do you feel applications are sorted out fairly?	82%	
7.3b	Do you feel applications are sorted out promptly (within seven days)?	64%	
7.4	Do you know how to make a complaint?	89%	98%
7.5	Is it easy to make a complaint?	69%	
	For those who have made a complaint:		
7.6a	Do you feel complaints are sorted out fairly?	79%	24%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	69%	
7.6c	Have you ever been encouraged to withdraw a complaint?	24%	39%
	Can you speak to the following people when you need to:		
7.7a	A peer mentor or Listener?	52%	
7.7b	A member of the IMB (Independent Monitoring Board)?	36%	
7.7c	An advocate (an outside person to help you)?	54%	60%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	31%	33%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	65%	53%
8.3	Do the different levels make you change your behaviour?	57%	44%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	30%	46%
8.5	Of those who have had an adjudication: Was the 'nicking' (adjudication) process explained clearly to you?	87%	
8.6	Have you been physically restrained (C and R) since you have been here?	25%	21%
8.7	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	75%	25%

APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2009–10 COMPARED WITH 2008–09

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?	18%	27%
	If you have felt victimised by another young person/group of young people, did the incident involve:		
9.4a	Insulting remarks?	10%	21%
9.4b	Physical abuse?	2%	9%
9.4c	Sexual abuse?	4%	0%
9.4d	Racial or ethnic abuse?	0%	2%
9.4e	Your religious beliefs?	0%	
9.4f	Your disability?	0%	
9.4g	Drugs?	0%	2%
9.4h	Having your canteen/property taken?	0%	2%
9.4i	Because you were new here?	4%	9%
9.4j	Being from a different part of the country than others?	0%	2%
9.4k	Gang related issues?	0%	
9.4l	Your offence/crime?	2%	
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	20%	18%
	If you have felt victimised by a member of staff/group of staff members, did the incident involve:		
9.7a	Insulting remarks?	10%	11%
9.7b	Physical abuse?	2%	2%
9.7c	Sexual abuse?	0%	0%
9.7d	Racial or ethnic abuse?	4%	4%
9.7e	Your religious beliefs?	0%	
9.7f	Your disability?	0%	
9.7g	Drugs?	2%	0%
9.7h	Having your canteen/property taken?	0%	0%
9.7i	Because you were new here?	0%	7%
9.7j	Being from a different part of the country than others?	4%	0%
9.7k	Gang related issues?	2%	
9.7l	Your offence/crime?	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?	75%	71%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	60%	39%
9.11	Is shouting through the windows a problem here?	20%	
9.12	Have staff checked on you personally in the last week to see how you are getting on?	67%	63%

APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2009–10 COMPARED WITH 2008–09

SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	53%	38%
10.2a	Have you ever been excluded from school?	75%	89%
10.2b	Have you ever truanted from school?	77%	83%
	Do you currently take part in any of the following:		
10.3a	Education?	86%	
10.3b	A job in this establishment?	31%	
10.3c	Vocational or skills training?	24%	
10.3d	Offending behaviour programmes?	49%	
	For those who have taken part in the following activities, while in this prison: do you think that they will help you when you leave prison?		
10.4a	Education?	78%	
10.4b	A job in this establishment?	58%	
10.4c	Vocational or skills training?	60%	
10.4d	Offending behaviour programmes?	69%	
10.5	Do you usually have association every day?	92%	
10.6	Do you go to the gym more than five times each week?	12%	4%
10.7	Can you usually go outside for exercise every day?	68%	60%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	84%	57%
11.2	Have you had any problems with sending or receiving letters or parcels?	44%	29%
11.3	Is it easy/very easy for your family and friends to visit you here?	43%	31%
11.4	Have you had two or more visits in the last month?	30%	24%
11.5	Do your visits start on time?	42%	
11.6	Are you and your visitors treated well/very well by visits staff?	49%	40%
SECTION 12: PREPARATION FOR RELEASE			
	For those who have met their personal officer:		
12.1	Did you meet your personal officer within the first week?	74%	58%
12.2	Do you see your personal officer at least once a week?	80%	
12.3	Do you feel your personal officer has helped you?	75%	74%
	For sentenced young women only:		
12.4	Do you have a training plan?	76%	
	For those with a training plan (sentenced only):		
12.5a	Were you involved in the development of your training plan?	66%	
12.5b	Do you understand the targets set in your training plan?	79%	
12.5c	Can you see your training plan when you want to?	63%	34%

APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2009–10 COMPARED WITH 2008–09

12.6	Has your YOT worker been in touch since you arrived here?	81%	
12.7	Do you know how to get in touch with your YOT worker?	83%	
	Please answer the following questions about your preparation for release:		
12.8a	Have you had a say in what will happen to you when you are released?	49%	40%
12.8b	Are you going to school or college on release?	67%	56%
12.8c	Do you have a job to go to on release?	6%	8%
	Do you know who to contact for help with the following, in preparation for your release:		
12.9a	Finding accommodation?	60%	
12.9b	Getting into school or college?	60%	
12.9c	Getting a job?	61%	
12.9d	Help with money/finances?	54%	
12.9e	Help with claiming benefits?	51%	
12.9f	Continuing health services?	49%	
12.9g	Opening a bank account?	47%	
12.9h	Avoiding bad relationships?	49%	
	Do you think you will have a problem with the following, when you are released:		
12.10a	Finding accommodation?	43%	
12.10b	Getting into school or college?	27%	
12.10c	Getting a job?	57%	
12.10d	Help with money/finances?	55%	
12.10e	Help with claiming benefits?	32%	
12.10f	Continuing health services?	24%	
12.10g	Opening a bank account?	25%	
12.10h	Avoiding bad relationships?	30%	
12.11	Is there anything you would still like help with before you are released?	42%	49%
	For those who were sentenced:		
12.13	Do you want to stop offending?	97%	90%
12.14	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	49%	58%

APPENDIX H: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG WOMEN 2009–10

KEY TO TABLES		Black and minority ethnic young women	White young women
	Significantly better for black and minority ethnic young women		
	Significantly worse for black and minority ethnic young women		
	A significant difference in background details		
	No significant difference		
Number of completed questionnaires returned		15	32
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	0%	3%
1.2	Are you a foreign national?	13%	3%
1.3	Is English your first language?	69%	94%
1.4	Do you consider yourself to be Gypsy/Romany/ Traveller?	0%	18%
1.5	Are you Muslim?	33%	0%
1.6	Do you have any children?	0%	0%
SECTION 2: ABOUT YOUR SENTENCE			
2.2	Are you sentenced?	50%	97%
2.3	Is your sentence 12 months or less?	44%	44%
2.4	Do you have less than six months to serve?	27%	49%
2.5	Have you been in this prison less than a month?	60%	15%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre?	40%	32%
2.7	Have you been to any other YOI during this sentence?	13%	24%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court, or between prisons, we want to know:			
3.1	Was the van clean?	33%	42%
3.2	Was the van comfortable?	20%	12%
3.3	Did you feel safe?	75%	76%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	31%	44%
3.5	Did you spend more than four hours in the van?	0%	12%
For those who spent two or more hours in the escort van:			
3.6	Were you offered a toilet break if you needed it?	17%	15%
3.7	Were you offered anything to eat or drink?	43%	42%
3.8	Were you treated well/very well by the escort staff?	63%	67%
3.9	Did someone tell you where you were going when you left court?	75%	91%
3.10	Did you receive written information about where you were going when you left court?	13%	0%

APPENDIX H: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG WOMEN 2009–10

SECTION 4: YOUR FIRST FEW DAYS HERE

4.1	Were you in reception for less than two hours?	94%	88%
4.2	Were you seen by a member of health care staff in reception?	93%	88%
4.3	When you were searched was this carried out in an understanding way?	86%	79%
4.4	Were you treated well/very well in reception?	80%	91%
	When you first arrived, did staff ask if you needed help or support with any of the following:		
4.5a	Not being able to smoke?	27%	80%
4.5b	Loss of property?	13%	17%
4.5c	Housing problems?	7%	18%
4.5d	Needing protection from other young people?	13%	15%
4.5e	Letting family know where you were?	73%	71%
4.5f	Money worries?	7%	20%
4.5g	Feeling low/upset/needing someone to talk to?	47%	71%
4.5h	Health problems?	33%	54%
4.5i	Getting phone numbers?	67%	40%
4.6	Did you have any problems when you first arrived?	93%	97%
	When you first arrived, did you have problems with any of the following:		
4.6a	Not being able to smoke?	80%	82%
4.6b	Loss of property?	27%	15%
4.6c	Housing problems?	27%	9%
4.6d	Needing protection from other young people?	0%	3%
4.6e	Letting family know where you were?	33%	42%
4.6f	Money worries?	20%	6%
4.6g	Feeling low/upset/needing someone to talk to?	33%	38%
4.6h	Health problems?	7%	15%
4.6i	Getting phone numbers?	53%	47%
	When you first arrived, were you given any of the following:		
4.7a	A reception pack?	75%	71%
4.7b	The opportunity to have a shower?	69%	74%
4.7c	Something to eat?	88%	88%
4.7d	A free phone call to friends/family?	88%	77%
4.7e	Information about the PIN telephone system?	63%	71%
4.7f	Information about feeling low/upset?	56%	51%
	Within your first 24 hours, did you have access to the following people or services:		
4.8a	The chaplain or religious leader?	27%	60%
4.8b	Someone from health care?	87%	80%

APPENDIX H: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG WOMEN 2009–10

4.8c	A peer mentor, Listener or the Samaritans?	33%	31%
4.8d	Did you have access to the prison shop/canteen?	20%	15%
4.9	Did you feel safe on your first night here?	73%	77%
For those who had an induction:			
4.10	Did you go on an induction course within your first week?	67%	82%
4.11	Did the induction course cover everything you needed to know about the establishment?	92%	84%
SECTION 5: DAILY LIFE HERE			
5.1	Can you normally have a shower every day if you want to?	100%	94%
5.2	Is your cell call bell normally answered within five minutes?	80%	74%
5.3	Do you find the food here good/very good?	19%	46%
5.4	Does the shop/canteen sell a wide enough variety of products?	31%	67%
5.5	Is it easy/very easy for you to attend religious services?	64%	71%
5.6a	Do you feel your religious beliefs are respected?	87%	54%
5.6b	Can you speak to a religious leader in private if you want to?	80%	71%
5.7a	Is there a member of staff you can turn to with a problem?	75%	77%
5.7b	Do most staff treat you with respect?	71%	85%
SECTION 6: HEALTH SERVICES			
6.1	Do you think the overall quality of the health care is good/very good?	94%	72%
6.2a	Is it easy for you to see the doctor?	60%	49%
6.2b	Is it easy for you to see the nurse?	93%	88%
6.2c	Is it easy for you to see the dentist?	50%	49%
6.2d	Is it easy for you to see the optician?	43%	23%
6.2e	Is it easy for you to see the pharmacist?	39%	29%
6.3	For those on medication: have you had any problems getting your medication?	9%	40%
6.4a	Did you have any problems with alcohol when you first arrived?	13%	28%
6.4b	Do you have any problems with alcohol now?	6%	8%
6.4c	Have you received any help with any alcohol problems here?	13%	26%
6.5a	Did you have any problems with drugs when you first arrived?	25%	42%
6.5b	Do you have any problems with drugs now?	13%	14%
6.5c	Have you received any help with any drug problems here?	19%	34%
6.6	Is it easy/very easy to get illegal drugs here?	7%	14%

APPENDIX H: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG WOMEN 2009–10

6.7	Do you feel you have any emotional or mental health problems?	43%	37%
	If you feel you have emotional or mental health problems, are you being helped by any of the following:		
6.8a	Not getting any help	33%	17%
6.8b	Doctor?	0%	25%
6.8c	Nurse?	17%	25%
6.8d	Psychiatrist/psychologist?	33%	67%
6.8e	Counsellor?	50%	31%
6.8f	Other?	17%	0%
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	69%	89%
7.2	Is it easy to make an application?	63%	78%
	For those who have made an application:		
7.3a	Do you feel applications are sorted out fairly?	88%	81%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	63%	64%
7.4	Do you know how to make a complaint?	75%	97%
7.5	Is it easy to make a complaint?	69%	69%
	For those who have made a complaint:		
7.6a	Do you feel complaints are sorted out fairly?	86%	78%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	83%	65%
7.6c	Have you ever been encouraged to withdraw a complaint?	14%	26%
	Can you speak to the following people when you need to:		
7.7a	A peer mentor or Listener?	50%	53%
7.7b	A member of the IMB (Independent Monitoring Board)?	43%	32%
7.7c	An advocate (an outside person to help you)?	43%	60%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	25%	33%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	63%	69%
8.3	Do the different levels make you change your behaviour?	56%	57%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	25%	32%
8.5	Of those who have had an adjudication: Was the 'nicking' (adjudication) process explained clearly to you?	100%	82%
8.6	Have you been physically restrained (C and R) since you have been here?	19%	27%
8.7	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	100%	0%

APPENDIX H: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG WOMEN 2009–10

SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	19%	22%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	13%	20%
	If you have felt victimised by another young person/group of young people, did the incident involve:		
9.4a	Insulting remarks?	13%	9%
9.4b	Physical abuse?	0%	3%
9.4c	Sexual abuse?	7%	3%
9.4d	Racial or ethnic abuse?	0%	0%
9.4e	Your religious beliefs?	0%	0%
9.4f	Your disability?	0%	0%
9.4g	Drugs?	0%	0%
9.4h	Having your canteen/property taken?	0%	0%
9.4i	Because you were new here?	7%	3%
9.4j	Being from a different part of the country than others?	0%	0%
9.4k	Gang related issues?	0%	0%
9.4l	Your offence/crime?	0%	3%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	7%	25%
	If you have felt victimised by a member of staff/group of staff members, did the incident involve:		
9.7a	Insulting remarks?	0%	14%
9.7b	Physical abuse?	0%	3%
9.7c	Sexual abuse?	0%	0%
9.7d	Racial or ethnic abuse?	0%	6%
9.7e	Your religious beliefs?	0%	0%
9.7f	Your disability?	0%	0%
9.7g	Drugs?	0%	3%
9.7h	Having your canteen/property taken?	0%	0%
9.7i	Because you were new here?	0%	0%
9.7j	Being from a different part of the country than others?	0%	6%
9.7k	Gang related issues?	0%	3%
9.7l	Your offence/crime?	7%	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?	64%	77%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	54%	61%
9.11	Is shouting through the windows a problem here?	31%	17%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	75%	67%

APPENDIX H: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG WOMEN 2009–10

SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	46%	56%
10.2a	Have you ever been excluded from school?	79%	74%
10.2b	Have you ever truanted from school?	86%	74%
	Do you currently take part in any of the following:		
10.3a	Education?	87%	86%
10.3b	A job in this establishment?	53%	22%
10.3c	Vocational or skills training?	27%	22%
10.3d	Offending behaviour programmes?	40%	53%
	For those who have taken part in the following activities, while in this prison: do you think that they will help you when you leave prison?		
10.4a	Education?	85%	76%
10.4b	A job in this establishment?	60%	57%
10.4c	Vocational or skills training?	50%	65%
10.4d	Offending behaviour programmes?	56%	74%
10.5	Do you usually have association every day?	87%	94%
10.6	Do you go to the gym more than five times each week?	21%	8%
10.7	Can you usually go outside for exercise every day?	79%	64%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	93%	81%
11.2	Have you had any problems with sending or receiving letters or parcels?	43%	44%
11.3	Is it easy/very easy for your family and friends to visit you here?	31%	47%
11.4	Have you had two or more visits in the last month?	21%	33%
11.5	Do your visits start on time?	43%	42%
11.6	Are you and your visitors treated well/very well by visits staff?	43%	51%
SECTION 12: PREPARATION FOR RELEASE			
	For those who have met their personal officer:		
12.1	Did you meet your personal officer within the first week?	83%	71%
12.2	Do you see your personal officer at least once a week?	83%	79%
12.3	Do you feel your personal officer has helped you?	75%	76%
	For sentenced young women only:		
12.4	Do you have a training plan?	83%	74%
	For those with a training plan (sentenced only):		
12.5a	Were you involved in the development of your training plan?	71%	62%

APPENDIX H: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG WOMEN 2009–10

12.5b	Do you understand the targets set in your training plan?	88%	77%
12.5c	Can you see your training plan when you want to?	43%	69%
12.6	Has your YOT worker been in touch since you arrived here?	85%	79%
12.7	Do you know how to get in touch with your YOT worker?	100%	77%
	Please answer the following questions about your preparation for release:		
12.8a	Have you had a say in what will happen to you when you are released?	46%	51%
12.8b	Are you going to school or college on release?	86%	60%
12.8c	Do you have a job to go to on release?	0%	9%
	Do you know who to contact for help with the following, in preparation for your release:		
12.9a	Finding accommodation?	64%	58%
12.9b	Getting into school or college?	57%	61%
12.9c	Getting a job?	54%	65%
12.9d	Help with money/finances?	57%	55%
12.9e	Help with claiming benefits?	46%	53%
12.9f	Continuing health services?	50%	50%
12.9g	Opening a bank account?	29%	55%
12.9h	Avoiding bad relationships?	54%	45%
	Do you think you will have a problem with the following, when you are released:		
12.10a	Finding accommodation?	36%	45%
12.10b	Getting into school or college?	36%	23%
12.10c	Getting a job?	86%	45%
12.10d	Help with money/finances?	43%	60%
12.10e	Help with claiming benefits?	31%	30%
12.10f	Continuing health services?	14%	27%
12.10g	Opening a bank account?	46%	16%
12.10h	Avoiding bad relationships?	21%	33%
12.11	Is there anything you would still like help with before you are released?	64%	32%
	For those who were sentenced:		
12.13	Do you want to stop offending?	100%	97%
12.14	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	33%	52%

APPENDIX I: HM INSPECTORATE OF PRISONS CHILDREN AND YOUNG PEOPLE SURVEY

SECTION 1: ABOUT YOU

Q1	HOW OLD ARE YOU?	
	15	<input type="checkbox"/>
	16	<input type="checkbox"/>
	17	<input type="checkbox"/>
	18	<input type="checkbox"/>
Q2	ARE YOU A BRITISH CITIZEN?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
Q3	IS ENGLISH YOUR FIRST LANGUAGE?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
Q4	WHAT IS YOUR ETHNIC ORIGIN?	
	White - British	<input type="checkbox"/>
	White - Irish	<input type="checkbox"/>
	White - other	<input type="checkbox"/>
	Black or black British - Caribbean	<input type="checkbox"/>
	Black or black British - African	<input type="checkbox"/>
	Black or black British - Other	<input type="checkbox"/>
	Asian or Asian British - Indian	<input type="checkbox"/>
	Asian or Asian British - Pakistani	<input type="checkbox"/>
	Asian or Asian British - Bangladeshi	<input type="checkbox"/>
	Asian or Asian British - Other	<input type="checkbox"/>
	Mixed race - white and black Caribbean	<input type="checkbox"/>
	Mixed race - white and black African	<input type="checkbox"/>
	Mixed race - white and Asian	<input type="checkbox"/>
	Mixed race - other	<input type="checkbox"/>
	Chinese	<input type="checkbox"/>
	Other ethnic group	<input type="checkbox"/>
	If other, please specify	
Q5	DO YOU CONSIDER YOURSELF A GYPSY/ROMANY/TRAVELLER?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
Q6	WHAT IS YOUR RELIGION?	
	None	<input type="checkbox"/>
	Church of England	<input type="checkbox"/>
	Catholic	<input type="checkbox"/>
	Protestant	<input type="checkbox"/>
	Other Christian denomination	<input type="checkbox"/>
	Buddhist	<input type="checkbox"/>

	Hindu	<input type="checkbox"/>
	Jewish	<input type="checkbox"/>
	Muslim	<input type="checkbox"/>
	Sikh	<input type="checkbox"/>
	If other, please specify	
Q7	DO YOU HAVE ANY CHILDREN?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
SECTION 2: ABOUT YOUR SENTENCE		
Q1	WHAT WING OR HOUSE BLOCK ARE YOU CURRENTLY LIVING ON?	
Q2	ARE YOU SENTENCED?	
	Yes	<input type="checkbox"/>
	No – unsentenced/on remand	<input type="checkbox"/>
Q3	WHAT IS THE LENGTH OF YOUR SENTENCE?	
	Not sentenced	<input type="checkbox"/>
	Four months	<input type="checkbox"/>
	Six months	<input type="checkbox"/>
	Eight months	<input type="checkbox"/>
	12 months	<input type="checkbox"/>
	18 months	<input type="checkbox"/>
	Two years	<input type="checkbox"/>
	Two to four years	<input type="checkbox"/>
	Four years or more	<input type="checkbox"/>
	Indeterminate sentence for public protection (ISSP/DPP)	<input type="checkbox"/>
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	<input type="checkbox"/>
	Less than two months	<input type="checkbox"/>
	Two to six months	<input type="checkbox"/>
	Six months to one year	<input type="checkbox"/>
	One year or more	<input type="checkbox"/>
Q5	HOW LONG HAVE YOU BEEN IN THIS ESTABLISHMENT?	
	Less than one month	<input type="checkbox"/>
	One to six months	<input type="checkbox"/>
	Six to 12 months	<input type="checkbox"/>
	One to two years	<input type="checkbox"/>
	Two years or more	<input type="checkbox"/>

Q6	HOW MANY TIMES HAVE YOU BEEN IN A YOI, SECURE CHILDREN'S HOME OR SECURE TRAINING CENTRE?	
	None	<input type="checkbox"/>
	Once	<input type="checkbox"/>
	Two to five	<input type="checkbox"/>
	More than five	<input type="checkbox"/>
Q7	HAVE YOU BEEN TO ANY OTHER YOI DURING THIS SENTENCE?	
	None	<input type="checkbox"/>
	One	<input type="checkbox"/>
	Two	<input type="checkbox"/>
	Three	<input type="checkbox"/>
	More than three	<input type="checkbox"/>
SECTION 3: COURTS, TRANSFERS AND ESCORTS		
Q1	ON YOUR MOST RECENT JOURNEY, WAS THE VAN CLEAN?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
	Not applicable	<input type="checkbox"/>
Q2	ON YOUR MOST RECENT JOURNEY, WAS THE VAN COMFORTABLE?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
	Not applicable	<input type="checkbox"/>
Q3	DID YOU FEEL SAFE ON YOUR MOST RECENT JOURNEY?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q4	ON YOUR MOST RECENT JOURNEY, WERE THERE ANY ADULTS (OVER 18), OR ANY YOUNG PEOPLE OF A DIFFERENT GENDER, TRAVELLING WITH YOU?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q5	ON YOUR MOST RECENT JOURNEY, HOW LONG DID YOU SPEND IN THE VAN?	
	Less than one hour	<input type="checkbox"/>
	One to two hours	<input type="checkbox"/>
	Two to four hours	<input type="checkbox"/>
	More than four hours	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q6	ON YOUR MOST RECENT JOURNEY, WERE YOU OFFERED A TOILET BREAK IF YOU NEEDED IT?	
	My journey was less than two hours	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>

Q7	ON YOUR MOST RECENT JOURNEY, WERE YOU OFFERED ANYTHING TO EAT OR DRINK?	
	My journey was less than two hours	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q8	ON YOUR MOST RECENT JOURNEY, HOW DID YOU FEEL YOU WERE TREATED BY THE ESCORT STAFF?	
	Very well	<input type="checkbox"/>
	Well	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Badly	<input type="checkbox"/>
	Very badly	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q9	WHEN YOU LEFT COURT, WERE YOU TOLD THAT YOU WOULD BE COMING TO THIS ESTABLISHMENT? (PLEASE TICK ALL THAT APPLY TO YOU.)	
	Yes, someone told me	<input type="checkbox"/>
	Yes, I received written information	<input type="checkbox"/>
	No, I was not told anything	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
10	DO YOU HAVE ANY COMMENTS YOU WISH TO MAKE ON ANY ASPECT OF COURTS, TRANSFERS AND ESCORTS?	
SECTION 4: YOUR FIRST FEW DAYS HERE		
Q1	HOW LONG WERE YOU IN RECEPTION?	
	Less than two hours	<input type="checkbox"/>
	Two hours or longer	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q2	WERE YOU SEEN BY A MEMBER OF HEALTH CARE STAFF IN RECEPTION?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q3	WHEN YOU WERE SEARCHED, WAS THIS CARRIED OUT IN AN UNDERSTANDING WAY?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>

Q4	OVERALL, HOW WELL DID YOU FEEL YOU WERE TREATED IN RECEPTION?	
	Very well	<input type="checkbox"/>
	Well	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Badly	<input type="checkbox"/>
	Very badly	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q5	WHEN YOU FIRST ARRIVED HERE, DID STAFF ASK IF YOU NEEDED HELP OR SUPPORT WITH ANY OF THE FOLLOWING THINGS? (PLEASE TICK ALL THAT APPLY TO YOU.)	
	Not being able to smoke	<input type="checkbox"/>
	Loss of property	<input type="checkbox"/>
	Housing problems	<input type="checkbox"/>
	Needing protection from other young people	<input type="checkbox"/>
	Letting family know where you were	<input type="checkbox"/>
	Money worries	<input type="checkbox"/>
	Feeling low/upset/needing someone to talk to	<input type="checkbox"/>
	Health problems	<input type="checkbox"/>
	Getting phone numbers	<input type="checkbox"/>
	Staff did not ask me about any of these	<input type="checkbox"/>
	Other (please specify)	
Q6	WHEN YOU FIRST ARRIVED HERE, DID YOU HAVE ANY OF THE FOLLOWING PROBLEMS? (PLEASE TICK ALL THAT APPLY TO YOU.)	
	Not being able to smoke	<input type="checkbox"/>
	Loss of property	<input type="checkbox"/>
	Housing problems	<input type="checkbox"/>
	Needing protection from other young people	<input type="checkbox"/>
	Letting family know where you were	<input type="checkbox"/>
	Money worries	<input type="checkbox"/>
	Feeling low/upset/needing someone to talk to	<input type="checkbox"/>
	Health problems	<input type="checkbox"/>
	Getting phone numbers	<input type="checkbox"/>
	I did not have any problems	<input type="checkbox"/>
	Other (please specify)	
Q7	WHEN YOU FIRST ARRIVED HERE, WERE YOU GIVEN ANY OF THE FOLLOWING? (PLEASE TICK ALL THAT APPLY TO YOU.)	
	A reception pack	<input type="checkbox"/>
	The opportunity to have a shower	<input type="checkbox"/>
	Something to eat	<input type="checkbox"/>
	A free phone call to friends/family	<input type="checkbox"/>
	Information about the PIN telephone system	<input type="checkbox"/>
	Information about feeling low/upset	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
	I was not given any of these	<input type="checkbox"/>

Q8	WITHIN YOUR FIRST 24 HOURS HERE, DID YOU HAVE ACCESS TO THE FOLLOWING PEOPLE OR SERVICES? (PLEASE TICK ALL THAT APPLY TO YOU)	
	Chaplain or religious leader	<input type="checkbox"/>
	Someone from health care	<input type="checkbox"/>
	Peer support/peer mentor/Listener/Samaritans	<input type="checkbox"/>
	The prison shop/canteen	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
	I did not have access to any of these	<input type="checkbox"/>
Q9	DID YOU FEEL SAFE ON YOUR FIRST NIGHT AT THIS ESTABLISHMENT?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q10	DID THE INDUCTION COURSE COVER EVERYTHING YOU NEEDED TO KNOW ABOUT THE ESTABLISHMENT?	
	I have not been on an induction course	<input type="checkbox"/>
	Within the first week	<input type="checkbox"/>
	More than a week	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q11	HOW SOON AFTER YOUR ARRIVAL DID YOU GO ON AN INDUCTION COURSE?	
	I have not been on an induction course	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q12	DO YOU HAVE ANY COMMENTS YOU WISH TO MAKE ABOUT YOUR FIRST FEW DAYS HERE?	
SECTION 5: DAILY LIFE AND RESPECT		
Q1	CAN YOU NORMALLY HAVE A SHOWER EVERY DAY IF YOU WANT TO?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q2	IS YOUR CELL CALL BELL NORMALLY ANSWERED WITHIN FIVE MINUTES?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q3	WHAT IS THE FOOD LIKE HERE?	
	Very good	<input type="checkbox"/>
	Good	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Bad	<input type="checkbox"/>
	Very bad	<input type="checkbox"/>

Q4 DOES THE SHOP/CANTEEN SELL A WIDE ENOUGH VARIETY OF PRODUCTS?				
	I have not bought anything yet			<input type="checkbox"/>
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q5 HOW EASY IS IT FOR YOU TO ATTEND RELIGIOUS SERVICES?				
	I don't want to attend religious services			<input type="checkbox"/>
	Very easy			<input type="checkbox"/>
	Easy			<input type="checkbox"/>
	Neither			<input type="checkbox"/>
	Difficult			<input type="checkbox"/>
	Very difficult			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q6 PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT RELIGION:				
		Yes	No	Don't know / Not applicable
	Do you feel your religious beliefs are respected?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Can you speak to a religious leader in private if you want to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q7 PLEASE ANSWER THE FOLLOWING ABOUT STAFF HERE:				
		Yes	No	
	Is there a member of staff you feel you can turn to for help if you have a problem?	<input type="checkbox"/>	<input type="checkbox"/>	
	Do most staff treat you with respect?	<input type="checkbox"/>	<input type="checkbox"/>	
Q8 DO YOU HAVE ANY COMMENTS YOU WISH TO MAKE ABOUT DAILY LIFE AND RESPECT?				
SECTION 6: HEALTH CARE				
Q1 WHAT DO YOU THINK OF THE OVERALL QUALITY OF THE HEALTH CARE?				
	I have not been to health care			<input type="checkbox"/>
	Very good			<input type="checkbox"/>
	Good			<input type="checkbox"/>
	Neither			<input type="checkbox"/>
	Bad			<input type="checkbox"/>
	Very bad			<input type="checkbox"/>
Q2 IS IT EASY TO SEE THE FOLLOWING PEOPLE IF YOU NEED TO?				
	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"/>
	The pharmacist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3	HAVE YOU HAD ANY PROBLEMS GETTING YOUR MEDICATION?		
	I am not taking any medication		<input type="checkbox"/>
	Yes		<input type="checkbox"/>
	No		<input type="checkbox"/>
Q4	PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT ALCOHOL:		
		Yes	No
	Did you have problems with alcohol when you first arrived here?	<input type="checkbox"/>	<input type="checkbox"/>
	Do you have problems with alcohol now?	<input type="checkbox"/>	<input type="checkbox"/>
	Have you received any help with alcohol problems in this prison?	<input type="checkbox"/>	<input type="checkbox"/>
Q5	PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT DRUGS:		
		Yes	No
	Did you have problems with drugs when you first arrived here?	<input type="checkbox"/>	<input type="checkbox"/>
	Do you have problems with drugs now?	<input type="checkbox"/>	<input type="checkbox"/>
	Have you received any help with drugs problems in this prison?	<input type="checkbox"/>	<input type="checkbox"/>
Q6	HOW EASY IS IT TO GET ILLEGAL DRUGS HERE?		
	Very easy		<input type="checkbox"/>
	Easy		<input type="checkbox"/>
	Neither		<input type="checkbox"/>
	Difficult		<input type="checkbox"/>
	Very difficult		<input type="checkbox"/>
	Don't know		<input type="checkbox"/>
Q7	DO YOU FEEL YOU HAVE ANY EMOTIONAL OR MENTAL HEALTH PROBLEMS?		
	Yes		<input type="checkbox"/>
	No		<input type="checkbox"/>
Q8	IF YOU HAVE EMOTIONAL OR MENTAL HEALTH PROBLEMS, ARE YOU BEING HELPED BY ANY OF THE FOLLOWING PEOPLE?		
	I do not have any/I am not getting any help		<input type="checkbox"/>
	Doctor		<input type="checkbox"/>
	Nurse		<input type="checkbox"/>
	Psychiatrist/psychologist		<input type="checkbox"/>
	Counsellor		<input type="checkbox"/>
	Other		<input type="checkbox"/>
Q9	DO YOU HAVE ANY COMMENTS YOU WISH TO MAKE ABOUT HEALTH CARE?		
SECTION 7: APPLICATIONS AND COMPLAINTS			
Q1	DO YOU KNOW HOW TO MAKE AN APPLICATION?		
	Yes		<input type="checkbox"/>
	No		<input type="checkbox"/>

Q2	IS IT EASY TO MAKE AN APPLICATION?			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q3	PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT APPLICATIONS:			
		I have not made an application	Yes	No
	Do you feel applications are sorted out fairly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Do you feel applications are sorted out promptly (within seven days)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q4	DO YOU KNOW HOW TO MAKE A COMPLAINT?			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
Q5	IS IT EASY TO MAKE A COMPLAINT?			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q6	PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT COMPLAINTS:			
		I have not made an complaint	Yes	No
	Do you feel complaints are sorted out fairly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Do you feel complaints are sorted out promptly (within seven days)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Have you ever been encouraged to withdraw a complaint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q7	CAN YOU SPEAK TO THE FOLLOWING PEOPLE WHEN YOU NEED TO?			
		Yes	No	Don't know
	A peer mentor/peer support/Listener?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	A member of the IMB (Independent Monitoring Board)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	An advocate (an outside person to help you)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q8	DO YOU HAVE ANY COMMENTS YOU WISH TO MAKE ABOUT APPLICATIONS AND COMPLAINTS?			
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE				
Q1	WHAT LEVEL OF THE REWARDS AND SANCTIONS SCHEME ARE YOU ON?			
	Don't know what the rewards and sanctions scheme is			<input type="checkbox"/>
	Enhanced (top)			<input type="checkbox"/>
	Standard (middle)			<input type="checkbox"/>
	Basic (bottom)			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>

Q2	DO YOU FEEL YOU HAVE BEEN TREATED FAIRLY IN YOUR EXPERIENCE OF THE REWARDS AND SANCTIONS SCHEME?	
	Don't know what the rewards and sanctions scheme is	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q3	DO THE DIFFERENT LEVELS OF THE REWARDS AND SANCTIONS SCHEME ENCOURAGE YOU TO CHANGE YOUR BEHAVIOUR?	
	Don't know what the rewards and sanctions scheme is	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q4	HAVE YOU HAD A 'NICKING' (ADJUDICATION) SINCE YOU HAVE BEEN IN THIS ESTABLISHMENT?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q5	IF YOU HAVE HAD A 'NICKING' (ADJUDICATION), WAS THE PROCESS EXPLAINED CLEARLY TO YOU?	
	I have not had an adjudication	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
Q6	IF YOU HAVE BEEN PHYSICALLY RESTRAINED (C AND R), HOW MANY TIMES HAS THIS HAPPENED SINCE YOU HAVE BEEN IN THIS ESTABLISHMENT?	
	I have not been restrained	<input type="checkbox"/>
	Once	<input type="checkbox"/>
	Twice	<input type="checkbox"/>
	Three times	<input type="checkbox"/>
	More than three times	<input type="checkbox"/>
Q7	IF YOU HAVE SPENT A NIGHT IN THE SEGREGATION/CARE AND SEPARATION UNIT, HOW WERE YOU TREATED BY STAFF?	
	I have not been to the segregation unit	<input type="checkbox"/>
	Very well	<input type="checkbox"/>
	Well	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Badly	<input type="checkbox"/>
	Very badly	<input type="checkbox"/>
Q8	DO YOU HAVE ANY COMMENTS YOU WISH TO MAKE ABOUT THE REWARDS AND SANCTIONS SCHEME, OR DISCIPLINE AT THIS ESTABLISHMENT?	

SECTION 9: SAFETY		
Q1	HAVE YOU EVER FELT UNSAFE IN THIS ESTABLISHMENT?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
Q2	IF YOU HAVE EVER FELT UNSAFE, IN WHICH AREAS OF THIS ESTABLISHMENT DO YOU/HAVE YOU EVER FELT UNSAFE? (PLEASE TICK ALL THAT APPLY TO YOU.)	
	Never felt unsafe	<input type="checkbox"/>
	Everywhere	<input type="checkbox"/>
	Segregation unit	<input type="checkbox"/>
	Association areas	<input type="checkbox"/>
	Reception area	<input type="checkbox"/>
	At the gym	<input type="checkbox"/>
	In an exercise yard	<input type="checkbox"/>
	At work	<input type="checkbox"/>
	At education	<input type="checkbox"/>
	At meal times	<input type="checkbox"/>
	At health care	<input type="checkbox"/>
	Visits area	<input type="checkbox"/>
	In wing showers	<input type="checkbox"/>
	In gym showers	<input type="checkbox"/>
	In corridors/stairwells	<input type="checkbox"/>
	On your landing/wing	<input type="checkbox"/>
	In your cell	<input type="checkbox"/>
	Other, please specify	
Q3	HAS ANOTHER YOUNG PERSON OR GROUP OF YOUNG PEOPLE VICTIMISED YOU IN THIS ESTABLISHMENT? (E.G. INSULTED OR ASSAULTED YOU.)	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	If No, go to question 6.	
Q4	IF YES, WHAT DID THE INCIDENT(S) INVOLVE/WHAT WERE THEY ABOUT? (PLEASE TICK ALL THAT APPLY TO YOU.)	
	Insulting remarks (about you, your family or friends)	<input type="checkbox"/>
	Physical abuse (being hit, kicked or assaulted)	<input type="checkbox"/>
	Sexual abuse	<input type="checkbox"/>
	Because of your race or ethnic origin	<input type="checkbox"/>
	Because of your religious beliefs	<input type="checkbox"/>
	Because you have a disability	<input type="checkbox"/>
	Because of drugs	<input type="checkbox"/>
	Having your canteen/property taken	<input type="checkbox"/>
	Because you were new here	<input type="checkbox"/>
	Because you are from a different part of the country	<input type="checkbox"/>
	Because of gang related issues	<input type="checkbox"/>
	Because of your offence/crime	<input type="checkbox"/>

Q5	IF YOU HAVE TICKED ANY OF THE ABOVE PLEASE GIVE DETAILS:	
Q6	HAS A MEMBER OF STAFF OR GROUP OF STAFF VICTIMISED YOU IN THIS ESTABLISHMENT (E.G. INSULTED OR ASSAULTED YOU)?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	If No, go to question 9.	
Q7	IF YES, WHAT DID THE INCIDENT(S) INVOLVE/WHAT WERE THEY ABOUT? (PLEASE TICK ALL THAT APPLY TO YOU.)	
	Insulting remarks (about you, your family or friends)	<input type="checkbox"/>
	Physical abuse (being hit, kicked or assaulted)	<input type="checkbox"/>
	Sexual abuse	<input type="checkbox"/>
	Because of your race or ethnic origin	<input type="checkbox"/>
	Because of your religious beliefs	<input type="checkbox"/>
	Because you have a disability	<input type="checkbox"/>
	Because of drugs	<input type="checkbox"/>
	Having your canteen/property taken	<input type="checkbox"/>
	Because you were new here	<input type="checkbox"/>
	Because you are from a different part of the country	<input type="checkbox"/>
	Because of gang related issues	<input type="checkbox"/>
	Because of your offence/crime	<input type="checkbox"/>
Q8	IF YOU HAVE TICKED ANY OF THE ABOVE PLEASE GIVE DETAILS:	
Q9	IF YOU WERE BEING VICTIMISED WHO WOULD YOU TELL?	
	No one	<input type="checkbox"/>
	Personal officer	<input type="checkbox"/>
	Wing officer	<input type="checkbox"/>
	Chaplain	<input type="checkbox"/>
	Health care staff	<input type="checkbox"/>
	Teacher/education staff	<input type="checkbox"/>
	Gym staff	<input type="checkbox"/>
	Listener/Samaritan/Buddy	<input type="checkbox"/>
	Another young person here	<input type="checkbox"/>
	Family/friends	<input type="checkbox"/>
	Other - please specify	

Q10	DO YOU THINK STAFF WOULD TAKE IT SERIOUSLY IF YOU TOLD THEM YOU HAD BEEN VICTIMISED?				
	Yes			<input type="checkbox"/>	
	No			<input type="checkbox"/>	
	Don't know			<input type="checkbox"/>	
Q11	IS SHOUTING THROUGH THE WINDOWS A PROBLEM HERE?				
	Yes			<input type="checkbox"/>	
	No			<input type="checkbox"/>	
	Don't know			<input type="checkbox"/>	
Q12	HAVE STAFF CHECKED ON YOU PERSONALLY IN THE LAST WEEK TO SEE HOW YOU ARE GETTING ON?				
	Yes			<input type="checkbox"/>	
	No			<input type="checkbox"/>	
Q13	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			<input type="checkbox"/>	
	15 or over			<input type="checkbox"/>	
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	DO YOU CURRENTLY TAKE PART IN ANY OF THE FOLLOWING ACTIVITIES? (PLEASE TICK ALL THAT APPLY TO YOU.)				
	Education			<input type="checkbox"/>	
	A job in this establishment			<input type="checkbox"/>	
	Vocational or skills training			<input type="checkbox"/>	
	Offending behaviour programmes			<input type="checkbox"/>	
	I am not currently involved in any of these			<input type="checkbox"/>	
Q4	IF YOU HAVE BEEN INVOLVED IN ANY OF THE FOLLOWING ACTIVITIES, IN THIS PRISON, DO YOU THINK THEY WILL HELP YOU WHEN YOU LEAVE PRISON?				
		Not been involved	Yes	No	Don't know
	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	A job in this establishment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Vocational or skills training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Offending behaviour programmes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5	DO YOU USUALLY HAVE ASSOCIATION EVERY DAY?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q6	HOW MANY TIMES DO YOU USUALLY GO TO THE GYM EACH WEEK?	
	Don't want to go	<input type="checkbox"/>
	None	<input type="checkbox"/>
	One to two times	<input type="checkbox"/>
	Three to five times	<input type="checkbox"/>
	More than five times	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q7	CAN YOU USUALLY GO OUTSIDE FOR EXERCISE EVERY DAY?	
	Don't want to go	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q8	DO YOU HAVE ANY OTHER COMMENTS YOU WISH TO MAKE ABOUT ACTIVITIES WITHIN THIS ESTABLISHMENT?	
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS		
Q1	ARE YOU ABLE TO USE THE TELEPHONE EVERY DAY, IF YOU WANT TO?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q2	HAVE YOU HAD ANY PROBLEMS WITH SENDING OR RECEIVING MAIL (LETTERS OR PARCELS)?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q3	HOW EASY IS IT FOR YOUR FAMILY AND FRIENDS TO VISIT YOU HERE?	
	Very easy	<input type="checkbox"/>
	Easy	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Difficult	<input type="checkbox"/>
	Very difficult	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>

Q4	HOW MANY VISITS HAVE YOU HAD, FROM FAMILY OR FRIENDS IN THE LAST MONTH?	
	I don't get visits	<input type="checkbox"/>
	None	<input type="checkbox"/>
	One	<input type="checkbox"/>
	Two	<input type="checkbox"/>
	Three	<input type="checkbox"/>
	More than three	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q5	DO YOUR VISITS USUALLY START ON TIME?	
	I don't get visits	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q6	HOW ARE YOU AND YOUR FAMILY/FRIENDS USUALLY TREATED BY VISITS STAFF?	
	I don't get visits	<input type="checkbox"/>
	Very well	<input type="checkbox"/>
	Well	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Badly	<input type="checkbox"/>
	Very badly	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q7	DO YOU HAVE ANY OTHER COMMENTS YOU WISH TO MAKE ABOUT KEEPING IN TOUCH WITH FAMILY AND FRIENDS?	
SECTION 12: PREPARATION FOR RELEASE		
Q1	WHEN DID YOU FIRST MEET YOUR PERSONAL OFFICER?	
	I still have not met him/her	<input type="checkbox"/>
	In your first week	<input type="checkbox"/>
	After your first week	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q2	HOW OFTEN DO YOU SEE YOUR PERSONAL OFFICER?	
	I still have not met him/her	<input type="checkbox"/>
	At least once a week	<input type="checkbox"/>
	Less than once a week	<input type="checkbox"/>
Q3	DO YOU FEEL YOUR PERSONAL OFFICER HAS HELPED YOU?	
	I still have not met him/her	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>

Q4 DO YOU HAVE A TRAINING PLAN?					
Not sentenced				<input type="checkbox"/>	
Yes				<input type="checkbox"/>	
No				<input type="checkbox"/>	
Don't know				<input type="checkbox"/>	
Q5 PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT TRAINING PLANS:					
		I don't have a training plan	Yes	No	Don't know
Were you involved in the development of your training plan?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you understand the targets that have been set in your training plan?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can you see your training plan when you want to?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6 HAS YOUR YOT WORKER BEEN IN TOUCH SINCE YOU ARRIVED AT THIS ESTABLISHMENT?					
Yes				<input type="checkbox"/>	
No				<input type="checkbox"/>	
Q7 DO YOU KNOW HOW TO GET IN TOUCH WITH YOUR YOT WORKER?					
Yes				<input type="checkbox"/>	
No				<input type="checkbox"/>	
Q8 PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT YOUR RELEASE:					
		Yes	No	Don't know	
Have you had a say in what will happen to you when you are released?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are you planning on going to school or college after release?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do you have a job to go to on release?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q9 DO YOU KNOW WHO TO CONTACT TO GET HELP WITH ANY OF THE FOLLOWING FOR WHEN YOU LEAVE? (PLEASE TICK ALL THAT APPLY TO YOU.)					
Finding accommodation				<input type="checkbox"/>	
Getting into school or college				<input type="checkbox"/>	
Getting a job				<input type="checkbox"/>	
Help with money/finances				<input type="checkbox"/>	
Help with claiming benefits				<input type="checkbox"/>	
Continuing health services				<input type="checkbox"/>	
Opening a bank account				<input type="checkbox"/>	
Avoiding bad relationships				<input type="checkbox"/>	
I don't know who to contact				<input type="checkbox"/>	

Q10	DO YOU THINK YOU WILL HAVE A PROBLEM WITH ANY OF THE FOLLOWING WHEN YOU LEAVE? (PLEASE TICK ALL THAT APPLY TO YOU.)	
	Finding accommodation	<input type="checkbox"/>
	Getting into school or college	<input type="checkbox"/>
	Getting a job	<input type="checkbox"/>
	Money/finances	<input type="checkbox"/>
	Claiming benefits	<input type="checkbox"/>
	Continuing health services	<input type="checkbox"/>
	Opening a bank account	<input type="checkbox"/>
	Avoiding bad relationships	<input type="checkbox"/>
	I won't have any problems	<input type="checkbox"/>
Q11	IS THERE ANYTHING YOU WOULD STILL LIKE HELP WITH BEFORE YOU ARE RELEASED?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q12	WHAT IS MOST LIKELY TO STOP YOU OFFENDING IN THE FUTURE? (PLEASE TICK ALL THAT APPLY TO YOU.)	
	Not sentenced	<input type="checkbox"/>
	Nothing, it is up to me	<input type="checkbox"/>
	Making new friends outside	<input type="checkbox"/>
	Going back to live with my family	<input type="checkbox"/>
	Getting a place of my own	<input type="checkbox"/>
	Getting a job	<input type="checkbox"/>
	Having a partner (girlfriend or boyfriend)	<input type="checkbox"/>
	Staying off alcohol/drugs	<input type="checkbox"/>
	Having a mentor (someone you can ask for advice)	<input type="checkbox"/>
	Having a YOT worker or social worker that I get on with	<input type="checkbox"/>
	Having children	<input type="checkbox"/>
	Having something to do that isn't crime	<input type="checkbox"/>
	This sentence	<input type="checkbox"/>
	Getting into school/college	<input type="checkbox"/>
	Talking about my offending behaviour with staff	<input type="checkbox"/>
	Anything else	<input type="checkbox"/>
Q13	DO YOU WANT TO STOP OFFENDING?	
	Not sentenced	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>

